

Hamilton Relay
MassRelay 2010 FCC Complaint Report
6/1/09 to 5/31/10

External Complaints--Miscellaneous

Customer stated they wanted to make a third party call and have the call billed to their number in Florida.

Inquire Date 6/30/2009

Record ID 16694

Call Taken By Supervisor

Operator Number

Responded By Suzanne

Response Date 6/30/2009

Resolution Date 6/23/2009

Supervisor explained to the customer that there needed to be someone at their home to accept the charges. Customer understood and stated they would call back.

External Complaints--Miscellaneous

Customer stated difficulties blocking a call through the relay.

Inquire Date 7/15/2009

Record ID 16730

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 7/15/2009

Resolution Date 7/15/2009

Customer Service directed the customer to their local telephone company for information concerning blocking calls. Customer understood.

External Complaints--Miscellaneous

Customer stated that they are still unable to reach a specific person through the relay. Customer continues to reach a recording.

Inquire Date 7/17/2009

Record ID 16735

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 7/17/2009

Resolution Date 5/31/2010

Customer Service attempted to place a test call to the customer's friend and discovered that the friend's cell phone still has a block set up. Customer Service directed the customer to contact their friend and have them contact their cell phone provider to remove the block. Customer understood.

External Complaints--Miscellaneous

Customer stated difficulties with their calling card.

Inquire Date 7/18/2009

Record ID 16740

Call Taken By At the Workstation

Operator Number

Responded By Michelle

Response Date 7/18/2009

Resolution Date 7/18/2009

Supervisor placed a test call with the customer's card and discovered that the card was working incorrectly. Supervisor suggested that the customer contact the card's customer service. Customer understood.

External Complaints--Miscellaneous

Customer stated that they continue to receive directory assistance charges on their telephone bill, which is different than their carrier agreement states.

***Inquire Date 7/29/2009
Record ID 16755
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 7/28/2009
Resolution Date 7/28/2009***

Customer Service explained that there is usually a charge for directory assistance, but directed the customer to their local telephone company. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated that the OPR disconnected their call, but the customer never received any response from the OPR.

***Inquire Date 7/30/2009
Record ID 16760
Call Taken By Lead Operator
Operator Number 4098
Responded By Kim
Response Date 7/30/2009
Resolution Date 7/30/2009***

Lead OPR apologized and explained that there was an external power outage that caused a data circuit drop and a couple of calls disconnected from the relay. Customer Service suggested that the customer try their call again. Customer understood.

External Complaints--Miscellaneous

Customer stated that OPRs have not been able to retrieve their voice mail. OPRs are receiving a recording that says that the pass code is invalid.

***Inquire Date 8/27/2009
Record ID 16850
Call Taken By At the Workstation
Operator Number
Responded By Katie
Response Date 8/27/2009
Resolution Date 8/27/2009***

Lead OPR assisted the OPR with the call and received the same error. Lead OPR suggested the customer contact their telephone provider to check their voice mail settings.

External Complaints--Miscellaneous

Customer stated they were calling on behalf of their father, who had been attempting to reach a specific number, which has been busy.

***Inquire Date 8/30/2009
Record ID 16858
Call Taken By Lead Operator
Operator Number
Responded By Kim
Response Date 8/30/2009
Resolution Date 8/30/2009***

Lead OPR offered to place a test call to the number and discovered that the line continued to ring busy. Lead OPR suggested they contact their telephone company to have the telephone line checked. Customer understood.

External Complaints--Miscellaneous

Customer stated they were unable to reach the Medicare office. When dialing the Medicare office, they reached an error and thought it was due to their profile.

Inquire Date 9/15/2009

Record ID 16885

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 9/15/2009

Resolution Date 9/15/2009

Customer Service dialed the number and received the same error. Customer Service explained that the same error was received. Customer understood and was satisfied.

External Complaints--Miscellaneous

Customer stated they are still unable to reach their friend through the relay. Customer stated OPR said that a voice recording is received saying the call can not be placed as dialed. Customer stated they both have the same provider.

Inquire Date 9/21/2009

Record ID 16901

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 9/21/2009

Resolution Date 9/21/2009

Customer Service explained that it is possible there is a problem with the friend's telephone line and suggested that the provider be contacted. Customer understood.

External Complaints--Miscellaneous

Customer stated that the OPR attempted to retrieve their voice mail, but the OPR stated that the password was invalid.

Inquire Date 9/20/2009

Record ID 16899

Call Taken By At the Workstation

Operator Number 4159

Responded By Melissa

Response Date 9/20/2009

Resolution Date 9/20/2009

Lead OPR explained that the recording stated that the information given was invalid. Lead OPR suggested that the customer contact their voice mail provider for assistance.

External Complaints--Miscellaneous

Customer stated that they continue to receive a recording when calling their friend through the relay.

Inquire Date 10/5/2009

Record ID 16921

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 10/5/2009

Resolution Date 10/5/2009

Customer Service explained that the past test calls have revealed the caller's blocked message. Customer Service directed the customer to their telephone provider.

External Complaints--Miscellaneous

Customer stated that they had static on their line. Customer stated that their telephone provider was Verizon.

Inquire Date 10/6/2009

Record ID 16920

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 10/6/2009

Resolution Date 10/6/2009

Customer Service directed the customer to Verizon and provided the telephone number. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated that they reached a recording when trying to dial their friend through the relay.

Inquire Date 10/17/2009

Record ID 16950

Call Taken By Lead Operator

Operator Number

Responded By Katie

Response Date 10/17/2009

Resolution Date 10/17/2009

Lead OPR dialed the number direct and also received the recording. Lead OPR explained that the friend would need to contact their telephone company.

External Complaints--Miscellaneous

Customer stated that they received an error," We're sorry your call cannot be completed as dialed, Please hang up and try your call again."

Inquire Date 10/22/2009

Record ID 16957

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 10/22/2009

Resolution Date 10/22/2009

Customer Service placed a test call through the relay, which was successful. Customer Service implemented a preference for the customer and suggested that the customer contact their local provider. Customer was satisfied.

External Complaints--Miscellaneous

Customer requested restrictions to be removed from their telephone. Customer also inquired why they are not allowed to dial two specific numbers.

Inquire Date 10/27/2009

Record ID 16966

Call Taken By Lead Operator

Operator Number

Responded By Kim

Response Date 10/27/2009

Resolution Date 10/27/2009

Lead OPR directed the customer to their local telephone company for removal of restrictions. Lead OPR assisted the customer with the calls to the two specific numbers, which were successful.

