

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
	<p>with the call for a minimum of 10 minutes.</p> <p>STS CAs - 15 minutes.</p>	<p>STS CAs stay on the call for a minimum of 15 minutes.</p>
<p>§ 64.604 A.6</p>	<p>CA Gender Preferences</p> <p>TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.</p>	<p>Sprint users are able to request the gender of the CA. Sprint makes every effort to satisfy this request and to maintain the same gender during transfers.</p>
<p>§ 64.604 A.7</p>	<p>STS Called Numbers</p> <p>STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user.</p> <p>This information must be transferred to any new provider.</p>	<p>Sprint offers STS users the option of maintaining a list of names and phone numbers. When the STS user requests a name, the STS CA will repeat the name and the number to user.</p> <p>Sprint will provide the STS user information to any new provider.</p>
Technical Standards		
<p>§ 64.604 B.1</p>	<p>ASCII & Baudot</p> <p>TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.</p>	<p>Sprint TRS communicates with Baudot and ASCII in all speeds that are generally in use.</p> <p>The following Baudot codes are available on Sprint TRS' platform: Baudot 45.5, Baudot 50, Turbo Code, and E Turbo Code.</p>
<p>§ 64.604 B.2</p>	<p>Speed of Answer</p> <p>TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis.</p>	<p>Sprint ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Speed of Answer is measured on a daily basis.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
	The system shall be designed to a P.01 standard.	Sprint's system is designed to the P.01 standards.
<p>§ 64.604 B.3</p>	<p>Equal Access to IXCs</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Sprint provides users with access to their IXC carrier through the Sprint Carrier of Choice program allowing for the same access that is provided to voice users.</p>
<p>§ 64.604 B.4</p>	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>Sprint TRS is available 24 hours a day, everyday.</p> <p>Sprint has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint's network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>
<p>§ 64.604 B.5</p>	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS. Sprint has introduced over fifty key product enhancements including Split Screen ASCII, Customer Database, Turbo Code, E Turbo Code/Dial Through, Gated VCO, Voice call progression.</p> <p>Sprint provides VCO and HCO technology as standard features as well as several variations on these technologies.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
<p>§ 64.604 B.6</p>	<p>Voicemail & Interactive Menus</p> <p>CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.</p> <p>TRS will handle pay-per-calls.</p>	<p>CAs keep the user informed and notify of the presence of recorded messages and interactive menus. CA positions have hot key functionality that electronically capture recorded messages and retain them for the length of the call.</p> <p>Sprint does not charge for any additional calls necessary to complete call involving recorded or interactive menus.</p> <p>Sprint was the first provider to process pay-per-calls (Texas, 1996).</p>
Functional Standards		
<p>§ 64.604 C.1</p>	<p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	<p>Sprint maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p> <p>Sprint has submitted annual summary of Consumer Complaints log report:</p> <ul style="list-style-type: none"> June 1, 2002-May 31, 2003 June 1, 2003-May 31, 2004 June 1, 2004-May 31, 2005 June 1, 2005-May 31, 2006 June 1, 2006-May 31, 2007
<p>§ 64.604 C.2</p>	<p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p>	<p>Sprint provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
<p>§ 64.604 C.3</p>	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Conduct ongoing education and outreach programs to publicize availability of 711 access.</p>	<p>Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS.</p> <p>Sprint regularly provides 711 dialing information in its education and outreach programs.</p>
<p>§ 64.604 C.4</p>	<p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p>	<p>Sprint TRS users pay rates no greater than the rates paid for functionally equivalent voice communication services.</p>
<p>§ 64.604 C.5</p>	<p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund - To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	<p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate TRS is recovered from all subscribers for every interstate service utilizing the shared-funding cost recovery mechanism.</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
	<p>the number of TRS facility, 711, or, if possible, the 10-digit number of the calling party. The identifying information passed through the TRS facility to the called party is to be determined by the TRS Provider. (§25)</p>	
Types of Calls	<p>Concluded that the following call types are adopted as mandatory minimum standards of TRS.</p> <p>Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO</p> <p>This requirement is waived for Internet Relay and Video Relay Services through December 31, 2007. (§36)</p>	<p>Sprint has provided the VCO and HCO calling combinations since 1996.</p>
Handling of Emergency Calls	<p>Required that all TRS facilities be able to pass emergency callers to the appropriate PSAP within twelve months of publication of this Order in the Federal Register (8/24/03). (§42)</p> <p>This requirement has been waived for Internet Relay and Video Relay Services. (under separate Orders for SRO and VRS)</p>	<p>Sprint immediately connects emergency callers to an "appropriate" PSAP as defined by the FCC.</p>
Answering Machine Message Retrieval	<p>This feature allows a TTY user to retrieve voice messages left on his or her voice mailbox or voice answering machine by an incoming call from a third party.</p> <p>Concluded that the answering machine retrieval to be provided on interstate and intrastate basis by 8/24/03. (§62)</p>	<p>Sprint has provided the Answering Machine Retrieval since 1996.</p>
Call Release	<p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation.</p> <p>Ruled that once the CA signs off, or be "released," after the two TTY parties are connected, at this point, the call ceases to be a TRS call subject to the per-minute reimbursement." (§68)</p>	<p>Sprint has provided the Call Release feature since 2003.</p> <p>Once a call is "released" from the CA workstation, the call is no longer a relay call and accordingly will not be charged to the state customer.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
Speed Dialing	Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.	Sprint has provided Speed Dialing or Frequent Dialed Numbers feature since September 1, 1996.
Three-way Calling	<p>Three-way calling feature is generally arranged in one of two ways. (§73)</p> <p>1. The TRS consumer may request that the CA set up the call with two other parties</p> <p>or;</p> <p>2. The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p>	Sprint has supported three-way calling capabilities, from the customer's premises, since September 1, 1995.

