

## Hamilton MassRelay FCC Complaint Report 06/01/2015 – 05/31/2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
790783	6/4/2015		STS	Carey	Carey	*Customer stated the OPR hung up on them.	6/4/2015	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 too. Customer was notified.	Service Complaints - OPR Hung Up on Caller
461278	6/5/2015	9146	STS	Carey	Carey	*Customer stated the OPR did not follow policy/procedure when instructed to dial a number from the customer's speed dial list.	7/7/2015	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 too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
353379	6/7/2015		STS	Tyna	Tyna	*Customer stated the OPRs are not picking up the phone.	6/7/2015	Customer Care apologized and attempted to gather call information to see what the customer was experiencing. Customer became argumentative and hung up.	Service Complaints - Miscellaneous
353834	6/7/2015	9095	Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR was not listening and asked customer to repeat five times.	6/7/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
3098917	6/12/2015		STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated they requested that the OPR dial Directory Assistance. They asked if the OPR was there and held for a few minutes before the call was disconnected on them.	7/9/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
126381	6/12/2015	Sup Jonathan	STS	Dan	Dan	*Customer stated the Supervisor did not follow policy/procedure. Customer stated the supervisor told her she could only hold for 2 minutes when they have been told by management they are permitted to hold for 3 minutes.	8/19/2015	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 too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
336493	6/13/2015		STS	Jenn	Jenn	*Customer stated there is a problem with Relay as everyone sounds like they are under water.	6/13/2015	Customer Care apologized and before call details or OPR numbers could be obtained, customer disconnected.	Technical Complaints - Miscellaneous

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700331	6/20/2015		TTY	Carey	Carey	Customer stated they are receiving no answer whenever they dial into Relay.	6/25/2015	Customer Care apologized and stated information would be forwarded to the technical department; which discovered there was a high call volume that day. Customer was notified. Relay answered 77% within 10 for the day.	Technical Complaints - Busy Signal/Blockage
570177	6/22/2015		STS	Jenn	Jenn	*Customer stated their STS call was handled improperly and refused to give details.	6/22/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
568962	6/23/2015	9083M	STS	Dan	Dan	*Customer stated they asked the OPR to dial a number and the OPR inquired if the number was in the customer's speed dial list.	8/21/2015	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 - Miscellaneous
222266	6/29/2015		STS	Scott	Scott	*Customer stated their STS call was handled improperly. Customer stated that the OPRs do not respond and refused to provide call details.	6/30/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
554334	6/30/2015		Voice	Dan	Dan	Customer stated when dialing the toll-free Relay number, they are being asked for their carrier. They have service through EarthLink and were told that company is not on the list as available for billing.	8/19/2015	Customer Care advised the customer to try dialing 7-1-1 to make sure the call connects to the workstation correctly; as EarthLink is a VoIP service provider. Customer Care referred the customer to contact EarthLink so that Relay may work with them to properly set up 7-1-1 translation. Customer Care set up a temporary workaround profile for the customer so that calls would process correctly. Customer understood. EarthLink contacted Relay and stated that the user's number provided was not a customer of EarthLink's. Workaround profile was removed by Relay and customer was notified.	External Complaints - Miscellaneous
440900	7/7/2015	9168	STS	Jennifer	Jennifer	*Customer stated their STS call was handled improperly. Customer said the OPR did not provide their ID number and did not process the call well.	9/17/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems

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674343	7/8/2015	9004M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated when the call began, the OPR was not able to hear them. The customer stated the OPR's supervisor got on the line and was also not able to hear the customer.	8/19/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
755184	7/8/2015		STS	Jenn	Jenn	*Customer stated there is static on the line.	7/8/2015	Customer Care attempted to obtain call details, but the customer refused to provide any additional information and disconnected.	Technical Complaints - Miscellaneous
351864	7/10/2015		Voice	Carey	Carey	Representative from Lifeline Systems stated that when dialing 7-1-1 they are unable to place any calls. Customer stated that they use several different trunk numbers and at times their originating number will appear as a toll free number.	7/30/2015	Customer Care explained that the number they are calling from cannot appear as a toll free number as their call will not process correctly through Relay. Customer Care advised the representative that they can have their telephone administrator contact Relay and our technical department can work with them to resolve the issue. Representative stated that they will call back if they require further assistance. There has been no further contact from the customer.	Technical Complaints - Tech Issues 7-1-1 Problem
373459	7/10/2015		STS	Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	7/10/2015	Customer Care apologized and advised that the STS service is experiencing high call volume at this time. Customer Care suggested the customer try placing their call again. Customer disconnected. The Relay answered 94% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
171740	7/23/2015	9168F	STS	Dan	Dan	*Customer stated when asked to dial a phone number, the OPR inquired if the number was in the customer's speed dial list.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and followed proper procedures for asking customer to repeat when not understood. Information was forwarded to management and CA did not receive refresher training as they had followed proper Relay procedure. Customer was notified.	Service Complaints - Miscellaneous
825834	7/24/2015		Voice	Dan	Dan	Customer stated the OPR stopped responding after their message was left and wanted to confirm if it went through.	7/24/2015	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 too. Customer was notified.	Service Complaints - OPR Hung Up on Caller

