

MASS Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

| 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 |
|---------------|-----------------|-----------|-----------------|---------------|-------------------|--|--------------------|--|--------------------|-----------------------|
| 170601-000056 | 6/1/2017 | | STS | Dan | Dan | *Customer stated they wanted to file a complaint against an OPR and refused to provide call details. | 6/1/2017 | 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 |
| 170601-000058 | 6/1/2017 | 9296 | STS | Erica | Erica | *Customer did not provide any specific problem with the OPR only stating they should be fired. | 6/1/2017 | 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 | Miscellaneous |
| 170601-000057 | 6/1/2017 | 9379 | STS | Erica | Erica | *Customer did not provide any specific problem with the OPR only stating they should be fired. | 6/2/2017 | 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 | Service Complaints | Miscellaneous |
| 170604-000016 | 6/4/2017 | 9381 | STS | Kacie | Kacie | *Customer stated the OPR was very slow. | 6/5/2017 | 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 | Miscellaneous |
| 170609-000057 | 6/9/2017 | 9296 | STS | Erica | Erica | *Customer stated the OPR could not hear the customer. | 6/12/2017 | 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 | Miscellaneous |
| 170615-000079 | 6/15/2017 | 9141 | STS | Erica | Erica | *Customer stated the Operator hung up on them. | 6/19/2017 | 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 | Service Complaints | OPR Hung Up on Caller |

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| 170616-000000 | 6/16/2017 | | STS | Tyna | Tyna | *Customer stated the OPR was asking for a long distance provider. | 6/16/2017 | Customer Care attempted to obtain information from the customer. Customer refused and disconnected. | Service Complaints | Miscellaneous |
| 170619-000024 | 6/19/2017 | | STS | Tyna | Tyna | *Customer wanted to file a general complaint regarding all the OPRs. | 6/19/2017 | Customer Care apologized and was unable to acquire details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170621-000017 | 6/21/2017 | | STS | Mary | Mary | *Customer stated they were reaching a fast busy signal when dialing directory assistance. | 6/21/2017 | Customer Care apologized and referred the customer to their telephone service provider. Customer became upset and disconnected. | External Complaints | Miscellaneous |
| 170626-000073 | 6/26/2017 | | STS | 9296 | 9296 | *Customer stated their STS call was handled improperly including the OPR refused to disconnect. | 6/28/2017 | 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 | STS Call Handling Problems |
| 170628-000060 | 6/28/2017 | 9081 acting as Supervisor | STS | Erica | Erica | *Customer stated the Supervisor would not let the OPR take down information obtained during the call. | 6/29/2017 | 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 |
| 170630-000065 | 6/30/2017 | | STS | Erica | Erica | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 7/3/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.4% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |

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| 170703-000029 | 7/3/2017 | 9075 | STS | Jenn | Jenn | *Customer stated the OPR would not provide them with information about a previous call. | 7/5/2017 | 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 | Miscellaneous |
| 170708-000010 | 7/8/2017 | | TTY | Tyna | Tyna | Customer stated was trying to obtain a telephone number from directory assistance but unable to reach them. | 7/8/2017 | Customer Care apologized, attempted to obtain and provide information but customer disconnected. There has been no further contact from the customer. | External Complaints | Miscellaneous |
| 170708-000012 | 7/8/2017 | 9075 | STS | Brandon | Brandon | *Customer stated the OPR was speaking loudly over a recording to keep customer from hearing it. | 7/8/2017 | 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 regard to the call the customer was referring to. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170709-000016 | 7/9/2017 | 9146 | STS | Tyna | Tyna | *Customer state the OPR kept interrupting and talking over them. | 7/11/2017 | 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. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170709-000017 | 7/9/2017 | 9025 | STS | Tyna | Tyna | *Customer requested for a supervisor and the OPR asked why. | 7/9/2017 | 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 regard to the call the customer was referring to. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170711-000058 | 7/11/2017 | 9379 | STS | Kacie | Kacie | *Customer stated their STS call was handled improperly including the OPR refused to revoice. | 7/13/2017 | 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 | STS Call Handling Problems |

