

Massachusetts Relay 2020-2021 FCC TRS Complaint Report

June 2020 - May 2021

Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
200612-000001	06/12/2020 05:58 AM	Operations Complaints	Miscellaneous		STS	Celeste	Tyna	*Customer stated the OPRs do not enter call recording prompts quickly enough.	06/12/2020 08:19 AM	Customer Care apologized and acquired details from the customer. The information was forwarded to management who acknowledged its receipt for possible use in refresher training. Customer was satisfied.
200612-000002	06/12/2020 06:06 AM	Operations Complaints	Miscellaneous		STS	Celeste	Tyna	*Customer stated the OPRs ask customer for confirmation of recording call prompts and do not enter prompts quickly enough.	06/12/2020 08:19 AM	Customer Care apologized and acquired details from the customer. The information was forwarded to management who acknowledged its receipt for possible use in refresher training. Customer was satisfied.
200624-000083	06/24/2020 05:03 PM	Technical Complaints	Miscellaneous		STS	Mary	Mary	*Customer stated they are unable to connect to Directory Assistance through Relay.	06/29/2020 03:50 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department, who discovered that the OPRs followed the proper workaround procedure that we established to resolve the difficulty the customer had experienced in the past when connecting to Directory Assistance through Relay. Call Detail Records show that calls from this telephone number through MassRelay are successfully connecting to Directory Assistance with conversation minutes of use.
200730-000000	07/30/2020 06:33 AM	Operations Complaints	Didn't Follow Policy/Procedure		STS	Jasper	Tyna	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR did not provide their greeting at the beginning of the call.	07/30/2020 08:02 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200801-000024	08/01/2020 04:26 PM	Operations Complaints	Didn't Follow Policy/Procedure	9025	STS	Lesly	Bill	Customer stated the OPR did not follow policy/procedure. OPR refused to redial.	08/01/2020 04:26 PM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200814-000012	08/14/2020 09:06 AM	Operations Complaints	Miscellaneous		STS	Celeste	Jenn	*Customer stated the OPR deliberately spoke too quiet which made them inaudible on their call.	08/14/2020 09:07 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200818-000004	08/18/2020 09:14 AM	Operations Complaints	Miscellaneous		STS	Kris	Tyna	*Customer wanted to file a complaint and obtain the documented call number from Customer Care.	08/18/2020 09:59 AM	Customer Care attempted to obtain call detail information, which was unsuccessful and offered a Supervisor call back. Customer refused to provide information, was argumentative and insulting to the Customer Care Representative. Call was disconnected due to inappropriate behavior.
200819-000052	08/19/2020 04:40 PM	Technical Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer made a general complaint that there are times when the OPRs sound like a broken rubber band.	08/19/2020 04:40 PM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the experience the customer was referring to.
200826-000076	08/26/2020 07:12 PM	Technical Complaints	Miscellaneous		STS	Bill	Bill	*Customer stated they experienced technical issues with their phone line.	08/27/2020 08:47 PM	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay and call data records show that the customer placed phone calls during the specified time frame. Customer Care referred the Relay user contact their telephone service provider. Customer was satisfied.
200827-000062	08/27/2020 05:03 PM	Operations Complaints	Miscellaneous		STS	Donnie	Donnie	*Customer complained that their profile is not populating. Customer requested to speak with Customer Care Supervisor.	08/27/2020 05:14 PM	Customer Care offered to forward customer's information to Customer Care Supervisor for a call back. Customer disconnected.