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300393	7/26/2015	9146F	STS	Dan	Dan	*Customer stated the OPR was asked to dial Directory Assistance and because the OPR did not spell out the listing to the Directory Assistance representative, the incorrect listing was obtained.	8/4/2015	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 - Miscellaneous
601578	7/26/2015	4192	TTY	Scott	Scott	Customer stated the OPR did not keep them informed during their call.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
767498	7/27/2015	9086F	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was parroting them rather than revoicing actual conversation.	8/4/2015	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
908317	7/30/2015		VCO	Tyna	Tyna	Customer stated the OPR provided the incorrect information.	7/30/2015	Customer Care apologized and attempted to obtain call information. Customer disconnected. Customer Care attempted to call the customer back and line was busy. Customer then called back into Customer Care in the meantime and reached another representative, but did not make mention of this issue. There has been no further contact from the customer in regards to this issue.	Service Complaints - OPR Gave Wrong Information
178541	7/30/2015		Voice	Tyna	Tyna	*Customer stated that they needed to make an important call and no one was answering.	9/14/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
605594	8/2/2015	4055	TTY	Lori	Lori	Customer stated the OPR hung up on them.	8/17/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied	Service Complaints - OPR Hung Up on Caller
827454	8/3/2015		STS	Tyna	Tyna	*Customer stated when calling Directory Assistance there was static on the line. Customer stated problem is with the Relay service.	8/3/2015	Customer Care apologized and advised information would be forwarded to technical department. Information was forwarded to the technical department, which determined there were no irregularities on the call and it appears that everything processed correctly. No static reported on the call. Customer was notified.	External Complaints - Miscellaneous

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362725	8/4/2015		Voice	Tyna	Tyna	Customer stated a problem with an OPR.	8/4/2015	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 too. Customer disconnected.	Service Complaints - Miscellaneous
311075	8/5/2015	9146	STS	Jenn	Jenn	*Customer stated the OPR had their voice muted and should never do that.	8/5/2015	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 too. Customer disconnected.	Service Complaints - Miscellaneous
372382	8/5/2015	9063	STS	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	8/5/2015	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
464281	8/5/2015	9083M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer provided two different accounts of what occurred.	8/18/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
978831	8/8/2015		TTY	Jenn	Jenn	Customer stated the type they were receiving was getting cut off.	8/8/2015	Customer Care apologized and verified that the customer was not having that issue when connected with Customer Care. Customer Care 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 too. Customer was notified.	Technical Complaints - Miscellaneous
675730	8/10/2015	9168	Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly.	8/18/2015	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
125000	8/19/2015		Voice	Tyna	Tyna	Customer stated when trying to call a specific telephone number they are reaching the Relay.	8/19/2015	Customer Care referred the customer to their telephone service provider in order to check about a call forwarding feature that may be active on their line. Customer was satisfied.	External Complaints - Miscellaneous

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752056	8/24/2015		STS	Jenn	Jenn	*Customer stated the Customer Care manager is not available to speak with customers.	8/24/2015	Customer Care apologized and forwarded the customer's complaint to management. Customer disconnected.	Service Complaints - Miscellaneous
7094088	8/26/2015	4032	TTY	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure.	8/26/2015	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 too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
248356	9/2/2015		Voice	Dan	Dan	Customer stated when dialing 7-1-1 through their work phone, they are receiving a busy signal.	9/2/2015	Customer Care discovered that the customer needed to use a 9 to get to an outside line. Customer Care provided the toll-free number for Relay and referred customer to their telephone administrator to check if 9-7-1-1 could be dialed from their office. Customer was satisfied.	External Complaints - Miscellaneous
602298	9/4/2015	9146	Voice	Tyna	Tyna	*Customer stated the OPR gave the customer a hard time and Supervisor was rude.	9/4/2015	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 discovered the customer was behaving inappropriately during the call and the OPR did not receive refresher training as they processed the call correctly. Customer was notified.	Service Complaints - Miscellaneous
982091	9/5/2015	4182	TTY	Jenn	Jenn	Customer stated the OPR hung up on them.	9/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the customer disconnected the call and not the OPR. Information was forwarded to management, but the OPR did not receive refresher training. Customer was notified.	Service Complaints - OPR Hung Up on Caller
265524	9/8/2015		STS	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/12/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 84% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
890412	9/10/2015		VCO	Dan	Dan	Customer stated a number keeps calling them and when they call it back the recording states it is disconnected. Customer stated these calls are not happening through Relay.	9/10/2015	Customer Care referred the customer to their telephone service provider to have the number checked if this continues to be an issue. Customer understood.	External Complaints - Miscellaneous