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| 170716-000015 | 7/16/2017 | | STS | Mary | Mary | *Customer stated the Supervisor was rude and refused to switch OPRs. | 7/19/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and had requested a Supervisor. Information was forwarded to management and Supervisor received refresher training in regard to this issue. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170717-000028 | 7/17/2017 | 9379 | STS | Kacie | Kacie | *Customer stated their STS call was handled improperly; the OPR did not verify profile information. | 7/21/2017 | 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 | STS Call Handling Problems |
| 170717-000041 | 7/17/2017 | 9034 | STS | Jenn | Jenn | *Customer stated the OPR had a very bad temper and immediately got a Supervisor on the line instead of assisting them with their calls. | 7/18/2017 | 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 | Miscellaneous |
| 170718-000047 | 7/18/2017 | 9075 | STS | Kacie | Kacie | *Customer stated that they could not understand the OPR. | 7/21/2017 | 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 | Poor Vocal Clarity/Enunciation |
| 170718-000062 | 7/18/2017 | | STS | Jenn | Jenn | *Customer stated they were having issues with their Verizon phone service. | 7/18/2017 | Customer Care referred the customer to their telephone service provider for further assistance. Customer disconnected. | External Complaints | Miscellaneous |
| 170718-000063 | 7/18/2017 | 9381 | STS | Kacie | Kacie | *Customer stated their STS call was handled improperly including the OPR refused to revoice. | 7/21/2017 | 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 | STS Call Handling Problems |

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| 170718-000080 | 7/18/2017 | 9389M | VCO | Dan | Dan | Customer stated the OPR hung up on them. | 7/21/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the operator did not disconnect the call. Customer understood. | Service Complaints | OPR Hung Up on Caller |
| 170720-000054 | 7/20/2017 | 1330 | STS | Tyna | Tyna | *Customer stated the OPR hung up on them. | 7/21/2017 | 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. Customer was satisfied. | Service Complaints | OPR Hung Up on Caller |
| 170720-000065 | 7/20/2017 | | Voice | Kacie | Kacie | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 7/28/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 94.3% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170722-000013 | 7/22/2017 | 9019 | STS | Erica | Erica | *Customer stated the OPR did not follow policy/procedure. | 7/26/2017 | 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 |
| 170722-000014 | 7/22/2017 | 9075 | STS | Erica | Erica | *Customer stated the OPR did not follow policy/procedure. | 7/26/2017 | 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 |
| 170723-000011 | 7/23/2017 | | STS | Erica | Erica | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 7/31/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.6% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |

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| 170723-000012 | 7/23/2017 | 9141 | STS | Erica | Erica | *Customer stated their STS call was handled improperly. Customer refused to provide call details. | 7/23/2017 | 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 |
| 170724-000032 | 7/24/2017 | | STS | Jenn | Jenn | *Customer stated that a business will not call them back through the Relay Service. | 7/24/2017 | Customer Care apologized and referred the customer to that business so they may resolve the issue. Customer understood. | External Complaints | Miscellaneous |
| 170727-000007 | 7/27/2017 | | STS | Tyna | Tyna | ~Customer expressed their frustration with directory assistance. | 7/27/2017 | Customer Care apologized and referred the customer to their telephone service provider. Customer understood. | External Complaints | Miscellaneous |
| 170728-000000 | 7/27/2017 | | STS | Jennifer | Erica | ~Customer stated their STS call was handled improperly. Customer made a general complaint about STS Relay OPRs and would like the information to be sent to upper management. | 8/2/2017 | Customer Care apologized and stated information would be forwarded to management whom acknowledged receipt. Customer was satisfied. | Service Complaints | STS Call Handling Problems |
| 170728-000049 | 7/28/2017 | 1330 | STS | Mary | Mary | *Customer stated the OPR did not follow policy/procedure by not revoicing for the non-Relay customer when asked to during their call. | 8/1/2017 | 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 |
| 170729-000009 | 7/29/2017 | | STS | Dan | Dan | ~Customer inquired if we were experiencing any technical issues today. | 7/29/2017 | Customer Care advised there were no technical issues that we were aware of. Customer stated it must be an issue with their telephone service provider instead. Customer was satisfied. | External Complaints | Miscellaneous |
| 170802-000051 | 8/2/2017 | | STS | Tyna | Tyna | *Customer stated the Supervisor did not follow policy/procedure. | 8/2/2017 | 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 regard to the call the customer was referring to. Customer was satisfied. | Service Complaints | Didn't Follow Policy/Procedure |