Appendix K: Sprint Relay Fact Sheet

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard of hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

Alabama	Indiana	New Mexico	Texas
Alaska	Illinois	New York	Utah
Arkansas	Massachusetts	North Carolina	Vermont
California	Minnesota	North Dakota	Washington
Colorado	Mississippi	Ohio	
Connecticut	Missouri	Oklahoma	
Delaware	Nevada	Oregon	
Florida	New Hampshire	South Carolina	
Hawaii	New Jersey	South Dakota	

TRS enables standard voice telephone users to talk to people who are Deaf, Hard of Hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard of hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

Appendix L: Copy of Telephone Bill Inserts

Important Information about Telecommunications Relay Service

For most people, the telephone is an essential part of everyday life. It makes it easy to communicate with people across the street or around the world. But what about people who can't hear, can't speak or those whose hearing has diminished over time? How can they communicate over the phone?

Telecommunications Relay Service, also known as TRS, is the convenient link between telephone users and people who use text telephones (also known as TTYs) because they are deaf, hard-of-hearing or have a speech disability.

To place a call between telephone and TTY users, simply call the TRS. You can reach the TRS by dialing 711 in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

A **Communications Assistant (CA)** will process your call by typing any spoken words for the TTY user to read. The Communications Assistant will also read aloud all the words that the TTY user types back to the telephone user. All conversations are private and confidential; there is no censorship, and everything the CA hears will be relayed to the TTY user. There is no additional charge for the TRS service; you will be charged as if you had placed the call directly. Callers can use TRS as often as they want — 24 hours a day, seven days a week — and conversations have no time limits. Relay services are available in both English and Spanish.

Other types of relay services are also available from your state relay program

Speech-to-Speech is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone. This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call — all conversations are private, confidential and relayed in their entirety, 24 hours a day.

Voice Carry Over (VCO) and Captioned Relay (also known as Cap-Tel) services provide captioning assistance for callers who can speak, but may not hear well enough to conduct a traditional phone conversation. These services operate differently, but both provide the ability for callers to speak and listen to each other. However, the user with a disability can also read a text version of the conversation on their TTY or captioned telephone equipment.

Note: Not all state relay services provide both of these services,

There are also Internet-based Relay Services

Video Relay Service (VRS) is a video-based TRS that allows a CA to view and interpret a caller's sign language and instantly relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by many TRS

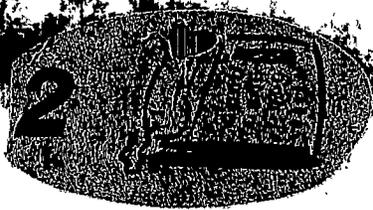
providers. To learn more about VRS go to:

<http://ftp.fcc.gov/cgb/consumerfacts/videorelay.html>.

Internet Protocol Relay Service enables two-way communication between an individual who uses a text-based device that can access the Internet (such as a computer, PDA, Web-capable text telephone, or pager device) and an individual using a standard voice telephone.

Appendix M: List of Attachments Containing Additional Documentation

<i>Attachment 1:</i>	<i>TRS Information in Telephone Directories</i>
Attachment 2:	Copy of Relay Newsletter
Attachment 3:	Copy of Annual Report
Attachment 4(a-b):	Copy of Relay Brochures or Other Advertisements
Attachment 5:	Copy of Legislation or Other Establishing TRS in the State
Attachment 6(a-e):	Copy of Complaint Logs from 2002-2007
Attachment 7:	Copy of TRS RFP
Attachment 8(a-b):	Copy of MDTC Surcharge Rate Order and Notice to Carriers
Attachment 9:	Copy of Master Service Quality Test Plan



HOW TO REACH US AT VERIZON

Call your Verizon service representative for questions about your bill or to place an order. There is no charge for these calls.

Residence Service Center: Open 8:00am to 6:00pm, Monday through Friday.

Business Center: Open 8:30am to 5pm, Monday through Friday.

Center for Customers with Disabilities: Open 8:30am to 5pm, Monday through Friday.

Repair: Call anytime 24 hours a day, 7 days a week.

All other offices: Open 9am to 5pm, Monday through Friday.

Correspondence: Verizon SRC, P.O. Box 1915, Beltsville, MD 20705-1915

Automated Account Information Line

Residence and Business customers with Touch-Tone Service may report payments to obtain account information: from 7:30am Sunday to 7:30pm Saturday. 1-800-244-3737

Línea de Información Automatizada: Gratuita. 1-800-244-5303

Residence Customers

Residence Service Representatives: Orders, product information and billing questions 1 800 870-9999

Questions on an overdue account and payment arrangements . . . 1 800 750-3553

Centro Hispano de Verizon Residence Customers

Lunes - Viernes 8:00am - 6:00pm 1 800 430-2222

Center for Customers with Disabilities

Orders/billing questions on residence service V/TTY 1 800 974-6006

Product Information and Instruction Line (Automated)

Instructions and descriptions of Verizon products and services, 24 hours a day, 7 days a week (toll free) 1 800 523-0559

Repairs 1 + Area Code + 555-1611

Business Customers

Business Representatives: Orders, product information and billing questions 1 800 941-9900

