

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180606-000066	06/06/2018 05:22 PM		VCO	Mary	Mary	Customer stated people calling them through the Relay are unable to hear them and will disconnect.	06/13/2018 05:41 PM	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180607-000060	06/07/2018 08:25 PM	1347	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over them.	06/07/2018 08:26 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180610-000001	06/10/2018 09:41 AM		STS	Brandon	Brandon	~Customer stated they were dissatisfied with the OPR processing their call.	06/10/2018 10:42 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
180612-000054	06/12/2018 06:08 PM		VCO	Mary	Mary	Customer stated the OPR did not keep them informed during their call.	06/13/2018 03:51 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details, no information could be located in regard to the call the customer was referring to.	Service Complaints	OPR Didn't Keep User Informed

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180614-000049	06/14/2018 10:40 PM		STS	Erica	Erica	*Customer stated the Operator hung up on them.	06/18/2018 10:30 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Hung Up on Caller
180614-000050	06/14/2018 10:50 PM	1347	STS	Erica	Erica	*Customer stated the Operator hung up on them.	06/18/2018 10:30 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Hung Up on Caller
180619-000062	06/19/2018 03:38 PM		HCO	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure.	06/21/2018 08:54 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
180622-000038	06/22/2018 04:20 PM		STS	Tyna	Mary	*Customer provided a general complaint against the Relay Supervisors stating they are not reprimanding improper OPRs.	06/25/2018 10:01 AM	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180622-000035	06/22/2018 04:20 PM	1330	STS	Tyna	Mary	*Customer stated their STS call was handled improperly because the OPR was slow and would not speed up when instructed.	06/29/2018 06:11 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call. Information was forwarded to management and OPR received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
180623-000003	06/23/2018 10:02 AM	1395	STS	Ryan	Erica	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	06/23/2018 10:53 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was satisfied.	Service Complaints	STS Call Handling Problems
180630-000021	06/30/2018 03:40 PM		STS	Jennifer	Jennifer	~Customer wanted a complaint filed that it is illegal for Relay Supervisors to handle Customer Care calls.	06/30/2018 11:59 AM	Customer Care thanked the customer for their suggestion which would be forwarded to management. Information was forwarded to Director of Account Management & Compliance Manager; who acknowledged receipt and confirmed that the State process allows handling of customer complaints by Supervisors. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180709-000022	07/09/2018 01:17 PM	9062	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the OPR had difficulty understanding the customer.	07/10/2018 12:41 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
180709-000023	07/09/2018 01:24 PM	9042	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the OPR had difficulty understanding the customer.	07/10/2018 12:31 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
180717-000032	07/17/2018 02:32 PM		TTY	Jenn	Jenn	Customer stated they are unable to get their account information from Verizon.	07/17/2018 02:32 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180729-000004	07/28/2018 10:19 PM	1138	STS	Jennifer	Erica	*Customer stated the OPR did not follow policy/procedure.	07/31/2018 05:35 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180801-000012	08/01/2018 10:36 AM	1216	STS	Mary	Mary	*Customer stated the OPR hung up on them.	08/06/2018 02:37 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Hung Up on Caller
180801-000046	08/01/2018 01:26 PM		STS	Mary	Mary	*Customer made general suggestion regarding the OPRs calling them back when they become unexpectedly disconnected during calls.	08/01/2018 01:29 PM	Customer Care explained the policy/procedure and thanked the customer for their suggestion which would be forwarded to management. Information was forwarded to management; whom acknowledged receipt and confirmed that this policy was established by the state and cannot be changed. Customer understood.	Service Complaints	Miscellaneous
180801-000079	08/01/2018 05:45 PM	1208	STS	Erica	Erica	*Customer stated that they could not understand the OPR.	08/01/2018 05:46 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Poor Vocal Clarity/Enuciation

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180802-000028	08/02/2018 01:24 PM	1079	STS	Mary	Mary	*Customer stated the OPR hung up on them and was disrespectful during the call.	08/20/2018 01:29 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Hung Up on Caller
180804-000022	08/04/2018 06:35 PM		STS	Jasper	Jasper	~Customer stated that a 3rd party came on the line asking for personal information when trying to play a long distance call.	08/04/2018 07:02 PM	Customer Care attempted to assist the customer; which was unsuccessful for the customer disconnected. There has been no further contact by the customer regarding this issue.	External Complaints	Miscellaneous