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404709	9/11/2015		STS	Tina	Tina	*Customer stated that the Supervisor who handled their call was extremely rude and then disconnected them.	9/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified several calls at this time where the OPRs rang for a Supervisor, but the call was not disconnected by Relay. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
669102	9/21/2015		STS	Jenn	Jenn	*Customer stated that they wanted a female CA and there were none available. Customer demanded that Relay hire more female CAs.	9/21/2015	Customer Care apologized and then customer disconnected. The customer's suggestion was forwarded to management.	Service Complaints - Miscellaneous
796033	9/25/2015		STS	Carey	Carey	*Customer stated that there is an issue with the audio and the OPR sounds distorted when calling STS Relay. Customer refused to provide any further details regarding the call.	9/25/2015	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 too. Customer was notified.	Technical Complaints - Tech Issues STS Problem
876705	9/25/2015	Lonnie	STS	Dan	Dan	*Customer stated the supervisor did not follow policy/procedure. Customer was told they could hold for 3 minutes for a female OPR and stated the supervisor hung up on them after 2 minutes.	10/12/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the supervisor had processed the call. Information was forwarded to management and supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
534390	9/26/2015		VCO	James	James	Customer stated they are hearing sounds on the line after call has ended and OPR is no longer on the line.	9/26/2015	Customer Care referred the customer to their telephone service provider to have someone check their telephone line. Customer was satisfied.	External Complaints - Miscellaneous
707561	9/28/2015		Voice	Dan	Dan	Customer stated they have a patient requesting a medical procedure be explained to them in person. Customer stated this is not really an office visit and wanted to know what they should do for providing an interpreter.	9/28/2015	Customer Care explained about the different face to face options they could use. Customer Care referred the Representative to Mass Commission for Deaf and Hard of Hearing and provided their telephone number. Customer understood.	External Complaints - Miscellaneous
9099888	10/1/2015	4025	TTY	Dan	Dan	Customer stated the OPR hung up on them.	11/18/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but did not disconnect the customer during the call. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - OPR Hung Up on Caller

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184698	10/7/2015		TTY	Dan	Dan	Customer stated the OPR hung up on them.	1/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but did not disconnect the customer during the call. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - OPR Hung Up on Caller
433788	10/13/2015		Voice	Tyna	Tyna	Customer's friend said the volume on their telephone is low and sometimes there is no dial tone.	10/13/2015	Customer Care was able to identify the problem may be with the customer's actual telephone line and not the TTY device and referred them to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
983834	10/14/2015	9086F	STS	Dan	Dan	Customer stated the OPR hung up on them.	2/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but there was a technical issue with the workstation. This issue was resolved promptly. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - OPR Hung Up on Caller
409848	10/16/2015	9168	STS	Carey	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR refused to provide their OPR ID number. Customer then requested to be transferred to the Customer Care Supervisor's voicemail to leave a message regarding this.	11/16/2015	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
488233	10/24/2015		Voice	Lonnie	Lonnie	*Customer called to file a complaint about the background noise at the business they were calling and feels Relay should call to discuss the problem.	10/25/2015	Customer Care apologized and advised the customer that Relay would not be able to control the background noise at the business. Customer was satisfied.	External Complaints - Miscellaneous
534654	10/27/2015	9083M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated they requested that the OPR dial a listing and they did not look in their speed dial for it.	11/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but did not follow proper procedure when processing the call. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - STS call Handling Problems
204731	10/28/2015	9019	STS	Jenn	Jenn	*Customer stated they had to ask the OPR three times for a listing and due to the OPR being sick, they could not hear the customer's instructions.	10/28/2015	Customer Care apologized and acquired call detail information. Information was forwarded to management, but the customer called back and stated they no longer wished to move forward with the complaint. Management was notified.	Service Complaints - Miscellaneous

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255999	11/3/2015	9285	STS	Mary	Mary	*Customer stated the Operator hung up on them.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call; however, the OPR did not disconnect the call. Customer was notified.	Service Complaints - OPR Hung Up on Caller
884564	11/5/2015		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/5/2015	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
575475	11/11/2015		TTY	Jenn	Jenn	Customer stated the Operator hung up on them.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical was unable to discover the call the customer was referring to. Customer was notified.	Service Complaints - OPR Hung Up on Caller
967390	11/12/2015	9070	STS	Jenn	Jenn	*Customer stated Supervisor was rude to them and disconnected their call.	11/13/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had handled the call. Information was forwarded to management, which determined that the Supervisor followed proper procedure. The call was disconnected due to no response from the customer.	Service Complaints - Miscellaneous
115560	11/17/2015		TTY	Dan	Dan	Customer stated the OPR did not keep them informed during their call. Customer stated the OPR did not inform the customer their message was being left.	11/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; but without call details no information could be located. Based on the information provided by the customer in other customer care calls, the technical department determined the issue to be with the customer's equipment. Customer was notified. Customer does not want to change equipment at this time.	Service Complaints - OPR Didn't Keep User Informed
449416	11/19/2015	1380	STS	Jenn	Jenn	*Customer stated when they dialed into the Massachusetts Relay they were connected with a Spanish Speaking Operator.	12/1/2015	Customer Care apologized and forwarded information to our technical department; Technical confirmed that this call went to the correct queue, but the OPR was logged into the incorrect queue and answered the call in Spanish. OPR was counseled and customer was satisfied.	Technical Complaints - Miscellaneous
878791	11/28/2015	9004	STS	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure. Customer stated when they requested a Supervisor the OPR repeatedly said "I don't have it".	12/1/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical determined the call was disconnected due to no response. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure

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626592	12/2/2015	9146F	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR got an incorrect listing from Directory Assistance and would not call back to get the correct one.	1/18/2016	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 in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
744751	12/4/2015		VCO	Jenn	Jenn	Customer stated they were having issues with their equipment and their phone line and stated they would be contacting Verizon.	12/4/2015	Customer Care thanked customer for the call and provided information on possible causes for garbling. Customer understood.	External Complaints - Miscellaneous
860653	12/4/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Sprint Relay.	12/4/2015	Customer Care explained Mass Relay through Hamilton Relay was not affiliated with Sprint Relay service. Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care also provided Sprint's Relay Customer Care toll-free access number for further assistance.	Service Complaints - Suspicious/Harassment Call
290201	12/5/2015		STS	Carey	Carey	*Customer stated that several OPRs dialed the incorrect number. Customer refused to provide call details.	12/5/2015	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 too. Customer was notified.	Service Complaints - OPR Misdialed Number
153007	12/7/2015		Voice	Janelle	Janelle	Representative from Mass EDP called on behalf of STS user to inform Relay that whenever STS Relay is used there is audio issues.	12/7/2015	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
246593	12/12/2015		STS	Dan	Dan	*Customer stated that when dialing Directory Assistance through Relay they are reaching representatives in the Philippines. Customer requested that Relay fix the problem.	12/12/2015	Customer Care apologized and referred the customer to the AT&T Directory Assistance center to file a formal complaint. Customer understood.	External Complaints - Miscellaneous
253942	12/12/2015		TTY	Dan	Dan	Customer stated they had an issue with an OPR and then began to complain about garbling from Customer Care.	12/12/2015	Customer Care attempted to acquire call information and refer the customer to MASS EDP. Customer disconnected.	Technical Complaints - Miscellaneous

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396765	12/14/2015	9374F	STS	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	12/30/2015	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
765335	12/21/2015		Voice	Erica	Erica	Customer complained that their sister's VCO phone was not able to make calls.	12/21/2015	Customer Care acquired the contact information for the VCO user. Prior to Customer Care contacting the VCO user the customer called back to Customer Care and explained that the issue was resolved. Customer was satisfied.	Technical Complaints - Miscellaneous
849203	1/4/2016	4182	VCO	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure by typing over them while they were speaking after the OPR gave a GA. Customer stated this happened several times.	1/14/2016	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
132184	1/5/2016		STS	Dan	Dan	Customer stated they received a recording when dialing the toll free STS number which indicated their call could not be completed as dialed.	1/6/2016	Customer Care placed a test call to the toll free number; which was successful. Customer Care referred the customer to their telephone service provider for further assistance if the issue persists. Customer called their telephone service provider and was advised Relay has their telephone number blocked. Customer Care and technical reviewed the customer's information and did not discover any restrictions through Relay. Customer Care did a test call with the customer; which was successful. Customer was satisfied.	Technical Complaints - Miscellaneous
188996	1/5/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/5/2016	Customer Care apologized to the customer and requested call detail information to forward to technical department. Customer refused repeatedly to provide requested information and stated "we need to hire more people". Customer disconnected. The Relay answered 92.3% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
238911	1/5/2016	9169M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR did not properly perform their job.	1/5/2016	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 that the OPR followed proper procedure in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems

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6009312	1/7/2016	9004M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated they were requesting that the OPR dial Directory Assistance to retrieve a listing and the OPR was asking the customer to repeat excessively.	2/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call but did follow proper procedure. Information was forwarded to management and OPR did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
576840	1/8/2016		STS	Jenn	Jenn	*Customer stated they are calling directory assistance and Verizon 4-1-1 is providing incorrect information. This only happens when they call through the Relay Service. Customer requested a call back from a Customer Care Manager.	1/8/2016	Customer Care explained to the customer if Verizon Directory Assistance is providing incorrect information they would need to contact Verizon directly as this is not an error with the Relay Service. Customer Care Manager contacted customer and explained that she needed to contact Verizon directly.	External Complaints - Miscellaneous
793814	1/8/2016		Voice	Dan	Dan	Customer stated their sister's phone line has been busy all day and inquired if Relay would be able to determine if there was an actual conversation occurring.	1/8/2016	Customer Care advised that we would be unable to determine if the phone is actually in use or not. Customer Care referred customer to telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
978455	1/9/2016		Voice	Erica	Erica	Customer stated unable to get through to family member on their TTY; line is always busy.	1/9/2016	Customer Care explained there would be no way for Relay to determine if a person was using the TTY at that time. Customer Care directed customer to telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
7040683	1/9/2016	9373	STS	Erica	Erica	*Customer stated the OPR dialed the incorrect number and kept making mistakes.	1/28/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which discovered OPR dialed the correct number to reach directory assistance. Customer did not want to receive notification.	Service Complaints - OPR Misdialed Number
407733	1/13/2016	9146	STS	Carey	Carey	*Customer stated the OPR did not follow policy/procedure.	2/9/2016	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
539947	1/13/2016	4070	VCO	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure.	2/9/2016	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.	Service Complaints - Didn't Follow Policy/Procedure