Questions on an overdue account and payment arrangements. . . 1 800 754-3110

Centro Hispano de Verizon Business Customers

Lunes - Viernes 8:30am - 5:00pm 1 800 483-4522

Repairs 1 + Area Code + 555-1515

Conference Calling From Verizon - Conference Connections®

Reservationless Conference Service 1 800 779-2972

Visit us on the Internet at www.verizon.com/conferenceconnections

Teletypewriter (TTY) Users

Relay Service: Massachusetts Relay Service V/TTY 711 or 1 800 439-2370
. Voice 1 800 439-0183

Repairs: Call MA Relay Service V/TTY 711 or 1 800 439-2370
. Voice 1 800 439-0183
and ask them to relay the call to: 1 + your Area Code + 555-1611

Verizon Public Pay Phone Service Customers

Public Pay Phone Representatives: Orders/billing/coin collection questions 1-800-PUB-TELL

Repairs 1 + Area Code + 555-1611

Advertising in Verizon Directories

How to advertise, billing inquiries, errors and omissions. 1 800 555-4833

How to Dial Verizon Directory Assistance

For local listings covered by Area Codes 617/857, 508/774, 781/339, 978/351, 413 411

For national listings anywhere in the United States 411
For toll free numbers 411

Observing for Service Quality

You should know that when you speak with us at Verizon, a supervisor may listen in on the call. Supervisors listen in only to help train employees and ensure that we provide you with accurate information and high quality customer service.

Rates and listings shown in this directory are correct as of September 13, 2004. Rates are subject to change. Your service representative can help.

YOUR TELEPHONE RIGHTS AND RESPONSIBILITIES

Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be requested. When you apply for residential telephone service, you will be provided with information about:

- The lowest priced service alternatives available at your location.
- Any special telephone rates that may be available to qualified low income customers through the Link-up America and Lifeline programs.

Services for Individuals with Disabilities

If a disability prevents you from dialing Local or Regional (intraLATA) telephone calls yourself, you may be exempt from the added cost of having an Operator dial calls for you.

If a disability makes it impossible for you to look up numbers in the telephone book, you may be eligible for exemptions from local Directory Assistance charges.

Customers with disabilities are encouraged to identify themselves so they can be informed of their rights, as appropriate to the circumstances.

Services for Individuals With a Hearing or Speech Disability

Telecommunications Relay Service (TRS) allows individuals who use TTYs (typewriter-like communications devices) to communicate confidentially with hearing and speech-capable persons, and vice versa, through the assistance of specially trained Communications Assistants who are available 24 hours a day, 7 days a week. There is no extra charge for relay service, and you may request that your long distance company be used when placing long distance calls. To place a call, see Local Telephone Service Providers section, at the end of this guide. For more information about how to use TRS, contact your service provider.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit may be based only on your credit history. The deposit plus interest will be returned by check after the retention period when the customer has demonstrated a pattern of timely payments.

Your Telephone Bill

Charges for your local and optional service are billed one month behind. Because your service is billed in arrears, your first bill after establishing service or adding new products or services to existing service will include only the charges for the number of days you had the service before the billing date. In addition, charges for connecting or changing your services usually appear on the first bill. The second bill you receive will be a regular one-month bill. Local usage charges, Regional Area calls, and Telegrams are normally billed on the next bill after they are placed.

Bills for telephone service will be mailed every month. The bill normally includes charges for local and for long distance companies that have contracted with your service provider to perform billing functions. When you receive a bill, you have the right to:

- Answers to questions you may have about your bill.
- An explanation of all entries on your bill.
- Correction of any billing entries found to be in error.

[Home](#)

Web Account Sign-Up

Web Accounts



MassRelay Information

- Relay Services Overview
- New to Relay?
- Sign-Up by Sign-Up Calling
- Calling ID's
- Relay Equipment
- Customer Service
- Relay F.A.Q.
- ASL, HHPA Policy
- Create Caller Profile

MassRelay Promotions

- Student Art Contest
- Rewards Program

Business Promotions

- Current Promotions
- Search Directory
- Partner Pages
- Writing a Business Review
- FREE Business Promotion
- Sign-Up Your Business

Web Account

- Log-On
- Create an Account

News & Events

- Newsletter
- Earth Week
- Weather
- NASCAR Driver Profiles
- NASCAR Schedule
- NASCAR Tickets

Family

- 4Kids

Resources

- Advisory Committee
- Relay Profile
- Relay Equipment

Entertainment

- Cartoon of the Day
- Suzuki Classic
- Word Round-Up
- Daniel A. Haggerty
- Heritage Baseball
- Video Poker

Boston, MA

Party down! \$5 F

Connect with our online community and to the rest of the community. Find information and resources that are particularly relevant to you. Go beyond the information available on the site. Web accounts offer members access to special content, promotions, and activities. Create a web account and become a member today.

Your Information

Please begin by telling us about yourself.

First Name (*)

Last Name (*)

Email Address: (*)

Password: (*)

Re-Enter Password (*)

Fields marked with () are required.*

The balance of these fields are optional. If you would like to enter this information please do so.

Mailing Address:

City:

State:

Zip:

Phone:



TTY:

Would you like to receive an Email notification when our monthly newsletter is available for viewing? Yes

Would you like to receive an Email notification of Special Offers or Business Partner Promotions? Yes

The following is a security feature, please enter the code embedded within the image into the box below.

