

# **Hamilton Relay - MassRelay 2009 FCC Complaint Report**

**7/1/08 to 5/31/09**

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**External Complaints--  
Miscellaneous**

Customer stated that when dialing 711, they receive New York Relay. Customer stated they have Time Warner for long distance.

**Inquire Date 7/7/2008  
Record ID 15543  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/7/2008  
Resolution 7/11/2008**

Customer Service explained why the customer is receiving this error. Customer was contacting carrier. Customer Service has attempted to contact Time Warner.

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**External Complaints--  
Miscellaneous**

Customer stated that when dialing a relative, an ambulance is sent to the relative's house.

**Inquire Date 7/10/2008  
Record ID 15538  
Call Taken By Lead Operator  
CA Number  
Responded By Jackie  
Response Date 7/10/2008  
Resolution 7/10/2008**

Lead OPR attempted to gather information to discover which line the customer is dialing, 711 or toll free number. Customer refused to give information. Lead OPR suggested customer contact their carrier in regards to call forwarding possibly being activated on the phone. Customer hung up.

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**External Complaints--  
Miscellaneous**

Customer receives an operator intercept message when placing calls to their friend's cell phone through the relay.

**Inquire Date 7/12/2008  
Record ID 15517  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 7/12/2008  
Resolution 7/12/2008**

Assistant Operations Manager explained what the recording meant and stated that this same recording was received when the number was dialed directly from customer service. Assistant Operations Manager directed customer to the provider for more assistance with the recording.

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**External Complaints--  
Miscellaneous**

Customer is unable to dial her friend through the relay as the operator keeps saying the number is busy, but if friend attempts to dial back, there is a block on their phone line.

**Inquire Date 7/16/2008  
Record ID 15522  
Call Taken By Lead Operator  
CA Number  
Responded By Jackie  
Response Date 7/16/2008  
Resolution 7/16/2008**

Lead OPR explained about the recordings that were being received and directed customer to their provider for further information. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated they are still unable to place a call to their friend's cell phone as they are receiving an operator intercept recording.

**Inquire Date 7/16/2008  
Record ID 15518  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 7/16/2008  
Resolution 7/16/2008**

Assistant Operations Manager explained what the recording meant and stated that this same recording was received when the number was dialed directly from Customer Service. Assistant Operations Manager performed several test calls to the number. Assistant Operations Manager directed customer to the provider for more assistance with the recording.

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**External Complaints--  
Miscellaneous**

Customer is unable to call their friend's cell phone through the relay. Customer keeps receiving an operator intercept recording.

**Inquire Date 7/26/2008  
Record ID 15567  
Call Taken By Lead Operator  
CA Number  
Responded By Briana  
Response Date 7/26/2008  
Resolution 7/26/2008**

Lead OPR explained what the recording meant and stated that this same recording was received when the number was dialed directly from Customer Service. Lead OPR directed customer to the provider for more assistance with the recording. Customer hung up.

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**External Complaints--  
Miscellaneous**

Customer is still unable to call their friend's cell phone through the relay. Customer keeps receiving an operator intercept recording.

**Inquire Date 7/30/2008  
Record ID 15568  
Call Taken By Lead Operator  
CA Number  
Responded By Sue  
Response Date 7/30/2008  
Resolution 7/30/2008**

Lead OPR explained what the recording meant and stated that this same recording was received when the number was dialed directly from customer service. Lead OPR directed customer to the provider for more assistance with the recording. Customer hung up.

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**External Complaints--  
Miscellaneous**

Customer stated that the OPRs are not following the proper procedure to retrieve her Verizon voice mail.

**Inquire Date 8/12/2008  
Record ID 15769  
Call Taken By Relay Manager  
CA Number 6440  
Responded By Diane  
Response Date 8/12/2008  
Resolution 8/12/2008**

Assistant Operations Manager apologized and stated OPR would be retrained. Relay discovered that Verizon voicemail system does not provide all prompts for the OPR to follow. Relay has attempted to acquire necessary information in order to process these calls more efficiently for the customer.

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**External Complaints--  
Miscellaneous**

Customer stated that when attempting to place a call through the relay, a fax machine is reached.

**Inquire Date** 8/14/2008  
**Record ID** 15771  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Chris  
**Response Date** 8/14/2008  
**Resolution** 8/14/2008

Lead OPR placed a test call to the number and discovered that the number was programmed to call forward to a fax machine. Lead OPR directed customer to their local telephone company for assistance with the call forwarding feature. Customer understood.

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**External Complaints--  
Miscellaneous**

Customer requested the telephone number for the Better Business Bureau, as a local business had removed their TTY from the payphone. Customer declined to provide information concerning the business.

**Inquire Date** 8/18/2008  
**Record ID** 15750  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/18/2008  
**Resolution** 8/18/2009

Customer Service provided the telephone number to the Better Business Bureau and the FCC. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated they are unable to place a call to one specific number through the relay when using the caller ID unblock code of 1182 from their provider.

**Inquire Date** 9/26/2008  
**Record ID** 15947  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/30/2008  
**Resolution** 9/30/2008

Customer Service verified that the customer's number was unblocked. Customer Service attempted a test call to the number they are trying to dial and received the same recording. Customer Service stated that information would be forwarded to the technical department. The technical department has been unable to reach the number either direct or through relay. Customer Service has attempted to notify customer of the findings. The customer was never reached.

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**External Complaints--  
Miscellaneous**

Customer stated that their handset does not stay attached to their TTY well. The company that sent out the device refused to supply a handset.

**Inquire Date** 10/3/2008  
**Record ID** 15995  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 10/3/2008  
**Resolution** 10/29/2008

Customer Service stated they would check on options and return a call to the customer. Customer Service has attempted several times to contact the customer, but has received no response.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 10/14/2008  
**Record ID** 16031  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 10/14/2008  
**Resolution** 10/14/2008

Customer stated she has been unable to reach her friend due to the block on their telephone.  
  
Customer Service placed a test call and received the blocked message. Customer Service explained that their friend would need to remove the feature in order for the call to go through. Customer understood.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 11/1/2008  
**Record ID** 16106  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 11/1/2008  
**Resolution** 11/10/2008

Customer stated that Verizon has tested the line going into their home. Customer stated that people state they are unable to hear her and she is unable to hear them.

Customer Service placed a test call. Customer received the greeting, but the rest of the conversation was garbled. Customer Service mailed instructions to the customer to turn off turbo code on their equipment. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/1/2008  
**Record ID** 16194  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Melissa  
**Response Date** 12/2/2008  
**Resolution** 12/2/2008

Customer stated her niece was unable to reach her due to a problem with her phone lines and did not want her to have to pay for the calls.

Customer Service explained that if the calls did not go through there would be no charges. Customer Service placed test calls, which were successful. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/11/2008  
**Record ID** 16231  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 12/11/2008  
**Resolution** 12/11/2008

Customer has been having trouble receiving calls for a couple of days.

Customer Service explained that due to the weather, there had been some local phone line outages. Customer Service placed a test call, which was successful. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that there is something wrong with his phone line and perhaps needs new wiring. Customer stated that after a few minutes on the phone, the line disconnects.

**Inquire Date 1/21/2009  
Record ID 16306  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/21/2009  
Resolution 1/21/2009**

Customer Service suggested contacting their provider to check the telephone lines.

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**External Complaints--  
Miscellaneous**

Customer stated that the OPRs have been stating that the line has static and are asking frequently to repeat.

**Inquire Date 1/29/2009  
Record ID 16327  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/29/2009  
Resolution 1/29/2009**

Customer Service placed test calls both through the relay and direct, which were all very difficult to hear due to the static. Customer Service directed the customer to their telephone company to check the phone lines.

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**External Complaints--  
Miscellaneous**

Customer stated that they have been unable to reach their friend through the relay.

**Inquire Date 2/13/2009  
Record ID 16365  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 2/13/2009  
Resolution 2/13/2009**

Customer Service placed a test call to the friend's number and received a message stating that the area code was incorrect. Customer Service informed the customer. Customer understood.

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**External Complaints--  
Miscellaneous**

Customer stated that her sister's telephone line must be disconnected because she can not reach her through the relay.

**Inquire Date 2/17/2009  
Record ID 16374  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 2/17/2009  
Resolution 2/17/2009**

Customer Service explained that the telephone line could not be disconnected, as the sister had called from the telephone. Customer Service attempted a test call to the TTY, which was unsuccessful. Customer was directed to the manufacturer of the TTY for further assistance. Customer understood.

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**External Complaints--  
Miscellaneous**

Customer stated they were unable to reach MassRelay using 711. Customer reaches New York Relay instead.