External Complaints--Miscellaneous

Customer stated that they still are not able to reach their friend by calling through the relay.

Inquire Date 11/2/2009

Record ID 16991

Call Taken By Customer Service

Operator Number

Responded By Karen

Response Date 11/2/2009

Resolution Date 11/2/2009

Customer Service explained that the continual issue with her friend's caller ID blocking had not changed and the relay has contacted the friend, but they do not wish to speak with the relay.

External Complaints--Miscellaneous

Customer stated that people are calling them without using the relay system. Customer requested that someone look at the telephone numbers calling her, as she doesn't understand why people are calling without using relay.

Inquire Date 11/10/2009

Record ID 17019

Call Taken By Lead Operator

Operator Number

Responded By Katie

Response Date 11/10/2009

Resolution Date 11/10/2009

Lead OPR explained to the customer that they would need to contact their provider to get the telephone numbers, because the relay would have no record of calls that were not placed through the relay. Lead OPR also provided the telephone number to their provider. Customer understood.

External Complaints--Miscellaneous

Customer placed a call through 711 from their cell phone and reached an operator generated recording that stated for specific station, press specific number, then the recording hung up.

Inquire Date 12/2/2009

Record ID 17068

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 12/2/2009

Resolution Date 12/2/2009

Customer Service provided the 800 number to reach relay. Customer Service contacted Verizon who stated that this is a recording on their side. Customer Service notified the customer to contact Verizon. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated that they thought someone from the relay had called but did not use the relay.

Inquire Date 12/2/2009

Record ID 17067

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 12/2/2009

Resolution Date 12/2/2009

Customer Service placed a call to the telephone number left on the customer's caller ID. Customer Service discovered it was a survey. Customer was notified.

External Complaints--Miscellaneous

Customer stated that during their call, the typing was fine and then became extremely slow.

***Inquire Date 12/24/2009
Record ID 17119
Call Taken By Customer Service
Operator Number 4018
Responded By Melissa
Response Date 12/24/2009
Resolution Date 12/24/2009***

Customer Service discovered that the call was a test call performed with the Equipment Program. Customer Service discovered that the VCO to TTY test call was typed slow in order to ensure that all parties received the information properly.

External Complaints--Miscellaneous

Customer stated that their office has difficulties reaching the relay when dialing 711. Customer requested the toll free number.

***Inquire Date 12/29/2009
Record ID 17135
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 12/29/2009
Resolution Date 12/29/2009***

Customer Service explained that the office may need to program the toll free number for 711 to work properly. Customer Service offered to work with the office telephone administrator and provided the toll free number. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated they are reaching New York Relay when dialing 711 from a correctional facility.

***Inquire Date 1/18/2010
Record ID 17186
Call Taken By Supervisor
Operator Number
Responded By Alex
Response Date 1/18/2010
Resolution Date 1/18/2010***

Supervisor explained that the relay would need the telephone administrator to contact the relay to resolve this issue. There has been no further contact.

External Complaints--Miscellaneous

Customer stated that someone keeps calling them and leaving a message for them to call back, but anytime they call back there is no answer.

***Inquire Date 1/20/2010
Record ID 17193
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 1/20/2010
Resolution Date 1/20/2010***

Customer Service placed a test call to the number and discovered that the number was not in service. Customer was notified and directed to their telephone company for possible calling options. Customer understood.

External Complaints--Miscellaneous

Customer stated that they had been attempting to reach a pharmacy for hours, but the line has been busy.

***Inquire Date 2/3/2010
Record ID 17231
Call Taken By Customer Service
Operator Number
Responded By Suzanne
Response Date 2/3/2010
Resolution Date 2/3/2010***

Customer Service apologized and explained that the relay had no control over the call volume at the pharmacy. Customer Service tested the number directly, which was successful. Customer Service explained that the customer would need to continue to attempt their call. Customer understood.

External Complaints--Miscellaneous

Customer stated they were unable to place their order over the phone through a third party. Customer stated that the representative of 4checks said they would need to mail in the order coupon or order online due to security reasons. Customer inquired what could be done.

***Inquire Date 2/4/2010
Record ID 17234
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 2/4/2010
Resolution Date 2/4/2010***

Customer Service apologized and contacted the company. Customer Service discovered that there was not a TTY line, but explained that the relay is confidential. Customer was notified that the company would not allow the call due to their confidentiality rules.

External Complaints--Miscellaneous

Customer stated they have been attempting to call a telephone number that has been unavailable all morning. Customer stated that the OPRs have not been able to reach the number they were calling.

***Inquire Date 3/29/2010
Record ID 17340
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 3/29/2010
Resolution Date 3/29/2010***

Customer Service placed a test call and discovered that the person had a intercept recording on earlier, but was not available. Customer was notified and understood.

External Complaints--Miscellaneous

Customer stated they have been attempting to call their mother's telephone number, but the line has been busy all morning.

***Inquire Date 3/24/2010
Record ID 17333
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 3/24/2010
Resolution Date 3/24/2010***

Customer Service placed a test call and discovered that the number rang busy. Customer informed Customer Service later that their mother's telephone was off the hook. Customer Service placed another test call, which was successful. Customer apologized and thanked Customer Service for the assistance.

Service Complaints—Didn't Follow Policy/Procedure

Customer stated that the OPR did not connect their call correctly and repeatedly asked for the number to call.

***Inquire Date 4/9/2010
Record ID 17383
Call Taken By Customer Service
Operator Number 1392
Responded By Tina
Response Date 4/9/2010
Resolution Date 4/9/2010***

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

Service Complaints--Didn't Follow Policy/Procedure

Customer stated that the OPR did not follow procedure for 2LVCO.

***Inquire Date 1/5/2010
Record ID 17155
Call Taken By Relay Manager
Operator Number 4177
Responded By Diane
Response Date 1/5/2010
Resolution Date 1/7/2010***

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

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

Customer stated that the OPR did not follow their instructions. Customer stated that the OPR confused them with a question when it came time to leave a message on the answering machine.

***Inquire Date 6/16/2009
Record ID 16660
Call Taken By Lead Operator
Operator Number 4169
Responded By Nick
Response Date 6/16/2009
Resolution Date 6/16/2009***

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

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

Customer stated that the OPR did not follow their voice mail box instructions. Customer stated they only requested new messages.

***Inquire Date 6/30/2009
Record ID 16691
Call Taken By Customer Service
Operator Number 9085
Responded By Melissa
Response Date 6/30/2009
Resolution Date 6/30/2009***

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

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

Customer stated that the OPR did not follow their voice mail box instructions. Customer stated that the OPR pressed option two instead of three as requested.

