

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
408003	6/14/2014	9025	Brandon	Brandon	*Customer stated their STS call was handled improperly. customer was hung up on during OPR switching.	6/14/2014	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the caller. Information was forwarded to management and customer was notified.	Service Complaints - STS call Handling Problems
408007	6/14/2014	9004	Brandon	Brandon	*Customer stated their STS call was handled improperly. OPR did not follow customer's instructions.	6/14/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
563352	6/16/2014	9040	Tyna	Tyna	*Customer requested to speak with Customer Care Supervisor. Customer stated that the OPR always calls for a Supervisor and never processes their call correctly.	6/16/2014	Customer Service transferred customer to Customer Care Supervisor. Customer Service Supervisor apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
563359	6/16/2014		Tyna	Tyna	*Customer requested to speak to Customer Care Supervisor. Customer stated that the Supervisor did not follow their instructions.	6/16/2014	Customer Service transferred customer to Supervisor. Customer Service Supervisor apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded to management and the Supervisor was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
573747	6/16/2014	4173	Tyna	Tyna	Customer stated the OPR did not follow policy/procedure.	6/16/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure

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749212	6/23/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that none of the OPRs listen.	6/23/2014	Customer Service apologized and stated the OPRs would be counseled and monitored more frequently. Information was forwarded to management and the OPRs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
613727	6/28/2014	9156	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that OPR does not have proper call etiquette and does not follow their instructions.	6/28/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
4086939	7/3/2014		Tyna	Tyna	*Customer states there are not enough female OPRs available and the male OPRs are horrible.	7/3/2014	Customer Service explained attempts are made to provide female OPRs when available and would forward the customer's concerns to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
523684	7/7/2014		Carey	Carey	Customer stated the OPR provided the incorrect information. Customer stated that someone attempted to call them through Relay and the OPR stated that the phone number did not exist.	7/24/2014	Customer Service 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 Gave Wrong Information
324964	7/12/2014		Dawn	Dawn	*Customer stated CA attempted to dial 411 and was unable to get through.	7/12/2014	Customer Service discovered the CA was dialing the correct number for Directory Assistance. Customer Service referred customer to their telephone service provider. Customer disconnected.	External Complaints - Miscellaneous

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221517	7/16/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR argued with customer stating they did not provide information for the call in which the customer claims they did.	7/16/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
660009	7/17/2014	9096	Tyna	Tyna	*Customer stated their STS call was handled improperly as CA did not dial the number or follow instructions.	7/17/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
5017064	7/19/2014		Carey	Carey	* Customer requested to leave a message for management. Customer wished to file a complaint against Directory Assistance in the Philippines. Customer stated that they never provide the correct telephone number.	7/19/2014	Customer Service attempted to suggest that the customer file that complaint directly with Directory Assistance; however the customer stated that Customer Service better forward that to management. Customer then disconnected.	External Complaints - Miscellaneous

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393065	7/24/2014	9136	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated the OPR was not listening during the call.	7/25/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
429194	7/24/2014	9156	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated the OPR could not hear and asked the customer to repeat too many times.	7/25/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer requested to be transferred to the Customer Service Supervisor. Customer left a message for the Customer Care Supervisor, but did not want a return call.	Service Complaints - STS call Handling Problems
441215	7/24/2014	9023	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated the OPR could not hear and asked the customer to repeat too many times.	7/25/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
245328	7/27/2014		Tyna	Tyna	* Customer demanded a female OPR and has been waiting 10 minutes. Customer believes a female OPR should be available at all times and wanted to file a complaint.	7/27/2014	Customer Service apologized and stated the attempts are made to provide a female OPR however if there are not available at that time they would receive the next OPR available. Explained calls are handled by the next available OPR as they come into the Relay. Customer disconnected. Management did not discover any call for this day where a customer held for 10 minutes for an OPR.	Service Complaints - STS call Handling Problems

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3076513	7/30/2014		Dawn	Dawn	Customer stated when she dials 7-1-1 someone hangs up then they receive the OPR requesting the number to dial. Customer believes they have some sort of party line as a telephone line.	7/30/2014	Customer Service referred the customer to their telephone service provider for further information in regards to the type of telephone line they have in the home. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
783014	8/4/2014		Carey	Carey	Customer stated that they are attempting to place a call to a business through Relay and the business keeps disconnecting their call.	8/4/2014	Customer Service suggested that the customer give the OPR a customized greeting when calling the business to request that they do not disconnect the call and request that the OPR explain the Relay. Customer disconnected before any further information can be obtained.	External Complaints - Miscellaneous
116458	8/7/2014	9063	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR is not reading their speed dials and got mad at the customer and requested a Supervisor who yelled at the customer.	8/7/2014	Customer Service apologized and stated the OPR and Supervisor would be counseled. Information was forwarded to management and the OPR and Supervisor were counseled. Customer was satisfied.	Service Complaints - STS call Handling Problems
747592	8/12/2014		Carey	Carey	Customer stated that they have been unable to place a call to 7-1-1 since yesterday when Verizon made some adjustments to the telephone lines in the customer's apartment building.	8/12/2014	Customer Service referred the customer to Verizon Customer Service as it seems that there is an issue with the telephone line in their apartment. Customer understood.	External Complaints - Miscellaneous

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950932	8/15/2014		Tina	Tina	Customer stated there were long delays when they are attempting to connect to Relay. Customer stated that it seems like the automatic VCO is not working.	9/3/2015	Customer Service apologized and explained what could cause a delay in connection. The technical department verified that the automatic connection was happening on the customer's line. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LVCO Problem
326150	8/15/2014	4018	Dawn	Dawn	Customer requested to place a call. Customer Service attempted to communicate with the caller and explain she had reached Customer Service but there was no response. Customer disconnected.	8/19/2014	Customer Service forwarded to technical. The technical department discovered the OPR did not follow the proper procedure to transfer the call to Customer Service. Information was forwarded to management and the CA was counseled.	Service Complaints - Miscellaneous
910047	8/18/2014	9019	Dawn	Dawn	*Customer stated the OPR hung up on them, but customer refused to provide call details.	8/18/2014	Customer Service 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
284921	8/19/2014	9004/9128	Tyna	Tina	*Customer requested to speak to the Customer Service Supervisor. Customer stated the Operator hung up on them.	8/22/2014	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered the OPR that came to take over the call was still logged in to another station; which caused an issue with their ability to log into the new call. Information was forwarded to management and OPRs were counseled. Customer was satisfied.	Service Complaints - OPR Hung Up on Caller
237235	8/27/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that there was a long period of silence after the call connected with the OPR. The	8/27/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

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					OPR did not respond to the customer when the customer asked if the OPR was still there.			
259934	8/27/2014		Carey	Carey	*Customer left a voicemail to file a complaint that the OPR did not respond to them.	8/27/2014	Customer Service apologized and forward information to management. Management discovered the customer did not hang up with the previous representative before calling back for another representative; which caused the call to disconnect. Customer was notified.	Service Complaints - Miscellaneous
256498	8/29/2014		Tina	Tina	*Customer states they are hearing a buzz on the line whenever they place calls through Relay. Customer confirmed with the OPR that the OPR hears this as well.	9/3/2014	Customer Service apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department for testing. The technical department made several test calls and monitored work station and there was no buzzing through Relay lines. Customer was notified.	Technical Complaints - Miscellaneous
755034	8/30/2014		Dawn	Dawn	*Customer states customer service is not asking proper questions to verify for an update to their profile. They are not asking the customer's name or number but ask for their long distance carrier or a speed dial. Customer stated they have a password.	9/2/2014	Customer Service thanked customer and informed them the information will be forwarded to management. Management discovered the representatives are requesting more identification information than is necessary from the customer. Management has updated the form for profile updating with Customer Service. Customer was notified.	Service Complaints - Miscellaneous

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377904	9/3/2014		Tyna	Tyna	Customer was attempting to call a TTY user and reached a recording then the call disconnected.	9/3/2014	Customer Service discovered the number was for a mobile text phone. Customer Service explained the recording that was being received and stated Relay is unaware of why their call was transferred to Relay. Customer understood.	Service Complaints - Miscellaneous
251030	9/5/2014		Tyna	Tyna	*Customer stated they have been complaining about the buzzing on the lines and Relay does nothing about it and does not care to fix it, then disconnected.	9/5/2014	Customer Service attempted to assist the customer but customer would not allow Customer Service to speak and disconnected. Information was forwarded to the technical department and Relay lines were tested; there was no buzzing present on the Relay lines.	Technical Complaints - Tech Issues STS Problem
980351	9/7/2014	9128	Dawn	Dawn	*Customer stated OPR was parroting them. Customer requested OPR to repeat every word she says and the OPR said " Opr repeat every word I say" to the called party.	9/7/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
648841	9/8/2014		Dawn	Dawn	Customer stated static on the line when OPR dials Directory Assistance.	10/4/2014	Customer Service forwarded information to the technical department. The technical department tested Relay lines and there was no static so static must be on the directory assistance lines. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
368784	9/9/2014		Carey	Carey	*Customer wished to file a complaint against all male OPRs. Customer stated male OPRs get agitated when the customer cries and Relay should hire more female OPRs.	9/9/2014	Customer Service apologized and stated their suggestion to hire more female OPRs would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

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443948	9/10/2014	supervisor	Dawn	Dawn	*Customer stated Supervisor pretends not hear to the customer and covers up for the OPRs all the time.	9/10/2014	Customer Service apologized and stated the Supervisor will be counseled and monitored more frequently. Information was forwarded to management and Supervisor was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
487893	9/10/2014	Customer Care Rep	Dawn	Dawn	*Customer stated every time this representative takes a call they leave their workstation. That is not right. The rep needs to stay at the workstation. Left on voicemail.	9/29/2014	Customer Service retrieved, reviewed and deleted message. Customer Service discovered the representative did not leave the workstation but was on another call. Customer was notified.	Service Complaints - Miscellaneous
169990	9/11/2014		Dawn	Dawn	*Customer states when the person they have called disconnects they hear a click, but the OPR states the call has not disconnected from the workstation.	9/17/2014	Customer Service 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
105706	9/12/2014		Tyna	Tyna	*Customer wanted to file a complaint against Hamilton since they do not hire enough people.	9/12/2014	Customer Service stated the information would be forwarded to management. Customer understood.	Service Complaints - Miscellaneous
290532	9/15/2014	9004	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the OPR does not read their profile.	9/15/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

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189752	9/17/2014	9063	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated they called Directory Assistance for number. Customer told OPR to dial the numbers. OPR stated no you must tell me which one to dial first.	9/17/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
355036	9/19/2014	9063	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated they called Directory Assistance for number. Customer told OPR to dial the numbers. OPR stated no you must tell me which one to dial first.	9/24/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
346247	9/22/2014	9025	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA was rude, arrogant and was back talking.	9/22/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
117266	9/26/2014	9141	Dawn	Dawn	*Customer stated OPR can't hear them and keeps asking the customer to repeat.	9/26/2014	Customer Service apologized and stated the information would be forwarded to the technical department. The technical department did several tests to the workstation and audio appeared to be fine. Customer was notified.	Service Complaints - Miscellaneous

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186597	9/30/2014		Tyna	Tyna	*Customer states wants a female OPR that male OPR do not listen and keep saying "ma'am" .	9/30/2014	Customer Service verified the customer and stated the profile was set for the CA gender preference and if a Female CA was available they would be the first to the call. Customer hung up before any additional information could be given.	Service Complaints - Miscellaneous
895895	10/2/2014		Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not listen to the customer. Customer refused to provide call details.	10/2/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - STS call Handling Problems
330302	10/3/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	10/3/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - STS call Handling Problems
716832	10/3/2014	9145	Scott	Scott	*Customer stated their STS call was handled improperly the OPR interrupted the recorded greeting and this caused an issue with the whole call.	10/3/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
615253	10/3/2014	9075	Tina	Tina	*Customer stated the OPR did not keep them informed during their call. Customer stated the OPR swapped out with another OPR during a recording and did not identify the swap.	10/31/2014	Customer Care apologized and attempted to gather call information to forward to technical. Customer refused to provide specific call information. 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 Didn't Keep User Informed

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685166	10/3/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that they requested that the OPR speak slower during the call and that is when the OPR no longer responded to the customer. Customer stated that the OPR left the phone.	10/3/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management; which discovered the OPR remained on the line with the customer. Customer was notified.	Service Complaints - STS call Handling Problems
696712	10/3/2014		Tyna	Tyna	*Customer wanted a complaint file that there is not someone in management available 24 hours to receive their calls.	10/3/2014	Customer Care apologized and advised the customer that managerial support is available 24 hours a day, but their concern would be forwarded to management. Customer hung up.	Service Complaints - Miscellaneous
716839	10/3/2014	9063	Tyna	Tyna	*Customer stated their STS call was handled improperly the customer asked for Radio Shack and the OPR said it is not in your speed dial.	10/3/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
250441	10/6/2014	Jimmy	Tyna	Tyna	*Customer stated the Supervisor would not cooperate with them when they were stating a complaint about a OPR not doing their job correctly.	10/6/2014	Customer Care apologized and stated information would be forwarded to management. Supervisor was counseled and customer was satisfied.	Service Complaints - Miscellaneous

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258308	10/6/2014	9156	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated she told OPR to revoice and OPR said "don't you want to hear what she says first". OPR should not question the STS User and should follow instructions.	10/6/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management; which discovered that the OPR followed proper procedure and used proper language during the call. Customer became very abusive of the OPR during the process of several calls. Customer was notified.	Service Complaints - STS call Handling Problems
286295	10/10/2014	9040	Tyna	Tyna	* Customer stated their STS call was handled improperly the OPR did not follow instructions, and is rude, arrogant and hostile towards the customer. Customer refused to provide call details.	10/10/2014	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
467626	10/10/2014		Tina	Tina	Customer stated their call was disconnected with no notification when placing a call through Relay.	10/17/2014	Customer Care apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department; which discovered the customer's profile is set correctly to automatic connections with Relay; technical department did not see anything unordinary in regards to these calls. The technical department confirmed that on the call in question the customer disconnected while the CA was sending text. Customer was notified.	Technical Complaints - Long Hold Time/Disconnect
470277	10/14/2014		Dawn	Dawn	* Customer stated their STS call was handled improperly. Customer refused to provide call details.	10/14/2014	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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394106	10/15/2014	9083	Tyna	Tyna	*Customer stated that they could not understand the OPR or Supervisor. They need to speak louder. Customer refused to provide call details.	10/15/2014	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. The technical department could find no issues with the workstation the OPR was using that day. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
539351	10/15/2014	9004	Dawn	Dawn	*Customer stated she requested the OPR ID # and the OPR stated "I already gave it to you".	10/15/2014	Customer Care apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
648458	10/15/2014	9075	Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not follow customer instructions to revoice for them.	10/15/2014	Customer Service 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
775565	10/15/2014		Dawn	Dawn	Customer stated they are asked for long distance information when they are dialing a local number.	10/20/2014	Customer Care determined the call was a long distance call. Customer Care offered to set up a profile. Customer stated they would get back with us. No further contact with the customer at this time.	Technical Complaints - Long Distance/Billing Issues
304135	10/16/2014		Dawn	Dawn	*Customer stated they have been waiting for a female operator. There are not enough female OPRs.	10/20/2014	Customer Care apologized and stated the suggestion would be forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous

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336782	10/16/2014		Dawn	Dawn	*Customer stated they are unable to use the *82 feature.	10/20/2014	Customer Care explained how the *82 features works with Relay. Customer Care thanked the customer for their suggestion of having the OPR dial the *82 instead of user and forwarded information to management. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
791676	10/17/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that their calls are only to be taken by female OPRs. Customer was irate that a male OPR answered when their call connected.	10/17/2014	Customer Care apologized and verified the customer's profile was set correctly to route their calls to a female OPR; the profile is set correctly. Customer Care explained that if a female OPR is not available the call would route to a male OPR. Customer Care explained that the customer did have the option to hold for a female OPR and offered to update their profile with these instructions; customer refused. Customer began arguing with Customer Care and demanding that the male OPRs do not follow their profile. Customer requested to be connected with the Customer Care Supervisor's voicemail; call was transferred. Customer left a voicemail stating the same information to the Customer Care Supervisor and disconnected. Customer Care Supervisor attempted to return a call to the customer but there was no answer and no voicemail to leave a message. There has been no further contact from the customer.	Service Complaints - STS call Handling Problems
518572	10/22/2014		Tina	Tina	* Customer stated the OPR did not keep them informed during their call. Customer stated that the OPR would not identify to them when requested to do so during the call.	10/28/2014	Customer Care apologized and requested call detail information from the customer. Call information was forwarded to the technical department. The technical department discovered the customer placed several calls to Relay and without exact call details was unable to discover which call the customer was referring too. Customer was notified.	Service Complaints - OPR Didn't Keep User Informed
770051	10/22/2014		Dawn	Dawn	*Customer stated the OPR cannot dial 411 they are routed to 617-555-1212 and then the call is not answered in	10/22/2014	Customer Care apologized to the customer and directed them to their service provider for further assistance with Directory Assistance routing. Customer Care informed customer the issue would be forwarded to Relay Management as well so they	Technical Complaints - Miscellaneous

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					the US. Customer stated this must stop and then became abusive to the OPR.		are aware of this issue. Customer became very abusive and Customer Care disconnected.	
174361	10/24/2014		Tyna	Tyna	*Customer wants to file a complaint against Hamilton. They do not do anything right and everyone takes the same day off.	10/24/2014	Customer Care apologized and advised the customer that managerial support is available 24 hours a day, but their concern would be forwarded to management. Customer hung up.	Service Complaints - Miscellaneous
385261	10/27/2014		Dawn	Dawn	*Customer stated they have been trying over an hour and there are no female operators available. Hamilton must hire more female STS OPRs.	10/27/2014	Customer Care apologized and stated the suggestion would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
761618	10/28/2014	9081	Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not follow the customers instruction.	10/28/2014	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
466379	10/30/2014		Tyna	Tyna	*Customer stated they want a female OPR every time they call.	10/30/2014	Customer Care attempted to explain to the customer that all attempts are made to provide a female OPR but if not available the call is routed to the next available OPR. Customer disconnected.	Service Complaints - Miscellaneous

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535336	10/30/2014		Dawn	Dawn	*Customer stated there are not enough female OPRs. MASS Relay must get more female STS OPRs.	10/30/2014	Customer Care attempted to explain to the customer that all attempts are made to provide a female OPR but if not available the call is routed to the next available OPR. Customer disconnected.	Service Complaints - Miscellaneous
222098	10/31/2014		Tyna	Tyna	* Customer wanted a female OPR and stated there were non available and we need to hire more.	10/31/2014	Customer Care attempted to explain to the customer that all attempts are made to provide a female OPR but if not available the call is routed to the next available OPR. Customer disconnected.	Service Complaints - Miscellaneous
822847	11/3/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that their calls are to be processed by female OPR and when dialing into the Relay the customer is reaching a male OPR.	11/3/2014	Customer Care apologized and offered to check the customer's profile. Customer stated that their profile is already set up to be routed to female OPR. Customer Care explained that the Relay does their best to accommodate this request; however, if there is not a female OPR available at the time of their call, the call would be routed to the next available OPR; which would be a male. Customer disconnected.	Service Complaints - STS call Handling Problems
283608	11/6/2014		Dawn	Dawn	*Customer stated the OPR dialed the incorrect number. Customer refused to provide call details.	11/6/2014	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
311768	11/7/2014		Dawn	Dawn	Customer left message on voicemail. Customer is an employee at the correctional facility and is inquiring about restrictions on their	11/10/2014	Customer Care forwarded the information to management to return the call regarding the restrictions. Customer Care Supervisor attempted to contact the facility but the number provided was a number within the facility that would not accept calls. There has been no further contact from the	Technical Complaints - Tech Issues 7-1-1 Problem

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

					lines.		customer.	
693968	11/10/2014		Tyna	Tyna	Customer stated when calling a VCO user through Relay they are advised the line is busy by the OPR.	11/10/2014	Customer Care placed a test call through Relay, and directly to the number, both times a busy signal was received. Customer Care referred the customer to their telephone service provider. Customer understood.	External Complaints - Miscellaneous
984196	11/12/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that when asked to dial a number from their speed dial list OPR said the number was not there; however upon looking again the OPR was able to find the number.	11/12/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
4019506	11/12/2014	9040	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the OPR would not speak up. Customer stated that when they requested that the OPR speak louder, the OPR became argumentative.	11/12/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

142232	11/12/2014		Carey	Carey	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/13/2014	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
140936	11/12/2014		Dawn	Dawn	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/14/2014	Customer Care apologized to the customer, but customer disconnected before any call details could be obtained. The Relay answered 90.8% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
207625	11/13/2014		Dawn	Dawn	*Customer stated they have experienced a long hold time/delay when connecting to the Relay. Customer also stated there were no Oprs available.	11/17/2014	Customer Care attempted to apologize to the customer but customer disconnected before any details could be provided. The Relay answered 96% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
866462	11/14/2014	9083	Tina	Tina	*Customer stated their STS call was handled improperly. Customer stated the male OPRs today have not allowed them to voice and continue to speak overtop of the customer.	12/2/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

898330	11/14/2014	9108	Tina	Tina	*Customer stated their STS call was handled improperly. Customer has stated that the OPR is not waiting for a customer to finish sentencing before revoicing.	11/18/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
7058540	11/17/2014		Tyna	Tyna	*Customer stated their STS cal was not answered in over six minutes and more people need to be hired.	11/17/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which did not see any calls that waited for over six minutes in queue. Customer was notified. Relay answered 95.2% within 10 seconds for the day.	Service Complaints - STS call Handling Problems
8056236	11/18/2014	Erik	Tyna	Tyna	*Customer stated the Supervisor would not access their profile without their pin number and they do not have a pin number.	11/18/2014	Customer Care explained how verification information is requested when accessing a customer's profile. Customer disconnected.	Service Complaints - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

544239	11/20/2014		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	11/20/2014	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
586826	11/20/2014		Tyna	Tyna	*Customer stated that Customer Care is harassing the customer. When calling Customer Care the line is picking up and they are hearing papers rattle but no response and then call disconnected.	11/20/2014	Customer Care apologized and verified that Customer Care had not received a call from the customer. Customer Care stated information would be forwarded to management. Management verified that no calls had been released by Customer Care with the customer. Customer was notified.	Service Complaints - Miscellaneous
259077	11/20/2014	4173	Tyna	Tyna	Customer stated they were interrupted and told they could not talk and was afraid that their customer was not satisfied. Customer stated the OPR did not inform or explain Relay to their customer.	11/21/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

930011	11/25/2014		Tina	Tina	*Customer stated that MASS Relay needs to hire more female STS OPRs.	11/25/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
988793	11/28/2014		Tyna	Tyna	*Customer stated their STS call was handled improperly; OPRs are not doing their job. Customer refused to provide call details.	11/28/2014	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
994409	11/28/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the OPR does not follow instructions and should not ask the customer to repeat.	11/28/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
280732	12/3/2014		Tina	Tina	*Customer stated the OPR hung up on them.	12/17/2014	Customer Care apologized and stated information would be forwarded to the technical department; which discovered when the call arrived at the workstation the customer had already disconnected. OPR followed proper procedure for releasing the call from the workstation. Customer was notified.	Service Complaints - OPR Hung Up on Caller

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

318989	12/3/2014		Carey	Carey	*Customer stated that their profile is not appearing to the OPR. Customer demanded to speak to the Customer Care manager.	12/4/2014	Customer Care manager was not available. Customer Care offered to take a message and forward the information to the manager. The customer disconnected without providing additional information. Customer Care forwarded the information to the technical department, but without call details technical was unable to discover the call the customer was referring too.	Technical Complaints - Miscellaneous
220263	12/4/2014	9034	Dawn	Dawn	*Customer stated they wished to file a complaint against the OPR.	12/4/2014	Customer then disconnected before any details could be provided.	Service Complaints - Miscellaneous
440829	12/9/2014		Dawn	Dawn	Customer requested to block a number from calling them.	12/9/2014	Customer Care referred customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
257937	12/11/2014		Dawn	Dawn	Caller stated whenever they call the customer the line is busy.	12/11/2014	Customer Care placed test calls to the number. The line was busy with and without Relay. Customer Care told the customer to contact their telephone service provider to check the line. Customer was satisfied.	External Complaints - LEC Busy
268385	12/11/2014		Dawn	Dawn	*Customer stated the company they called will not accept the call because it is through the Relay.	12/11/2014	Customer Care referred customer to the FCC. Before Customer Care could give any more information, customer disconnected.	External Complaints - Miscellaneous
734976	12/12/2014	9086	Dawn	Dawn	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR attempted to speak overtop of the	12/12/2014	Customer Care apologized and information was forwarded to the technical department; which discovered that the OPR followed proper procedure in an attempt to gather caller's instructions. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

					recording.			
753723	12/12/2014	9108	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer requested Supervisor and the OPR did not get off of the call. OPR listened to call. OPR does not know their place.	12/12/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management; which discovered the OPR did follow the request and was removed from the call. Customer was notified.	Service Complaints - STS call Handling Problems
278012	12/14/2014		Carey	Carey	*Customer stated when dialing Directory Assistance through Relay, call connects outside of the United States. Customer stated the number Relay dials for Directory Assistance is incorrect and Directory Assistance cannot provide the proper listings.	12/14/2014	Customer Care advised the customer that if Directory Assistance cannot provide the proper listing, the customer may want to file a complaint with Directory Assistance. Customer stated that the issue is with the telephone number that Relay dials when calling Directory Assistance and the customer would like to file this complaint with management, as they do not like the procedure followed when calling Directory Assistance. Customer Service stated that their suggestion would be forwarded to management and explained that if the customer felt it was due to Verizon's Directory Assistance they could choose an alternate long distance provider for this call. Customer was satisfied and information was forwarded to management.	External Complaints - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

386042	12/16/2014		Tina	Tina	*Customer stated that their profile was updated incorrectly and now they have a blank space in their frequently dialed number list.	12/17/2014	Customer Care verified the information that was provided and that the profile was updated correctly. Customer removed 3 numbers and only added back in 2 number which resulted in the open frequently dialed number. Customer was notified.	Service Complaints - Miscellaneous
170940	12/17/2014		Tyna	Tyna	Customer states when attempting to dial an outbound call they are reaching the Mass Relay Service.	12/17/2014	Customer Care referred the customer to their telephone service provider regarding the call forwarding that may be set on their number. Customer was satisfied.	External Complaints - Miscellaneous
442275	12/17/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details and disconnected call.	12/17/2014	Customer Care was unable to obtain call information since the customer disconnected.	Service Complaints - STS call Handling Problems
482797	12/17/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/17/2014	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

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

504982	12/17/2014		Tina	Tina	*Customer stated that all OPRs do not know how to process calls and speak over recordings.	12/17/2014	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
235342	12/18/2014	9108	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated OPR is a nervous wreck. Customer refused to provide call details.	12/18/2014	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
365758	12/20/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/20/2014	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
568082	12/23/2014		Tina	Tina	Customer stated they are unable to reach their doctor and they wanted to test call to Customer Care to ensure their line was working.	12/23/2014	Customer Care assured the customer their line was working and verified the customer's profile was set correctly. Customer stated that it must be an issue with the physicians lines and they would try again. Customer was satisfied.	External Complaints - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

709949	12/23/2014		Carey	Carey	Customer called to file a complaint regarding a Video Relay Service.	12/23/2014	Customer Care referred the customer to the Video Relay Provider and provided the toll free access number to reach their Customer Service. Customer was satisfied.	External Complaints - Miscellaneous
376570	12/24/2014		Dawn	Dawn	*Customer stated Hamilton uses Verizon Directory Assistance they do not reach representatives in the U.S. and do not have proper listings.	12/24/2014	Customer Care apologized and explained Relay procedure for dialing Directory Assistance. Customer Care referred the customer to Verizon Directory Assistance and stated information would be forwarded information to Relay management. Customer was satisfied.	External Complaints - Miscellaneous
3004937	12/29/2014	9095	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR does not hold on the line while it is continuously ringing. The OPR asks the customer what they want them to do. Customer refused to provide call details.	12/29/2014	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
524537	12/30/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/30/2014	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

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

643414	12/30/2014		Dawn	Dawn	Customer stated the OPR did not keep them informed during their call. Customer did not know if the connection was made.	1/5/2015	Customer Care apologized and stated information would be forward to the technical department. The technical department discovered that the customer called into Relay several times during this time period and could not point to the exact call the customer was referring too; OPR number was not discovered. Customer was notified.	Service Complaints - OPR Didn't Keep User Informed
588245	1/2/2015		Tyna	Tyna	*Customer stated Relay does not have enough female OPRs and we need to hire more.	1/2/2015	Customer Care apologized and stated that their suggestion would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
588502	1/2/2015	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR is the only available female and talks over recordings and is not very bright and need more female OPRs.	1/2/2015	Customer Care apologized and stated information would be forwarded to management. Management discovered that the OPR did follow the proper procedure on a call when reaching a recording. Customer was notified.	Service Complaints - Miscellaneous
433308	1/5/2015		Carey	Carey	*Customer stated that there are not enough females CAs available.	1/5/2015	Customer Care advised the customer that the information would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

552264	1/5/2015		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the male CAs do not follow directions and do a horrible job processing calls.	1/5/2015	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 - STS call Handling Problems
664634	1/5/2015		Carey	Carey	Customer stated they have been unable to place a long distance call through Relay.		Customer Care discovered the customer uses EarthLink's VoIP Service. Customer Care explained about VoIP Service through Relay and directed customer to speak to their provider. Customer Care set up a temporary profile for the customer so they were able to process a call. Customer Care contacted EarthLink and explained about translation and provided correct information. Representative from EarthLink stated they would call back to confirm information was set correctly. (Awaiting provider)	Technical Complaints - Carrier Choice not Available
321840	1/6/2015		Tyna	Tyna	*Customer stated need to hire more female OPRs.	1/6/2015	Customer Care advised the customer that the information would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
936665	1/9/2015		Tyna	Tyna	Customer is able to dial 7-1-1 through their TTY device but could not reach Relay by dialing the toll-free access number.	1/9/2015	Customer Care placed a test call to the toll-free access number; which was successful. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

889462	1/13/2015		Tina	Tina	* Customer stated the OPR did not follow policy/procedure. Customer stated the OPR disconnected on the recording before they could hear it.	1/13/2015	Customer Service verified the customer and discovered there was a note in the profile instructing the OPRs to disconnect on a recording. Customer requested to have this note removed. Profile was updated and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
969377	1/14/2015		Dawn	Dawn	Customer stated calls are dropping. She is not receiving calls through Relay. Customer Care determined the customer is using a CapTel Phone through TRS Relay as a VCO Phone.	1/14/2015	Customer Care attempted to explain how this type of connection is accomplished and what settings need to be changed in the menu of the telephone. Customer was upset and disconnected.	External Complaints - Miscellaneous
465401	1/15/2015	9108	Carey	Carey	*Customer stated that the OPR wasn't able to properly spell common words.	1/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which confirmed that the OPR was on a call at the time reported; however, the OPR did complete an observation sheet explaining that they attempted to confirm the spelling with the customer to which the customer instructed the OPR to spell the name of a business on their own. The OPR attempted to phonetically spell the name of the business, and the customer became upset. Information was forwarded to management. Customer was satisfied.	Service Complaints - OPR Accuracy/Spelling/Verbatim
475976	1/15/2015		Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure.	1/15/2015	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

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

672911	1/15/2015	9004	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated the OPR is horrible, refused to dial a number and hung up on the customer.	1/22/2015	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
981732	1/23/2015		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/26/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 91% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
998708	1/26/2015		Tyna	Tyna	*Customer states we need to hire more people now.	1/26/2015	Customer Care advised the customer that the information would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
122947	1/26/2015		Carey	Carey	*Customer stated their STS call was handled improperly customer stated that the OPR is playing mental games; however, customer refused to provide call details.	1/26/2015	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 - STS call Handling Problems

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144038	1/26/2015	9004	Tyna	Tyna	*Customer stated the OPR identified themselves and then the customer requested their Supervisor. Customer stated the OPR did not get their Supervisor on the line.	1/26/2015	Customer Care apologized and forwarded information to management; which discovered the OPR attempted to clarify the request from the customer but the customer became abusive and their call was disconnected. OPR did not receive refresher training as the customer became abusive during the call.	Service Complaints - Miscellaneous
208360	1/29/2015	4027	Dawn	Dawn	Customer stated the OPR did not keep them informed during their call. Called party had disconnected and OPR did not tell the VCO user.	2/5/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did handle a call from this customer at this time. 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
682862	1/30/2015		Tyna	Tyna	Customer stating electrical items messing with their TTY device in their home.	1/30/2015	Customer Care referred the customer to Mass EDP and provided their telephone number. Customer was satisfied.	Technical Complaints - Miscellaneous
560413	2/6/2015		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	2/6/2015	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

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

561067	2/9/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	2/9/2015	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
901324	2/21/2015		Tyna	Tyna	* Customer stated Supervisor gave them a hard time when they requested they would like to hold for a female OPR; Supervisor would not provide how long the customer could hold for a female OPR.	2/21/2015	Customer Care explained Relay Supervisor would not be allowed to provide that exact information on a call. Customer Care stated their concern would be forwarded to management. Information was forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
589452	2/27/2015		Tyna	Tyna	*Customer stated when they called directory assistance to obtain information it was incorrect and it is the responsibility of the OPR to redial and obtain the correct number.	2/27/2015	Customer Care explained how calls to directory assistance are processed through Relay and if the customer received an incorrect number from directory assistance then they would need to file a complaint with directory assistance for providing the wrong information. Customer disconnected.	External Complaints - Miscellaneous
779454	3/4/2015		Carey	Carey	* Customer stated that the male OPRs do not process calls properly and suggested that management hire more female OPRs. Customer feels the female OPRs do a better job at processing calls.	3/4/2015	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 - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

798628	3/4/2015		Tyna	Tyna	*Customer stated the supervisor was harassing her when she made comments about male OPRs.	3/4/2015	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 - Miscellaneous
878971	3/4/2015		Tyna	Tyna	Customer stated several calls to their answering machine were hang ups and they were concerned about their telephone line.	3/4/2015	Customer Care referred the customer to their telephone service provider to check their telephone line. Customer was satisfied.	External Complaints - Miscellaneous
227780	3/5/2015		Tyna	Tyna	*Customer demanded we hire more female OPRs. Customer has calls to make and does not want male OPRs.	3/5/2015	Customer Care advised the customer their requested would be submitted to management. Customer hung up.	Service Complaints - Miscellaneous
571878	3/6/2015	Supervisor	Tina	Tina	*Customer stated that the Supervisor was very rude on the call, stated the OPRs will never get off the line and the customer could not hold.	3/26/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
186826	3/11/2015		Tyna	Tyna	*Customer stated the supervisor has faulty equipment and they could not hear them or even get their name.	3/14/2015	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 - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

742894	3/18/2015	9156	Lonnie	Lonnie	*Customer stated that they were unable to place a call through Relay.	3/29/2015	Customer Care advised that that there was a technical issue with the Relay. Technical department resolved the issue promptly. Customer Care apologized for any inconvenience this may have caused with their call. Customer understood.	Technical Complaints - Miscellaneous
1024333	3/20/2015	Supervisor	Tyna	Tyna	*Customer requested the supervisor to get a new OPR and the supervisor wanted to know why they wanted another OPR.	3/20/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
465126	3/22/2015		Jenn	Jenn	*Customer demanded we hire more female OPRs.	3/22/2015	Customer Care advised the customer their requested would be submitted to management. Customer hung up.	Service Complaints - Miscellaneous
904102	3/23/2015	9086	Tyna	Tyna	*Customer stated the OPR called them by their last name while on a call with a term.	3/23/2015	Customer Care verified the customer and discovered there was a reference to the Customer's name in their profile. Customer Care offered to update the profile but customer hung up.	Service Complaints - Miscellaneous
919151	3/27/2015		Tyna	Tyna	*Customer demanded a female OPR and requested Customer Care get one for them.	3/27/2015	Customer Care apologized and explained that calls are handled by the next available OPR and a female OPR would be provided if available. Customer demanded management get a female OPR for the customer. Customer Care explained there is no way for management or Customer Care to get a female OPR on the line by transferring from Customer Care. Customer disconnected.	Service Complaints - Miscellaneous

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

952877	3/27/2015		Jenn	Jenn	*Customer complained there is not enough female OPR's.	3/27/2015	Customer Care apologized and advised calls are answered by the next available OPR and stated customer may want to try their call again. Customer hung up.	Service Complaints - Miscellaneous
213428	3/30/2015	9025	Carey	Carey	*Customer experienced a long hold time when the OPR transferred their call to Customer Care.	3/31/2015	Customer Care apologized for the delay as Customer Care was experiencing high call volumes. Customer understood.	Service Complaints - Miscellaneous
652756	4/1/2015		Carey	Carey	*Customer wished to file a complaint against the Relay, because when calling Directory Assistance the customer believes that their representatives are not within the United States.	4/1/2015	Customer Care referred the customer to Directory Assistance to file this complaint and advised the customer that Relay has no control over the location of the Directory Assistance OPR. Customer began shouting over Customer Care and would not allow Customer Care to speak. Customer Care disconnected the call.	External Complaints - Miscellaneous
149751	4/3/2015		Tyna	Tyna	*Customer demanded the Relay hire more STS female OPRs.	4/3/2015	Customer Care advised information would be forwarded to management. Customer hung up.	Service Complaints - Miscellaneous
501243	4/4/2015	9025f	Dan	Dan	*Customer stated the OPR did not announce themselves when the customer connected to Relay and this OPR has been doing this for some time now.	4/7/2015	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

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925170	4/10/2015		Dan	Dan	*Customer stated they were experiencing a long wait time to reach a STS OPR.	4/10/2015	Customer Care apologized and stated that Relay was busy at this time, and requested the customer attempt their call again. Customer was understood. Relay answered 94.5% within 10 seconds.	Service Complaints - Ringing/No Answer
233724	4/16/2015		Dan	Dan	Customer stated they felt electrical equipment and power lines may causing garble on their TTY.	4/16/2015	Customer Care referred the customer to the MASS EDP and provided their telephone number. Customer disconnected.	Technical Complaints - Miscellaneous
9022795	4/20/2015		Jenn	Jenn	Customer stated they are receiving a lot of garble when calling through Relay and numbers are consistently dialing them through Relay with no response.	4/20/2015	Customer Care providing troubleshooting tips to clear garble on a call. Customer Care referred the customer to their telephone service provider to stop the unwanted incoming calls. Customer was satisfied.	Service Complaints - Miscellaneous
9070658	4/20/2015		Tyna	Tyna	Customer stated when calling a VCO user through Relay they are able to connect and hear the person but that is all.	4/20/2015	Customer Care attempted to obtain additional information in regards to the issue. Customer was not able to provide any additional information and stated would try again and call back. There has been no further contact from the customer.	Technical Complaints - Miscellaneous