**Inquire Date 2/19/2009  
Record ID 16390  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/19/2009  
Resolution 2/19/2009**

Customer Service apologized and provided the toll free number. Customer Service contacted the carrier and discovered that the number was due for disconnection and had not been reissued to direct towards MassRelay. Issue was resolved and customer was notified

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**External Complaints--  
Miscellaneous**

Customer stated they have experienced frequently dropped calls. Their telephone line has been worked on several times, but has not corrected the problem.

**Inquire Date 2/21/2009  
Record ID 16406  
Call Taken By Lead Operator  
CA Number  
Responded By Katie  
Response Date 2/21/2009  
Resolution 2/21/2009**

Lead OPR directed customer to their telephone company.

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**External Complaints--  
Miscellaneous**

Customer switched phone service to Comcast, but all calls route to the relay.

**Inquire Date 3/3/2009  
Record ID 16410  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 3/4/2009  
Resolution 3/4/2009**

Customer Service directed the customer to their provider. Customer Service contacted the customer, who stated that their telephone line was now working correctly. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that Verizon Center for Disabilities informed her that dialing 411 should be a free service. Customer also was concerned if their caller ID block was working correctly.

**Inquire Date 3/9/2009  
Record ID 16426  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 3/6/2009  
Resolution 3/6/2009**

Customer Service contacted Verizon Center for Disabilities and explained that the relay is not responsible for the charges for free service. Customer Service placed test calls with the customer to ensure that their caller ID block was working correctly.

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**External Complaints--  
Miscellaneous**

Customer inquired why their mother was unable to place international calls through the relay using Verizon.

**Inquire Date 3/13/2009  
Record ID 16449  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 3/13/2009  
Resolution 3/13/2009**

Customer Service verified the customer had a profile set with Verizon, but explained that currently the relay is waiting for a correct carrier identification code for Verizon international calls. Customer Service explained that the customer's mother would need to pay for international calls with an alternate method, such as a calling card or using an alternate carrier. Customer was upset.

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**External Complaints--  
Miscellaneous**

Customer stated that they were unable to reach an OPR when calling to the relay.

**Inquire Date 3/19/2009  
Record ID 16457  
Call Taken By Lead Operator  
CA Number  
Responded By Melissa  
Response Date 3/19/2009  
Resolution 3/19/2009**

Lead OPR forwarded information to the technical department. The technical department discovered that the customer had not reached the relay. Customer was notified and given the correct number to reach the relay. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated they had been attempting to place a call to an office all day, but they had not been able to reach the party they were attempting to call.

**Inquire Date 3/31/2009  
Record ID 16497  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 3/31/2009  
Resolution 3/31/2009**

Customer Service placed a test call and discovered that the party was unavailable. Customer was notified and understood.

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**External Complaints--  
Miscellaneous**

Customer stated that they were attempting to reach someone at an office, but the party that answered hung up and would not accept the relay call.

**Inquire Date 4/11/2009  
Record ID 16528  
Call Taken By Lead Operator  
CA Number  
Responded By Kim  
Response Date 4/11/2009  
Resolution 4/11/2009**

Lead OPR suggested that they attempt their call again and ask for their supervisor. Customer understood.

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***Service Complaints--Caller ID  
Not Working Properly***

***Inquire Date 12/15/2008  
Record ID 16247  
Call Taken By Lead Operator  
CA Number 9023  
Responded By Melissa  
Response Date 12/15/2008  
Resolution 12/15/2008***

Customer stated the OPR did not follow specific instruction for voice mail retrieval.

Lead OPR apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Caller ID  
Not Working Properly***

***Inquire Date 4/24/2009  
Record ID 16551  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 4/24/2009  
Resolution 4/24/2009***

Customer stated that he had received his telephone bill and was charged for 411 calls through the relay.

Customer Service explained that the relay dials a ten digit number when a customer request 411 and that there is a charge for the service through his telephone company. Customer was directed to their telephone company for explanation of charges. Customer understood.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 7/1/2008  
Record ID 15552  
Call Taken By Lead Operator  
CA Number 4023  
Responded By Bri  
Response Date 7/1/2008  
Resolution 7/1/2008***

Customer stated that the OPR kept asking for a number to dial. Customer was upset when the OPR disconnected the call due to no response.

Lead OPR apologized and explained that the OPR is required to disconnect the call if there is not response from the customer. Customer hung up.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 7/4/2008  
Record ID 15546  
Call Taken By Supervisor  
CA Number 4013  
Responded By Jody  
Response Date 7/7/2008  
Resolution 7/7/2008***

Customer stated that OPR did not give "go ahead" during a call.

Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 7/22/2008  
Record ID 15523  
Call Taken By Lead Operator  
CA Number  
Responded By Jackie  
Response Date 7/22/2008  
Resolution 7/22/2008***

Customer stated that their Speech to Speech calls were not being transferred properly.

Lead OPR apologized and stated that all OPRs would be retrained in properly transferring calls. OPRs were counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 10/14/2008  
Record ID 16039  
Call Taken By Customer Service  
CA Number 4072  
Responded By Melissa  
Response Date 10/14/2008  
Resolution 10/14/2008***

Customer stated that the OPR took too long to respond and the TTY user did not receive everything that was said.

Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 11/13/2008  
Record ID 16144  
Call Taken By Customer Service  
CA Number 4043  
Responded By Melissa  
Response Date 11/13/2008  
Resolution 11/13/2008***

Customer stated that OPR did not follow the proper procedure when leaving a voice mail message. Customer stated that the OPR did not give a go ahead and only typed the entire recording.

Customer Service explained that the OPR did follow proper procedure when leaving a voice mail message. Customer understood.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 2/10/2009  
Record ID 16359  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 2/10/2009  
Resolution 2/10/2009***

Customer stated the the OPR left them on hold for five minutes when transferring the Speech to Speech call.

Customer Service forwarded the information to the technical department. The technical department discovered that there was a short wait while transferring, as there was no Speech to Speech OPR immediately available. Customer was notified.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 2/15/2009  
Record ID 16367  
Call Taken By Supervisor  
CA Number 6391  
Responded By Kristany  
Response Date 2/15/2009  
Resolution 2/15/2009***

Customer stated that OPR did not know what Speech to Speech was and refused to give the area code for Nevada.

Supervisor apologized and stated the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 3/4/2009  
Record ID 16418  
Call Taken By At the Workstation  
CA Number 4143  
Responded By Kim  
Response Date 3/4/2009  
Resolution 3/4/2009***

Customer stated that the OPR repeated conversation and did not use inflection of voice.

Lead OPR apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 5/5/2009  
Record ID 16585  
Call Taken By Customer Service  
CA Number 4157  
Responded By Melissa  
Response Date 5/5/2009  
Resolution 5/6/2009***

Customer stated that the OPR could not hear them and that they have not been able to receive their calls correctly through the relay.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the OPR did not follow call procedure. OPR was counseled and will be monitored frequently. Customer was notified and satisfied.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 5/13/2009  
Record ID 16598  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 5/13/2009  
Resolution 5/13/2009***

Customer stated OPRs are still unable to hear them using a VCO connection.

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not follow proper procedure. Customer Service explained to the customer that the OPR did not follow the proper procedure for automatic VCO connection.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 9/14/2008  
Record ID 15958  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 9/22/2008  
Resolution 9/22/2008***

Customer stated that the OPRs are not following their instructions when retrieving voice mail messages.

Customer Service apologized and stated the OPRs would be counseled on retrieving voice mail for a customer. OPRs were retrained and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 9/18/2008  
Record ID 15940  
Call Taken By Lead Operator  
CA Number  
Responded By Jackie  
Response Date 9/18/2008  
Resolution 9/18/2008***

Customer stated that the OPRs are not following the instructions to retrieve her voice mail correctly.

Lead OPR apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 10/9/2008  
Record ID 16010  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 10/9/2008  
Resolution 10/9/2008***

Customer stated that at times the OPRs have difficulty retrieving her voice mail.

Customer Service placed a test call through the relay and was able to retrieve the voice mail successfully. Customer Service apologized and stated that the OPRs would be monitored closely. Customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 10/15/2008  
Record ID 16043  
Call Taken By Supervisor  
CA Number 4044  
Responded By Neal  
Response Date 10/15/2008  
Resolution 10/15/2008***

Customer stated that the OPR did not follow their voice mail instructions. Customer also stated that the OPR did not type the messages.

Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 10/29/2008  
Record ID 16085  
Call Taken By Customer Service  
CA Number 6310, 4077  
Responded By Melissa  
Response Date 10/29/2008  
Resolution 10/29/2008***

Customer stated that OPRs have difficulty retrieving her voice mail and often miss important information.

Customer Service apologized and stated the OPRs would be monitored frequently. Customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 10/29/2008  
Record ID 16055  
Call Taken By Customer Service  
CA Number 9025  
Responded By Melissa  
Response Date 10/17/2008  
Resolution 10/17/2008***

Customer stated OPR did not follow their voice mail instructions.