180810-000051	08/10/2018 04:38 PM	9379	STS	Erica	Erica	*Customer stated their STS call was handled improperly. Customer stated the OPR does not listen and did not dial the requested number when asked the first time.	08/14/2018 06:13 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
180822-000067	08/22/2018 05:54 PM		TTY	Jacob	Jacob	Customer stated the OPR did not follow policy/procedure.	08/22/2018 06:25 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180828-000002	08/28/2018 08:14 AM		TTY	Ryan	Ryan	Customer made a general complaint regarding the Relay OPR's and following FCC guidelines.	08/28/2018 08:18 AM	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
180829-000025	08/29/2018 02:02 PM		TTY	Jacob	Jacob	Customer stated the OPR did not follow policy/procedure.	09/04/2018 03:21 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
180902-000011	09/02/2018 02:25 PM	9091	TTY	Mary	Mary	Customer stated the OPR did not follow policy/procedure by refusing to process the call.	09/17/2018 11:18 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
180903-000047	09/03/2018 02:45 PM		TTY	Jenn	Jenn	Customer stated that they were experiencing technical issues with Comcast.	09/03/2018 02:45 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180909-000007	09/09/2018 11:35 AM		TTY	Erica	Erica	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	09/11/2018 04:48 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180913-000043	09/13/2018 04:42 PM	9034	STS	Jenn	Jenn	*Customer stated the OPR was playing games with them on their call.	09/17/2018 02:57 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
180919-000069	09/19/2018 03:41 PM	1330	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the OPR called for a Supervisor instead of responding to the customer.	09/26/2018 05:56 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call. Information was forwarded to management and OPR received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
180920-000060	09/20/2018 04:21 PM		TTY	Mary	Mary	Customer stated the OPR did not follow policy/procedure by refusing to process a call.	09/24/2018 05:19 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details, no information could be located in regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180924-000029	09/24/2018 11:25 AM	9381	STS	Mary	Mary	*Customer stated the OPR did not follow policy/procedure by not taking notes of important information during the call.	09/27/2018 10:44 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
181006-000009	10/06/2018 01:11 PM		STS	Jenn	Jenn	*Customer stated issues when attempting to use the Relay.	10/06/2018 01:11 PM	Customer Care apologized and attempted to gather call detail information to forward to the technical department; which was unsuccessful. Customer disconnected.	Technical Complaints	Miscellaneous
181010-000002	10/09/2018 02:42 PM		STS	April	April	~Customer provided a general complaint regarding STS OPR's and the captioned service.	10/10/2018 09:13 AM	Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
181011-000007	10/11/2018 07:20 AM		STS	Celeste	Celeste	*Customer stated the MASS Relay Administrator complains too much.	10/11/2018 08:40 AM	Customer Care apologized and attempted to obtain additional information; which was unsuccessful. Customer disconnected.	Service Complaints	Miscellaneous
181011-000078	10/11/2018 11:00 AM		Email	Christa	Christa	Account Manager provided management with a copy of a complaint received from a Relay user regarding the Operators not reading their profile and failing to document numbers obtained from Directory Assistance.	10/17/2018 01:27 PM	Management provided follow-up with the customer regarding their complaint. Operators received refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181016-000003	10/16/2018 08:45 AM	1218	Voice	Tyna	Tyna	*Customer stated the OPR dialed the incorrect number.	10/17/2018 01:12 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	OPR Misdialed Number
181021-000015	10/21/2018 05:18 PM		STS	Erica	Erica	*Customer stated there was not a Supervisor available when requested.	10/23/2018 05:15 PM	Customer Care apologized and acquired call details. Information was sent to management; whom acknowledged receipt and implemented procedures to ensure a supervisor is available at all times for customer assistance. Customer was satisfied.	Service Complaints	Miscellaneous
181029-000083	10/29/2018 01:52 PM	9056	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the OPR did not know how to summon a Supervisor when requested.	11/05/2018 01:22 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
181029-000110	10/29/2018 03:08 PM		STS	Dan	Dan	~Customer stated their STS call was handled improperly. Customer stated the OPR refused to speak more slowly so the customer's CapTel device could transmit the captions more easily.	10/30/2018 08:26 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181104-000025	11/04/2018 01:04 AM	1205M	Voice	Celeste	Celeste	*Customer stated the OPR did not follow policy/procedure.	11/04/2018 01:29 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