200831-000007	08/31/2020 08:34 AM	Operations Complaints	Didn't Follow Policy/Procedure	5004	STS	Mary	Mary	*Customer stated the OPR did not follow policy/procedure. Customer stated an OPR they knew by the sound of their voice was actually a "California OPR" and they were trying to process the customer's MassRelay call.	08/31/2020 08:39 AM	Customer Care advised OPRs process calls for multiple states and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200911-000040	09/11/2020 02:36 PM	Technical Complaints	Connection Issues		Voice	Tyna	Tyna	*Customer stated there were 2 OPR's on the line at same time and the supervisor advised lines were crossed then hung up on them.	09/14/2020 04:25 PM	Customer Care acquired call detail information. Information was forwarded to the technical department, which verified there were no technical issues with the Relay and the OPRs followed proper procedure. Management stated technical issue may have been on the customer's side. Customer was satisfied.

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200914-000002	09/14/2020 06:19 AM	Operations Complaints	Miscellaneous	9090	STS	Jasper	Tyna	*Customer stated the OPR did not speak quickly enough for the IVR line and the call disconnected.	09/14/2020 08:19 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200914-000003	09/14/2020 06:29 AM	Operations Complaints	Miscellaneous	9381	STS	Jasper	Tyna	*Customer stated the OPR did not speak quickly enough for the IVR line and the call disconnected.	09/14/2020 08:21 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200915-000031	09/15/2020 12:45 PM	Operations Complaints	Typing/Caption Speed		STS	Jacob	Jacob	*Customer stated that the OPR was speaking too slowly.	09/15/2020 12:58 PM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200916-000030	09/16/2020 12:47 PM	Operations Complaints	Miscellaneous	1330	STS	Jenn	Jenn	*Customer stated the OPR was speaking too slowly.	09/28/2020 03:02 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management and the OPR received refresher training. Customer was satisfied.
200917-000000	09/17/2020 06:44 AM	Operations Complaints	Miscellaneous		STS	Jasper	Tyna	*Customer stated the OPR was very slow and took too long to register what was being said.	09/17/2020 08:02 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200922-000000	09/22/2020 01:26 AM	Operations Complaints	Miscellaneous		STS	Connor	Tyna	*Customer state the OPR did not dial fast enough because they had to give their greeting.	09/22/2020 08:01 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
200922-000043	09/22/2020 02:20 PM	Operations Complaints	Miscellaneous		Voice	Mary	Mary	*Customer made provided a general complaint that some OPRs speak too slowly. Customer also provided the general complaint that there are not enough OPRs to process calls.	09/25/2020 10:55 PM	Customer Care apologized and forwarded customer's complaint to operations management, whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.
200928-000017	09/28/2020 10:33 AM	Operations Complaints	Miscellaneous		STS	Mary	Mary	*Customer lodged a general complaint about having to listen to TTY tones when they are in queue for a STS Relay OPR. They also gave a suggestion that instead of hold recording with TTY tones, the line should just be silent until an OPR is available.	10/01/2020 08:24 AM	Customer Care explained the policy/procedure and thanked the customer for their suggestion. Account Management confirmed that this policy was established by the state and cannot be changed. Customer understood.
201002-000027	10/02/2020 12:48 PM	Operations Complaints	Didn't Follow Policy/Procedure		STS	Mary	Mary	*Customer stated their STS calls were handled improperly. Customer stated several OPRs do not read or comply with their profile and that the customer should not have to give OPRs instructions on every call, that they should know what to do.	10/06/2020 04:39 PM	Customer Care apologized and acquired details from the customer. The information was forwarded to operations management who acknowledged its receipt for possible use in refresher training. Customer was satisfied.
201008-000000	10/08/2020 06:17 AM	Operations Complaints	Miscellaneous		STS	Connor	Tyna	*Customer stated the OPR's are too verbose, need to follow instructions and not speak unless necessary.	10/08/2020 09:06 AM	Customer Care apologized and acquired details from the customer. The information was forwarded to management who acknowledged its receipt for possible use in refresher training. Customer was satisfied.