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 12/10/2008  
Record ID 16217  
Call Taken By Supervisor  
CA Number 6463  
Responded By Elizabeth  
Response Date 12/10/2008  
Resolution 12/10/2008***

Customer stated OPR did not retrieve the voice mail message correctly and Supervisor did not transfer customer to Customer Service as requested.

Supervisor apologized and stated OPR and Supervisor would be counseled. OPR and Supervisor were counseled. Procedures are being developed for Verizon voice mail retrieval. Customer understood.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 12/17/2008  
Record ID 16251  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 12/17/2008  
Resolution 12/17/2008***

Customer stated OPR called for a Supervisor, but the customer still had to repeat the number and instructions.

Customer Service apologized and explained that the information was not received the first time, which was why the information was requested a second time. Customer understood.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 1/14/2009  
Record ID 16291  
Call Taken By Lead Operator  
CA Number 3027 , 4078 , 4051  
Responded By Melissa  
Response Date 1/14/2009  
Resolution 1/14/2009***

Customer stated that two OPRs did not inquire if voice mail messages should be saved or deleted. Customer also stated that the OPRs took a long time to retrieve the messages.

Customer Service apologized and stated that OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 2/11/2009  
Record ID 16361  
Call Taken By Customer Service  
CA Number 4139  
Responded By Melissa  
Response Date 2/11/2009  
Resolution 2/11/2009***

Customer stated that the OPR erased an important message on their voice mail.

Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 2/19/2009  
Record ID 16378  
Call Taken By Customer Service  
CA Number 4100 , 4139  
Responded By Kim  
Response Date 2/19/2009  
Resolution 2/19/2009***

Customer stated both OPRs had a difficult time retrieving voice mail. Customer stated that the OPRs did not type out the whole message to save, erase or repeat.

Lead OPR apologized and stated the OPRs would be counseled. OPRs were counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 2/23/2009  
Record ID 16397  
Call Taken By Customer Service  
CA Number 3033  
Responded By Melissa  
Response Date 2/23/2009  
Resolution 2/23/2009***

Customer stated the OPR did not ask if the customer wanted to save or erase messages.

Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 2/25/2009  
Record ID 16403  
Call Taken By Customer Service  
CA Number 4072  
Responded By Melissa  
Response Date 2/25/2009  
Resolution 2/25/2009***

Customer stated OPR only retrieved one message from their voice mail, but when they called back there was four additional messages from the previous day that had not been typed.

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 3/3/2009  
Record ID 16412  
Call Taken By Customer Service  
CA Number 4056  
Responded By Melissa  
Response Date 3/3/2009  
Resolution 3/3/2009***

Customer stated that the OPR was taking to long too retrieve messages. OPR kept saying one moment please and the customer hung up.

Customer Service apologized and stated that OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 3/4/2009  
Record ID 16423  
Call Taken By Customer Service  
CA Number 9119  
Responded By Melissa  
Response Date 3/4/2009  
Resolution 3/4/2009***

Customer stated that the OPR requested a long distance carrier while attempting to retrieve voice mail messages.

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 3/6/2009  
Record ID 16428  
Call Taken By At the Workstation  
CA Number 6227, 4138  
Responded By Melissa  
Response Date 3/6/2009  
Resolution 3/6/2009***

Customer stated that both OPRs did not follow the instructions given to retrieve their voice mail.

Customer Service apologized and stated that both OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 3/9/2009  
Record ID 16433  
Call Taken By At the Workstation  
CA Number 4139  
Responded By Kim  
Response Date 3/9/2009  
Resolution 3/9/2009***

Customer stated that OPR did not follow instructions to retrieve voice mail.

Lead OPR apologized and stated that OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 3/9/2009  
Record ID 16436  
Call Taken By  
CA Number 4094  
Responded By Kim  
Response Date 3/9/2009  
Resolution 3/9/2009***

Customer stated that OPR did not follow voice mail instructions.

Lead OPR apologized and stated that OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 3/10/2009  
Record ID 16439  
Call Taken By Customer Service  
CA Number 4056  
Responded By Alex.  
Response Date 3/10/2009  
Resolution 3/10/2009***

Customer stated that the OPR did not retrieve voice mail messages correctly.

Supervisor apologized and stated that OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 3/17/2009  
Record ID 16454  
Call Taken By Lead Operator  
CA Number 4094  
Responded By Katie  
Response Date 3/17/2009  
Resolution 3/17/2009***

Customer stated OPR did not follow their instructions to leave a message on voice mail.

Supervisor apologized and stated that OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 3/25/2009  
Record ID 16478  
Call Taken By Supervisor  
CA Number 4150  
Responded By Alex  
Response Date 3/25/2009  
Resolution 3/25/2009***

Customer stated that the OPR did not follow their voice mail instructions.  
Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 3/27/2009  
Record ID 16485  
Call Taken By At the Workstation  
CA Number 4043  
Responded By Melissa  
Response Date 3/27/2009  
Resolution 3/27/2009***

Customer stated that the OPR did not follow their voice mail instructions.  
Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 3/31/2009  
Record ID 16500  
Call Taken By Supervisor  
CA Number 4154, 4147  
Responded By Michelle  
Response Date 3/31/2009  
Resolution 3/31/2009***

Customer stated that the OPRs did not follow the voice mail instructions correctly.  
Supervisor apologized and stated OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 4/18/2009  
Record ID 16537  
Call Taken By  
CA Number 4085  
Responded By Michelle  
Response Date 4/18/2009  
Resolution 4/18/2009***

Customer stated that the OPR did not follow their voice mail retrieval instructions.  
Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 4/22/2009  
Record ID 16539  
Call Taken By Supervisor  
CA Number 4082  
Responded By Melissa  
Response Date 4/22/2009  
Resolution 4/22/2009***

Customer stated that OPR did not follow instructions. Customer informed the OPR to delete the messages.

Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 4/27/2009  
Record ID 16554  
Call Taken By Supervisor  
CA Number 4082  
Responded By Michelle  
Response Date 4/27/2009  
Resolution 4/27/2009***

Customer stated that the OPR did not follow their instructions while checking voice mail.

Supervisor apologized and stated the OPR would be counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 5/7/2009  
Record ID 16588  
Call Taken By Lead Operator  
CA Number 4160  
Responded By Kim  
Response Date 5/7/2009  
Resolution 5/7/2009***

Customer stated that the OPR did not follow their voice mail instructions.l

Lead OPR apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 5/18/2009  
Record ID 16604  
Call Taken By Customer Service  
CA Number 9094f  
Responded By Melissa  
Response Date 5/18/2009  
Resolution 5/18/2009***

Customer stated OPR did not follow their voicemail instructions.

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 5/20/2009  
Record ID 16621  
Call Taken By Customer Service  
CA Number 9115  
Responded By Melissa  
Response Date 5/20/2009  
Resolution 5/20/2009***

Customer stated that the OPR did not follow their voice mail instructions correctly.

Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 5/20/2009  
Record ID 16620  
Call Taken By Supervisor  
CA Number 4147 & 4157  
Responded By Alex  
Response Date 5/20/2009  
Resolution 5/20/2009***

Customer stated that the OPRs did not follow their voice mail instructions.

Supervisor apologized and stated OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 5/26/2009  
Record ID 16624  
Call Taken By Customer Service  
CA Number 4149ft  
Responded By Melissa  
Response Date 5/26/2009  
Resolution 5/26/2009***

Customer stated OPR did not follow voice mail instructions..

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Fraudulent/Harassment Call***

***Inquire Date 7/7/2008  
Record ID 15542  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/7/2008  
Resolution 7/7/2008***

Customer has been receiving harassing telephone calls through internet relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/22/2008  
Record ID 15956  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 9/22/2008  
Resolution 9/22/2008***

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

Because the customer stated the calls were coming from another Relay provider, Supervisor gave the appropriate Customer Service number for the other provider to the customer. Supervisor suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/28/2008  
Record ID 15955  
Call Taken By Lead Operator  
CA Number  
Responded By Sue  
Response Date 9/28/2008  
Resolution 9/28/2008***

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

Lead OPR suggested that the customer contact their local telephone company and report the incident to law enforcement. Lead OPR explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/22/2008  
Record ID 16077  
Call Taken By  
CA Number  
Responded By Melissa  
Response Date 10/22/2008  
Resolution 10/22/2008***

Customer has been receiving fraudulent telephone calls through the relay. Customer inquired what call information was available

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/24/2008  
Record ID 16080  
Call Taken By Supervisor  
CA Number  
Responded By Kyra  
Response Date 10/29/2008  
Resolution 10/29/2008***

Customer has been receiving harassing telephone calls through the relay

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contact law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/3/2008  
Record ID 16110  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 11/3/2008  
Resolution 11/3/2008***

Customer has been receiving fraudulent telephone calls

Customer Service explained that the OPR number given was not a Hamilton OPR. Customer Service suggest that customer contact law enforcement and report the incident. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/19/2008  
Record ID 16157  
Call Taken By  
CA Number  
Responded By Melissa  
Response Date 11/19/2008  
Resolution 11/19/2008***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local tephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/19/2008  
Record ID 16161  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 11/21/2008  
Resolution 11/21/2008***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that they customer contact their local tephone company or report the incident to law enforcement. Customer Service 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.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/1/2008  
Record ID 16197  
Call Taken By Supervisor  
CA Number  
Responded By Alex  
Response Date 12/1/2008  
Resolution 12/1/2008***

Customer has been receiving harassing telephone calls through the relay and requested a block on relay calls.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that they customer contact their local telephone company or report the incident to law enforcement. Supervisor 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

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***Service Complaints--  
Fraudulent/Harassment Call***

Customer stated they were having a problem with relay.