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| 170807-000094 | 8/7/2017 | 9388F | STS | Dan | Dan | *Customer stated the OPR did not follow policy/procedure. | 8/8/2017 | 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 |
| 170808-000010 | 8/8/2017 | | VCO | Mary | Mary | Customer stated they are unable to dial a specific toll-free access number through the Relay. | 8/10/2017 | Customer Care apologized, acquired the call detail information, and forwarded it to the technical department; which determined the calls were successfully processed to that specific number. Customer was notified and was referred to their telephone service provider. Customer was satisfied. | External Complaints | Miscellaneous |
| 170811-000016 | 8/11/2017 | | Voice | Jenn | Jenn | *Customer stated that a Customer Care Representative did not provide their name during their greeting. | 8/11/2017 | Customer Care apologized and forwarded their complaint to the Customer Care Manager. Customer disconnected. | Service Complaints | Miscellaneous |
| 170814-000048 | 8/14/2017 | | STS | Mary | Mary | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 8/18/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.7% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170816-000060 | 8/16/2017 | 9430M | TTY | Dan | Dan | Customer stated the Operator hung up on them. | 8/17/2017 | 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 Hung Up on Caller |
| 170818-000005 | 8/18/2017 | | VCO | Mary | Mary | Customer stated they are unable to dial a specific toll-free access number through the Relay. | 8/18/2017 | Customer Care apologized, advised the calls were successfully placed through the Relay, and referred the customer to their telephone service provider. Customer understood. | External Complaints | Miscellaneous |
| 170821-000032 | 8/21/2017 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 8/21/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.1% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |

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| 170822-000033 | 8/22/2017 | | STS | Dan | Dan | *Customer stated their call was disconnected. | 8/22/2017 | Customer Care determined the terminating party disconnected the call. Customer was satisfied. | External Complaints | Miscellaneous |
| 170823-000044 | 8/23/2017 | | VCO | Tyna | Tyna | Customer stated when dialing a specific number it will not go through every time. | 8/25/2017 | Customer Care apologized and referred the customer to their telephone service provider regarding outbound dialing to a specific number. Customer was satisfied. | External Complaints | Miscellaneous |
| 170823-000051 | 8/23/2017 | | STS | Mary | Mary | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 8/28/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.0% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170823-000053 | 8/23/2017 | | STS | Tyna | Tyna | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 8/23/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.0% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170823-000071 | 8/23/2017 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 8/23/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.0% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170824-000019 | 8/24/2017 | 9042 | STS | Jenn | Jenn | *Customer stated that the Supervisor placed them on hold and did not come back on the line. | 8/24/2017 | 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 notified. | Service Complaints | Miscellaneous |
| 170826-000003 | 8/26/2017 | 1134 | STS | Stephanie | Erica | *Customer stated their STS call was handled improperly by not revoicing when requested. | 8/28/2017 | 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 | STS Call Handling Problems |

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| 170828-000046 | 8/28/2017 | | STS | Jenn | Jenn | *Customer stated the OPR would not revoice for them. | 8/28/2017 | 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 notified. | Service Complaints | Miscellaneous |
| 170830-000051 | 8/30/2017 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 8/30/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.4% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170831-000041 | 8/31/2017 | | STS | Jenn | Jenn | *Customer stated that all of the Relay OPRs do not follow directions and are rude during their calls. | 8/31/2017 | Customer Care apologized and forwarded the complaint to the Customer Care Manager. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170901-000011 | 9/1/2017 | | STS | Mary | Mary | *Customer suggested the Relay provide more OPRs that are located in their area. | 9/5/2017 | Customer Care thanked the customer for their suggestion and forwarded the information to management; who acknowledged its receipt. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170901-000057 | 9/1/2017 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 9/1/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.2% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170911-000004 | 9/11/2017 | 9179 | STS | Jenn | Jenn | *Customer stated the OPR was being lazy and did not know how to process the call. | 9/11/2017 | 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 | Miscellaneous |
| 170911-000016 | 9/11/2017 | | STS | Mary | Mary | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 9/18/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.2% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |

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| 170921-000041 | 9/21/2017 | | STS | Dan | Dan | *Customer stated they were unable to hear the OPRs due to the loud noise on their phone. | 9/21/2017 | Customer Care attempted to refer the customer to their telephone service provider; however, customer was unable to hear Customer Care due to the noise on the line and disconnected. | External Complaints | Miscellaneous |
| 170921-000063 | 9/21/2017 | | STS | Jenn | Jenn | *Customer stated the OPR did not know how to dial directory assistance. | 9/21/2017 | Customer Care attempted to gather information and customer disconnected. | Service Complaints | Miscellaneous |
| 170926-000041 | 9/26/2017 | | STS | Tyna | Tyna | *Customer stated does not want to have a specific OPR process their calls. | 9/26/2017 | Customer Care apologized and suggested to request a supervisor to get a different OPR if available. Customer was satisfied. | Service Complaints | Miscellaneous |
| 171004-000027 | 10/4/2017 | 1330 | STS | Jenn | Jenn | *Customer stated the CA interrupted them several times when instructions were provided. | 10/6/2017 | 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 regards to this issue. | Service Complaints | Miscellaneous |
| 171006-000001 | 10/6/2017 | 1216 | STS | Sam | Jenn | *Customer stated the OPR fell asleep while processing their call. | 10/10/2017 | 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 regards to this issue. Customer was satisfied. | Service Complaints | Miscellaneous |
| 171007-000005 | 10/7/2017 | 9381 | STS | Jenn | Jenn | *Customer stated the OPR did not follow policy/procedure. | 10/19/2017 | 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 |
| 171009-000056 | 10/9/2017 | | TTY | Jenn | Jenn | Customer stated they were receiving garble during the call. | 10/9/2017 | Customer Care provided basic tips to clear garbling; which was unsuccessful. Customer disconnected. | Technical Complaints | Garbling |
| 171014-000032 | 10/14/2017 | | STS | Tyna | Tyna | *Customer stated they are unable to get a supervisor and requested Customer Care get them one. | 10/14/2017 | Customer Care apologized and attempted to provide assistance. Customer disconnected before any additional information could be obtained or provided. | Service Complaints | Miscellaneous |

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| 171014-000033 | 10/14/2017 | | STS | Tyna | Tyna | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 10/19/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.8% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 171014-000034 | 10/14/2017 | | STS | Tyna | Tyna | *Customer stated there is an echo on their line and to fix it. | 10/14/2017 | 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 regard to the call the customer was referring to. | Technical Complaints | Miscellaneous |
| 171015-000016 | 10/15/2017 | | STS | Tyna | Tyna | *Customer stated want to file a serious complaint against an OPR. | 10/15/2017 | Customer Care apologized and attempted to get call details; which were unsuccessful. Customer disconnected. | Service Complaints | Miscellaneous |
| 171018-000087 | 10/18/2017 | | Voice | Jenn | Jenn | Customer stated they were receiving garble during the call. | 10/18/2017 | 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 |
| 171018-000092 | 10/18/2017 | | STS | Mary | Mary | *Customer made a general complaint stating the OPRs and Supervisors should be able to provide previous days' dates. | 10/20/2017 | 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 |
| 171018-000110 | 10/18/2017 | 9379 | STS | Dan | Dan | *Customer stated their STS call was handled improperly. Customer stated the OPR was 'parroting' them. | 10/18/2017 | 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 notified. | Service Complaints | STS Call Handling Problems |
| 171021-000047 | 10/21/2017 | 1147 | TTY | Mary | Mary | Customer stated the OPR made too many typing errors during their call. | 11/1/2017 | 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. OPR typing scores was 81 WPM with 98% accuracy. Customer was satisfied. | Service Complaints | OPR Accuracy/Spelling/Verbatim |

**MASS Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|----------------------|-------------------------------|
| 171021-000046 | 10/21/2017 | | TTY | Mary | Mary | Customer made a general complaint stating the new OPRs make too many typing errors and should not be processing live calls. | 10/23/2017 | 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 |
| 171027-000093 | 10/27/2017 | 9371 | STS | Tyna | Tyna | *Customer stated their STS call was handled improperly the OPR was parroting them. | 11/3/2017 | 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 regards to this issue. Customer was satisfied. | Service Complaints | STS Call Handling Problems |
| 171031-000131 | 10/31/2017 | | STS | Tyna | Tyna | *Customer stated the Relay Supervisor never identifies themselves and reluctant to give their name. | 10/31/2017 | 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 regard to the call the customer was referring to. | Service Complaints | Miscellaneous |
| 171031-000132 | 10/31/2017 | 1330 | Voice | Jenn | Jenn | *Customer stated the OPR talks too slowly. | 11/2/2017 | 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 | Miscellaneous |
| 171031-000134 | 10/31/2017 | 1330 | STS | Jenn | Jenn | *Customer stated they did not want to use a specific OPR that was available. | 10/31/2017 | 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 notified. | Service Complaints | Miscellaneous |
| 171108-000042 | 11/8/2017 | | HCO | Mary | Mary | Customer stated their HCO call had to be processed as TTY. | 11/14/2017 | Customer Care apologized and provided troubleshooting tips; but was unable to resolve the issue. Information was sent to the technical department; which determined the call had been processed correctly. Customer was satisfied. | Technical Complaints | Tech Issues HCO/2LHCO Problem |