181107-000032	11/07/2018 11:10 AM	9146	STS	Mary	Mary	*Customer stated the OPR dialed the incorrect number.	11/19/2018 10:26 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Misdialed Number
181113-000092	11/13/2018 04:21 PM		STS	Tyna	Tyna	*Customer wanted to file a complaint that the OPR has a lisp and it could be heard on the line.	11/13/2018 04:28 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
181113-000120	11/13/2018 06:12 PM		Voice	Jacob	Jacob	*Customer wanted to file a complaint that the OPR has a lisp and it could be heard on the line.	11/13/2018 06:15 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181116-000021	11/16/2018 11:16 AM		STS	Tyna	Tyna	*Customer stated the OPR was not able to see their speed dials in their profile.	11/20/2018 01:00 PM	Customer Care verified the customer and confirmed information was listed in profile notes. Customer Care confirmed with OPR that information was not appearing at workstation. Customer Care apologized and advised information would be forwarded to technical department. Information was updated in the profile which resolved the issue. Customer was satisfied.	Technical Complaints	Tech Issues STS Problem
181117-000025	11/17/2018 03:08 PM	9056	STS	Elijah	Elijah	*Customer stated the OPR did not find and dial the correct speed dial number.	12/03/2018 11:35 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Improper Use of Speed Dialing
181118-000006	11/18/2018 12:20 PM		TTY	Jenn	Jenn	Customer stated they were receiving garble during the call.	11/18/2018 12:20 PM	Customer Care provided several troubleshooting tips for clearing garble during a call. Customer stated they would call back if garble continued. Customer was satisfied.	Technical Complaints	Garbling
181128-000084	11/28/2018 09:14 PM		STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	11/28/2018 09:15 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181128-000085	11/28/2018 09:29 PM		STS	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/28/2018 09:31 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
181130-000081	11/30/2018 09:16 PM	9056	STS	Dan	Dan	*Customer stated the OPR did not keep them informed during their call.	12/05/2018 09:08 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Didn't Keep User Informed
181201-000024	12/01/2018 05:21 PM		Voice	Jacob	Jacob	Customer stated the OPR did not follow policy/procedure.	12/01/2018 05:22 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
181206-000029	12/06/2018 01:40 PM		STS	Jacob	Jacob	*Customer stated the OPR did not follow policy/procedure.	12/13/2018 12:26 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181206-000039	12/06/2018 02:26 PM		STS	Jacob	Jacob	*Customer stated when dialing a specific number through Relay they are reaching a busy signal.	12/06/2018 02:26 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
181208-000008	12/08/2018 03:25 PM	5218F	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR refused to speak louder.	12/11/2018 07:36 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
181212-000022	12/12/2018 11:13 AM		STS	Tyna	Tyna	*Customer stated the Customer Care Representative refused to update their profile.	12/12/2018 11:20 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
181212-000074	12/12/2018 03:05 PM		STS	Mary	Mary	*Customer dislikes policy/procedure where the OPRs are not able to save information between calls.	12/19/2018 02:30 PM	Customer Care explained the policy/procedure and thanked the customer for their suggestion which would be forwarded to management. Information was forwarded to management; whom acknowledged receipt and confirmed that this policy was established by the state and cannot be changed. Customer understood.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181214-000062	12/14/2018 03:06 PM	1330	STS	Jacob	Jacob	*Customer stated the OPR did not follow policy/procedure.	12/19/2018 01:55 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
181217-000031	12/17/2018 12:17 PM	9056	STS	Mary	Mary	*Customer stated the OPR released their call improperly.	12/27/2018 06:08 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Improper Use of Call Release
181222-000014	12/22/2018 01:39 PM		STS	Jenn	Jenn	~Customer stated the OPR did not follow policy/procedure.	12/22/2018 01:39 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
181224-000000	12/23/2018 07:37 PM		VCO	Jasper	Tyna	Customer stated when placing a call through Relay the voice called party connects in TTY.	12/24/2018 11:56 AM	Customer Care attempted to obtain call detail information; which was unsuccessful and suggested the called party contact Customer Care for further assistance. Customer understood and was satisfied.	Technical Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181224-000050	12/24/2018 01:33 PM		STS	Tyna	Tyna	*Customer stated the OPR does not know how to do their job.	12/24/2018 01:36 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
181231-000024	12/31/2018 10:42 AM		STS	Jenn	Jenn	*Customer stated the OPR did not do their job properly.	12/31/2018 10:42 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Miscellaneous