201014-000054	10/14/2020 04:23 PM	Operations Complaints	Miscellaneous	9058	STS	Jenn	Jenn	*Customer stated the OPR did not respond to them when they asked if the OPR was on the line.	10/19/2020 02:40 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
201016-000001	10/16/2020 01:44 AM	Operations Complaints	Miscellaneous		STS	Connor	Tyna	*Customer stated the OPR did not dial the number quickly enough and took too long providing their greeting.	10/16/2020 08:10 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
201016-000002	10/16/2020 02:29 AM	Operations Complaints	Miscellaneous		STS	Jasper	Tyna	*Customer stated the OPR spoke too slow for the automated system.	10/16/2020 08:10 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.

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201016-000051	10/16/2020 03:51 PM	Technical Complaints	Connection Issues		STS	Tyna	Tyna	*Customer stated they are getting TTY tones when dialing 7-1-1 and they do not want or need TTY tones.	10/16/2020 04:00 PM	Customer Care attempted to obtain and provide information, which was unsuccessful. The Customer Care Supervisor reached out to the customer and explained why TTY tones are available on recordings for MassRelay. Customer understood.
201017-000000	10/16/2020 10:34 PM	Operations Complaints	Didn't Follow Policy/Procedure	9140	STS	Connor	Mary	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR took too long to respond to the other party.	10/21/2020 10:01 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management and the OPR received refresher training. Customer was satisfied.
201019-000015	10/19/2020 10:40 AM	Operations Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer stated the OPR kept interrupting them during their call.	10/19/2020 10:40 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
201021-000031	10/21/2020 01:50 PM	Technical Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer stated their name did not appear in the customer profile at the workstation.	10/22/2020 03:27 PM	Customer Care verified the customer and confirmed information was listed in profile notes but in a place not visible to the OPRs at the workstation. Information was relocated in the profile which resolved the issue. Customer was satisfied.
201021-000088	10/21/2020 07:21 PM	Technical Complaints	Miscellaneous		STS	Bill	Bill	*Customer stated they are unable to dial a specific phone number through Relay.	10/26/2020 04:30 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
201021-000101	10/21/2020 10:42 PM	Operations Complaints	Miscellaneous		STS	Bill	Bill	*Customer stated the OPR followed policy/procedure, which upset the customer. Customer stated the OPR asked for the phone number to dial.	10/21/2020 10:42 PM	Customer Care attempted to obtain call details, which was unsuccessful. Without call details, no information could be located in regard to the call the customer was referring to.
201025-000019	10/25/2020 12:39 PM	Operations Complaints	Miscellaneous		STS	Lesly	Jacob	*Customer stated the Customer Care representative does not know how to do their job.	10/26/2020 10:24 AM	Customer Care apologized and acquired call detail information. After verifying that the Customer Care representative had taken a call with the customer, the information was forwarded to management who discussed the issue with the representative and determined that the representative followed proper procedure.
201025-000016	10/25/2020 02:41 PM	Operations Complaints	Didn't Follow Policy/Procedure	9021	STS	Jacob	Jacob	*Customer stated the OPR did not follow policy/procedure. The OPR refused to revoice.	11/04/2020 09:45 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the customer began behaving inappropriately and the OPR followed proper procedure.
201029-000084	10/29/2020 07:25 PM	Technical Complaints	Miscellaneous		STS	Bill	Bill	*Customer stated they experienced technical issues with their speed dial populating in the workstation.	11/10/2020 09:50 AM	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.
201105-000066	11/05/2020 09:54 PM	Operations Complaints	Didn't Follow Policy/Procedure	9140	STS	Bill	Bill	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR dialed too slowly for recording.	11/10/2020 04:32 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
201111-000033	11/11/2020 12:52 PM	Technical Complaints	Miscellaneous	9015	STS	Jenn	Jenn	*Customer stated that their call was transferred to a Supervisor who was unable to view the profile information.	11/13/2020 11:40 AM	Customer Care acquired the call detail information. Information was forwarded to the technical department, and determined the issue was resolved. Customer was satisfied.