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| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|--|--------------------|--|----------------------|--------------------------------|
| 171109-000082 | 11/9/2017 | 1330 | Voice | Tyna | Tyna | *Customer stated the OPR should not be asking questions of the customer. | 11/9/2017 | 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 |
| 171109-000116 | 11/9/2017 | 1134 | STS | Dan | Dan | *Customer stated they wanted to file a complaint, but refused to provide any information. | 11/9/2017 | 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 |
| 171109-000119 | 11/9/2017 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 11/9/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.2% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 171109-000121 | 11/9/2017 | 1134F | STS | Dan | Dan | *Customer stated the OPR did not follow policy/procedure. | 11/21/2017 | 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 and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | Didn't Follow Policy/Procedure |
| 171110-000103 | 11/10/2017 | 1330 | STS | Jenn | Jenn | *Customer stated they did not want a specific OPR to process their calls. | 11/10/2017 | Customer Care attempted obtain call detail information and offer suggestions; however customer disconnected. | Service Complaints | Miscellaneous |
| 171116-000038 | 11/16/2017 | | STS | Tyna | Tyna | *Customer stated the Supervisor did not follow policy/procedure. | 11/16/2017 | 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 | Didn't Follow Policy/Procedure |
| 171119-000033 | 11/19/2017 | | STS | Mary | Mary | *Customer stated the Supervisor did not follow policy/procedure by not providing their name. | 11/19/2017 | 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 |

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| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|---------------------|--------------------------------|
| 171120-000105 | 11/20/2017 | | TTY | Dan | Dan | Customer stated they are having difficulty getting MASS EDP to assist them. | 11/20/2017 | Customer Care apologized and referred the customer to the MASS Relay Administrator. Customer was satisfied. | External Complaints | Miscellaneous |
| 171121-000037 | 11/21/2017 | 1330 | STS | Jenn | Jenn | *Customer stated they did not like a specific OPR. | 11/21/2017 | 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 |
| 171121-000039 | 11/21/2017 | 1216 | STS | Jenn | Jenn | *Customer stated the OPR did not follow policy/procedure. | 11/22/2017 | 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 regards to this issue. Customer was satisfied. | Service Complaints | Didn't Follow Policy/Procedure |
| 171125-000023 | 11/25/2017 | | STS | Erica | Erica | *Customer stated their STS call was handled improperly. Customer refused to provide call details. | 11/25/2017 | 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 understood. | Service Complaints | STS Call Handling Problems |
| 171128-000012 | 11/28/2017 | 1216 | STS | Tyna | Tyna | *Customer stated their STS call was handled improperly as the OPR kept arguing with customer. | 12/5/2017 | 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 |
| 171128-000019 | 11/28/2017 | | STS | Tyna | Tyna | *Customer stated the Supervisor did not follow policy/procedure. | 11/30/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to management; which verified the supervisor followed proper procedure. The supervisor did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |

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| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|--------------------|--------------------------------|
| 171128-000027 | 11/28/2017 | | STS | Mary | Mary | *Customer stated the Supervisor did not follow policy/procedure. | 11/28/2017 | 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 |
| 171128-000029 | 11/28/2017 | | STS | Tyna | Tyna | *Customer stated the supervisor did not follow policy/procedure. | 11/30/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to management; which verified the supervisor followed proper procedure. The supervisor did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 171128-000030 | 11/28/2017 | | STS | Mary | Mary | *Customer stated the Supervisor did not follow policy/procedure. | 11/30/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to management; which determined the supervisor followed proper procedure. The supervisor did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 171128-000037 | 11/28/2017 | | STS | Jenn | Jenn | *Customer stated the Supervisor would not provide their name until requested. | 11/28/2017 | 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 |
| 171128-000040 | 11/28/2017 | | STS | Tyna | Tyna | *Customer stated the OPR did not follow policy/procedure. | 11/28/2017 | 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 |
| 171128-000073 | 11/28/2017 | | TTY | Jenn | Jenn | Customer made a general complaint about the MASS Relay Service. | 11/28/2017 | 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 |