****This form will not submit if you do not enter the correct code.****



Security Code:

If you have issues accessing these pages, please notify the webmaster.
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Massachusetts Customer Contacts - June 2005 through May 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/05/05	Wanted relay to place English to Spanish calls.	06/05/05	Explained that relay can only process English to English or Spanish to Spanish calls.
06/07/05	Operator hung up on me. This keeps happening, but I don't have the other operators' numbers. Sprint needs to know about this. Thanked customer and apologized. No follow up.	06/07/05	Thanked customer and apologized. No follow up.
06/09/05	The gentleman from the hospital, who I spoke to a little while ago, was calling to complain that the opr gave the nurse a hard time about placing a long distance call. The nurse provided the opr with their LD company and the opr told her it was not on the list of choices so she could not make the call. The nurse informed the opr that someone at the hospital had just spoken to a CS rep and was told how to go about placing a long distance call and was told there would be no problem. The opr finally placed the call after hearing that.	06/09/05	I apologized for the inconvenience and told him the opr would be spoken to and coached on proper procedure.
06/10/05	Becky from Sprint Relay CS called with customer complaint. According to customer the opr relayed an answering message then "suddenly some strange message by putting 603 in front." The customer wanted to know if it was a mistake and meant to say 703 instead of 603. Instead of answering the opr disconnected. The customer believes it was an innocent disconnect but wants follow up via email with opr's answer if it was mistaken relayed info.	06/10/05	Rox sent email asking for more info on 6/7/05. No response as of 6/10/05. Will open new contact if/when response is received.
06/13/05	Trying to call his mother who is a VCO user, and recently she's been getting increasing amounts of garbled messages (numbers and symbols). Wanted to know what he should do?	06/13/05	Suggested for his mother to try to hit the space bar a couple of times before typing or try typing abc 123 abc 123 a few times to see if that would help. Asked if there were any background noises. Also recommended calling the TTY's manufacturer or VCCD.
06/13/05	Called in to place a call to Comcast but when he reached the Operator he informed her he wanted a live person in CS the opr informed him there was no CS or live person. Stated the Operator was rude. Provided her with the number 2 times. Believes the opr did not call the number felt she was rude. Hung up with opr 2621F and called back into Relay reached a different opr gave her the same information and the call was placed with no pims.	06/13/05	Apologized to the customer for the pims he experienced with the opr. Informed him the opr would be spoken to. Spoke with Roxanne who spoke with the opr and the opr was coached on professionalism and the correct policies and procedures were reviewed with the operator.
06/16/05	Caller was unable to connect to Relay between 6:00am and 9:20am. Wanted to know if there were any problems. Tried again at 9:45am and was able to connect.	06/16/05	Informed the caller that no problems were reported and that if she continues to experience problems linking up to Relay to call MEDP.
06/20/05	Was told by operator that Relay "did not do 900 number calls" wanted to know how to call to a 900 number. Wanted to know if there was an "extra charge" if he dialed in through that number.	06/20/05	Provided caller with the 900 access number to relay and informed the caller there is a charge when connecting to the 900 number what ever there charges are per minute they would have to ask the company.
06/20/05	Caller placed a call thru relay to Toronto and asked the opr to use Verizon for LD. The caller got the phone bill and the call was billed to AT&T. He would like to know if he can get a refund since the opr did not place the call thru the carrier he had asked for.	06/20/05	I explained that I am not authorized to give refunds, however if he would like to mail us a copy of the bill with the disputed charges highlighted then I will be happy to pass the info along to the person in charge of this. He indicated that he will be mailing this to us this week.
06/22/05	The caller's co-worker is a TTY user who was trying to place a LD call using AT&T thru relay. A recording came on saying the call could not be completed. They have not had this problem in the past.	06/22/05	I suggested they try placing the call again and if they get the same recording they should contact AT&T customer service to inquire about the recording.

06/22/05	The caller's mother is a VCO user. Just about every call she makes she gets a lot of garble (all numbers and symbols, no letters). Sometimes it gets better when the oprs turn off turbocode. His mother uses a cordless phone and he's wondering if that would be a reason for the garble. He also said that "relay is a godsend"; they really appreciate the service, especially the VCO feature.	06/22/05	Explained that background noise can cause garble. Suggested that he check the TTY to see if he can turn the turbocode off on his end. Told him I wasn't sure about the cordless phone but I would have someone call him back. 6/22/05 1pm - Called customer and told him I don't have any info on cordless phones and whether or not they can cause garble. Offered to provide numbers for MEDP and Ultratec but he said he would try disabling the turbocode on his end and make sure his mother turns the volume down on her TV first. If that doesn't work he'll give us a call back.
06/24/05	Having trouble with people hearing her over the last 2 weeks majority of the times. Asks the operators if they can hear her before dialing out and they say they can. Is sure that it is not her TTY.	06/24/05	Apologized for the inconvenience, informed her I would pass this information on and she would like a call back. Roxanne and Sprint Tech spoke with her on 6/24/05 and asked her to call Supervisor if problem happens again so the tech can check the computer.
07/01/05	Calling to find out why the Relay number does not show up on the caller id.	07/01/05	Informed the caller that the software is not designed to show the Relay number on their caller id. That the customer is in full control of the call.
07/04/05	Customer was frustrated because they could not get through to an operator. The line was busy. Said "by the way operators are doing a great job".	07/04/05	Apologized for the inconvenience. Explained to customer that sometimes MassRelay will have so many calls coming in that all of our Operators are busy handling the calls. When this happens you will be put in queue for the next available operator to take your call immediately.
07/07/05	Lost VCO branding.	07/07/05	Rebranded 7/7/05.
07/20/05	Caller had to dial relay several times before reaching an operator. His calls went into queue and were disconnected.	07/20/05	The disconnects might have been due to loss of cell phone signal, as the line got cut off while we were speaking about the issue. The customer did not call back after we were disconnected, but a supervisor did verify that relay lines had been busy, causing calls to queue.
08/02/05	Caller had to wait in queue before reaching an operator.	08/02/05	I verified with a supervisor that there were calls in queue; apologized to the caller; and explained that the problem was due to heavy call volumes.
08/31/05	Lost VCO branding	08/31/05	Apologized; rebranded number for VCO.
09/04/05	VCO user called in to say that she has noticed the changes with Relay and said "They took a wonderful service with good operators and good supervisors and made a mess of it".	09/04/05	Apologized to the customer and informed them that their msg would be relayed to the appropriate person.
09/12/05	The caller complained that the opr did not type part of the conversation back to them, but typed dots instead. I received garbling from this caller and when I asked them to clarify they said they had no time and hung up.	09/12/05	The "dots" that TTY user received could have been garbling or it could have been the opr trying to clear the garbling they received. Since the TTY user hung up when asked to clarify the problem they could not be referred to MEDP or VCCD to have their TTY checked.
09/13/05	The callers says that whenever he calls into relay on his cell phone using either 711 or the 800 voice number, he gets TTY tones.	09/13/05	I branded his number for voice and had our technician look into this. He could not duplicate the problem and said it could have something to do with the cell phone company or the cell phone itself. He's not sure if the branding will take because it's a cell phone. I called the customer back and explained this to him and he said that that's fine - he'll just wait through the handshake procedure if he has to.
09/19/05	Having problems with her TTY not connecting to the Relay.	09/19/05	Suggested calling MEDP and VCCD. Provided caller with both numbers.
09/19/05	Complaining that 2645F is impersonating a Supervisor. Says she has caught operators impersonating Supervisors before.	09/19/05	Explained to the caller that 2645F was not impersonating a Supervisor that she is a Supervisor. I let her know I would file a complaint that she was unhappy.