201124-000023	11/24/2020 12:18 PM	Operations Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer stated the OPR asked the customer why they requested a Supervisor.	11/24/2020 12:18 PM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
201129-000013	11/29/2020 05:53 PM	Technical Complaints	Miscellaneous		STS	Mary	Mary	*Customer stated their profile was not populating at the workstation. The profile that populated at the workstation belonged to a correctional facility in Massachusetts.	12/01/2020 09:52 AM	Customer Care apologized and gathered call detail information to forward to the technical department. The technical department confirmed an intermittent host issue and that the issue was resolved the next time the customer called into Relay.

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201205-000007	12/05/2020 04:00 PM	Operations Complaints	Didn't Follow Policy/Procedure	9056	STS	Bill	Bill	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR would not revoice.	12/16/2020 09:04 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management and the OPR received refresher training. Customer was satisfied.
201210-000013	12/10/2020 11:38 AM	Operations Complaints	Didn't Follow Policy/Procedure	9056	STS	Mary	Mary	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR refused to retain a phone number for them in the retention feature until the customer called in again.	12/10/2020 02:11 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management and the OPR received refresher training. Customer was satisfied.
201219-000000	12/19/2020 10:32 AM	Operations Complaints	Miscellaneous		STS	Donnie	Donnie	*Customer complained about being put on hold while waiting for a supervisor.	12/19/2020 10:34 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
201220-000002	12/19/2020 10:03 PM	Technical Complaints	Miscellaneous	9140	STS	Lesly	Donnie	*Customer stated they had issues reaching Directory Assistance. Customer stated they were prompted to hang up and dial 411.	12/21/2020 09:08 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, who verified the OPR had attempted to NoBill the call. The OPR attempted the call again, which was successful.
210108-000000	01/08/2021 05:27 AM	Operations Complaints	Miscellaneous	9025	STS	Jasper	Tyna	*Customer stated the OPR did not repeat number to dial and was rude and tone of language.	01/08/2021 08:02 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
210111-000009	01/11/2021 10:17 AM	Operations Complaints	Miscellaneous	9087	HCO	Jenn	Jenn	Customer stated the OPR informed them there was a busy signal when placing their call, however, they did not hear it.	01/18/2021 10:06 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
210113-000011	01/13/2021 10:13 AM	Technical Complaints	Miscellaneous		STS	Mary	Mary	*Customer stated they have repeated issues reaching Directory Assistance and that they are often prompted to hang up and dial 411. Customer also wanted to know why the OPRs are using an alternative area code for calling Directory Assistance rather than their own.	01/18/2021 12:01 PM	Customer Care explained the OPRs use an alternative area code as a workaround procedure that was provided by management. Customer Care apologized and attempted to obtain call detail information. Customer was unable to provide accurate call details but insisted MassRelay needed to correct the issues. Customer Care advised the information would be forwarded to management and the technical department for consideration.
210115-000036	01/15/2021 01:49 PM	Operations Complaints	Didn't Follow Policy/Procedure	9056	STS	Mary	Mary	*Customer stated their STS call was handled improperly. Customer stated the OPR was not taking proper notes of important information during their call.	01/18/2021 11:53 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
210115-000044	01/15/2021 03:41 PM	Operations Complaints	Didn't Follow Policy/Procedure	9056	STS	Mary	Mary	*Customer stated the Supervisor did not follow policy/procedure. Customer stated the Supervisor disconnected their call for no reason.	01/18/2021 12:46 PM	Customer Care apologized and acquired call detail information. After verifying that the customer was connected with an OPR and a Supervisor had been summoned, the information was forwarded to operations management, who discussed the issue with the Supervisor and determined that the Supervisor followed proper procedure.
210126-000023	01/26/2021 12:32 PM	Operations Complaints	Didn't Follow Policy/Procedure	5036	STS	Mary	Mary	*Customer stated their STS call was handled improperly. Customer stated the OPR reacted and spoke too slowly.	01/29/2021 04:15 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR, found the customer had behaved inappropriately, and determined that the OPR followed proper procedure.