Inquire Date 7/20/2009

Record ID 16742

Call Taken By At the Workstation

Operator Number 4166

Responded By Kristany

Response Date 7/20/2009

Resolution Date 7/20/2009

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

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

Customer stated that the OPR requested a Supervisor, but the customer did not request assistance. Customer stated that they had requested that the OPR press option one, but the OPR only continued to verify the options choice.

Inquire Date 7/27/2009

Record ID 16750

Call Taken By

Operator Number 3030

Responded By Melissa

Response Date 7/27/2009

Resolution Date 7/27/2009

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

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

Customer stated that the OPR did not follow their voice mail box instructions. Customer stated that the next OPR was able to retrieve the messages correctly.

Inquire Date 8/10/2009

Record ID 16808

Call Taken By Customer Service

Operator Number 9025

Responded By Melissa

Response Date 8/10/2009

Resolution Date 8/10/2009

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

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

Customer stated that the OPR did not erase their voice message. Customer stated that the message was saved for a few days and was still not erased.

Inquire Date 8/20/2009

Record ID 16827

Call Taken By At the Workstation

Operator Number

Responded By Michelle

Response Date 8/20/2009

Resolution Date 8/20/2009

Supervisor apologized and stated the OPRs will be informed about taking extra precaution when pressing and saving voicemail messages. Supervisor also offered to call the voice mail but the customer declined.

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

Customer stated the OPR did not provide the customer with all of their message during a slam procedure. Customer called again and the next OPR provided them with the entire message.

***Inquire Date 8/25/2009
Record ID 16848
Call Taken By Lead Operator
Operator Number 6517
Responded By Katie
Response Date 8/25/2009
Resolution Date 8/25/2009***

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

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

Customer stated that the OPR did not follow their voicemail box instructions.

***Inquire Date 9/4/2009
Record ID 16864
Call Taken By Supervisor
Operator Number 3030
Responded By Michelle
Response Date 9/4/2009
Resolution Date 9/4/2009***

Supervisor apologized to the customer and offered to retrieve the voicemail message but the customer declined. Supervisor stated that the OPR would be counseled. OPR was counseled and customer was notified.

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

Customer stated that the OPR did not type out the entire recording.

***Inquire Date 9/14/2009
Record ID 16882
Call Taken By Lead OPR
Operator Number
Responded By Maranda
Response Date 9/14/2009
Resolution Date 9/14/2009***

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

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

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

***Inquire Date 9/20/2009
Record ID 16894
Call Taken By Customer Service
Operator Number 3016
Responded By Melissa
Response Date 9/20/2009
Resolution Date 9/20/2009***

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

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

Customer stated that the OPR did not type out the entire answering machine message. Customer requested that the OPR repeat the message and it was not what the OPR typed for the first message.

***Inquire Date 9/23/2009
Record ID 16904
Call Taken By Customer Service
Operator Number 3030
Responded By Melissa
Response Date 9/23/2009
Resolution Date 9/23/2009***

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

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

Customer stated that the OPR refused to repeat the voice mail message.

***Inquire Date 9/24/2009
Record ID 16905
Call Taken By Customer Service
Operator Number 9066
Responded By Melissa
Response Date 9/23/2009
Resolution Date 9/23/2009***

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

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

Customer stated the OPR did not process the call correctly. Customer stated when they requested to leave a message, the OPR stated "beep GA" and later stated the message was not left.

***Inquire Date 9/25/2009
Record ID 16906
Call Taken By Lead Operator
Operator Number 6407
Responded By Kim
Response Date 9/25/2009
Resolution Date 9/25/2009***

Lead OPR explained voice mail recording procedures and stated the OPR would be counseled. OPR was counseled and customer was satisfied.

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

Customer stated that the OPR pressed the wrong option when requesting the message be erased.

***Inquire Date 10/17/2009
Record ID 16949
Call Taken By Lead Operator
Operator Number 4139
Responded By Katie
Response Date 10/17/2009
Resolution Date 10/17/2009***

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

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

Customer stated that the OPR did not retrieve their voicemail correctly.

Inquire Date 12/16/2009

Record ID 17101

Call Taken By Customer Service

Operator Number 9069

Responded By Katie

Response Date 12/16/2009

Resolution Date 12/16/2009

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

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

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

Inquire Date 1/5/2010

Record ID 17150

Call Taken By Customer Service

Operator Number 3002

Responded By Melissa

Response Date 1/5/2010

Resolution Date 1/5/2010

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

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

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

Inquire Date 1/6/2010

Record ID 17154

Call Taken By At the Workstation

Operator Number 4139

Responded By Kim

Response Date 1/6/2010

Resolution Date 1/6/2010

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

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

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

Inquire Date 1/12/2010

Record ID 17174

Call Taken By Supervisor

Operator Number 4181 & 3026

Responded By Suzanne

Response Date 1/12/2010

Resolution Date 1/12/2010

Supervisor apologized to the customer and stated that the OPRs would be counseled. OPRs were counseled and customer was notified.

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

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

Inquire Date 1/17/2010

Record ID 17183

Call Taken By At the Workstation

Operator Number 4177

Responded By Michelle

Response Date 1/17/2010

Resolution Date 1/17/2010

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

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

Customer stated that the OPR could not retrieve their voice mail messages and they stated they often have difficulties with this OPR.

Inquire Date 1/22/2010

Record ID 17201

Call Taken By At the Workstation

Operator Number 4093

Responded By Kristany

Response Date 1/22/2010

Resolution Date 1/22/2010

Supervisor apologized and stated that the OPR would be counseled. Supervisor offered to retrieve the voice mail for them. Two of the messages were unclear, but the Supervisor continued to process their call. OPR was counseled and customer was satisfied.

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

Customer stated that this specific OPR always receives an invalid message when retrieving the customer's voice mail.

Inquire Date 3/15/2010

Record ID 17316

Call Taken By Customer Service

Operator Number 4155

Responded By Melissa

Response Date 3/15/2010

Resolution Date 3/15/2010

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

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

Customer stated that the OPR was unable to retrieve their voice mail messages.

Inquire Date 4/7/2010

Record ID 17364

Call Taken By Customer Service

Operator Number 4164

Responded By Melissa

Response Date 4/7/2010

Resolution Date 4/7/2010

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

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

Customer stated that the OPR was unable to retrieve their voice mail message. OPR reached an invalid number message. Customer called back to the relay and their voice mail was processed correctly by a different OPR.