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992651	1/14/2016		Voice	Tyna	Tyna	Representative stated when attempting to call a customer they are receiving a recording that says "the number cannot accept incoming calls".	1/14/2016	Customer Care explained that this is an operator generated recording and would be generated by telephone service provider. Representative understood.	External Complaints - Miscellaneous
282253	1/14/2016		STS	Jenn	Jenn	~Customer stated they had filed a complaint with the FCC and requested that specific information regarding this complaint be forwarded to a specific member of Management.	1/14/2016	Customer Care forwarded the customer's information to the appropriate member of management. Customer was satisfied.	External Complaints - Miscellaneous
766839	1/15/2016		Voice	Dan	Dan	Customer stated they are sometimes getting TTY tones when dialing 7-1-1.	1/15/2016	Customer Care determined the customer did not have a profile and offered to establish one for the customer. Customer Care gathered the customer's information and forwarded it to the technical department. Profile was implemented. Customer was satisfied.	Technical Complaints - Miscellaneous
929845	1/15/2016		TTY	Dan	Dan	Customer stated the person they called disconnected and that it must have been the OPR's fault.	1/15/2016	Customer Care explained that the OPR does not have control over whether or not their party remains on the line. Customer stopped responding. Customer Care disconnected.	External Complaints - Miscellaneous
254962	1/16/2016	9374	STS	Lonita	Lonita	Customer stated their STS call was handled improperly. Customer refused to provide call details.	1/16/2016	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
950301	1/19/2016		STS	Janelle	Janelle	*Customer stated the CA did not follow instructions.	1/19/2016	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
218719	1/20/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/20/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
604523	1/22/2016		Voice	Tyna	Tyna	*Customer stated the OPR did not keep them informed during their call.	1/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered this was a technical issue with the OPR workstation. The technical issues was resolved promptly. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem

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755565	1/22/2016		STS	Matt	Matt	*Customer asked to speak to Customer Care Manager.	1/22/2016	*Customer Care Manager answered the call. Customer refused to provide any call information or to be forwarded to Customer Care Representative to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
878452	1/22/2016	9014	STS	Jenn	Jenn	*Customer stated a Supervisor hung up on them.	1/22/2016	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 disconnected.	Service Complaints - OPR Hung Up on Caller
499359	1/24/2016		TTY	Dan	Dan	Customer inquired about a number that had appeared on their caller id for their mobile phone. Customer wanted to know who the number belonged to.	1/24/2016	Customer Care advised the customer that Relay would not have any information on who called them. Customer Care suggested the customer contact Directory Assistance or their cellular service provider for more information about the number they were referring to. Customer became upset and disconnected.	External Complaints - Miscellaneous
957015	1/25/2016		STS	Matt	Matt	*Customer called Customer Care to inquire about the training Relay OPR's receive. Customer requested to speak to the Customer Care Manager.	1/25/2016	Customer Care Manager spoke to customer. Customer was expressing general dissatisfaction with the way STS was being handed, no specific complaints were voiced. Customer Care Manager offered to transfer the customer back to the representative to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
399910	1/25/2016		TTY	Erica	Erica	Customer stated the Operator hung up on them.	1/25/2016	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 disconnected.	Service Complaints - OPR Hung Up on Caller
962593	1/26/2016		TTY	Tyna	Tyna	Customer stated is unable to reach directory assistance TTY line; on hold for long hold time.	1/26/2016	Customer Care asked if they were dialing through Relay or direct to directory assistance. Customer stated they were dialing direct to directory assistance. Customer Care explained that they are not affiliated with 411. Customer was satisfied.	External Complaints - Miscellaneous
506236	1/27/2016		STS	Jenn	Jenn	Customer stated that when calling 7-1-1 to reach Relay they are receiving a fast busy signal.	1/27/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

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515629	1/27/2016		STS	Janelle	Janelle	Customer stated that when calling 7-1-1 to reach Relay they are receiving a fast busy signal.	1/27/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
969574	1/29/2016		Voice	Janelle	Janelle	*Customer stated there was no answer when dialing MASS STS Relay.	1/29/2016	Customer Care apologized and advised that Relay was experiencing a higher than normal call volume and advised customer to try their call again shortly. Relay answered 95% within 10 seconds for the day.	Service Complaints - Ringing/No Answer
480489	2/3/2016		STS	Carey	Carey	*Customer was upset because the previous Customer Care representative asked for their name when they called to make an update to their profile.	2/3/2016	Customer Care explained that it is standard procedure to ask for the customer's name, phone number and CPNI verification when updating a customer profile. Customer became upset and directed inappropriate comments toward Customer Care. Customer Care transferred the call to the Customer Care manager.	Service Complaints - Miscellaneous
3051757	2/5/2016		STS	Carey	Carey	*Customer stated that when calling into the STS toll free access number, a strange noise is coming on the line. Customer stated that the line is broken. Customer refused to provide call details.	2/5/2016	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 too. Customer Care did place several test calls to STS Relay, which were successful.	Technical Complaints - Miscellaneous
653136	2/6/2016		STS	Jenn	Jenn	*Customer stated that the Verizon Directory Assistance Reps were very rude to her.	2/6/2016	Customer Care referred the customer to Verizon. Customer demanded the complaint be forwarded to management. Customer's complaint was forwarded. Customer was satisfied.	External Complaints - Miscellaneous
874155	2/8/2016		STS	Erica	Erica	*Customer stated they were unable to hear the OPR who processed their call.	2/8/2016	Customer Care apologized for the issue and took down information to forward to management. Customer Care advised that speaking while the OPR was speaking would result in loss of volume. Customer was satisfied.	Technical Complaints - Miscellaneous
247872	2/9/2016		STS	Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
514874	2/9/2016		TTY	Jenn	Jenn	Customer stated the operator hung up on them.	2/16/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure in regards to this issue.	Service Complaints - OPR Hung Up on Caller