210126-000032	01/26/2021 01:43 PM	Operations Complaints	Didn't Follow Policy/Procedure	9381	STS	Donnie	Donnie	*Customer stated the OPR did not follow policy/procedure. Customer state the OPR disconnected the call prematurely.	01/29/2021 02:57 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the OPR followed proper procedure.

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210202-000033	02/02/2021 01:00 PM	Operations Complaints	Didn't Follow Policy/Procedure	9025	STS	Mary	Mary	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR did not comply with their profiled instructions regarding hold for 5 minutes.	02/12/2021 10:11 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
210202-000034	02/02/2021 01:00 PM	Operations Complaints	Didn't Follow Policy/Procedure	1330	STS	Mary	Mary	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR intentionally gives their greeting slowly and is slow in general.	02/20/2021 10:57 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management and the OPR received refresher training. Customer was satisfied.
210202-000035	02/02/2021 01:19 PM	Technical Complaints	Miscellaneous		STS	Jacob	Jacob	*Customer stated they experienced technical issues with the OPR audio during their call.	02/02/2021 01:21 PM	Customer Care apologized and requested call detail information, which the customer refused to provide. Without call details, no information could be located in regard to the call or experience the customer was referring to.
210208-000015	02/08/2021 10:42 AM	Operations Complaints	Miscellaneous	5004	STS	Jenn	Jenn	*Customer stated the OPR consistently speaks over recordings and they cannot hear it.	02/15/2021 04:11 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
210213-000016	02/13/2021 03:04 PM	Technical Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer stated they experienced technical issues with the audio when the OPR was speaking.	02/16/2021 08:26 AM	Customer Care acquired call detail information. Information was forwarded to the technical department, who determined the audio issue was caused by a USB Cable at the workstation. Cable was plugged into another port, which resolved the issue.
210221-000011	02/21/2021 04:23 PM	Technical Complaints	Miscellaneous		STS	Mary	Mary	*Customer stated they are receiving static and distortion on the line when placing calls through STS.	02/21/2021 04:25 PM	Customer Care apologized and requested call detail information, which the customer refused to provide. Customer Care referred the customer to their telephone service provider for further assistance. Customer disconnected. There has been no further contact from the customer regarding this experience.
210301-000005	03/01/2021 09:06 AM	Operations Complaints	Didn't Follow Policy/Procedure	9056	STS	Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure. The OPR always interferes in the conversation with the called party and is not supposed to. Customer requested call back from Customer Care Supervisor regarding consistent complaints about this OPR.	03/09/2021 02:15 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
210301-000056	03/01/2021 06:07 PM	Operations Complaints	Miscellaneous		STS	Donnie	Donnie	*Customer stated the Customer Care representative was rude during their call to Customer Care.	03/02/2021 05:02 PM	Customer Care apologized and acquired call detail information. After verifying that the Customer Care representative had processed the call, the information was forwarded to operations management who discussed the issue with the representative and determined that the representative followed proper procedure.
210310-000052	03/10/2021 03:30 PM	Operations Complaints	Miscellaneous	5049	STS	Tyna	Tyna	*Customer stated the OPR sounded like they were choking, sounded like rubber band on the line and wouldn't get a Supervisor.	03/18/2021 12:13 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR and determined that the OPR followed proper procedure.
210320-000003	03/20/2021 12:01 PM	Technical Complaints	Miscellaneous	5049	STS	Tyna	Tyna	*Customer stated when OPR dials Directory Assistance, the called party states it is not 411.	03/25/2021 12:11 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
210322-000007	03/22/2021 09:06 AM	Operations Complaints	Miscellaneous	9056	STS	Jenn	Jenn	*Customer stated the OPR involves themselves in the conversation and "instructs" the customer on who they should call and when.	03/30/2021 01:35 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to management and the OPR received refresher training. Customer was satisfied.