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| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|--|--------------------|---|----------------------|--------------------------------|
| 171128-000089 | 11/28/2017 | | STS | Mary | Mary | Customer stated their profile was not showing accurate information to the OPRs. | 11/29/2017 | Customer Care apologized and verified the customer and was able to correct the issue. Customer was satisfied. | Technical Complaints | Tech Issues STS Problem |
| 171128-000112 | 11/28/2017 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 11/28/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 85.4% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 171202-000039 | 12/2/2017 | 1347 | STS | Dan | Dan | *Customer stated the OPR did not follow policy/procedure. | 12/4/2017 | 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 |
| 171212-000040 | 12/12/2017 | | Voice | Dan | Dan | Customer stated they are being routed to Relay when dialing a person who does not use Relay. | 12/12/2017 | Customer Care apologized and referred the customer to their telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 171214-000039 | 12/14/2017 | 9025F | Voice | Jacob | Jacob | *Customer stated the OPR did not follow policy/procedure. | 12/19/2017 | 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 |
| 171217-000010 | 12/17/2017 | 1330 | Voice | Jenn | Jenn | *Customer stated the OPR speaks too slowly. | 12/17/2017 | 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 |
| 171219-000082 | 12/19/2017 | 1218 | VCO | Erica | Erica | Customer stated the OPR did not follow policy/procedure. | 12/30/2017 | 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 |

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| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|---------------------|--------------------------------|
| 171219-000083 | 12/19/2017 | | Voice | Jacob | Jacob | *Customer stated the OPR did not follow policy/procedure. | 12/29/2017 | 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; 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 |
| 171222-000036 | 12/22/2017 | 9388F | STS | Dan | Dan | *Customer requested to file a complaint against the OPR, but refused to provide call details. | 12/22/2017 | 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 |
| 171222-000037 | 12/22/2017 | | Voice | Jacob | Jacob | *Customer stated the OPR did not follow policy/procedure. | 1/4/2018 | 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 |
| 180107-000003 | 1/6/2018 | | Voice | Brandon | Jacob | *Customer stated the OPR did not follow policy/procedure. | 1/9/2018 | 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 |
| 180109-000032 | 1/9/2018 | | STS | Mary | Mary | Customer stated they have been unable to call Directory Assistance through Relay. | 1/9/2018 | Customer Care apologized and referred the customer to the telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 180111-000002 | 1/11/2018 | | STS | Ryan | Tyna | ~Customer stated unable to access their remote profile. | 1/11/2018 | Customer Care apologized, verified the customer and the profile information is appearing correctly. Customer stated they were able to successfully access their profile on their second attempt and was satisfied. | Service Complaints | Miscellaneous |

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|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|---|----------------------|--------------------------------|
| 180116-000019 | 1/16/2018 | 1216 | STS | Jenn | Jenn | *Customer stated the Supervisor did not follow policy/procedure. | 1/23/2018 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor assisted with the call. Information was forwarded to management; which determined the Supervisor followed proper procedure. The Supervisor did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 180116-000087 | 1/16/2018 | 9019 | STS | Mary | Mary | *Customer stated the OPR did not follow policy/procedure. | 1/17/2018 | 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 |
| 180118-000041 | 1/18/2018 | | CapTel | Mitch | Mary | ~Customer stated they have been unable to place a long distance call through the relay. | 2/6/2018 | Customer Care apologized and requested further information from the customer. Customer Care made several attempts to obtain the requested information but there has been no further contact from the customer. | Technical Complaints | Long Distance/Billing Issues |
| 180122-000007 | 1/22/2018 | 9388 | STS | Mary | Mary | *Customer stated the Operator dialed the incorrect number. | 1/31/2018 | 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 |
| 180122-000042 | 1/22/2018 | | Voice | Jacob | Jacob | *Customer stated the Supervisor did not follow policy/procedure. | 1/25/2018 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor assisted with the call. Information was forwarded to management; which determined the Supervisor followed proper procedure. The Supervisor did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 180122-000057 | 1/22/2018 | | VCO | Jacob | Jacob | Customer stated they were receiving garble during the call. | 1/22/2018 | 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 |

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|---------------|-----------------|----------|-----------------|---------------|-------------------|--|--------------------|---|----------------------|----------------------------|
| 180123-000062 | 1/23/2018 | | STS | Dan | Dan | *Customer stated their STS call was handled improperly. Customer refused to provide call details. | 1/23/2018 | 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 |
| 180125-000027 | 1/25/2018 | | STS | Mary | Mary | *Customer stated they kept getting disconnected when attempting to connect with a specific business through the Relay. | 1/30/2018 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined calls were successfully placed through the Relay. Customer understood. | Technical Complaints | Miscellaneous |
| 180202-000019 | 2/2/2018 | | Voice | Tyna | Tyna | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 2/6/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 91.6 % within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180202-000021 | 2/2/2018 | | STS | Jacob | Jacob | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 2/6/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 91.6% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180202-000023 | 2/2/2018 | | STS | Jenn | Jenn | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 2/6/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 91.6 % within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180205-000116 | 2/5/2018 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 2/5/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 88.5% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180208-000014 | 2/7/2018 | 1330 | STS | Monna | Mary | *Customer stated their STS call was handled improperly because the OPR was slow. | 2/13/2018 | 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 | STS Call Handling Problems |