Customer Service attempted to gather information but customer hung up.

***Inquire Date 1/6/2009  
Record ID 16275  
Call Taken By Lead Operator  
CA Number  
Responded By Melissa  
Response Date 1/7/2009  
Resolution 1/7/2009***

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***Service Complaints--  
Fraudulent/Harassment Call***

Customer has been receiving fraudulent telephone calls. Customer stated the calls came from another provider.

***Inquire Date 3/6/2009  
Record ID 16429  
Call Taken By Customer Service  
CA Number 8090  
Responded By Melissa  
Response Date 3/6/2009  
Resolution 3/6/2009***

Customer Service explained that the relay was aware that there has been some problems of this nature and thanked the customer for calling to alert the relay of this issue. Because the customer stated that calls were coming from another relay service, Customer Service directed customer to the other provider. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

Customer has been receiving fraudulent telephone calls.

***Inquire Date 5/11/2009  
Record ID 16597  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 5/11/2009  
Resolution 5/11/2009***

Customer Service explained that the OPR identification number given was not a Hamilton OPR. Customer Service suggest that the customer contact law enforcement and report the incident. Customer understood.

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***Service Complaints--  
Miscellaneous***

Customer stated that the new trainees are not slowing down the typing as indicated in their preference.

***Inquire Date 7/3/2008  
Record ID 15545  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/3/2008  
Resolution 7/3/2008***

Customer Service apologized and stated that the OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated there are delays and the OPRs are having difficulties retrieving the voice mail correctly.

***Inquire Date 7/9/2008  
Record ID 15637  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 7/11/2008  
Resolution 7/11/2008***

Assistant Operations Manager apologized and stated that the OPRs were being counseled on changing connect modes. Assistant Operations Manager stated that the relay is working on procedures for Verizon voic mail retrieval. Assistant Operations Manager offered a preference for the customer . Preference was implemented and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer suggested that every OPR look at the preference settings to make sure that the correct long distance carrier is being billed.

***Inquire Date 7/11/2008  
Record ID 15646  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 7/11/2008  
Resolution 7/11/2008***

Supervisor thanked customer for this suggestion and explained that when the carrier is set in the preferences that this will happen automatically. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated they dislike some of the language that is used through the relay, such as "GA to SK".

***Inquire Date 7/23/2008  
Record ID 15519  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 7/23/2008  
Resolution 7/23/2008***

Assistance Operations Manager apologized and explained the language.

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***Service Complaints--  
Miscellaneous***

Customer stated they are concerned that the OPRs ask for the spelling of every name that is given through the relay.

***Inquire Date 9/5/2008  
Record ID 15881  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 9/5/2008  
Resolution 9/5/2008***

Customer Service explained the procedure and forwarded the information to management. Customer understood.

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***Service Complaints--  
Miscellaneous***

Customer stated that the OPR was not listening to them.

Lead OPR apologized and attempted to acquire information. Customer hung up.

***Inquire Date 9/6/2008  
Record ID 15883  
Call Taken By Lead Operator  
CA Number 4058  
Responded By Chris  
Response Date 9/6/2008  
Resolution 9/6/2008***

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***Service Complaints--  
Miscellaneous***

Customer stated that several OPRs need retraining and do not seem to pay attention when placing calls.

Supervisor apologized and stated all OPRs would be counseled. Customer was satisfied and all OPRs were counseled.

***Inquire Date 9/7/2008  
Record ID 15885  
Call Taken By Supervisor  
CA Number  
Responded By Brenda  
Response Date 9/7/2008  
Resolution 9/7/2008***

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***Service Complaints--  
Miscellaneous***

Customer stated that the OPR asked the customer to repeat. Customer stated that the OPR was not paying attention to the call.

Supervisor apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

***Inquire Date 9/7/2008  
Record ID 15861  
Call Taken By Supervisor  
CA Number 6378  
Responded By Tina  
Response Date 9/8/2008  
Resolution 9/8/2008***

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***Service Complaints--  
Miscellaneous***

Customer stated that during a call, a Supervisor was called to the workstation. Customer stated that the Supervisor has refused to give their name.

Lead OPR apologized and stated the Supervisor would be counseled. Supervisor was counseled and customer was satisfied.

***Inquire Date 9/9/2008  
Record ID 15896  
Call Taken By Lead Operator  
CA Number  
Responded By Diane  
Response Date 9/10/2008  
Resolution 9/10/2008***

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***Service Complaints--  
Miscellaneous***

Customer stated that when transferred to a Speech to Speech OPR, the OPR interrupted her while she was speaking.

***Inquire Date 10/4/2008  
Record ID 16002  
Call Taken By Supervisor  
CA Number 4013  
Responded By Allen  
Response Date 10/4/2008  
Resolution 10/4/2008***

Supervisor apologized and stated that the OPR would be counseled. Customer refused to give contact information. OPR was counseled.

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***Service Complaints--  
Miscellaneous***

Customer stated that a Supervisor accused their child of making a prank call. Customer stated the child has deaf parents.

***Inquire Date 10/4/2008  
Record ID 16001  
Call Taken By Supervisor  
CA Number  
Responded By Melissa  
Response Date 10/9/2008  
Resolution 10/9/2008***

Customer Service apologized and inquired call information to identify the Supervisor. Customer did not have the needed information. Customer Service suggested that if any other issue occurs to gather Supervisor's name and call time. Customer understood. All Supervisors were counseled on proper call etiquette.

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***Service Complaints--  
Miscellaneous***

Customer stated that some of the Speech to Speech OPRs are impatient.

***Inquire Date 10/15/2008  
Record ID 16046  
Call Taken By Operator  
CA Number  
Responded By Melissa  
Response Date 10/15/2008  
Resolution 10/15/2008***

Customer Service apologized and stated that the OPRs would be monitored frequently and counseled. OPRs were counseled and have been monitored frequently. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated that the OPRs do not know how to get a telephone number for her and they always ask her for their long distance provider.

***Inquire Date 10/17/2008  
Record ID 16056  
Call Taken By Customer Service  
CA Number 6378  
Responded By Melissa  
Response Date 10/17/2008  
Resolution 10/17/2008***

Customer Service explained that to dial directory assistance, the OPR needs the area code and the name of the person or business requested. Customer Service further explained that the OPR must always ask for the long distance provider if the call is long distance. Customer Service offered a preference to identify their provider on each call. Customer refused.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 10/18/2008  
Record ID 16058  
Call Taken By Supervisor  
CA Number  
Responded By Allen  
Response Date 10/18/2008  
Resolution 10/18/2008***

Customer stated that the OPR did a poor job handling their call.

Supervisor apologized and stated that the OPR would be counseled. OPR was counseled and customer was appreciative.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 11/13/2008  
Record ID 16147  
Call Taken By Customer Service  
CA Number 6911  
Responded By Melissa  
Response Date 11/13/2008  
Resolution 11/13/2008***

Customer stated that OPR did not reach the party she requested. Customer was upset that the party was not available.

Customer Service explained that the relay has no control over who is available or not. Customer was still upset and hung up.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 11/13/2008  
Record ID 16148  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 11/13/2008  
Resolution 11/13/2008***

Customer stated that when attempting to leave a message for another party, the OPR had to continue to redial in order to leave the entire message. Customer stated that we should be able to leave the whole message without redialing.

Supervisor explained that the relay has no control over the length of a party's message time and that when the message time is complete the call is disconnected. Supervisor further explained that this is why when a lengthy message is left, the OPR may have to redial several times. Customer hung up.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 11/19/2008  
Record ID 16159  
Call Taken By Customer Service  
CA Number 4044  
Responded By Melissa  
Response Date 11/19/2008  
Resolution 11/19/2008***

Customer stated that they told the OPR when the recording began, she would like to leave a message. OPR typed the recording message out to her, which customer stated none of the other OPRs do. Normally they give her the beep and she leaves the message.

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated the Supervisor did not give their last name.