190108-000005	01/08/2019 09:51 AM	9090	STS	Jenn	Jenn	*Customer stated the OPR was speaking too slowly.	01/11/2019 09:33 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
190110-000049	01/10/2019 03:07 PM		STS	Tyna	Tyna	*Customer stated the OPR's are not following their instructions and the supervisors take the OPR's side.	01/11/2019 09:22 AM	Customer Care explained the policy/procedure and thanked the customer for their suggestion. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190111-000082	01/11/2019 06:13 PM		Voice	Jacob	Jacob	*Customer stated the OPR did not follow policy/procedure.	01/11/2019 07:06 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
190124-000004	01/24/2019 08:19 AM	1395	STS	Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure regarding their profiled speed dial numbers.	01/31/2019 08:10 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
190128-000098	01/28/2019 06:05 PM		VCO	Mary	Mary	Customer stated people calling them through the Relay are unable to hear them and will disconnect.	02/05/2019 03:37 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
190131-000068	01/31/2019 08:35 PM	9056	Voice	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	02/05/2019 08:50 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190201-000058	02/01/2019 04:22 PM		STS	Dan	Dan	*Customer stated when dialing 7-1-1, they are receiving TTY tones.	02/01/2019 05:45 PM	Customer Care apologized and acquired call detail information. Customer Care acquired call detail information. Information was forwarded to the technical department; which promptly identified and corrected the issue. Customer was satisfied.	Technical Complaints	Tech Issues 7-1-1 Problem
190202-000025	02/02/2019 03:23 PM	1243	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the OPR did not revoice quickly enough.	02/12/2019 10:15 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call. Information was forwarded to management and OPR received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
190206-000064	02/06/2019 03:49 PM		STS	Mary	Mary	*Customer stated their STS call was handled improperly because the Supervisor would not allow them to make further calls and was rude.	02/22/2019 02:09 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the customer was connected with an OPR and a Supervisor was summoned during the call. Information was forwarded to management and the Supervisor received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
190208-000077	02/08/2019 03:41 PM		STS	Jacob	Jacob	*Customer stated the OPR did not follow policy/procedure.	02/08/2019 04:54 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190208-000083	02/08/2019 03:44 PM	9070	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the Opr's voice was annoying.	02/15/2019 03:50 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
190211-000046	02/11/2019 11:36 AM		Voice	Mary	Mary	Customer stated when dialing select numbers through Relay they are unable to connect.	02/11/2019 11:47 AM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
190212-000106	02/12/2019 04:49 PM	9070	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the OPR's voice was slurry and they would not give their required greeting faster.	02/20/2019 02:51 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
190213-000002	02/13/2019 08:30 AM		Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	02/13/2019 08:38 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190221-000079	02/21/2019 04:14 PM		STS	Dan	Dan	*Customer stated the Supervisor appeared to have an audio issue during the call.	02/21/2019 04:18 PM	Customer Care apologized and gathered call detail information. Information was forwarded to the technical department, which promptly identified and resolved the issue. Customer was satisfied.	Technical Complaints	Miscellaneous
190221-000080	02/21/2019 04:21 PM		STS	Tyna	Tyna	*Customer stated their STS call was handled improperly as the OPR asked customer if the number to dial was in their speed dial list.	02/26/2019 08:12 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure.	Service Complaints	STS Call Handling Problems
190301-000012	03/01/2019 10:10 AM		STS	Jacob	Jacob	*Customer stated the OPR hung up on them.	03/01/2019 10:12 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	OPR Hung Up on Caller
190306-000051	03/06/2019 04:32 PM		STS	Jacob	Jacob	~Customer stated they are hearing a loud humming sound on their phone line.	03/06/2019 04:49 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
190308-000053	03/08/2019 04:23 PM		Voice	Tyna	Tyna	*Customer stated when dialing 7-1-1 they are getting TTY tones.	03/08/2019 04:37 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190308-000056	03/08/2019 04:49 PM		STS	Jenn	Jenn	*Customer stated when dialing 7-1-1 they are getting TTY tones.	03/12/2019 09:14 AM	Customer Care acquired call detail information. Information was forwarded to the technical department; which verified there were no technical issues with the Relay. Customer Care provided the toll-free access number for MASS Relay STS and explained to customer the reason for TTY tones when dialing 7-1-1. Customer was satisfied.	Technical Complaints	Miscellaneous