210323-000044	03/23/2021 02:51 PM	Operations Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer stated the OPR speaks too slowly.	03/23/2021 02:52 PM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.

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210324-000010	03/24/2021 11:13 AM	Operations Complaints	Didn't Follow Policy/Procedure	9025	STS	Mary	Mary	*Customer stated their STS call was handled improperly. Customer stated the OPR was not following instructions, was inattentive, throws temper tantrums, was typing a lot, and was only typing to plan their own self-defense against customer's complaints.	04/02/2021 12:31 PM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management who discussed the issue with the OPR, found the customer had behaved inappropriately, and determined that the OPR followed proper procedure.
210407-000059	04/07/2021 05:03 PM	Technical Complaints	Miscellaneous		STS	Mary	Mary	*Customer stated they are hearing crackling sounds on the phone when they call into Relay only.	04/27/2021 04:47 PM	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no technical issues with the Relay and confirmed the customer placed a call through Relay during the timeframe specified.
210422-000008	04/22/2021 09:47 AM	Operations Complaints	Miscellaneous		STS	Jenn	Jenn	*Customer stated the OPR gets too "excitable" on calls.	04/22/2021 09:48 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
210503-000012	05/02/2021 11:51 PM	Technical Complaints	Miscellaneous		STS	Scott	Mary	*Customer stated Directory Assistance is telling them to dial 4-1-1 for Directory Assistance, even though they did dial 4-1-1. Customer stated that Directory Assistance is attempting to charge them when it should be free. Customer provided the same complaint to the MassRelay State Administrator.	05/14/2021 12:26 PM	Customer Care apologized and acquired call detail information. After verifying that several OPRs had correctly processed calls, information was forwarded to the MassRelay State Administrator.
210518-000066	05/18/2021 08:07 PM	Operations Complaints	Miscellaneous		Voice	Bill	Bill	*Customer would like to cancel previous complaint.	05/18/2021 08:07 PM	Advised customer complaint would be canceled.
210520-000048	05/20/2021 03:24 PM	Operations Complaints	Miscellaneous	5049	Voice	Tyna	Tyna	*Customer states the OPR does not enunciate and slurs their words.	05/25/2021 08:03 AM	Customer Care apologized and acquired call detail information. After verifying that the OPR had processed the call, the information was forwarded to operations management and the OPR received refresher training. Customer was satisfied.

The incidents below reflect activity that MassRelay is aware of that is outside of its scope of service.

200622-000016	06/22/2020 10:38 AM	External Complaints			STS	Mary	Mary	*Customer stated Directory Assistance did not understand what the customer was requesting.	06/22/2020 12:10 PM	Customer Care referred the customer to Directory Assistance for further assistance. Customer was understood.
200703-000015	07/03/2020 11:49 AM	External Complaints			Voice	Mary	Mary	Customer stated they received a bill for Relay service from Access Communications.	07/03/2020 11:52 AM	Customer Care explained that there may be charges for special number dialing such as Directory Assistance, payphone, international, 900 or other pay-by-number services. While there are no charges to use Relay services, telephone companies may charge a customer to call specific numbers. Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.
200704-000009	07/04/2020 09:48 AM	External Complaints			STS	Tyna	Tyna	*Customer stated they are receiving a recording when reaching Directory Assistance that states for the caller to press 0 for an operator and 1 for Directory Assistance.	07/07/2020 11:05 AM	Customer Care referred the customer to Directory Assistance for further assistance. Customer understood.
200708-000071	07/08/2020 08:07 PM	External Complaints			VCO	Donnie	Donnie	Customer stated a specific person had trouble understanding them over the telephone.	07/08/2020 08:12 PM	Customer Care advised customer to contact their own and the other person's phone service provider. Customer was satisfied.
200714-000077	07/14/2020 05:54 PM	External Complaints			STS	Donnie	Donnie	*Customer complained about the poor audio quality on their call.	07/14/2020 05:58 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.