***Inquire Date 11/20/2008  
Record ID 16166  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 11/20/2008  
Resolution 11/20/2008***

Customer Service explained that it is procedure to give only the Supervisor's first name.  
Customer hung up.

---

***Service Complaints--  
Miscellaneous***

Customer stated that the OPR did not type verbatim and did not keep the user informed.

***Inquire Date 11/21/2008  
Record ID 16164  
Call Taken By Customer Service  
CA Number 4073  
Responded By Melissa  
Response Date 11/21/2008  
Resolution 11/21/2008***

Customer Service apologized and state the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated that her caller ID block is still activated.

***Inquire Date 11/25/2008  
Record ID 16175  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 11/25/2008  
Resolution 11/25/2008***

Customer Service explained that \*82 needed to be pressed before dialing into the relay.  
Customer Service directed the customer to their provider for further instructions. Customer understood.

---

***Service Complaints--  
Miscellaneous***

Customer stated OPR requested the telephone number serveral times.

***Inquire Date 12/9/2008  
Record ID 16229  
Call Taken By Operator  
CA Number 6295  
Responded By Suzanne  
Response Date 12/9/2008  
Resolution 12/9/2008***

Customer Service apologized and stated OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 12/10/2008  
Record ID 16219  
Call Taken By Supervisor  
CA Number 6484  
Responded By Michelle  
Response Date 12/10/2008  
Resolution 12/10/2008***

Customer stated OPR typed " busy" when they should have received an answering machine. Supervisor explained that someone else could have been leaving a message, so the number would ring busy. Supervisor offered to redial the number, but customer hung up.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 12/10/2008  
Record ID 16218  
Call Taken By Supervisor  
CA Number 6742, 6581, 6239  
Responded By Alex  
Response Date 12/10/2008  
Resolution 12/10/2008***

Customer stated OPRs were not able to process calls to directory assistance. Customer stated that the OPRs and Supervisor were not helpful.

Supervisor apologized and stated that the OPRs and Supervisor would be counseled. OPRs and Supervisor were counseled. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 12/15/2008  
Record ID 16246  
Call Taken By Lead Operator  
CA Number 4036  
Responded By Melissa  
Response Date 12/15/2008  
Resolution 12/15/2008***

Customer stated that OPR asked the customer to reduce background noise as it was difficult to hear the customer.

Customer Service apologized and stated OPR would be counseled.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 12/15/2008  
Record ID 16248  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 12/15/2008  
Resolution 12/15/2008***

Customer stated they do not receive a response from the OPRs when calling into the relay.

Customer Service placed test calls with the customer and discovered that they were calling the incorrect telephone numbers. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated that OPRs do not always send the number being dialed. Customer stated they are constantly asking the OPR to repeat the number being dialed.

***Inquire Date 12/19/2008  
Record ID 16255  
Call Taken By Lead Operator  
CA Number  
Responded By Katie  
Response Date 12/19/2008  
Resolution 12/19/2008***

Lead OPR apologized and stated that OPRs would be counseled. Lead OPR explained that if the customer sends information when the OPR is sending information, neither will receive typing. Customer understood. OPRs were counseled.

---

***Service Complaints--  
Miscellaneous***

Customer inquired why the relay is unable to dial star 82 to unblock their caller ID.

***Inquire Date 1/2/2009  
Record ID 16271  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/6/2009  
Resolution 1/6/2009***

Customer Service explained that this is a service available through their telephone company. Customer Service further explained that this is why the customer would need to press star 82 before dialling 711. Customer understood.

---

***Service Complaints--  
Miscellaneous***

Customer stated that they had received the courtesy message and suggested that it be changed to better explain that the relay was busy.

***Inquire Date 1/20/2009  
Record ID 16305  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/20/2009  
Resolution 1/30/2009***

Customer Service apologized and explained that call volumes had been high. Customer Service suggested that the customer try their call again. Customer was satisfied. Calls were answered at 89% within 10 seconds.

---

***Service Complaints--  
Miscellaneous***

Customer stated they were having a problem with relay.

***Inquire Date 1/30/2009  
Record ID 16333  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/30/2009  
Resolution 1/30/2009***

Customer Service attempted to gather some information but the customer hung up.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 2/3/2009  
Record ID 16338  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 2/3/2009  
Resolution 2/3/2009***

Customer stated they were having trouble with placing a long distance call through the relay.  
  
Customer Service suggested trying the call again. Customer was able to place the call without incident. The information was forwarded to the technical department. No issue was discovered. OPR was counseled.

---

***Service Complaints--  
Miscellaneous***

***Inquire Date 2/5/2009  
Record ID 16354  
Call Taken By Supervisor  
CA Number  
Responded By Fran  
Response Date 2/6/2009  
Resolution 2/6/2009***

Customer stated that when the voice party asked to repeat, the OPR repeated what the Speech to Speech user was stating.  
  
Supervisor inquired if the customer would like a different OPR. OPR was replaced and counseled. Customer was satisfied.

---

***Service Complaints--  
Miscellaneous***

***Inquire Date 2/13/2009  
Record ID 16366  
Call Taken By Relay Manager  
CA Number  
Responded By Melissa  
Response Date 2/13/2009  
Resolution 2/13/2009***

Customer stated the Speech to Speech OPRs are not doing their job correctly.  
  
Center Manger apologized and suggested that the customer write down the OPR number in the future so that the OPR can be counseled. Center Manager attempted to gather further information from the customer. Customer refused.

---

***Service Complaints--  
Miscellaneous***

***Inquire Date 2/15/2009  
Record ID 16369  
Call Taken By Supervisor  
CA Number 3092 ,3034  
Responded By Michelle  
Response Date 2/15/2009  
Resolution 2/15/2009***

Customer stated that the OPRs refused to request a specific Supervisor.  
  
Supervisor explained that the Supervisor requested was not available. Customer understood.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 2/23/2009  
Record ID 16402  
Call Taken By Relay Manager  
CA Number  
Responded By Mari  
Response Date 2/23/2009  
Resolution 2/23/2009***

Customer stated that the communication they received from the TTY made no sense.

Center Manger explained that the conversation is read verbatim and that the OPRs are not allowed to become involved with the calls. Center Manager suggested that the customer speak with the Community Relations Manager for further information. Customer hung up.

---

***Service Complaints--  
Miscellaneous***

***Inquire Date 3/4/2009  
Record ID 16413  
Call Taken By At the Workstation  
CA Number 4147  
Responded By Kim  
Response Date 3/4/2009  
Resolution 3/4/2009***

Customer stated that the transmission the OPR typed to her machine was very slow. Customer stated that the OPR needs to process the call better.

Lead OPR apologized and informed the customer that there was technical issue at the station. The technical department has resolved the workstation issue and customer was notified.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 3/7/2009  
Record ID 16448  
Call Taken By Lead Operator  
CA Number  
Responded By Katie  
Response Date 3/12/2009  
Resolution 3/12/2009***

Customer stated that the Speech to Speech Supervisor interrupted her phone call. Customer requested to speak to a Manager, but hung up.

Lead OPR apologized and stated the Manager was not available at that time, but the information would be forwarded to the Manager. Manager attempted to contact the customer several times. Manager reached the customer, but the customer did not wish to speak to the Manager.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 3/11/2009  
Record ID 16438  
Call Taken By Customer Service  
CA Number 4142  
Responded By Melissa  
Response Date 3/11/2009  
Resolution 3/11/2009***

Customer stated that they requested the OPR dial their voice mail and call for Supervisor if needed. Customer said that the OPR refused to get a Supervisor.

Customer Service forwarded information to the technical department. The technical department discovered that OPR had called for a Supervisor. OPR was counseled on voice mail procedures. Customer was notified.

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***Service Complaints--  
Miscellaneous***

Customer stated that the type was garbled and asked the OPR to repeat. Customer stated that the OPR refused and was rude.

***Inquire Date 3/13/2009  
Record ID 16443  
Call Taken By Customer Service  
CA Number 4100  
Responded By Melissa  
Response Date 3/16/2009  
Resolution 3/16/2009***

Customer Service forwarded the information to the technical department. The technical department was unable to locate the call through the relay with the information given. Customer Service was unable to contact the customer due to lack of information.

---

***Service Complaints--  
Miscellaneous***

Customer stated that the first OPR did not transfer her to Customer Service as requested. Customer stated that the second OPR did not type verbatim.

***Inquire Date 3/14/2009  
Record ID 16445  
Call Taken By Lead Operator  
CA Number 4148, 4140  
Responded By Kim  
Response Date 3/14/2009  
Resolution 3/14/2009***

Lead OPR apologized and explained that the first OPR was having technical difficulties with their workstation. The call was transferred to a second workstation, but when the call was transferred, some of the text was lost. Both OPRs were counseled to keep the user informed and to use their repeat language. Customer understood.