***Inquire Date 4/12/2010
Record ID 17377
Call Taken By Customer Service
Operator Number 4018
Responded By Melissa
Response Date 4/12/2010
Resolution Date 4/12/2010***

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

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

Customer stated that they continue to have issues with the OPRs reaching an invalid number when retrieving their voice mail.

***Inquire Date 4/28/2010
Record ID 17408
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 4/28/2010
Resolution Date 4/28/2010***

Customer Service apologized and placed test calls, which were successful and the customer was able to retrieve their voice mail. OPRs will be monitored frequently to ensure that they are dialing the correct number. The technical department continues to monitor this issue. Customer was satisfied.

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

Customer stated that the OPR reached a recording which stated that their voicemail code was invalid.

***Inquire Date 5/24/2010
Record ID 17466
Call Taken By Customer Service
CA Number 4155
Responded By Melissa
Response Date 5/24/2010
Resolution 5/24/2010***

Customer Service contacted the voicemail provider and discovered that the star and pound sign was needed to reach their voicemail. OPR was counseled and customer was satisfied.

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

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

***Inquire Date 6/3/2009
Record ID 16635
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 6/3/2009
Resolution Date 6/3/2009***

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

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

Customer has been receiving fraudulent telephone calls.

***Inquire Date 6/11/2009
Record ID 16655
Call Taken By Customer Service
Operator Number 3025
Responded By Melissa
Response Date 6/11/2009
Resolution Date 6/11/2009***

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 call information may be released to the Court. Customer understood.

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

Customer has been receiving harassing telephone calls and requested their number be blocked.

***Inquire Date 8/24/2009
Record ID 16843
Call Taken By Supervisor
Operator Number
Responded By Michelle
Response Date 8/24/2009
Resolution Date 8/24/2009***

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through the relay.

***Inquire Date 9/9/2009
Record ID 16870
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 9/9/2009
Resolution Date 9/9/2009***

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

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

Customer has been receiving fraudulent telephone calls.

***Inquire Date 9/14/2009
Record ID 16883
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 9/14/2009
Resolution Date 9/14/2009***

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 contact law enforcement then law enforcement may issue a court order. At the time call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through the relay.

***Inquire Date 9/23/2009
Record ID 16902
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 9/21/2009
Resolution Date 9/21/2009***

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 call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls.

***Inquire Date 9/27/2009
Record ID 16908
Call Taken By Lead Operator
Operator Number
Responded By Kim
Response Date 9/27/2009
Resolution Date 9/27/2009***

Lead OPR suggested that the customer contact their local telephone company or 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 the time call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through the relay. Customer would like their number blocked from all relay calls.

***Inquire Date 10/5/2009
Record ID 16917
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 10/5/2009
Resolution Date 10/5/2009***

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. 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 call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through AT&T Relay.

***Inquire Date 10/15/2009
Record ID 16944
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 10/15/2009
Resolution Date 10/15/2009***

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from AT&T Internet Relay Service, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer was thankful.

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

Customer stated that they received a fraudulent relay call from AT&T Relay.

***Inquire Date 11/4/2009
Record ID 16998
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 11/4/2009
Resolution Date 11/4/2009***

Customer Service explained that the relay was aware that there has been some problems of this nature and thanked the customer for calling a alert relay of this issue. Because the customer stated that calls were coming from AT&T Internet Relay Service, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer was satisfied.

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

Customer has been receiving fraudulent telephone calls through the relay. Customer inquired where the calls came from.

***Inquire Date 11/12/2009
Record ID 17027
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 11/12/2009
Resolution Date 11/12/2009***

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 call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through the relay.

***Inquire Date 12/23/2009
Record ID 17113
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 12/23/2009
Resolution Date 12/23/2009***

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 call information may be released to the Court. Customer understood.

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

Customer has received a fraudulent telephone call through the relay.

***Inquire Date 1/11/2010
Record ID 17172
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 1/11/2010
Resolution Date 1/11/2010***

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 the time call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through the relay.

***Inquire Date 1/17/2010
Record ID 17185
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 1/20/2010
Resolution Date 1/20/2010***

Supervisor 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 the time call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent calls through the relay.

***Inquire Date 5/17/2010

Record ID 17458
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 5/17/2010
Resolution 5/17/2010***

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

Service Complaints--Miscellaneous

Customer stated that when they receive a call and answer "vco on please", the call does not always connect.

***Inquire Date 7/15/2009
Record ID 16731
Call Taken By Supervisor
Operator Number
Responded By Michelle
Response Date 7/15/2009
Resolution Date 7/15/2009***

Supervisor apologized and attempted to inquire call information so that the call could be investigated. Customer refused.

Service Complaints--Miscellaneous

Customer stated that recently they had been unable to hear the OPRs clearly. Customer stated that the volume goes in and out. Customer stated that they have not been receiving all of their messages from voice mail.

***Inquire Date 7/17/2009
Record ID 16736
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 7/17/2009
Resolution Date 5/31/2010***

Customer Service apologized and informed the customer that they would forward the information to the technical department. The technical department was unable to identify the calls from the call information provided by the customer. Customer Service has attempted to contact the customer.

Service Complaints--Miscellaneous

Customer stated that the OPR always asks for her long distance provider.

Inquire Date 7/20/2009

Record ID 16741

Call Taken By Supervisor

Operator Number

Responded By Suzanne

Response Date 7/20/2009

Resolution Date 7/20/2009

Supervisor apologized and explained that a long distance provider must be chosen by the customer. Supervisor offered the customer a profile, but customer refused.

Service Complaints--Miscellaneous

Customer stated that they requested the time of day, but the OPR would not give the time to them.

Inquire Date 7/22/2009

Record ID 16746

Call Taken By Supervisor

Operator Number 4158

Responded By Kristany

Response Date 7/22/2009

Resolution Date 7/22/2009

Supervisor explained that the OPRs are not able to give out that information due to differences in time zones. Customer understood.

Service Complaints--Miscellaneous

Customer stated that they are hearing TTY tones when placing a call to the relay.

Inquire Date 7/28/2009

Record ID 16752

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 7/28/2009

Resolution Date 7/28/2008

Customer Service forwarded the information to the technical department. The technical department verified that their preference settings were correct. Customer was notified. Test calls were offered, but customer refused.

Service Complaints--Miscellaneous

Customer stated that they requested Customer Service, but the OPR stated that Customer Service was closed.

Inquire Date 8/9/2009

Record ID 16814

Call Taken By Relay Manager

Operator Number

Responded By Melissa

Response Date 8/9/2009

Resolution Date 8/9/2009

Relay Manager apologized to the customer and explained that Customer Service is available 24 hours a day. OPR was counseled and customer was satisfied.