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|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|----------------------|----------------------------|
| 180208-000015 | 2/7/2018 | | STS | Monna | Mary | *Customer made a general complaint stating that OPRs who's numbers begin with 90 are rude. | 2/8/2018 | Customer Care apologized and obtained details from the customer. Customer Care stated the information would be forwarded to management. Information was forwarded to management; who acknowledged its receipt for possible use in refresher training. Customer was satisfied. | Service Complaints | Miscellaneous |
| 180223-000044 | 2/23/2018 | 9025 | STS | Dan | Dan | ~Customer stated their STS call was handled improperly. Customer stated the OPR was speaking to quickly for their CapTel device to keep up. | 2/23/2018 | 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 | STS Call Handling Problems |
| 180223-000074 | 2/23/2018 | 9034 | STS | Erica | Erica | *Customer stated their STS call was handled improperly because the OPR was not providing the information accurately. | 3/5/2018 | 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 | STS Call Handling Problems |
| 180223-000082 | 2/23/2018 | | STS | Erica | Erica | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 2/26/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.2% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180225-000012 | 2/25/2018 | | TTY | Dan | Dan | Customer stated the person calling them through Relay did not identify themselves to the OPR. | 2/25/2018 | Customer Care explained the calling party is not required to provide the information to the OPR. Customer understood. | External Complaints | Miscellaneous |
| 180318-000014 | 3/18/2018 | | STS | Jessica | Jessica | *Customer stated the OPR did not provide their proper OPR number during the call. | 3/18/2018 | 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 |

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|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|--------------------|--------------------------------|
| 180318-000011 | 3/18/2018 | 9019 | STS | Jessica | Mary | *Customer stated the OPR was replaced improperly during the middle of the call. | 3/30/2018 | 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 Replaced Improperly |
| 180321-000031 | 3/21/2018 | | STS | Sam | Sam | *Customer stated the OPR did not follow policy/procedure. | 3/22/2018 | 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 |
| 180321-000036 | 3/21/2018 | | STS | April | April | ~ Customer wished to file a general complaint to management regarding the 1300 Relay OPR's. | 3/21/2018 | Customer Care thanked the customer for their feedback. 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 |
| 180321-000045 | 3/21/2018 | | STS | Dan | Dan | *Customer stated the OPR did not follow call procedures. | 3/21/2018 | 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 |
| 180321-000046 | 3/21/2018 | | STS | Erica | Erica | *Customer stated their STS call was handled improperly by not responding once the call was connected to the terminating line. | 3/24/2018 | 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 | STS Call Handling Problems |

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|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|----------------------|---------------------------|
| 180321-000048 | 3/21/2018 | 1216 | STS | Erica | Erica | *Customer stated the Operator hung up on them. | 3/23/2018 | 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 Hung Up on Caller |
| 180321-000014 | 3/21/2018 | | STS | Breanna | Breanna | *Customer state the OPR does not know how to handle a call. | 3/21/2018 | 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 |
| 180322-000067 | 3/22/2018 | | STS | Mary | Mary | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 3/30/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98.7% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180323-000063 | 3/23/2018 | 9410 | STS | Erica | Erica | *Customer stated the Operator hung up on them. | 3/27/2018 | 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 Hung Up on Caller |
| 180323-000064 | 3/23/2018 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 3/23/2018 | 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 |
| 180325-000011 | 3/25/2018 | | STS | Sam | Erica | *Customer stated the OPRs speak too slowly. | 3/27/2018 | 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 |

**MASS Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|--|--------------------|--------------------------------|
| 180326-000028 | 3/26/2018 | | STS | Tyna | Tyna | ~Customer stated the supervisor could use counseling when dealing with customers. | 3/27/2018 | Customer Care thanked the customer for their suggestion and 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 |
| 180326-000046 | 3/26/2018 | 1216 | STS | Mary | Mary | *Customer stated their STS call was handled improperly because the OPR was moving too slowly; which caused the other party to disconnect. | 4/2/2018 | 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 |
| 180326-000044 | 3/26/2018 | | STS | Mary | Mary | *Customer stated the Supervisor refused to help them by not providing a requested phone number. | 4/3/2018 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified an OPR had processed the call and a Supervisor interacted with the customer. 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 |
| 180327-000002 | 3/27/2018 | | STS | Tyna | Tyna | *Customer stated the new OPR's need more training. | 3/27/2018 | Customer Care thanked the customer for their suggestion and advised would be forwarded to management. Information was forward to management; who acknowledged it's receipt and the OPR's received refresher training on reviewing customer's profiles. Customer was satisfied. | Service Complaints | Miscellaneous |
| 180328-000050 | 3/28/2018 | | Voice | Mary | Mary | Customer stated the OPR did not follow policy/procedure. | 3/30/2018 | 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 |