---

***Service Complaints--  
Miscellaneous***

Customer requested a Supervisor because the OPR was dialing to Customer Service and the call was answered in a different center. Customer thought the OPR was lying that there were two Supervisors.

***Inquire Date 3/16/2009  
Record ID 16444  
Call Taken By Customer Service  
CA Number 9125  
Responded By Melissa  
Response Date 3/16/2009  
Resolution 3/16/2009***

Customer Service apologized and explained that there was a Supervisor on both lines. Customer was assured and satisfied.

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***Service Complaints--  
Miscellaneous***

Customer stated that none of the OPRs explained relay when calling a voice party.

***Inquire Date 3/19/2009  
Record ID 16483  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 3/19/2009  
Resolution 3/19/2009***

Supervisor apologized and stated that all OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer requested a different Speech to Speech OPR, but they did not get a different OPR as requested.

***Inquire Date 3/31/2009  
Record ID 16502  
Call Taken By Supervisor  
CA Number  
Responded By Neal  
Response Date 3/31/2009  
Resolution 3/31/2009***

Supervisor apologized and explained that there was not a different Speech to Speech OPR available at that time. Supervisor explained that the customer could hold until a Speech to Speech OPR was available. Customer hung up.

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***Service Complaints--  
Miscellaneous***

Customer stated that the OPR was not able to hear them during the conversation.

***Inquire Date 4/1/2009  
Record ID 16504  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 4/15/2009  
Resolution 4/15/2009***

Customer Service place a VCO test call, which was successful. Customer Service forwarded the information to the technical department to further investigate. All OPRs have been counseled to not change the automatic VCO connection. Customer was satisfied.

---

***Service Complaints--  
Miscellaneous***

Customer stated that the OPR did not use inflection in their voicing.

***Inquire Date 4/2/2009  
Record ID 16514  
Call Taken By Lead Operator  
CA Number 4056  
Responded By Dashima  
Response Date 4/6/2009  
Resolution 4/6/2009***

Lead OPR apologized and stated that the OPR would be counseled. OPR was counseled and customer was notified.

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***Service Complaints--  
Miscellaneous***

Customer stated that the Lead OPR refused to give their number.

***Inquire Date 4/6/2009  
Record ID 16508  
Call Taken By Supervisor  
CA Number  
Responded By Kristany  
Response Date 4/6/2009  
Resolution 4/6/2009***

Supervisor explained that the Lead OPRs and Supervisors give only their first name, not their OPR number. Customer hung up.

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**Service Complaints--  
Miscellaneous**

Customer stated that they believe the relay is blocking their call as they are unable to reach a specific person through the relay.

**Inquire Date 4/14/2009  
Record ID 16536  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 4/14/2009  
Resolution 4/14/2009**

Customer Service placed test calls and discovered that the person they are attempting to call has blocked the customer's number. Customer is able to place all other relay calls. Customer was upset.

---

**Service Complaints--  
Miscellaneous**

Customer stated that the OPR requested what long distance company they would like to use. Customer stated they have a preference with the relay.

**Inquire Date 4/30/2009  
Record ID 16575  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 5/1/2009  
Resolution 5/1/2009**

Customer Service verified the preference information and customer made a change to their preference. Changes were implemented and customer was satisfied.

---

**Service Complaints—  
Miscellaneous**

Customer stated they are not receiving their VCO calls correctly through the relay.

**Inquire Date 5/13/2009  
Record ID 16599  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 5/13/2009  
Resolution 5/13/2009**

Customer Service placed a test call, which was successful. Customer Service suggested that if this occurs again, to obtain the OPRs number and contact Customer Service. Customer understood.

---

**Service Complaints--  
Miscellaneous**

Customer stated they have received charges on their bill for directory assistance.

**Inquire Date 5/20/2009  
Record ID 16619  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 5/20/2009  
Resolution 5/20/2009**

Customer Service explained that the directory assistance calls through the relay must be dialed as a long distance call. Customer Service further explained that most telephone companies charge for all directory assistance calls. Customer understood.

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***Service Complaints--  
Miscellaneous***

Customer stated that the OPRs were not processing their calls correctly. Customer stated that the OPRs sometimes send incorrect information, which causes delays.

***Inquire Date 5/22/2009  
Record ID 16622  
Call Taken By Lead Operator  
CA Number 4171 & 4168  
Responded By Katie  
Response Date 5/22/2009  
Resolution 5/22/2009***

Customer Service apologized and stated the OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--OPR  
Misdialed Number***

Customer gave OPR a number to dial but the OPR stated that they received a recording that the number was disconnected.

***Inquire Date 3/13/2009  
Record ID 16442  
Call Taken By Lead Operator  
CA Number 4144  
Responded By Melissa  
Response Date 3/13/2009  
Resolution 3/13/2009***

Customer Service forwarded the information to the technical department. The technical department discovered that the OPR misdialed the number. Customer Service stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

---

***Service Complaints--Replaced  
Operator Improperly in Middle  
of Call***

Customer stated that OPRs improperly switched out during her call as she was not informed of the switch.

***Inquire Date 9/17/2008  
Record ID 15954  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 9/17/2008  
Resolution 9/17/2008***

Customer Service apologized and stated the OPRs would be counseled. OPRs were counseled and customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

Customer stated that the Speech to Speech OPR did a poor job in processing their call.

***Inquire Date 8/31/2008  
Record ID 15778  
Call Taken By Lead Operator  
CA Number 6373  
Responded By Jackie  
Response Date 8/31/2008  
Resolution 8/31/2008***

Lead OPR apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

Customer stated that the OPR did not handle a directory assistance call well. Customer stated that the Speech to Speech OPR did not appear to understand the customer.

***Inquire Date 4/1/2009  
Record ID 16506  
Call Taken By Supervisor  
CA Number 6594  
Responded By Steve  
Response Date 4/1/2009  
Resolution 4/1/2009***

Supervisor apologized and stated that the OPR would be counseled. Supervisor explained that the customer may request a different OPR. OPR was counseled and customer was satisfied.

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***Technical Complaints--711  
Problems***

Customer stated they could not reach 7-1-1 from their office.

***Inquire Date 8/7/2008  
Record ID 15766  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/7/2008  
Resolution 8/7/2008***

Customer Service explained that possibly the 7-1-1 translation was not set in their PBX. Customer Service offered to work with the telephone administrator. Customer Service gave customer the toll free number to access the relay from the office. Customer was satisfied.

---

***Technical Complaints--711  
Problems***

Customer is dialing 7-1-1 and reaching New York Relay. Customer stated they have phone service with Verizon.

***Inquire Date 9/16/2008  
Record ID 15950  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 9/16/2008  
Resolution 9/16/2008***

Customer Service forward the information to the technical department. The technical department contacted their provider and discovered the customer was no longer a customer of the provider. Customer Service has attempted to contact the customer to acquire correct provider information. There has been no further contact with the customer.

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***Technical Complaints--Busy  
Signal/Blockage***

Customer stated they had dialed several times for fifty minutes and was unable to reach the relay.

***Inquire Date 9/10/2008  
Record ID 15869  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 9/10/2008  
Resolution 9/11/2008***

Supervisor apologized and stated that the relay had been busy during that time and suggested customer try their call again. Customer understood. Calls were answered at 92% within 10 seconds for the day.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/1/2008  
**Record ID** 15533  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Chris  
**Response Date** 7/1/2008  
**Resolution**

Customer requested DC Communications as their long distance provider.

Lead OPR explained that DC Communications was not a participating carrier through the relay. Lead OPR stated that a preference setting will be set to allow the customer to place calls until the carrier becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, DC Communications is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/1/2008  
**Record ID** 15534  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Carla  
**Response Date** 7/1/2008  
**Resolution**

Customer requested DC Communications as their long distance provider.

Lead OPR explained that DC Communication was not a participating carrier through the relay. Lead OPR stated that a preference setting will be set to allow the customer to place calls until the carrier becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, DC Communications is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/1/2008  
**Record ID** 15558  
**Call Taken By** Relay Manager  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/1/2008  
**Resolution**

Customer requested US Telecom as their long distance provider.

Assistant Operations Manager explained that US Telecom was not a participating carrier through the relay. Assistant Operations Manager stated that a preference setting would be set to allow the customer to place their calls until US Telecom becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, US Telecom is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/2/2008  
**Record ID** 15560  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Michelle  
**Response Date** 7/3/2008  
**Resolution**

Customer requested RCN as their long distance provider.

Supervisor explained that RCN was not a participating carrier through the relay. Supervisor stated that a preference setting would be set to allow the customer to place their calls until the carrier becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, RCN is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/5/2008  
**Record ID** 15619  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/7/2008  
**Resolution**

Customer was just checking to see if Richmond Telecom had become a participating provider with the relay.