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246865	2/11/2016		STS	Mary	Mary	~Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 93% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
643167	2/11/2016	Sam (as Sup)	TTY	Dan	Dan	~Customer stated they wanted a "gentle complaint" filed against the supervisor. Customer felt that though the supervisor was trying to be helpful, it came off as though they were being talked down to.	2/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had processed the call. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
541977	2/13/2016		TTY	Janelle	Janelle	Customer stated operator got very uncomfortable with the subject of the relay call.	2/13/2016	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 too.	Service Complaints - Miscellaneous
250874	2/15/2016		STS	Erica	Erica	~Customer stated having problems with STS line.	2/15/2016	Customer Care provided troubleshooting tips to the customer. Customer Care conducted a test call to ensure the line was operating properly. Customer's line was working and Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
922500	2/16/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/17/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 99.5% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
9080301	2/16/2016		STS	Dan	Dan	~Customer stated they wanted to report an issue with Directory Assistance.	2/16/2016	Customer Care advised the customer they would need to file that complaint with Directory Assistance. Customer became extremely abusive and disconnected.	External Complaints - Miscellaneous
599593	2/17/2016		STS	Jenn	Jenn	~Customer made a general complaint that the operators are speaking too fast.	2/17/2016	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 too.	Service Complaints - Miscellaneous
176094	2/20/2016		STS	Mary	Erica	~Customer wanted to add information to standing complaint filed with FCC against directory assistance.	2/20/2016	~Customer Care obtained information which was forwarded to upper management.	Service Complaints - Miscellaneous
171576	2/20/2016		STS	Erica	Erica	*Customer stated when attempting to dial directory assistance, the line is connected with someone in the Philippines.	2/20/2016	Customer Care obtained information and suggested the customer file a complaint with Directory Assistance. Customer disconnected.	Technical Complaints - Miscellaneous

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171688	2/20/2016		STS	Erica	Erica	*Customer stated the directory assistance operators continue to hang up on them.	2/20/2016	Customer Care obtained call information to be forwarded to management. Customer Care advised the customer to contact Directory Assistance to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
171827	2/20/2016		STS	Erica	Erica	*Customer stated directory assistance continues to hang up on them.	2/20/2016	Customer Care obtained call information to be forwarded to management. Customer Care advised the customer to contact Directory Assistance to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
630675	2/23/2016		TTY	Carey	Carey	~Customer was upset that the profile was not showing up at the relay workstation when calling from a hospital.	2/23/2016	Supervisor explained that profile information is based on a specific phone number, and offered to transfer the customer to Customer Care to establish a PIN to access profile remotely. Customer declined.	Service Complaints - Miscellaneous
712954	2/23/2016	9168	Voice	Janelle	Janelle	*Customer stated the Operator hung up on them.	2/23/2016	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 - OPR Hung Up on Caller
284448	2/24/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/25/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer stated this was not an answer and demanded to know why no one was answering. Customer Care attempted to obtain call time information but customer disconnected. The Relay answered 96.6% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
862345	2/25/2016	9146F	STS	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	2/29/2016	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
571798	2/26/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	2/26/2016	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
584155	2/26/2016		TTY	Dan	Dan	Customer stated they had an issue with a representative from Directory Assistance.	2/26/2016	Customer Care advised the customer that they would need to file their complaint with Directory Assistance. Customer understood.	External Complaints - Miscellaneous

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842780	2/29/2016	4138M	TTY	Dan	Dan	Customer stated when attempting to leave a voicemail for their party, the OPR told the customer to retype their entire message.	3/1/2016	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 - Miscellaneous
428544	3/5/2016	4088	TTY	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	3/7/2016	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 and the OPR did not receive refresher training in regards to this issue.	Service Complaints - Didn't Follow Policy/Procedure
732371	3/9/2016	9146	Voice	Tyna	Tyna	* Customer stated the OPR was disengaged and having a conversation when answering the line.	3/9/2016	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 - Miscellaneous
702272	3/10/2016	9004	Voice	Janelle	Janelle	*Customer stated OPR did not listen well.	4/18/2016	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 - Miscellaneous
383365	3/11/2016	9146	Voice	Janelle	Janelle	*Customer stated they were upset because OPR asked for spelling of a word and called supervisor.	3/11/2016	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
489683	3/11/2016		STS	Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/15/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 90.7% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
676862	3/12/2016		STS	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/14/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 94.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

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743612	3/12/2016	9169 and Supv	TTY	Tyna	Tyna	~Customer stated the OPR and supervisor lied about them.	3/24/2016	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 too. Customer was satisfied.	Service Complaints - Miscellaneous
964742	3/13/2016		TTY	Tyna	Tyna	Customer inquired if a long distance code is needed when making calls from a landline.	3/13/2016	Customer Care explained how long distance calls are made and billed through Relay and offered to set up a profile. Customer stated they have no problems making long distance calls through Relay but when dialing long distance without Relay calls will not go through without a code. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
287992	3/15/2016		STS	Janelle	Janelle	*Customer requested to file a complaint. No details given.	3/15/2016	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
295403	3/16/2016		Voice	Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
847204	3/17/2016		Voice	Janelle	Janelle	*Customer requested to file a general complaint.	3/17/2016	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
356486	3/18/2016		Voice	Janelle	Janelle	*Customer called to complain that another OPR was not available to take their call.	3/18/2016	Customer Care apologized and explained that the call is routed to the next available OPR and that they can be transferred to a preferred OPR if they are available. Customer was satisfied.	Service Complaints - Miscellaneous
630264	3/18/2016		Voice	Janelle	Janelle	*Customer requested to file a complaint with directory assistance.	3/18/2016	Customer Care advised customer that they would need to file the complaint directly to directory assistance. Customer understood.	External Complaints - Miscellaneous

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8002637	3/20/2016	9146	STS	Jacob F	Jacob F	*Customer stated the OPR did not follow policy/procedure by not retaining information during their call.	3/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical and management determined the Opr did process the call and followed policy/procedure. Opr did not receive refresher training.	Service Complaints - Didn't Follow Policy/Procedure
276105	3/22/2016		Voice	Tyna	Tyna	Customer's mother stated the hearing impaired devices are not working.	3/22/2016	Customer Care apologized and was able to determine the problem was with the telephone lines. Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
541953	3/22/2016		STS	Erica	Erica	*Customer stated there was something wrong with the Mass STS line.	3/22/2016	Customer Care placed a test call to the Mass STS line and did not experience any issues. 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.	Technical Complaints - Miscellaneous
597951	3/24/2016		Voice	Tyna	Tyna	*Customer stated Customer Care needs to train the OPRs to look at the customer's speed dial when making calls.	3/24/2016	Customer Care apologized and attempted to obtain information regarding the customer's complaint. Customer stated the OPR should know to always look at their speed dials. Customer Care advised information would be forwarded to management. Customer Care noted in customer's profile to look in speed dials before asking for a number. Customer was satisfied.	Service Complaints - Miscellaneous
207356	3/25/2016	9042	STS	Jenn	Jenn	*Customer stated the Supervisor hung up on them when they requested a different Operator.	3/25/2016	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 - OPR Hung Up on Caller
934668	3/28/2016	4043	VCO	Jenn	Jenn	Customer stated the Operator hung up on them.	3/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; technical determined volume dropped in the middle of the call and the customer disconnected. OPR did not receive refresher training.	Service Complaints - OPR Hung Up on Caller

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288941	3/31/2016	9012	STS	Jenn	Jenn	*Customer stated the Supervisor did not follow policy/procedure.	4/1/2016	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 - Didn't Follow Policy/Procedure
325983	3/31/2016		STS	Erica	Erica	*Customer stated there were no female OPRs to take their call.	3/31/2016	Customer Care apologized and explained that due to high call volume no female CA was available at the time of the request. Customer Care suggested the customer try their call again. Customer was satisfied.	Service Complaints - Miscellaneous
313803	3/31/2016		STS	Dan	Dan	*Customer stated they provided the OPR with a number to dial and the OPR inquired if the number was in their speed dial list. Customer stated the OPR should not ask that and should just look at the speed dial list.	4/8/2016	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 too. Customer was notified.	Service Complaints - Miscellaneous
369284	3/31/2016	9381	STS	Erica	Erica	*Customer stated the OPR asked if the listing for directory assistance was in the customer's speed dial list.	4/8/2016	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 too. Customer was notified.	Service Complaints - Miscellaneous
160406-000079	4/6/2016	1248F and Sup	STS	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	4/6/2016	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 and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
160412-000074	4/12/2016		STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer refused to provide call details.	4/12/2016	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
160414-000000	4/14/2016		STS	Erica	Erica	Customer wished to file a complaint against an OPR but did not provide details.	4/14/2016	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 disconnected.	Service Complaints - Miscellaneous