200922-000047	09/22/2020 02:20 PM	External Complaints			STS	Mary	Mary	*Customer stated the State Relay Administrator is not answering their calls.	09/25/2020 11:04 PM	Customer Care apologized and forwarded customer's complaint to account management, who shared the complaint with the State Relay Administrator.

Massachusetts Relay 2020-2021 FCC TRS Complaint Report

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Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
200928-000015	09/28/2020 10:25 AM	External Complaints			VCO	Jenn	Jenn	Customer stated an issue with a business phone line they are attempting to reach.	09/28/2020 10:25 AM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
201104-000008	11/04/2020 09:07 AM	External Complaints			Voice	Tyna	Tyna	Customer stated when attempting to place a call through Relay, the OPR advises the number is blocked.	11/04/2020 09:17 AM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.
201105-000064	11/05/2020 09:21 PM	External Complaints			STS	Bill	Bill	*Customer does not like Comcast automated system	11/05/2020 09:21 PM	Customer Care explained the policy/procedure and stated the policy cannot be changed. Customer understood.
201130-000035	11/30/2020 12:07 PM	External Complaints			STS	Jenn	Jenn	*Customer stated they were experiencing static on their telephone line.	11/30/2020 12:07 PM	Customer Care advised the customer to reach out to their telephone service provider for further assistance. Customer was satisfied.
201203-000048	12/03/2020 03:47 PM	External Complaints			STS	Donnie	Donnie	*Customer stated that Hamilton Relay was at fault for Directory Assistance mishandling the customer's call.	12/03/2020 03:55 PM	Customer Care advised the customer that Relay is not connected to Directory Assistance and referred the customer to Directory Assistance. Customer understood.
201203-000054	12/03/2020 04:39 PM	External Complaints			STS	Mary	Mary	*Customer stated they were unable to connect with Directory Assistance through Relay using area code 617.	12/04/2020 12:20 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.
201228-000104	12/28/2020 08:43 PM	External Complaints			STS	Scott	Bill	*Customer stated there is distortion on their telephone line.	01/05/2021 12:26 PM	Customer Care referred the customer to their telephone service provider for assistance. Customer understood.
210103-000000	01/03/2021 10:40 AM	External Complaints			TTY	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls not through Relay.	01/03/2021 10:41 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.
210120-000049	01/20/2021 04:21 PM	External Complaints			STS	Tyna	Tyna	*Customer stated the OPR's line was breaking up, sounded like a rubber band and needs fixed.	01/20/2021 04:29 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
210205-000044	02/05/2021 02:45 PM	External Complaints			STS	Jenn	Jenn	*Customer stated Directory Assistance was asking her a question that they did not want to answer.	02/05/2021 02:46 PM	Customer Care referred the customer to Directory Assistance to file a complaint. Customer understood.
210215-000031	02/15/2021 10:47 AM	External Complaints			STS	Lesly	Tyna	~Customer wished to file a complaint regarding receiving incoming fraudulent calls to their phone number.	02/15/2021 01:36 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
210311-000038	03/11/2021 02:03 PM	External Complaints			STS	Tyna	Tyna	*Customer stated there is a clicking sound on their phone line connection and asked the OPR if heard it.	03/11/2021 02:16 PM	Customer Care confirmed clicking sound on the phone line and referred the customer to their telephone service provider for further assistance. Customer disconnected.
210321-000016	03/21/2021 02:54 PM	External Complaints			STS	Tyna	Tyna	*Customer stated when dialing Directory Assistance for an 800 number the Directory Assistance OPR is telling them to dial 411.	03/24/2021 11:12 AM	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department, who verified there were no issues with Relay and OPR dialed the correct number for Directory Assistance. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
210326-000014	03/26/2021 11:08 AM	External Complaints			Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through Relay.	03/26/2021 11:15 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.