Customer Service apologized and stated that at this time the relay has not received an LOA from Richmond, but as soon as the provider was available the customer would be contacted. Customer understood. As of 5/31/09, Richmond Telecom is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/6/2008  
**Record ID** 15622  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody  
**Response Date** 7/6/2008  
**Resolution** 7/6/2008

Customer would like to set up a preference application for USBI as their carrier.

Supervisor explained that USBI is not a carrier, but a third party billing for their carrier. Supervisor suggested that the customer contact their telephone company for further information.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/8/2008  
**Record ID** 15572  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody  
**Response Date** 7/8/2008  
**Resolution** 8/1/2008

Customer requested Credo as their long distance provider.

Supervisor explained that Credo was not a participating provider through the relay. Supervisor stated that a preference setting would be set to allow the customer to place calls until Credo becomes a participating carrier. Customer was satisfied and carrier was contacted. Credo has been contacted by the relay. Credo was discovered to be a cellular provider. Customer Service has attempted to contact the customer with no response.

---

**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/9/2008  
**Record ID** 15676  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/21/2008  
**Resolution**

Customer stated the preferences they requested for DSCI was still not appearing at the OPR workstation and customer wanted to know if DSCI was participating yet.

Customer Service stated that carrier had been connected but is not yet a participating carrier with the relay. Customer understood. Customer called back and verified that the outgoing number from the office was incorrect and gave relay the correct number to set the temporary preference. As of 5/31/09, DSCI is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/10/2008  
**Record ID** 15574  
**Call Taken By** Relay Manager  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/10/2008  
**Resolution** 3/31/2009

Customer requested Choice One as their long distance provider.

Assistant Operations Manager explained that Choice One was not a participating provider through the relay. Assistant Operations Manager stated that a relay preference would be set so they are able to place long distance calls until provider is participating with relay. Customer was satisfied and carrier was contacted. Choice One has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/11/2008  
**Record ID** 15559  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody  
**Response Date** 7/25/2008  
**Resolution**

Customer requested RCN as their long distance provider.

Supervisor explained that RCN was not a participating carrier through the relay. Supervisor stated that a preference setting would be set to allow the customer to place calls until RCN becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, RCN is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/15/2008  
**Record ID** 15578  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Jackie  
**Response Date** 7/16/2008  
**Resolution**

Customer requested Pactec Communications as their long distance provider.

Lead OPR explained that Pactec Communications was not a participating carrier through the relay. Lead OPR stated that a preference would be set to allow the customer to place calls until Pactec Communications becomes a participating carrier. Customer was satisfied and carrier was contacted. Pactec Communications is a satellite provider for remote locations. Customer was notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/20/2008  
**Record ID** 15527  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Sue/Tina  
**Response Date** 7/29/2008  
**Resolution** 7/31/2008

Customer requested MCI as their long distance provider.

Lead OPR apologized and stated that MCI was not a participating provider through the relay. When forwarded to Customer Service it was discovered that MCI had not been included in the database update of participating providers. The technical department has added MCI as a pickable carrier. Customer was notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/21/2008  
**Record ID** 15526  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/22/2008  
**Resolution** 3/31/2009

Customer requested Vonage as their long distance provider.

Lead OPR explained that Vonage was not a participating provider through the relay. Lead OPR stated that a preference would be set to allow the customer to place calls until Vonage becomes a participating carrier. Customer was satisfied and carrier was contacted. Vonage has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/23/2008  
**Record ID** 15557  
**Call Taken By** Relay Manager  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/24/2008  
**Resolution** 7/31/2008

Customer requested Verizon or MCI. Customer was unsure which carrier due to a merger between the two companies.

Relay Manager stated that the relay would contact the carriers to discover the correct carrier identification code. Customer was satisfied and carriers have been contacted. Awaiting further information from the carriers technical departments. Customer Service discovered that MCI had not been included in the database update of participating providers. The technical department has added MCI as a pickable carrier. Customer was notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/23/2008  
**Record ID** 15561  
**Call Taken By** Relay Manager  
**CA Number**  
**Responded By** Barb  
**Response Date** 7/25/2008  
**Resolution**

Customer requested Richmond as their long distance provider.

Relay Manager explained that Richmond was not a participating carrier through the relay. Relay Manager stated that a preference would be set to allow the customer to place their calls until the carrier becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, Richmond is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/25/2008  
**Record ID** 15562  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Michelle  
**Response Date** 7/25/2008  
**Resolution**

Customer requested Richmond as their long distance provider.

Supervisor explained that Richmond was not a participating provider through the relay. Supervisor stated that a preference would be set to allow the customer to place their calls until the carrier becomes a participating carrier. Customer was satisfied and carrier was contacted. As of 5/31/09, Richmond is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 7/29/2008  
**Record ID** 15556  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/30/2008  
**Resolution** 3/31/2009

Customer requested Vonage as their long distance provider.

Lead OPR explained that Vonage was not a participating provider through the relay. Lead OPR stated that a preference would be set to allow the customer to place calls until Vonage becomes a participating carrier. Customer was satisfied and carrier was contacted. Vonage has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/1/2008  
**Record ID** 15825  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Briana  
**Response Date** 8/7/2008  
**Resolution** 3/31/2009

Customer requested Choice One as their long distance provider through the relay.

Lead OPR explained that Choice One was not a participating provider through the relay. Customer Service set up a temporary preference to allow the customer to place long distance relay calls until Choice One becomes a participating provider through the relay. Relay has requested the LOA information from the provider. Waiting for information from provider. Choice One has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/9/2008  
**Record ID** 15745  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Brenda  
**Response Date** 8/11/2008  
**Resolution** 3/31/2009

Customer requested Vonage as their long distance provider through the relay.

Supervisor explained that Vonage was not a participating provider through the relay. Supervisor set up a temporary preference to allow the customer to place long distance relay calls until Vonage becomes a participating provider through the relay. Customer Service has contacted Vonage. Vonage has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/10/2008  
**Record ID** 15824  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Kyra  
**Response Date** 8/12/2008  
**Resolution**

Customer requested RCN as their long distance provider through the relay.

Lead OPR explained that RCN was not a participating provider through the relay. Customer Service set up a temporary preference to allow the customer to place long distance relay calls until RCN becomes a participating provider through the relay. Customer Service has contacted RCN. As of 5/31/09, is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/25/2008  
**Record ID** 15758  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/25/2008  
**Resolution** 9/1/2008

Customer stated that they are still having difficulties placing a call using Richmond Network. Customer Service verified that the temporary preference to allow long distance calls to be placed was in effect. Customer Service stated that the OPRs would be counseled to follow the preference instructions. OPRs were counseled and customer was satisfied. As of 5/31/09, Richmond Network is still not a participating provider through the relay.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 9/2/2008  
**Record ID** 15862  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Brenda  
**Response Date** 9/2/2008  
**Resolution** 3/31/2009

Customer requested Vonage as their long distance provider through the relay.

Supervisor explained that Vonage was not a participating provider through the relay. Supervisor stated relay would contact the provider and set a temporary preference to allow the customer to process long distance calls through relay. Customer understood and the provider was contacted. Vonage is still not a participation provider through the relay. Vonage has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 9/17/2008  
**Record ID** 15946  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/18/2008  
**Resolution** 3/31/2009

Customer would like to use Vonage as their long distance provider through the relay.

Supervisor explained that Vonage was not a participating provider through the relay. Supervisor stated that relay would contact the carrier and that a temporary preference would be set for the customer to process long distance calls through the relay. Customer was satisfied and carrier was contacted. Vonage is still not a participating provider through relay. Vonage has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 10/10/2008  
**Record ID** 16032  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 10/30/2008  
**Resolution** 10/13/2008

Customer stated that when placing calls they see that their carrier is set to AT&T. Customer stated that their preference is set to a no bill and wondered why they still see AT&T.

Customer Service forwarded the information to the technical department. The technical department corrected the issue and customer was notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 10/22/2008  
**Record ID** 16095  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Melissa  
**Response Date** 10/29/2008  
**Resolution** 3/31/2009

Customer requested One Communications as their long distance provider through the relay. Supervisor explained that One Communications is not a participating provider through the relay. Supervisor stated that relay would contact the carrier and that a temporary preference would be set for the customer to process long distance calls through the relay. One Communications has been contacted by the relay to become a participating provider through the relay. One Communications has been contacted by the relay and offered the toll free translation number for use by VOIP providers.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 2/21/2009  
**Record ID** 16405  
**Call Taken By**  
**CA Number**  
**Responded By** Tina  
**Response Date** 2/23/2009  
**Resolution** 3/18/2009

Customer stated that her mother has been unable to place international calls through the relay using Verizon. Customer requested verification of her mother's preference.

Customer Service discovered the carrier code provided by Verizon was incorrect to allow international calls. Verizon has been contacted concerning a letter of authorization for the correct code. Customer will be notified when issue is resolved.