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160415-000109	4/15/2016	4065	TTY	Jenn	Jenn	Customer stated the Operator hung up on them.	4/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training.	Service Complaints - OPR Hung Up on Caller
160421-000114	4/21/2016		STS	Dan	Dan	Customer stated they were having an issue dialing an international number. Customer was not completely sure if the first number tried was missing a digit.	4/21/2016	Customer Care suggested the customer try the number again with the additional digit. Customer stated they would call back if there were any further issues. Customer was satisfied. There has been no further contact from customer.	External Complaints - Miscellaneous
160425-000115	4/25/2016		VCO	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	4/25/2016	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 too.	Service Complaints - Didn't Follow Policy/Procedure
160426-000094	4/26/2016	9034	STS	Erica	Erica	*Customer called to complain but only provided an OPR number and did not provide any further details.	4/26/2016	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 disconnected.	Service Complaints - Miscellaneous
160503-000014	5/3/2016	1248	STS	Tyna	Tyna	*Customer stated their STS call was handled improperly. The Opr did not write down the numbers obtained.	5/3/2016	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
160503-000018	5/3/2016		Voice	Janelle	Janelle	*Customer stated that Supervisor was rude to them.	5/3/2016	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
160507-000020	5/7/2016		Voice	Janelle	Janelle	*Customer requested to file a complaint against Directory Assistance.	5/7/2016	Customer Care informed customer that they would need to contact Directory Assistance to file the complaint. Customer understood.	External Complaints - Miscellaneous
160516-000126	5/16/2016		STS	Erica	Erica	*Customer stated Directory Assistance is hanging up on the customer and will not provide an operator number or connect to a supervisor.	5/16/2016	Customer Care informed customer that they would need to contact Directory Assistance to file the complaint. Customer understood.	External Complaints - Miscellaneous

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160517-000019	5/17/2016	9215	Voice	Janelle	Janelle	*Customer stated operator did not follow instructions.	5/17/2016	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 - Miscellaneous
160517-000105	5/17/2016	9034F	STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the OPR did not follow instructions listed in their profile.	5/18/2016	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 - STS call Handling Problems
160520-000086	5/20/2016		Voice	Janelle	Janelle	*Customer stated they were frustrated with an OPR.	5/20/2016	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
160520-000115	5/20/2016		STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/20/2016	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
160523-000143	5/23/2016		Voice	Dan	Dan	Customer stated when attempting to dial their mother, who does not use Relay, they are reaching Relay.	5/23/2016	Customer Care referred the customer to the telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
160523-000149	5/23/2016		Voice	Erica	Erica	Verizon representative stated that whenever their customer dials to a specific number that they are connected to Mass Relay.	5/23/2016	Customer Care confirmed that the number did not have a profile associated with it and suggested a routing issue with Verizon. Verizon representative understood.	External Complaints - Miscellaneous
160524-000068	5/24/2016		Voice	Tyna	Tyna	*Customer demanded to speak with the Customer Care Manager.	5/24/2016	Customer Care apologized the manager was not available at that time and offered assistance. Customer began yelling and disconnected.	Service Complaints - Miscellaneous
160524-000072	5/24/2016		Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/24/2016	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 disconnected.	Service Complaints - STS call Handling Problems

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160524-000077	5/24/2016		STS	Tyna	Tyna	*Customer complained that the OPR processing the call was not following their instructions on profile.	5/24/2016	Customer Care attempted to provide assistance, get a supervisor and new OPR on the line. Customer had requested a profile update regarding the issue and Customer Care advised would take up to 24 hours to update and advised the customer to provide the OPR with the instructions until the profile update is reflected in the system. Customer would not take any assistance.	Service Complaints - Miscellaneous
160525-000056	5/25/2016		Voice	Janelle	Janelle	Customer stated that calls to their business line were being routed to the Relay.	5/25/2016	Customer Care referred the customer to contact their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
160527-000057	5/27/2016		Voice	Tyna	Tyna	Customer stated when placing a call through Relay the called party is not answering.	5/27/2016	Customer Care apologized and explained if call is able to be made to Relay but the called party is not answering their line it would not be an issue with the Relay service. Customer was able to complete calls to other parties.	External Complaints - Miscellaneous
160527-000059	5/27/2016		STS	Jenn	Jenn	*Customer stated they were not able to get through to a STS Operator.	5/27/2016	Customer provided no call details. However, Customer Care did place a test call to the MASS STS line; which was successful and a STS operator was successfully reached. The Relay answered 97.3% within 10 seconds for the day.	Service Complaints - Miscellaneous
160527-000094	5/27/2016		TTY	Erica	Erica	Customer stated the Operator hung up on them.	5/31/2016	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 - OPR Hung Up on Caller
160529-000013	5/29/2016		TTY	Dan	Dan	Customer stated the Operator hung up on them.	5/29/2016	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 received refresher training in regards to this issue.	Service Complaints - OPR Hung Up on Caller
160530-000039	5/30/2016		Voice	Erica	Erica	Customer stated when dialing to a facility not associated with Relay, the line routes to Mass Relay.	5/30/2016	Customer Care referred the customer to the telephone company of the facility. Customer understood.	External Complaints - Miscellaneous
160531-000051	5/30/2016	4692	STS	Michelle	Michelle	Customer stated their STS call was handled improperly. Customer stated the OPR did not respond to them during the call.	5/31/2016	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 disconnected.	Service Complaints - STS call Handling Problems