09/22/05	Lost VCO branding.	09/22/05	Rebranded number for VCO.
09/24/05	Caller had been disconnected from relay; wanted to know whether voice user had received his last message.	09/24/05	Explained that relay does not keep records of calls and therefore cannot not provide that information.
09/26/05	The caller says that the last two times they've dialed relay using 711 they have been unable to connect to relay.	09/26/05	Provided caller with 800 TTY number.
10/13/05	The caller said that the OPR was rude when he was trying to call a business and was rude about following instructions.	10/13/05	Apologized to the caller. The OPR was coached on proper procedure and handling of calls.
10/19/05	The caller and two of her friends are getting harassing prank calls all hours of the night.	10/19/05	Explained that per the FCC we are unable to block relay calls now. Suggested she contact her local phone company.
10/25/05	The caller says she gets garble on incoming calls only. She also wanted to get an Ultratec manual. She praised OPRs' skills and said the "OPRs are wonderful."	10/25/05	Provided Ultratec's number so she can call them and request a manual. Rox and Ray called her back and spoke with her about possible solutions for the garbling.
10/26/05	Consumer reported poor relay quality. (complaint received via website feedback form)	10/26/05	Consumer does not wish to be contacted regarding this complaint.
10/28/05	The caller uses Verizon for long distance calls but was billed \$8.30 by Sprint. She said she has already contacted Verizon and Sprint about the charge and she would like us to remind all trainee operators to pay attention to callers' dialing instructions.	10/28/05	Apologized and told her all OPRs will be reminded to follow callers' instructions.
10/31/05	VCO user informed AIC that the operator on her previous call had dialed an incorrect long distance number.	10/31/05	AIC apologized and offered to transfer to CS, but caller declined.
11/08/05	The caller said that OPR 2600F was rude and took a long time to dial. He said when he gave her the number to dial she said he would have to wait and she would dial when she was ready and it took five minutes for her to dial.	11/08/05	Apologized to caller. OPR coached on proper policy and procedure
11/23/05	The caller wanted his number unblocked on this particular call. The supervisor assisted the OPR with proper procedure, however the Caller ID did not transmit. The caller would like a call back about this problem.	11/23/05	A trouble ticket was put in for this call. I spoke to our technician and he said he was unable to duplicate the problem and it's possible there could be a problem with the software. He suggested that the caller dial star 82 before dialing into relay. I called the caller back and left a message on his voice mail informing him that since the computer was unable to unblock his number he should dial star 82 before calling into relay if he wants his number unblocked. The Acct Mgr will be monitoring this complaint.
11/28/05	The caller has long distance service through Verizon. For the past two months she has received a couple of charges on her long distance bill from Sprint. She already contacted Verizon and they credited the amounts back. She just wants to make sure that Verizon is listed in her profile. She also tells the OPRs for each call to use Verizon.	11/28/05	Checked her profile and verified that Verizon is listed as her long distance provider. Since Verizon is in the database as her long distance provider, the calls should automatically be billed through Verizon. I spoke to our technician and put in a trouble ticket for this. The caller does not want a call back.
11/29/05	The caller said that OPR 2657 had very choppy voicing. She couldn't understand what the TTY user was saying because the voicing was so choppy. The OPR also read the typos exactly as they were typed, even when the word was obvious. Also, when the caller was giving names of people and places she spelled them out so the OPR would have the correct spelling and she was told by the OPR to stop spelling things.	11/29/05	Apologized for the poor service. Explained that it is fine to spell things out if she wants to. Also explained that reasonable typos can be fixed (if OPR is absolutely sure what the word is supposed to be). OPR was coached on proper policy and procedure.
11/29/05	The caller is constantly receiving harassing calls through Relay.	11/29/05	Explained that Relay cannot limit the content of calls or keep records of calls. Suggested she contact her phone company if she wants to trace the calls or block the number.
12/01/05	Lost VCO branding.	12/01/05	Re-branded line for VCO.