---

**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 2/23/2009  
**Record ID** 16391  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 2/23/2009  
**Resolution** 3/18/2009

Customer stated that her mother has been unable to place international calls through the relay using Verizon.

Customer Service explained that Verizon has been contacted concerning this issue, but has not given the relay the correct carrier identification code. Customer will be notified when issue is resolved.

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**Technical Complaints--Connect  
Time (TTY/Voice)**

**Inquire Date** 7/2/2008  
**Record ID** 15539  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/2/2008  
**Resolution** 7/2/2008

Customer stated that the OPR stated that not all of their preference information was available, which was causing a delay in connection.

Customer Service apologized and requested updated preference information for a quicker connection. Customer hung up.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that her VCO is still not being connected automatically through the relay and this delays her call through the relay.

**Inquire Date** 7/9/2008  
**Record ID** 15634  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Carla  
**Response Date** 7/9/2008  
**Resolution** 7/9/2008

Lead OPR apologized and forwarded the information to the technical department. The technical department discovered an error in the settings with the VCO number and resolved this issue. Customer Service informed customer of the technical issue and test calls were placed by customer that worked fine. Customer was satisfied.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that she is unable to process a VCO call correctly when dialing through the VCO line.

**Inquire Date** 7/9/2008  
**Record ID** 15535  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/9/2008  
**Resolution** 7/24/2008

Customer Service apologized and explained there were technical difficulties with the VCO line and customer would be notified as soon as the issue was resolved. The technical department resolved the issue and customer was notified. Customer was satisfied.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that there are long delays when they place and receive calls through the relay. Customer stated that he is hearing and his wife is a VCO user and sometimes the phone is answered in different sections of the house and not by the TTY.

**Inquire Date** 7/14/2008  
**Record ID** 15528  
**Call Taken By** Relay Manager  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/14/2008  
**Resolution** 7/14/2008

Assistant Operation Manager apologized and explained about possible preference settings to help with these delays and the connection. Customer refused and deleted their current preference list. Customer hung up.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated they were unable to reach the relay when dialing the voice number.

**Inquire Date** 7/14/2008  
**Record ID** 15531  
**Call Taken By** Relay Manager  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/14/2008  
**Resolution** 7/14/2008

Relay Manager placed test calls, which worked properly. Relay Manager contacted customer and requested them to attempt another call. Test call was successful and customer was satisfied.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that they had experienced long delays when connecting to the relay.  
Lead OPR apologized and verified their preference settings. Customer Service suggested an update to their preference. Preference was updated and customer was satisfied.

**Inquire Date** 8/3/2008  
**Record ID** 15761  
**Call Taken By** Lead Operator  
**CA Number**  
**Responded By** Jackie  
**Response Date** 8/4/2008  
**Resolution** 8/4/2008

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated they had experienced long delays when connecting to the relay.  
Customer Service apologized and verified their preference settings. Customer Service suggested an update to their preference. Preference was updated and customer was satisfied.

**Inquire Date** 8/6/2008  
**Record ID** 15763  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/6/2008  
**Resolution** 8/6/2008

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that they are still having an issue when receiving a call through the relay using their Uni-phone 1140.  
Supervisor verified the preference and explained how to connect to the relay with the Uni-phone 1140. Test calls were placed, which were successful. Customer was satisfied.

**Inquire Date** 8/30/2008  
**Record ID** 15776  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody  
**Response Date** 8/30/2008  
**Resolution**

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated they are not connected properly when dialing into the relay.  
Customer Service apologized and suggested a preference to allow for an automatic connection. Customer refused at this time.

**Inquire Date** 9/9/2008  
**Record ID** 15892  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/9/2008  
**Resolution** 9/9/2008

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**Technical Complaints--  
Miscellaneous**

Customer stated that the preference settings they have for their work number are not appearing at the relay.

**Inquire Date 7/11/2008  
Record ID 15547  
Call Taken By Lead Operator  
CA Number  
Responded By Jackie  
Response Date 7/11/2008  
Resolution 7/11/2008**

Lead OPR forwarded the information to the technical department. The technical department discovered that the telephone number that the preference was set for was incorrect. Preference was updated and customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that when dialing a local call through the relay, the OPR does not send that the call is placed through Verizon.

**Inquire Date 7/14/2008  
Record ID 15515  
Call Taken By Lead Operator  
CA Number  
Responded By Sue  
Response Date 7/14/2008  
Resolution 7/14/2008**

Lead OPR explained that there are no charges with local calls, so the system does not display the carrier. Customer understood.

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**Technical Complaints--  
Miscellaneous**

Customer stated that when dialing a local call through the relay, the OPR does not send that the call is placed through Verizon.

**Inquire Date 7/15/2008  
Record ID 15516  
Call Taken By Lead Operator  
CA Number  
Responded By Jackie  
Response Date 7/15/2008  
Resolution 7/15/2008**

Lead OPR explained that there are no charges with local calls, so the system does not display the carrier. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they want the relay to slow their typing down to 35 words per minute.

**Inquire Date 7/15/2008  
Record ID 15536  
Call Taken By Relay Manager  
CA Number  
Responded By Diane  
Response Date 7/15/2008  
Resolution 7/15/2008**

Assistant Operations Manager explained that relay system does not allow for a specific words per minute to be set, but offered customer a preference setting for slow typing. Preference was set and customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they are unable to dial a call through the relay and inquired if there was a block on their telephone line.

**Inquire Date 7/21/2008  
Record ID 15525  
Call Taken By Lead Operator  
CA Number  
Responded By Sue  
Response Date 7/21/2008  
Resolution 7/21/2008**

Lead OPR apologized and directed them to their provider concerning a possible block on their telephone line. Customer understood.

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**Technical Complaints--  
Miscellaneous**

Customer had issues with their connect time to the relay and receive garble often.

**Inquire Date 8/4/2008  
Record ID 15781  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/4/2008  
Resolution 8/4/2008**

Customer Service apologized and suggested a preference to help with the connection issue. Customer Service explained about turbo code garble and how to turn off turbo code on the customer's device. Customer was satisfied and preference was implemented.

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**Technical Complaints--  
Miscellaneous**

Customer stated that their frequently dialed number was not appearing at the workstation.

**Inquire Date 8/14/2008  
Record ID 15749  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/18/2008  
Resolution 8/18/2008**

Customer Service forwarded information to the technical department. The technical department discovered an issue with the preference settings at the workstation. Issue was resolved and customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated difficulties dialing to her friend's cell phone. Customer stated that the relay has always been able to connect in the past.

**Inquire Date 10/20/2008  
Record ID 16063  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 10/20/2008  
Resolution 10/20/2008**

Customer Service placed a test call through the relay to the friend's cell phone, which was successful. Customer Service suggested the customer try the call again. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that their caller ID was showing incorrectly when placing calls through the relay.

**Inquire Date 1/2/2009  
Record ID 16265  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/2/2009  
Resolution 1/28/2009**

Customer Service apologized and stated that the issue was being investigated by the technical department. Issue was resolved and customer was notified.

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**Technical Complaints--  
Miscellaneous**

Customer stated difficulty dialing an international number through the relay.

**Inquire Date 1/15/2009  
Record ID 16295  
Call Taken By Supervisor  
CA Number  
Responded By Melissa  
Response Date 1/14/2009  
Resolution 1/28/2009**

Customer Service forwarded the information to the technical department. Customer Service suggested adding international calling to their preference, which was implemented. Customer will be notified of any findings. Issue was resolved and customer was notified.

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**Technical Complaints--  
Miscellaneous**

Customer stated they still unable to place international calls. Customer had made a recent change to their profile to accommodate international calls.

**Inquire Date 1/20/2009  
Record ID 16303  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 1/20/2009  
Resolution 1/28/2009**

Customer Service suggested an alternate carrier when placing international calls may help. Customer Service explained that the relay was continuing to work on this issue. Customer understood. Issue was resolved and customer was notified

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**Technical Complaints--  
Miscellaneous**

Customer stated they have attempted to place a call, but the long distance carrier did not work.

**Inquire Date 2/6/2009  
Record ID 16349  
Call Taken By Customer Service  
CA Number  
Responded By Melissa  
Response Date 2/6/2009  
Resolution 2/6/2009**

Customer Service suggested the customer attempt their call again. Customer's call was successful. Customer was satisfied.

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***Technical Complaints--  
Miscellaneous***

Customer emailed the relay stating that OPRs have been asking for a carrier when placing calls through the relay. This has been occurring the last couple of days.

***Inquire Date 4/27/2009  
Record ID 16574  
Call Taken By Relay Manager  
CA Number  
Responded By Barbara  
Response Date 4/29/2009  
Resolution 4/29/2009***

Account Manager apologized and forwarded information to the technical department. The technical department implemented an update to the customer's preference in order to process their calls without the OPR requesting their long distance provider. Customer was notified.

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