Service Complaints--Miscellaneous

Customer stated they received the same OPR twice while trying to place a relay call. Each time the OPR was unable to place a call due to a workstation issue.

Inquire Date 8/14/2009

Record ID 16818

Call Taken By Lead Operator

Operator Number 4098

Responded By Melissa

Response Date 8/14/2009

Resolution Date 8/14/2009

Lead OPR apologized and explained that the OPR was having a workstation issue. Lead OPR explained that the workstation issue had been resolved. Customer understood.

Service Complaints--Miscellaneous

Customer stated that the OPR did not handle their call well and caused confusion between her and her son. Customer requested reimbursement for the call.

Inquire Date 8/14/2009

Record ID 16820

Call Taken By Lead Operator

Operator Number

Responded By Katie

Response Date 8/14/2009

Resolution Date 8/14/2009

Lead OPR apologized and requested a copy of the customer's bill for reimbursement, but customer refused and hung up.

Service Complaints--Miscellaneous

Customer stated that their preference did not appear while placing a call through the relay.

Inquire Date 8/31/2009

Record ID 16845

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 8/31/2009

Resolution Date 8/31/2009

Customer Service informed the customer to try again but the same error occurred. Customer Service discovered that the customer was dialing a different relay access number. Preference was updated to all relay access numbers. Customer was appreciative.

Service Complaints--Miscellaneous

Customer stated that they were trying to reach a friend that uses the relay but the OPR voiced that a voice recording was received.

Inquire Date 9/3/2009

Record ID 16866

Call Taken By Supervisor

Operator Number 4172

Responded By Kristany

Response Date 9/3/2009

Resolution Date 9/3/2009

Supervisor placed a test call and received a provider generated message that stated, the call could not be placed as dialed. Customer disconnected before additional call information could be acquired.

Service Complaints--Miscellaneous

Customer stated that when their telephone rings, there is no one on the other line.

***Inquire Date 9/3/2009
Record ID 16874
Call Taken By Lead Operator
Operator Number
Responded By Kim
Response Date 9/3/2009
Resolution Date 9/3/2009***

Lead OPR explained that it may be possible that someone had called without using the relay. Lead OPR offered to do test calls, but customer refused.

Service Complaints--Miscellaneous

Customer stated they are still unable to reach their friend through the relay. Customer stated OPR stated that a voice recording is received saying the call can not be placed as dialed. Customer stated they both have the same provider.

***Inquire Date 9/21/2009
Record ID 16901
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 9/21/2009
Resolution Date 9/21/2009***

Customer Service explained that it is possible there is a problem with the friend's telephone line and suggested that the provider be contacted. Customer understood.

Service Complaints--Miscellaneous

Customer stated their call through the relay did not ring or connect to the other party.

***Inquire Date 10/15/2009
Record ID 16945
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 10/15/2009
Resolution Date 10/15/2009***

Customer Service forwarded the information to the technical department. The technical department discovered that the call would not connect to the terminating party. Customer Service placed a test call to the number directly, which was unsuccessful. Customer was directed to the terminating party's telephone company to report the issue. Customer understood.

Service Complaints--Miscellaneous

Customer stated that when dialing a specific 800 number, a recording is reached, " the number you are dialing is not in service". Customer believes something is wrong with relay.

***Inquire Date 10/23/2009
Record ID 16959
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 10/23/2009
Resolution Date 10/23/2009***

Customer Service placed a test call with the customer through the relay. Customer Service received the same recording but was able to process the call by using the reoriginating number to get the 800 call through. OPR was counseled on following proper procedure and customer was satisfied.

Service Complaints--Miscellaneous

Customer stated difficulty dialing an 800 number through the relay. Customer stated that the one OPR mentioned that there was a procedure that allowed the call to go through.

***Inquire Date 10/26/2009
Record ID 16965
Call Taken By Lead Operator
Operator Number 3016
Responded By Kim
Response Date 10/26/2009
Resolution Date 10/26/2009***

Lead OPR explained that there is a procedure in place to assist the OPR with placing 800 number call when needed. Lead OPR stated that OPRs will be counseled to use the procedure when necessary. Customer understood. This procedure will be included in the next refresher training for all OPRs, scheduled in November.

Service Complaints--Miscellaneous

Customer stated difficulties reaching their health care provider through the relay. Customer stated they had not had this issue a month ago, so they believe it is technical, not OPR error.

***Inquire Date 11/3/2009
Record ID 16994
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 11/3/2009
Resolution Date 11/3/2009***

Customer Service placed test calls through the relay and direct, which were successful. Call information was forwarded to the technical department. The technical department discovered that the automated call service for the health care provider works correctly and suggested that the customer contact their telephone provider for possible restrictions. Customer understood.

Service Complaints--Miscellaneous

Customer stated that when placing a call through the relay using their cell phone, the OPR asks for their long distance company.

***Inquire Date 11/12/2009
Record ID 17031
Call Taken By Supervisor
Operator Number
Responded By Kristany
Response Date 11/12/2009
Resolution Date 11/12/2009***

Supervisor apologized and offered a preference for proper connection. Customer refused at this time.

Service Complaints--Miscellaneous

Customer stated that they hear people talking when the connection is made to relay.

***Inquire Date 11/13/2009
Record ID 17033
Call Taken By Customer Service
Operator Number
Responded By Karen
Response Date 11/13/2009
Resolution Date 11/13/2009***

Customer Service stated to the customer that they would hear the OPR voicing if they are switching connections. The customer was informed that they had preference setting for Voice Carry Over so they should receive the greeting in text as well as the GA so they can begin speaking. Customer Service advised the customer to request a Supervisor if they feel there is a problem with the OPR or connection.

Service Complaints--Miscellaneous

Customer stated that the OPR typed the incorrect gender for their son.

Inquire Date 12/31/2009

Record ID 17144

Call Taken By Customer Service

Operator Number 4155

Responded By Melissa

Response Date 12/31/2009

Resolution Date 12/31/2009

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

Service Complaints--Miscellaneous

Customer stated that the CA said their call connected in voice mode. Customer was confused as to why this would occur.

Inquire Date 1/5/2010

Record ID 17147

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 1/5/2010

Resolution Date 1/5/2010

Customer Service verified that their profile was set correctly and stated if this occurred again, to contact the relay. Call information was not given to determine the CA number. Customer understood.

Service Complaints--Miscellaneous

Customer stated that the OPR was typing over them numerous times.