12/09/05	Caller is constantly receiving prank calls through Relay all hours of the night. He would like his number blocked from receiving any more relay calls.	12/09/05	Explained that Relay is unable to block calls and suggested he contact his phone company.
12/12/05	Caller said trainees have a lot of trouble with her VCO calls - they weren't responding, not turning on VCO, and the dial out time was slow.	12/12/05	Apologized to caller. Trainees coached on proper VCO procedures
12/21/05	The caller said that her mother was calling her through Relay. The OPR did not get the entire greeting and asked the caller to repeat it. The caller said, "no, just say Anne Marie." The OPR again asked her to repeat the greeting. The caller felt that this was very rude. She did not provide CS with the OPR number.	12/21/05	Apologized to caller for poor service during this call.
12/21/05	The caller was placing a local call and the OPR asked her how she wanted to bill the call: calling card, third party, etc. She explained to the OPR that this was a local call and she shouldn't need to provide a billing method.	12/21/05	Our technician looked into the matter and could not duplicate the problem. It was determined that this was probably a technical problem with the OPR's computer. I called the TTY user back and explained that there was a technical problem that prevented the call from being placed without providing a billing option. I apologized for the inconvenience and told her to call me back if she encounters this problem again.
12/27/05	For several days, caller ID has not worked on certain incoming relay calls.	01/04/06	Said I was not aware of any problems w/caller ID but would note the Issue (12/27); trouble ticket #953053 was filled out (12/28) and entered (1/3); called and informed customer that technician will continue investigating problem (1/4); caller may consult Verizon.
12/28/05	Caller is receiving multiple calls through MA Relay, from someone requesting a TTY user. As there is no TTY user at her number, she believes the calls are pranks/harassment.	12/28/05	I explained that operators are unable to restrict calls placed through relay and suggested she contact her phone service provider.
01/09/06	Caller has received over 50 harassing calls through Relay and he wants the calls to stop.	01/09/06	Explained that Relay cannot block calls and suggested he contact his phone company to see if they can be of assistance to him.
01/10/06	Operator trainee 2626FT sent incorrect macro (HUNG UP instead of ANS MACH); caller wanted opr to be more careful in typing.	01/10/06	Operator was coached on importance of typing accuracy.
01/11/06	Caller said that OPR misspelled a lot of words. She did not know the OPR number.	01/11/06	Apologized to caller for poor spelling.
01/11/06	The caller said that she was trying to place a local call and the OPR asked for her long distance provider because the computer was showing the call to be a long distance call. She said this happened about six months ago also but the problem had been fixed.	01/11/06	I spoke with our technician and he said he was aware of the problem and is expecting it to be fixed within a couple weeks. I called the customer back and left a message on her answering machine informing her what our technician said.
01/12/06	Caller had a hard time getting through to Relay. Said they had waited 20 minutes to get an OPR.	01/12/06	Apologized to caller for long wait time. There were many calls on hold at that time.
01/16/06	Caller said that the wait time was longer than 60 seconds for the call to be answered.	01/16/06	Apologized to caller for wait time.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 voice number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 voice number.

01/17/06	Caller is unable to get through to Relay using 711. Wants to know how long 711 will be down. Also wants to know if the problem is just in MA or is it nationwide.	01/17/06	Provided caller with 800 TTY number. Explained that the technician is aware of the problem and is working on it. We don't know if it's just a MA problem or nationwide.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Neither the caller nor her friend who uses VCO is able to get through to Relay using 711.	01/17/06	Provided both TTY and voice 800 numbers.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711.	01/17/06	Provided caller with 800 voice number.
01/17/06	Caller is calling for a VCO user who is unable to connect to Relay using 711.	01/17/06	Provided 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711.	01/17/06	Provided 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711. She also wanted to know how to tell if a call through Relay is from a TTY user or a voice user. She answers the phone with her voice and the OPR will announce the call as Relay and ask for her but she's not sure if the caller is a voice user or a TTY. She gets calls from both. So she's not sure whether to turn on the TTY or not.	01/17/06	Provided caller with 800 TTY number and told her the technicians are working on the 711 problem. In regards to her question about whether the caller is a TTY user or voice user, I suggested that if she is unsure she can always ask the OPR if the caller is a TTY or voice user, or if the call is for a TTY user.
01/17/06	The caller and her friends and family cannot get through to Relay using 711.	01/17/06	Provided both TTY and voice 800 numbers.
01/17/06	The caller received a call through Relay threatening her children. She doesn't know anybody who uses a TTY or is deaf. She contacted the authorities and they told her to call Relay.	01/17/06	Informed caller that Relay keeps no records of calls.
01/17/06	Could not reach relay through 711 number.	01/17/06	Apologized and provided MA Relay Voice/TTY 800 numbers.
01/18/06	Could not reach Relay via 711 number yesterday; also, asked about how to unblock phone number for caller I.D.	01/18/06	Said that 711 should be working now; explained how to dial *82 before calling relay to unblock number.
01/18/06	Couldn't reach relay via 711 number.	01/18/06	Apologized for the inconvenience; said that technicians are working on 711 access.
01/18/06	Couldn't reach relay via 711.	01/18/06	Apologized for the inconvenience; customer will call back in a few days if the problem persists.
01/19/06	Caller asked why 711 wasn't working.	01/19/06	Informed caller that this problem has been fixed. Asked them what was happening when they dialed 711. They said they couldn't get an OPR. I asked if they got a holding message and they didn't answer. They just thanked me and hung up.
01/19/06	Received offensive call through relay; asked whether person would need TTY in order to place the call, and whether the call could be traced, or a transcript obtained.	01/19/06	Explained that TTY is needed to place calls through state relay, but not IP relay. (Caller did not remember whether operator announced MA or Internet Relay.) Informed caller that, for reasons of confidentiality, no records are kept of relay calls.

