



CUSTOMER SATISFACTION SURVEY

1. Are you a new relay user:

- Yes No

2. In the past 30 days, I have used Maryland Relay 7-1-1 to make a telephone call:

- 0 times 1-10 times
 11-20 times 21-30 times
 More than 30 times

3. I use the following services/equipment to communicate through Maryland Relay (select all that apply):

- TTY Speech to Speech
 VCO HCO
 ASCII Spanish
 Standard Phone

4. Maryland Relay operators dial my calls correctly:

- Always Most of the time
 Half of the time Less than half
 Never

5. Maryland Relay operators are patient and do not rush my calls:

- Always Most of the time
 Half of the time Less than half
 Never

6. Maryland Relay operators have good spelling skills:

- Always Most of the time
 Half of the time Less than half
 Never N/A

7. Maryland Relay operators type to me:

- Just Right Too Fast
 Too Slow N/A

8. Maryland Relay operators type background noises (dog barking, baby crying, etc.) to me:

- Always Most of the time
 Half of the time Less than half
 Never N/A

9. Maryland Relay operators type the tone of voice (sounds happy, sounds excited) to me:

- | | |
|---|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Most of the time |
| <input type="checkbox"/> Half of the time | <input type="checkbox"/> Less than half |
| <input type="checkbox"/> Never | <input type="checkbox"/> N/A |

10. Maryland Relay operator's spoken language skills are:

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good |
| <input type="checkbox"/> Good | <input type="checkbox"/> Fair |
| <input type="checkbox"/> Poor | <input type="checkbox"/> N/A |

11. Maryland Relay operators become personally involved in my calls:

- | | |
|---|---|
| <input type="checkbox"/> Never | <input type="checkbox"/> Less than half |
| <input type="checkbox"/> Half of the time | <input type="checkbox"/> Most of the time |
| <input type="checkbox"/> Always | |

12. Overall, I would rate the skills of Maryland Relay operators as:

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good |
| <input type="checkbox"/> Good | <input type="checkbox"/> Fair |
| <input type="checkbox"/> Poor | |

13. Maryland Relay operators are courteous and professional:

- | | |
|---|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Most of the time |
| <input type="checkbox"/> Half of the time | <input type="checkbox"/> Less than half |
| <input type="checkbox"/> Never | <input type="checkbox"/> N/A |

14. When I call Maryland Relay, the operator answers my call within:

- | | |
|------------------------------------|---------------------------------------|
| <input type="checkbox"/> 0-2 rings | <input type="checkbox"/> 3-5 rings |
| <input type="checkbox"/> 6-8 rings | <input type="checkbox"/> Over 8 rings |

15. I suggest Maryland Relay provide more outreach and education to these kinds of businesses:

- | | |
|---|---|
| <input type="checkbox"/> Financial Institutions | <input type="checkbox"/> Educational Settings |
| <input type="checkbox"/> Retailers | <input type="checkbox"/> Government |
| <input type="checkbox"/> Health Facilities | <input type="checkbox"/> Others: _____ |

16. I know that I can contact Maryland Relay Customer Service at 1-800-552-7724 v/tty:

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

THANK YOU FOR FILLING OUT THIS SURVEY. *Your feedback is important to us!*

Please return via mail to:

Maryland Relay Center, One Science Park, Frostburg Business Park, Frostburg, MD 21532

Fax to: 301-689-5197, or Complete the survey via the WEB at: www.mdrelay.org