MASS Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|--|--------------------|---|----------------------|----------------------------|
| 180329-000020 | 3/29/2018 | | STS | Mary | Mary | *Customer made a general complaint that OPRs do not understand them. | 4/2/2018 | 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 |
| 180402-000017 | 4/2/2018 | 1216 | STS | Mary | Mary | *Customer stated their STS call was handled improperly because the OPR was moving too slowly and was not listening to the customer's instructions. | 4/9/2018 | 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 |
| 180403-000034 | 4/3/2018 | | STS | Jenn | Jenn | *Customer requested to speak with a specific Customer Care Representative. | 4/3/2018 | Customer Care apologized, advised the Customer Care Representative was not available, and offered assistance. Customer refused and disconnected. | External Complaints | Miscellaneous |
| 180419-000066 | 4/19/2018 | 9034 | STS | Erica | Erica | *Customer stated their STS call was handled improperly by refusing to provide the requested information. | 4/24/2018 | 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 |
| 180427-000060 | 4/27/2018 | | STS | Mary | Mary | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 5/1/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 83% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180427-000061 | 4/27/2018 | 1330 | STS | Erica | Erica | *Customer stated their STS call was handled improperly by speaking too slowly. | 4/30/2018 | 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 |

**MASS Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|---|--------------------|--------------------------------|
| 180427-000063 | 4/27/2018 | 1330 | STS | Mary | Mary | *Customer stated their STS call was handled improperly because the OPR was not good at their job. | 5/2/2018 | 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 |
| 180502-000051 | 4/27/2018 | | STS | Mary | Mary | *Customer stated their STS call was handled improperly because the OPR was not answering the customer when they called into the Relay. | 5/2/2018 | 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 |
| 180427-000069 | 4/27/2018 | | STS | Erica | Erica | *Customer stated they have been receiving suspicious telephone calls through the relay. | 4/27/2018 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 180428-000014 | 4/28/2018 | 9146 | STS | Mary | Mary | *Customer stated the OPR did not follow policy/procedure; where the OPR notes important information during the call. | 5/3/2018 | 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 |
| 180428-000015 | 4/28/2018 | 1208 | STS | Mary | Mary | *Customer stated the Supervisor did not follow policy/procedure because they were unresponsive and they did not immediately provide their name. | 5/2/2018 | 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 | Didn't Follow Policy/Procedure |

MASS Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

| 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 |
|---------------|-----------------|----------|-----------------|---------------|-------------------|---|--------------------|---|----------------------|--------------------------------|
| 180430-000036 | 4/30/2018 | | STS | Dan | Dan | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 4/30/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 92% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 180503-000085 | 5/3/2018 | | STS | Dan | Dan | *Customer requested to speak with a specific Customer Care Representative. | 5/3/2018 | Customer Care apologized, advised the Customer Care Representative was not available, and offered assistance. Customer refused and disconnected. | Service Complaints | Miscellaneous |
| 180504-000012 | 5/4/2018 | | STS | Mary | Mary | ~Customer stated the male OPRs have been impatient lately and need a break. | 5/4/2018 | Customer Care 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 |
| 180517-000018 | 5/17/2018 | 9146 | STS | Mary | Mary | *Customer stated the OPR did not follow policy/procedure by not providing their OPR number. | 5/23/2018 | 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 |
| 180517-000053 | 5/17/2018 | | STS | Jenn | Jenn | ~Customer stated the OPR did not use proper English when processing their call. | 5/17/2018 | Customer Care attempted to gather information; which was unsuccessful. Customer disconnected. There has been no further contact from this customer. | Service Complaints | Miscellaneous |
| 180518-000002 | 5/18/2018 | | STS | Jennifer | Jennifer | ~Customer made a general complaint stating the OPRs are lazy, unprofessional, inappropriate and rude. | 5/18/2018 | Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management; who acknowledged its receipt for possible use in refresher training. Customer was satisfied. | Service Complaints | Miscellaneous |
| 180528-000003 | 5/27/2018 | | STS | Jessica | Mary | *Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 5/29/2018 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 85% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |