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June 26, 2003

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Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W., Room TW-A325
Washington, D.C. 20554

Re: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities. CC DOCKET NO 98-67

Dear Ms. Dortch,

Accompanying is the annual complaint summary log from the Massachusetts Relay Service as required by the Federal Communications Commission Improved TRS Order (Docket No. 98-67). The monthly summary logs are followed by the yearly totals and summary comments. The accompanying report covers all consumer complaints that allege a violation of the federal minimum standards received by VISTA between June 1, 2002 and May 31, 2003. Four electronic disk copies (3.5 inch IBM format) of this filing have also been forwarded by overnight delivery.

If I can be of any further assistance, please do not hesitate to contact me via telephone at (413) 493 1110 (voice) or email tom.o'neill@vistait.com.

Regards,

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cc: Erica Myers, FCC, Consumer & Government Affairs Bureau
Marilyn Benoit, Verizon Center for Customers with Disabilities

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List A B C D E

MassRelay

Massachusetts Relay Service

Focused on Service

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June of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	0	
• Procedures	0	
• Answering Machine Protocol	3	OPRS did not follow voicemail retrieval. No OPR numbers were given. Unable to follow up. OPR did not follow voicemail retrieval instructions. OPR coached on proper voicemail retrieval
• Profiles	0	
• General Procedures	1	OPR did not follow profile. Reminder to all OPRS to follow caller's profiles.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	Customer wanted to add Verizon Wireless, VoiceStream, and Cellular One to Relay's carrier of choice listing. Requests sent to all carriers.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	5	

July of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	1	OPR rude. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	1	OPR did not follow instructions. No OPR number given. Unable to follow up.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	1	Unable to get through to Relay. Surge in call volume at that time.
• Others	0	
• Non-Relay Issues	0	
TOTAL	3	

August of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	5	OPR asked not to announce Relay, but OPR did. No OPR number given. Unable to follow up. OPR kept saying "Ok....Ok" during call. OPR reminded of correct voicing techniques. OPR did not follow instructions. OPR reminded to follow customers' instructions. STS OPR did not follow instructions. OPR coached on STS techniques.
• Other	1	OPR did not know how to do a TTY to VCO call. Reminder memo sent to all OPRS on procedure.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	OPR billed call to the wrong carrier of choice. Customer received a credit for the error.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	7	

September of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	2	OPRS spelling terrible. OPR coached on overuse of "XXX." OPR made a lot of typing errors. OPR required to attend remedial typing.
• Attitude	1	OPR rude. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	1	OPR did not follow proper procedure for answering machines. OPR coached on proper answering machine protocol.
• Profiles	0	
• General Procedures	1	OPR did not see interrupt feature. OPR reminded to watch for the interrupt feature.
• Other	1	OPR misdialed OPR coached on proper procedure.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	2	OPR did not follow VCO instructions. OPR did not hear VCO due to technical problem. Customer unable to use 7-1-1. Referred caller to contact local telephone company.
• Others	0	
• Non Relay Issues	0	
TOTAL	8	

October of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	0	
• Other	1	OPR kept asking customer to repeat. OPR could not hear VCO user.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	3	OPRS not following Caller Profile. Reminder in weekly memo to follow customer profiles. Profile not working. New Caller Profile set up.
General		
• Technical	0	
• Others	0	
• Non Relay Issues		
TOTAL	4	

November of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	1	OPR erased voicemail messages. OPR coached on proper voicemail retrieval procedures.
• Profiles	0	
• General Procedures	2	OPRS did not know how to set up VCO to VCO calls. OPRS instructed on procedure. OPR not following instructions. OPR coached on correct procedure.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	2	Customer requested Istara for long distance. Unable to give additional information for long distance company. OPR not following profile. No OPR number given. Unable to follow up.
General		
• Technical	2	VCO cut off. November 2002 System-wide console code upgrade. OPRS cannot connect to cellphone. Routing codes of the affected trunk group were accidentally altered during switch maintenance.
• Others	0	
• Non Relay Issues	0	
TOTAL	7	

December of 2002

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	1	OPR unable to retrieve voicemail messages. No OPR number given. Unable to follow up.
• Profiles	0	
• General Procedures	0	
• Other	0	
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	2	Unable to access 7-1-1. Referred caller to contact their local telephone company. RCN customer was unable to place local calls through Relay. Problem with RCN network.
• Others	0	
• Non Relay Issues	0	
TOTAL	3	

January of 2003

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	1	OPR had lousy typing. OPR required to attend remedial typing.
• Attitude	0	
• Procedures		
• Answering Machine Protocol	1	OPR mishandled voicemail retrieval. OPR coached on proper voicemail retrieval procedures.
• Profiles	0	
• General Procedures	3	OPR not following instructions. OPR coached on proper procedures. OPR over used the space bar. Advised OPR for proper use of the space bar. Sent OPR the interrupt feature many time, but OPR ignored it. OPR coached on the interrupt feature.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	Customer charged by wrong long distance carrier. Caller received a credit for error.
General		
• Technical	1	Caller prompted for long distance carrier of choice for a local call. Test calls were made. No long distance prompt.
• Others	0	
• Non Relay Issues	0	
TOTAL	7	

February of 2003

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	3	OPR misspelled words. No OPR number given. Unable to follow up. OPRS have many typing errors. No OPR number given. Unable to follow up. OPR had many typing errors. OPR required to attend remedial typing.
• Attitude	1	OPR spoke too fast, was very rude, and unprofessional. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	3	OPR did not say whether or not they knew how to retrieve voicemail message. OPR coached on proper procedure. OPR took a long time to place a VCO to VCO call. Reminder in weekly memo to all OPRS on VCO to VCO procedures. OPR not following instructions. OPR coached on proper procedures for VCO calls and reminded to follow customer profiles.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	3	VCO technical problem. Multiple test calls were made. No errors found. Tried to get through 7-1-1 three times. Test calls were made and traffic reports show everything was working okay.
• Others	0	
• Non Relay Issues	0	
TOTAL	10	

March of 2003

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	1	OPR had many typing errors. OPR required to attend remedial typing practice.
• Attitude	2	OPR had an attitude. OPR spoken to and coached on professionalism. STS OPR was not patient. OPR required to attend additional STS Training.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	2	OPR hung up for no reason. Reminded OPR of proper procedures. OPR did not follow instructions. OPR reminded to follow customers' instructions.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	OPR billed call to wrong long distance carrier. Weekly memo to all OPRS to honor customers' requests.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	6	

April of 2003

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	1	OPRS were not typing accurately. All OPRS reminded of the importance of typing and reading verbatim.
• Attitude	1	OPR did not ask to speak slowing in nice manner. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	1	OPRS not following instructions for voicemail retrieval. OPRS coached on proper protocol.
• Profiles	0	
• General Procedures	0	
• Other	1	Customer charged by the wrong long distance company. Customer received a credit for error.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	1	7-1-1 has a fast busy signal. Suggested to customer to contact local telephone company.
• Others	0	
• Non Relay Issues	0	
TOTAL	5	

May of 2003

Category	Total	Resolution
Operator Error		**All OPR issues resolved within 48 hours unless otherwise noted.**
• Typing	0	
• Attitude	1	OPR was very rude. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	1	OPR unable to retrieve voicemail. OPR coached on proper voicemail retrieval procedures.
• Profiles	0	
• General Procedures	1	OPRS did not follow instructions to change greeting on answering machine. No OPR number given. Unable to follow up with OPR.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	OPR billed wrong carrier of choice. Customer received a credit for error.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	4	

Yearly Totals

Category	Totals	Percentage
Operator Error		
• Typing	8	
• Attitude	7	
• Procedures		
• Answering Machine Protocol	9	
• Profiles	0	
• General Procedures	19	
• Other	4	
Speed of Answer	0	
Carrier of Choice/Caller Profile	10	
General		
• Technical	12	
• Others	0	
• Non Relay Issues	0	
TOTAL	69	

SUMMARY NOTES

The Massachusetts Relay, under VISTA's direction, welcomes comments from users and responds promptly. This log reflects complaints alleging FCC standards violations filed with VISTA Customer Service, Outreach or Supervisory staff. VISTA receives many more contacts from our constituents requesting information, providing positive feedback and suggesting new ideas. During the year covered by this report, June 2002-May 2003, MassRelay handled 864,637 outbound calls. The above complaint log indicates that only one per 12,531 outbound calls (.014%) resulted in a complaint filed with MassRelay. While this number is extremely low, VISTA treats each complaint seriously. All complaints were resolved promptly (within 24-48 hours) whenever possible and for those requiring longer range solutions the process for solution development was begun promptly and implemented efficiently. VISTA's track record of satisfactory resolution is reflected in the fact that none of these complaints resulted in an escalation to the level of the Massachusetts DTE or the FCC. VISTA prides itself in MassRelay having achieved standards beyond those required by the FCC and will continue to invite interaction with MassRelay Users in order to provide on-going service excellence.