Inquire Date 1/11/2010

Record ID 17168

Call Taken By Lead Operator

Operator Number 4052

Responded By Kim

Response Date 1/11/2010

Resolution Date 1/11/2010

Lead OPR apologized and stated that the OPR did not receive a response and had switched the connect mode several times attempting to receive a response. Lead OPR explained that the customer must wait for the OPR to send the go ahead before typing. Customer hung up.

Service Complaints--Miscellaneous

Customer stated that the quality of service they are receiving had declined. Customer requested whomever was in charge, to inquire who funds the relay.

Inquire Date 2/4/2010

Record ID 17237

Call Taken By Customer Service

Operator Number

Responded By Tina

Response Date 2/4/2010

Resolution Date 2/4/2010

Customer Service apologized and attempted to acquire information, but customer refused and hung up.

Service Complaints--Miscellaneous

Customer stated they had attempted their call earlier and was unable to have the call processed.

Inquire Date 2/21/2010

Record ID 17262

Call Taken By At the Workstation

Operator Number

Responded By Nick

Response Date 2/21/2010

Resolution Date 2/21/2010

Lead OPR apologized and offered to place their call. Customer refused and disconnected. The technical department discovered that the customer had not placed any calls through the relay.

Service Complaints--Miscellaneous

Customer stated they were no longer going to use Massachusetts Relay.

Inquire Date 3/13/2010

Record ID 17319

Call Taken By Customer Service

Operator Number

Responded By Heidi

Response Date 3/13/2010

Resolution Date 3/13/2010

Supervisor attempted to acquire additional information, but customer disconnected.

Service Complaints--Miscellaneous

Customer stated they requested the OPR to repeat the business name reached on their call. Customer stated that the Supervisor was assisting and they had not requested the OPR to ask for a Supervisor.

Inquire Date 3/15/2010

Record ID 17317

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 3/15/2010

Resolution Date 3/15/2010

Customer Service apologized and explained that the OPRs may request a Supervisor for assistance. Customer understood.

Service Complaints--Miscellaneous

Customer stated that when they reach the recording " Please hold for a CA", it sends loud tones. Customer stated that they requested the tones to be removed but the OPR did not do so.

Inquire Date 3/26/2010

Record ID 17335

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 3/26/2010

Resolution Date 3/26/2010

Customer Service explained that the recording is in place for both voice and TTY users, so the tones convey the same message that the customer heard. Customer Service apologized and explained that this is a recording and until the next available OPR becomes available, the OPR would not hear their instruction to remove the tones.

Service Complaints--Miscellaneous

Inquire Date 3/31/2010
Record ID 17352
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 3/31/2010
Resolution Date 3/31/2010

Customer stated while visiting Massachusetts, they were unable to place a relay call to New Hampshire. Customer stated that the OPR gave them a different number for customer service, who in turn transferred the call again where they reached a sex line.

Customer Service discovered that the customer was using a cell phone with a New Hampshire telephone number. Customer Service explained that MassRelay does not offer roaming, so the call would not be allowed. Customer Service provided the toll free number to reach the New Hampshire Relay. Customer Service forwarded the numbers provided by the customer to the technical department. The technical department discovered that the MassRelay OPR dialed and connected the customer to New Hampshire Relay customer service. At the time, MassRelay released the call. Customer was notified of the findings and provided with the toll free number to reach New Hampshire Relay customer service. Customer understood.

Service Complaints--Miscellaneous

Inquire Date 4/2/2010
Record ID 17357
Call Taken By Supervisor
Operator Number 4178
Responded By Kristany
Response Date 4/2/2010
Resolution Date 4/2/2010

Customer stated their voice mail was not working properly and their provider had informed them that the persons retrieving their voice mails are damaging the system. Customer also stated that they would forward a letter from their provider.

Supervisor apologized to the customer and offered to retrieve their voice mail messages, which was unsuccessful. Customer thanked the Supervisor for their efforts and hung up. The relay has worked with the voice mail provider and obtained additional instructions to retrieve voice mail.

Service Complaints--Miscellaneous

Inquire Date 4/30/2010
Record ID 17411
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 4/30/2010
Resolution Date 4/30/2010

Customer stated that they had received calls from the relay and friends were told that they had reached a fax machine. Customer stated that they do not have a fax machine but do have an answering machine.

Customer Service placed a test call to the customer's equipment, which was successful. Customer Service stated that the OPRs would be monitored frequently. Customer was grateful.

Service Complaints--Miscellaneous

Inquire Date 5/11/2010
Record ID 17446
Call Taken By Lead Operator
CA Number
Responded By Shane H/ Melanie Martin
Response Date 5/11/2010
Resolution 5/11/2010

Customer asked several questions about the relay. Customer also requested the location of the relay center and the Lead OPR's last name.

Lead OPR answered the questions about the relay, but did not give the center's location or their last name. Customer demanded to speak with the Relay Manager. Lead OPR explained what hours the Relay Manager would be available. Customer hung up.

Service Complaints--Miscellaneous

Inquire Date 5/11/2010

Record ID 17445

Call Taken By Supervisor

CA Number

Responded By Lori B

Response Date 5/11/2010

Resolution 5/11/2010

Customer requested for a specific operator, so they could ask them a question.

Supervisor explained that the OPR was not allowed to have conversations with the customers. Supervisor offered to assist the customer, but the customer refused and hung up

Service Complaints--Miscellaneous

Inquire Date 5/18/2010

Record ID 17479

Call Taken By Supervisor

CA Number

Responded By Michelle & Melissa

Response Date 5/18/2010

Resolution 5/18/2010

Customer stated the relay should not be able to see their telephone number. Customer stated that they pay for the number to be unlisted and it is confidential information.

Supervisor explained that their telephone number is treated with confidentiality. Customer Service explained that the other party is unable to see their telephone number and the telephone number is required to process a call through the relay.

Service Complaints--Miscellaneous

Inquire Date 5/18/2010

Record ID 17478

Call Taken By Lead Operator

CA Number

Responded By Shane

Response Date 5/18/2010

Resolution 5/18/2010

Customer stated they they dialed the Speech to Speech number and received a recording that said the line was disconnected.

Lead OPR placed test calls to the Speech to Speech number, which were successful. Lead OPR suggested that the customer attempt their call again.

Service Complaints--Operator Did not Keep User Informed

Inquire Date 5/29/2010

Record ID 17477

Call Taken By Supervisor

CA Number 9061

Responded By Melissa

Response Date 5/29/2010

Resolution 5/29/2010

Customer stated that the OPR called for the Supervisor to assist with the call. Customer stated that the OPR did not keep the user informed.

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

Service Complaints--Operator Hung Up on Caller

Customer stated that the OPR hung up during their call.