190309-000003	03/09/2019 11:58 AM		STS	Jenn	Jenn	*Customer stated issues when attempting to call directory assistance.	03/09/2019 11:58 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Technical Complaints	Miscellaneous
190320-000039	03/20/2019 02:42 PM		STS	Jenn	Jenn	*Customer stated they are unable to reach Directory Assistance through Relay.	03/20/2019 02:42 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined there were no issues with Relay. Customer Care referred the customer to their telephone service provider for assistance. Customer understood	External Complaints	Miscellaneous
190324-000001	03/23/2019 07:04 PM		STS	Kris	Kris	*Customer stated they are unable to reach Directory Assistance through Relay.	03/24/2019 10:48 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined there were no issues with Relay. Customer Care referred the customer to their telephone service provider for assistance. Customer understood.	External Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190324-000002	03/23/2019 09:11 PM		STS	Kris	Kris	*Customer stated they are unable to reach Directory Assistance through Relay.	03/24/2019 01:18 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined there were no issues with Relay. Customer Care referred the customer to their telephone service provider for assistance. Customer understood.	External Complaints	Miscellaneous
190326-000009	03/26/2019 09:42 AM		TTY	Tyna	Tyna	Customer stating when placing calls to specific numbers the OPR advises circuits are busy.	03/26/2019 09:48 AM	Customer Care apologized and referred customer to their telephone service provider for assistance regarding the specific numbers. Customer understood and was satisfied.	External Complaints	Miscellaneous
190405-000033	04/05/2019 02:57 PM		STS	Erica	Erica	*Customer stated the OPR provided the incorrect information.	04/19/2019 04:49 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had not processed any calls for the customer on the provided date.	Service Complaints	OPR Gave Wrong Information
190410-000013	04/10/2019 11:44 AM		Voice	Tyna	Tyna	*Customer stated the OPRs are not doing their job.	04/10/2019 11:53 AM	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190420-000009	04/20/2019 02:57 PM	5192	STS	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	04/30/2019 10:54 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
190426-000047	04/26/2019 04:14 PM		Voice	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure by providing their OPR number.	04/26/2019 04:14 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
190506-000048	05/06/2019 09:25 PM		STS	Dan	Dan	~Customer stated they wanted to file a complaint regarding difficulty communicating with the OPR.	05/06/2019 09:42 PM	Customer Care determined there was an issue with the customer's phone line. Customer understood and was satisfied.	External Complaints	Miscellaneous
190510-000017	05/10/2019 11:44 AM		STS	Bysa	Tyna	Customer stated the OPR did not follow policy/procedure. Customer refused to provide call details.	05/10/2019 01:13 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190510-000044	05/10/2019 08:16 PM	9048F	STS	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	05/20/2019 02:07 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
190514-000008	05/14/2019 11:18 AM		Voice	Breanna	Jacob	Customer stated they are unable to dial a specific phone number through Relay.	06/03/2019 04:24 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	Miscellaneous
190518-000028	05/18/2019 06:00 PM	5192	STS	Kris	Dan	*Customer stated the OPR did not follow policy/procedure.	05/30/2019 12:05 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190520-000044	05/20/2019 02:03 PM	Jennifer	STS	Jacob	Jacob	*Customer stated the Supervisor was rude while processing the call by interrupting and speaking over them.	05/30/2019 11:55 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had processed the call. Information was forwarded to management; which determined the Supervisor followed proper procedure. The Supervisor did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
190522-000022	05/22/2019 02:08 PM	1330	STS	Erica	Erica	*Customer stated the OPR voiced their greeting too slowly.	05/29/2019 09:24 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
190529-000020	05/29/2019 11:51 AM		STS	Mary	Mary	~Customer provided a general complaint against the Relay OPRs in the 5000-series. Customer stated they act like they do not care about customers and are generally lazy.	06/04/2019 11:38 AM	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
190530-000025	05/30/2019 12:59 PM		STS	Jacob	Jacob	~Customer made strong general complaints regarding the Massachusetts Relay Service and stated that the Relay OPR's are sensitive.	05/30/2019 01:06 PM	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts Relay 2018 - 2019 TRS FCC Complaint Report

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190530-000047	05/30/2019 04:12 PM		VCO	Jenn	Jenn	Customer stated they were receiving garble during the call.	05/30/2019 04:13 PM	Customer Care provided several troubleshooting tips for clearing garble during a call. Customer stated they would call back if garble continued. Customer was satisfied.	Technical Complaints	Garbling