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839678	4/21/2015	9075	Care	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated that they asked the OPR to hold and the OPR disconnected.	4/30/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. The technical department determined that the OPR did follow the correct procedure and did not disconnect the user.	Service Complaints - Didn't Follow Policy/Procedure
304219	4/28/2015		Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was awful and does not know how to read as several mistakes were made when attempting to use their speed dial list.	4/30/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. However, there appeared to be an issue with Relay; which was promptly resolved by technical. Customer was satisfied.	Technical Complaints - Miscellaneous
345318	4/28/2015	9025F	Dan	Dan	*Customer stated their STS call was handled improperly. The customer stated that the OPR was interrupting them and was awful. The customer stated the OPR had to be asked twice to get their Supervisor on the line.	4/29/2015	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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371354	4/28/2015		Carey	Carey	*Customer stated there were no Relay OPRs available and they were unable to make a call through Relay; however, the customer did have a STS OPR on the line at the time of the call to Customer Care. Customer disconnected before providing any details.	4/28/2015	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. Relay answered 91.6% within 10 seconds for the day.	Service Complaints - Miscellaneous
774079	5/1/2015		Jenn	Jenn	* Customer stated the OPR was replaced improperly during the middle of the call.	5/1/2015	Customer Care apologized and forwarded 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 Replaced Improperly
298867	5/3/2015	9113M	Scott	Scott	*Customer stated their STS call was handled improperly. Customer stated the OPR deliberately misdialed the number provided to the customer by Directory Assistance and after the number was misdialed, the OPR refused to respond.	5/28/2015	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
615308	5/9/2015	9156	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR did not follow the customer's instructions when telling the OPR to call back the number and ask for a	5/27/2015	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 procedure. Information was forwarded to management, but the OPR did not receive refresher training as they had followed procedure. Customer was notified	Service Complaints - STS call Handling Problems

### Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

					supervisor.			
816372	5/10/2015		Tyna	Tyna	*Customer stated they called into STS and the connection was fuzzy like it was underwater. Customer did not get an OPR number from the call.	5/10/2015	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 - Miscellaneous
816528	5/10/2015		Tyna	Tyna	*Customer stated had a bad connection when reaching STS was not able to get a OPR number or place a call.	5/10/2015	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 - Miscellaneous
358606	5/12/2015		Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/19/2015	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

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4076171	5/13/2015		Dan	Dan	*Customer stated they do not like that they reach an OPR in the Philippines when dialing Directory Assistance and wanted to file a complaint.	5/13/2015	Customer Care apologized and referred the customer to the Verizon Directory Assistance center to file a formal complaint. Customer understood.	External Complaints - Miscellaneous
176221	5/21/2015	9264	Ryan	Ryan	* Customer stated the OPR hung up on them.	5/23/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Technical department found that the OPR followed proper procedure and did call for a supervisor. The OPR did not disconnect the call; the Customer hung up. Information was forwarded to management, but the OPR did not receive refresher training as they did follow procedure. Customer was notified.	Service Complaints - OPR Hung Up on Caller
343671	5/23/2015		Carey	Carey	*Customer stated that the speed dial listing for number six in their customer profile is no longer appearing and the customer stated that they did not authorize removing that listing. Customer would like a copy of their profile sent to them by mail.	5/28/2015	Customer Care apologized and forwarded the information to the technical department for investigation. The technical department was unable to retrieve the information; however, the customer was able to provide the number to add to the profile. Customer Care verified the customer and forwarded information to the technical department. Profile was updated and customer was satisfied. Customer Care sent a copy of the customer's profile to the address provided.	Technical Complaints - Miscellaneous

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106033	5/25/2015		Carey	Carey	*Customer stated that when dialing Directory Assistance through Relay they are reaching representatives in the Philippines. Customer stated that Directory Assistance does not give the correct information.	5/25/2015	Customer Care apologized and referred the customer to the Verizon Directory Assistance center to file a formal complaint. Customer understood.	External Complaints - Miscellaneous
159886	5/25/2015		Carey	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR refused to provide their OPR ID number.	5/25/2015	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.	Service Complaints - Didn't Follow Policy/Procedure
808701	5/29/2015		Tyna	Tyna	*Customer stated they have experienced a hold time/delay of half a minute when connecting to the Relay.	5/28/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.8 % within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
790480	5/29/2015	CC Supervisor	Dan	Dan	*Customer requested to file a complaint with the executive office because the Customer Care supervisor is hard to reach and requested that a message be passed on to the Customer Care supervisor.	5/29/2015	Customer Care apologized and offered to transfer the customer to the Customer Care Supervisors voice mail. Customer refused. Customer Care forwarded information to management. Customer disconnected.	Service Complaints - Miscellaneous

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408003	6/14/2014	9025	Brandon	Brandon	*Customer stated their STS call was handled improperly. customer was hung up on during OPR switching.	6/14/2014	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the caller. Information was forwarded to management and customer was notified.	Service Complaints - STS call Handling Problems
408007	6/14/2014	9004	Brandon	Brandon	*Customer stated their STS call was handled improperly. OPR did not follow customer's instructions.	6/14/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
563352	6/16/2014	9040	Tyna	Tyna	*Customer requested to speak with Customer Care Supervisor. Customer stated that the OPR always calls for a Supervisor and never processes their call correctly.	6/16/2014	Customer Service transferred customer to Customer Care Supervisor. Customer Service Supervisor apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
563359	6/16/2014		Tyna	Tyna	*Customer requested to speak to Customer Care Supervisor. Customer stated that the Supervisor did not follow their instructions.	6/16/2014	Customer Service transferred customer to Supervisor. Customer Service Supervisor apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded to management and the Supervisor was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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573747	6/16/2014	4173	Tyna	Tyna	Customer stated the OPR did not follow policy/procedure.	6/16/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
749212	6/23/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that none of the OPRs listen.	6/23/2014	Customer Service apologized and stated the OPRs would be counseled and monitored more frequently. Information was forwarded to management and the OPRs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
613727	6/28/2014	9156	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that OPR does not have proper call etiquette and does not follow their instructions.	6/28/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
4086939	7/3/2014		Tyna	Tyna	*Customer states there are not enough female OPRs available and the male OPRs are horrible.	7/3/2014	Customer Service explained attempts are made to provide female OPRs when available and would forward the customer's concerns to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

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523684	7/7/2014				Customer stated the OPR provided the incorrect information. Customer stated that someone attempted to call them through Relay and the OPR stated that the phone number did not exist.	7/24/2014	Customer Service 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 Gave Wrong Information
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The complaints listed above are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.