Inquire Date 5/18/2010

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer was the terminating party and the originating party disconnected. Customer was notified.

Record ID 17460

Call Taken By Customer Service

CA Number 4149

Responded By Melissa

Response Date 5/18/2010

Resolution 5/18/2010

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR was not helpful and did not provide a Supervisor when requested.

Inquire Date 6/20/2009

Record ID 16677

Call Taken By Lead Operator

Operator Number

Responded By Kim

Response Date 6/20/2009

Resolution Date 6/20/2009

Lead OPR apologized and offered to place a call to a Speech to Speech OPR to have her call processed. Customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that they felt the Supervisor was confrontational during a Speech to Speech call.

Inquire Date 6/25/2009

Record ID 16683

Call Taken By Lead Operator

Operator Number

Responded By Kim

Response Date 6/26/2009

Resolution Date 6/26/2009

Lead OPR apologized and stated that the information would be forwarded to management. Supervisor was counseled and customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that an OPR refused to help them.

Inquire Date 7/9/2009

Record ID 16713

Call Taken By Relay Manager

Operator Number 6592

Responded By Mari

Response Date 7/9/2009

Resolution Date 7/9/2009

Relay Manager apologized and forwarded the call information to the technical department. The technical department discovered that the OPR dialed the number given twice with no response. Relay Manager attempted to notify the customer but has been unable to reach them.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not repeat correctly what they had said and did not request a Supervisor, as the customer wanted.

Inquire Date 7/13/2009

Record ID 16722

Call Taken By Customer Service

Operator Number 6373

Responded By Melissa

Response Date 7/13/2009

Resolution Date 7/13/2009

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not transfer them to the STS OPR.

Inquire Date 7/17/2009

Record ID 16739

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 7/17/2009

Resolution Date 7/17/2009

Customer Service apologized and stated that the information would be forwarded to the technical department for review. Before Customer Service could acquire call information the customer hung up.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the Supervisor refused to transfer her to Customer Service. Customer stated that the Supervisor started asking questions when they requested to be transferred to Customer Service. Customer stated that she may want Speech to Speech removed from her preference form.

Inquire Date 7/25/2009

Record ID 16748

Call Taken By Supervisor

Operator Number

Responded By Michelle

Response Date 7/25/2009

Resolution Date 7/25/2009

Customer Service apologized and explained that the Supervisor was attempting to assist the customer, as the Supervisor is trained in customer service. Customer Service discussed the options with the customer for possible preference change. Customer decided to not make changes at this time. Supervisor was counseled to follow the customer's instructions.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not understand their request, then put him on hold for a long period of time while obtaining a different OPR. Customer stated that the OPR did not keep them informed.

Inquire Date 8/6/2009

Record ID 16790

Call Taken By Lead Operator

Operator Number 6581

Responded By Kim

Response Date 8/6/2009

Resolution Date 8/6/2009

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that when requesting Customer Service, the OPRs were forwarding her request to the wrong Customer Service.

***Inquire Date 8/16/2009
Record ID 16822
Call Taken By Lead Operator
Operator Number
Responded By Melissa
Response Date 8/16/2009
Resolution Date 8/16/2009***

Lead OPR apologized and explained that the customer may request a specific state Customer Service, but OPR had forwarded the call to the center handling Speech to Speech calls. Customer understood.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the Supervisor refused to give his OPR number and the OPR was rude when they requested Customer Service. Customer also stated that there were tones heard when calling through the relay.

***Inquire Date 8/20/2009
Record ID 16826
Call Taken By Supervisor
Operator Number 6814
Responded By Michelle & Katherine
Response Date 8/20/2009
Resolution Date 8/20/2009***

Supervisor apologized and explained that it is policy for the Supervisor to identify by name only. Supervisor stated that the OPR would be counseled and suggested that the customer have their telephone line checked for issues. OPR was counseled and customer was notified.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR had difficulty understanding them and the OPR became aggravated. Customer stated that the OPR does not follow their preference instructions correctly.

***Inquire Date 9/30/2009
Record ID 16911
Call Taken By Customer Service
Operator Number 5441
Responded By Melissa
Response Date 9/30/2009
Resolution Date 9/30/2009***

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

Service Complaints--Speech to Speech call Handling Problems

Customer was upset with the Speech to Speech staff. Customer stated that the Supervisor was rude and refused to remove the OPR from the phone while speaking to the Supervisor.

***Inquire Date 10/20/2009
Record ID 16956
Call Taken By Customer Service
Operator Number
Responded By Kristany
Response Date 10/20/2009
Resolution Date 10/20/2009***

Customer Service apologized and stated that the Supervisor would be counseled to follow the customer's instructions.

Service Complaints--Speech to Speech call Handling Problems

Customer stated when dialing to STS, they received a Spanish OPR.

Inquire Date 12/30/2009

Record ID 17140

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 12/30/2009

Resolution Date 12/30/2009

Customer Service apologized and verified that the customer had the correct number. Customer Service suggested that the customer try their call again, which was successful.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that they were not able to reach a STS OPR.

Inquire Date 12/31/2009

Record ID 17145

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 12/31/2009

Resolution Date 12/31/2009

Customer Service apologized and placed a test call to STS, which was successful. Customer Service returned to the customer to inform them of the findings, but they had disconnected.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR informed them that their was a workstation issue and they could not complete their call. Customer inquired what was happening.

Inquire Date 1/6/2010

Record ID 17157

Call Taken By Customer Service

Operator Number 1254 & 1248

Responded By Melissa

Response Date 1/6/2010

Resolution Date 1/6/2010

Customer Service apologized and placed a test call to the Speech to Speech line, which was successful. Customer Service discovered that there was a workstation issue momentarily but was now resolved. Customer was notified and satisfied.

Service Complaints--Speech to Speech call Handling Problems

Customer stated they were not able to reach a Speech to Speech OPR.

Inquire Date 1/8/2010

Record ID 17165

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 1/8/2010

Resolution Date 1/8/2010

Customer Service apologized and explained that all Speech to Speech OPRs were busy at the time and that if they stay on the line, their call would be answered or they may wish to wait and call back. Customer understood.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPRs did not connect her to Speech to Speech and they need training.

Inquire Date 1/8/2010

Record ID 17164

Call Taken By Customer Service

Operator Number 4187, 4185, 4165

Responded By Melissa

Response Date 1/8/2010

Resolution Date 1/8/2010

Customer Service apologized to the customer and stated that the OPRs would be counseled on how to process a Speech to Speech call and the customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Customer was very upset that the OPRs did not transfer her call to Customer Service correctly. Customer stated that they had requested Speech to Speech and Customer Service. There was no Speech to Speech OPR on the customer service call.