01/23/06	The caller said that she frequently gets garble on her TTY. She just replaced her TTY about six months ago (she had a garbling problem with the old TTY as well). She also said that there should be a holding message for callers who are hold waiting for an available OPR.	01/23/06	Suggested the caller make sure the volume on her radio and TV is turned down while she's on a call. She said she does that. Offered her the number for Ultratec but she didn't want it. Said that since she had the garbling problem with her old TTY and the new one that it could be a problem with her phone jack or the inside or outside wires. Suggested she contact her local phone company. In regards to her suggestion about a holding message, I explained that there is a holding message for callers in queue. I explained that when she called, if she didn't get a greeting from an OPR and she didn't get the holding message then she wasn't connected to Relay
01/23/06	Caller placed a local call and it was billed as a long distance call. She already called Sprint and got the charges removed from her phone bill.	01/23/06	Apologized for the inconvenience. (According to our technician, this is a problem that Sprint is aware of and it is supposed to be fixed within a couple of weeks).
01/24/06	The caller was unhappy with how her call was handled last evening. The OPR was a trainee, but she did not get the OPR number. She feels OPRs should not be allowed to take calls unless they're fully trained. She asked that the trainer be informed.	01/24/06	Apologized and told her that her comments would be passed on to the trainer.
01/24/06	Caller said they could not get through to Relay using 711; they had to dial the 800 number.	01/24/06	Informed caller that I would let our technician know about the problem so he can pass the information along to Verizon.
01/24/06	The caller was calling for her grandmother who is a VCO user. Her grandmother has tried to place a few local calls and was asked by the OPR for her carrier of choice. The caller was not sure if her grandmother has incurred any long distance charges for the local calls, but she'll check the phone bills.	01/24/06	Apologized to the caller for the inconvenience. Told her if her grandmother incurred any long distance charges to contact the provider to get the charges removed from her bill. Informed the caller that our technician is aware of the problem and is working to fix it. Suggested next time her grandmother tries to place a local call and the OPR asks for her COC that she ask to speak to a Supervisor who can instruct the OPR on how to put the call through without charging her.
01/25/06	Called on behalf of relative who is receiving crank calls through relay; requested call back regarding this issue.	01/25/06	Agent advised her to contact local phone company to report nuisance calls. 1/25/06 7:30PM Left message on customer's voice answering machine. Explained that relay cannot restrict calls; again suggested she contact phone company, or police department, for assistance.
01/25/06	Said that her caller i.d. did not transmit to cell phone user.	01/25/06	Verified that profile (customer notes/preferences) show that caller i.d. will send; explained that sometimes her number may not transmit to cell phones via relay.
01/31/06	The caller complained that trainees are not following her billing instructions. She always requests Verizon and is getting billed for some calls by Sprint. She does not have any OPR numbers. She would like trainees to listen to her billing instructions, and she would like the supervisors of the trainees to speak to them about it.	01/31/06	Apologized to caller. Trainees reminded to follow customer instructions.
01/31/06	The caller gave OPR the number to dial and said she would like to leave a message if she reached an answering machine. The line was answered by an answering machine and the OPR typed out the answering machine instead of giving caller the "GA" to voice her message.	01/31/06	Apologized to the caller. OPR was coached on following callers' instructions.
01/31/06	The caller said that OPRs have no patience and hang up on her.	01/31/06	Confusion over OPR answer protocol. Caller thinks OPRs are hanging up on her, but OPRs are following proper answer protocol.
02/08/06	Operator was impatient when pacing the caller's responses, and was rude/abrupt at the end of the conversation. Caller did not remember the operator number.	02/08/06	Apologized to the customer; explained that, without an operator number, I could not find out who had processed her call, but would make a note of the issue.
02/20/06	The caller has been receiving prank calls and wanted to know if the OPR knew who the caller was.	02/20/06	Advised the caller that she could call through Relay to reach that number and find out who is calling her, or she could call the phone company for information on blocking that number.

02/27/06	The caller said that she was getting garbling on most of her calls for about three days. It's better now, but she's wondering why she was getting garble.	02/27/06	I explained ways for the caller to try to clear the garble. Also, since this problem only occurred for a couple of days and is better now, I suggested the possibility that the garble could have been caused by a bad connection from the phone lines due to high winds. She said the only other time she had a problem with garble was about a month ago, and it was really windy then too. She thanked me for the explanation and said she'll note the weather conditions next time she has a problem with garbling.
03/02/06	Caller said they were connected to a number through Relay, and then Relay stopped responding.	03/02/06	Informed the caller that it sounds like it was a technical problem and apologized for the inconvenience.
03/02/06	The caller said she had called Verizon and was told that Relay can dial 411. However, she was told by a TTY user that OPRs cannot dial 411. So she wants to know if OPRs can dial 411 or not.	03/02/06	I explained that OPRs can place calls to Directory Assistance. She asked if the number dialed was 411 and I explained that OPRs cannot dial just three digits and the number dialed is 555-1212. She said that is unacceptable and discriminating to deaf people and it needs to be changed. She wants to talk to somebody higher up who can assist her. I referred her to Robert Gluntoll and provided both his phone number and e-mail address.
03/06/06	Caller is getting a lot of garbling during calls.	03/06/06	Suggested the caller disable Turbo Code. Also provided the numbers for MEDP and Ultratec in case garbling persists.
03/30/06	Customer states that he believes that this agent is continuously calling his home. He state his children were playing games with the relay previously and were reprimanded but now this agent is making calls on his own to his home to get even. It was explained how relay works but the customer insisted that the complaint be turned in on this agent. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	05/09/06	Issue was discussed with OPR and customer had been educated on how relay works.
04/04/06	Customer notes specify 45WPM transmission speed, but this operator and others type too quickly. This is only a problem on Voice to TTY calls.	04/04/06	Apologized to the customer. Explained that sometimes operators are unable to reduce transmission speed to Outbound TTY users. Notified supervisor of issue.
04/17/06	Received garbled text from relay operators.	04/17/06	Apologized; did troubleshooting for garbling.
04/24/06	Caller said when she places calls to a TTY user OPRs occasionally have trouble changing the speed. She also said sometimes recently her outbound was receiving the same message typed by the OPR numerous times, and she thought it might be a computer glitch. (call taken on the floor by a supervisor)	04/24/06	Supervisor advised her if it happened again to have the OPR call a supervisor over to view the problem. She said she was unsure what the problem was but that she would note it.
04/25/06	VCO-user lost branding on her line.	04/25/06	Re-branded line for VCO.
04/27/06	Caller was charged by MCI for regional toll calls. Verizon is caller's COC.	04/27/06	Fixed MCI intralata error in database. Suggested caller contact MCI to dispute the charges on his bill.
04/27/06	Customer stated that operator disconnected his call after he provided number to dial.	04/27/06	Operator was coached; she apologized, stating that she had not heard the call arrive at her console. Relayed explanation/apology to customer during return call.
04/27/06	CS received letter and copy of phone bill from customer, who has international calling plan through Verizon but was billed through MCI for international call. Customer followed up with CS by phone.	04/27/06	Referred customer to long distance providers for adjustments. Customer stated that he would call first Verizon, then (if necessary) MCI. Customer may also call relay CS again for follow up.
05/01/06	Caller was billed by MCI for regional toll calls. Her COC is Verizon. She already called Verizon and took care of the matter with them, and they suggested she call us to report the problem.	05/01/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others).

05/03/06	Caller is being billed by MCI; his COC is Verizon.	05/03/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others). Explained that he needs to contact MCI to dispute any charges on his phone bill.
05/04/06	Caller described background/environmental garbling problem.	05/04/06	Explained effect of background sound on TTY transmission; referred caller to phone company for issues with phone line.
05/09/06	Customer stated that operator misdialed a long distance number; caller wants reimbursement for charges.	05/09/06	Apologized; suggested that customer contact Verizon to request refund.
05/10/06	Caller was billed by MCI; Verizon is her COC.	05/10/06	Suggested she call MCI to dispute the charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/12/06	Caller was billed by MCI instead of Verizon and wanted a credit to his bill.	05/12/06	Referred caller to MCI to dispute the charges.
05/16/06	Caller was billed by MCI for regional toll calls; his COC is Verizon. He spoke to both MCI and Verizon (after being referred to them by us) and they both said they will not take the charges off his bill. They both told him to contact us for a refund.	05/16/06	Told the caller I would speak to management and have them look into the issue and I would call him back with an answer. Center manager spoke to Verizon about this issue and was told Verizon will contact the customer to resolve this.
05/16/06	Caller was billed by MCI for LD and regional calls; her COC is Verizon.	05/16/06	Explained to her that she would have to call MCI to dispute the charges. Checked the database and verified that Verizon is listed as her LD COC and All Others is listed as her regional COC.
05/17/06	Caller was billed by MCI; Verizon is COC.	05/17/06	Referred caller to MCI to dispute charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/19/06	Caller was billed by MCI; Verizon is her COC. (calls were in March and April)	05/19/06	Referred caller to MCI to dispute the charges. Suggested she contact Verizon if MCI won't remove the charges. Checked the database and verified that the intralata COC was All Others. MCI intralata error had been fixed on 5/9/06.
05/19/06	Calling on behalf of a client who was billed by MCI when Verizon is her COC. The last call billed by MCI was on April 19 (from her current phone bill).	05/19/06	Referred caller to MCI to dispute the charges. Checked profile in database and All Others is listed as COC. MCI intralata error was fixed on 4/21/06.
05/22/06	Caller was billed by MCI for a couple calls this month and a couple calls last month. Verizon is her COC.	05/22/06	Referred caller to MCI to dispute the charges. Checked caller's profile and the COC in the database and Verizon/All Others is listed as her COC.
05/30/06	Caller was billed by MCI; Comcast is her COC (caller has no profile).	05/30/06	Referred caller to MCI to dispute the charges.
05/30/06	Caller was billed by MCI; Verizon is her COC. She already called Verizon and had the charges taken care of. She was told by Verizon to call us and let us know about the problem.	05/30/06	Checked caller's profile; MCI intralata error was fixed and COC changed back to All Others on 5/1/06.
05/30/06	Caller was billed by MCI for calls in April and May; Verizon is her COC. She already called Verizon and had the charges taken care of. She wanted to verify that Verizon was listed in her profile as her COC.	05/30/06	Checked caller's profile; MCI database error was fixed and the COC was changed back to All Others on 4/27/06.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Fixed MCI intralata database error; changed COC back to All Others. Referred caller to MCI to dispute the charges.
05/30/06	Caller is being billed by MCI; Verizon is her COC. She already called Verizon and they removed the charges for her. She wants to make sure her profile lists Verizon as her COC.	05/30/06	Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is in the database as the COC.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Referred caller to MCI to dispute the charges. Checked caller's profile; MCI intralata database error was fixed on 5/9/06; All Others is listed as the COC.
05/30/06	The caller was billed by Sprint; Verizon is his COC;	05/30/06	Checked caller's profile; All Others is listed as COC. Referred caller to Sprint to dispute the charges.

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