Inquire Date 1/26/2010

Record ID 17206

Call Taken By Customer Service

Operator Number 4198, 4190

Responded By Melissa

Response Date 1/26/2010

Resolution Date 1/26/2010

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated they reached a recording that stated " You have reached the relay, please hold for the next available OPR". Customer inquired as to what was occurring.

Inquire Date 1/27/2010

Record ID 17212

Call Taken By Customer Service

Operator Number

Responded By Melissa

Response Date 1/27/2010

Resolution Date 1/27/2010

Customer Service apologized and explained that if the relay is busy and there are no OPRs available to take their call, they should stay on the line to be the next call answered. Customer understood.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPRs do not know how to transfer to Speech to Speech properly.

Inquire Date 2/2/2010

Record ID 17223

Call Taken By Lead Operator

Operator Number 4010, 4198

Responded By Melissa

Response Date 2/2/2010

Resolution Date 2/2/2010

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not know what to do, so they transferred the call to the Supervisor.

***Inquire Date 2/3/2010
Record ID 17230
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 2/3/2010
Resolution Date 2/3/2010***

Customer Service apologized to the customer and advised them to try their call again. Customer hung up. OPR and Supervisor were counseled.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not process the call properly and was unprofessional.

***Inquire Date 3/4/2010
Record ID 17303
Call Taken By Lead Operator
Operator Number 1184
Responded By Randall
Response Date 3/4/2010
Resolution Date 3/4/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that Speech to Speech OPRs do not listen and do not repeat information properly. Customer stated that OPR did not transfer to Customer Service as requested.

***Inquire Date 3/5/2010
Record ID 17305
Call Taken By Customer Service
Operator Number 4139
Responded By Diane
Response Date 3/5/2010
Resolution Date 3/5/2010***

Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied. All OPRs have received additional training this month.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that their call was not processed correctly through Speech to Speech. Customer requested to speak with the Center Manager.

***Inquire Date 3/11/2010
Record ID 17308
Call Taken By Customer Service
Operator Number
Responded By Kristany
Response Date 3/11/2010
Resolution Date 3/11/2010***

Supervisor apologized and forwarded the customer to the Center Manager's voice mail. Center Manager has been unable to attain call specifics.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR does not always understand and repeat verbatim, which changes the context of the conversation.

***Inquire Date 3/17/2010
Record ID 17321
Call Taken By Customer Service
Operator Number 9116
Responded By Melissa
Response Date 3/17/2010
Resolution Date 3/17/2010***

Customer Service apologized and stated that the OPR would be monitored frequently. Customer requested a toll free number, so they may speak with the Center Manager directly. Customer Service provided the toll free number and customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR does a good job, but does not have a good phone voice. Customer also said that sometimes they don't understand the OPR because the OPR sounds very feminine and high pitched.

***Inquire Date 4/8/2010
Record ID 17368
Call Taken By Customer Service
Operator Number 9141
Responded By Melissa
Response Date 4/8/2010
Resolution Date 4/8/2010***

Customer Service asked if this was the first time they encountered the high pitch voice. Customer stated that the OPR always sounds like this. Customer Service acknowledged the concerns and informed the customer that the OPR's tone would be monitored so that they are speaking clearly for the Customer to understand. Customer understood.

Service Complaints--Speech to Speech call Handling Problems

Customer stated that OPR did not write down the information given prior to the call. Customer had to repeat the information during the call.

***Inquire Date 4/9/2010
Record ID 17370
Call Taken By Customer Service
Operator Number 9061
Responded By Melissa
Response Date 4/9/2010
Resolution Date 4/9/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR was talking over them and the other party during the call.

***Inquire Date 4/9/2010
Record ID 17369
Call Taken By Customer Service
Operator Number 1341
Responded By Melissa
Response Date 4/9/2010
Resolution Date 4/9/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR refused to revoice their conversation on a call.

***Inquire Date 4/9/2010
Record ID 17381
Call Taken By Customer Service
Operator Number 1343
Responded By Tina
Response Date 4/9/2010
Resolution Date 4/9/2010***

Customer Service apologized and stated that the OPR would be counseled. OPR received written reprimand. Customer was notified.

Service Complaints--Speech to Speech call Handling Problems

Customer stated Speech to Speech OPRs need retraining to better understand what they are revoicing.

***Inquire Date 4/9/2010
Record ID 17382
Call Taken By Customer Service
Operator Number 1326
Responded By Tina
Response Date 4/9/2010
Resolution Date 4/9/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not follow their instructions during a Speech to Speech call.

***Inquire Date 4/12/2010
Record ID 17378
Call Taken By Customer Service
Operator Number 9061
Responded By Melissa
Response Date 4/12/2010
Resolution Date 4/12/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that there was no communication from the OPR for a long time. Customer stated that when the OPR responded, the customer asked if they understood the instructions and the OPR then processed the call.

***Inquire Date 4/21/2010
Record ID 17390
Call Taken By Customer Service
Operator Number 9141
Responded By Melissa
Response Date 4/21/2010
Resolution Date 4/21/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not write down any information given and repeatedly requested the information.

***Inquire Date 4/26/2010
Record ID 17416
Call Taken By Customer Service
Operator Number 9025
Responded By Melissa
Response Date 4/26/2010
Resolution Date 4/26/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated that the OPR did not understand them and requested that they repeat the name of a business twice. Customer stated that the OPR should concentrate on the conversation.

***Inquire Date 5/11/2010
Record ID 17447
Call Taken By Lead Operator
CA Number 1254
Responded By Melody S
Response Date 5/11/2010
Resolution 5/11/2010***

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

Service Complaints--Speech to Speech call Handling Problems

Customer stated they had an issue with one of the Supervisors and requested to speak to the Supervisor's Manager.

***Inquire Date 5/29/2010
Record ID 17475
Call Taken By Supervisor
CA Number
Responded By Lori B
Response Date 5/29/2010
Resolution 5/29/2010***

Supervisor apologized and explained that the Manager was not available at that time. Supervisor explained what hours the Manager was available. Customer hung up.

Technical Complaints--Busy Signal/Blockage

Customer stated that they were not able to get her call through the relay and reached a busy signal.

***Inquire Date 12/4/2009
Record ID 17078
Call Taken By Customer Service
Operator Number
Responded By Tom
Response Date 12/4/2009
Resolution Date 12/4/2009***

Test call was placed successfully. Lead OPR suggested to try her call again. Lead OPR also provided the 800 number to reach relay.

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

Customer stated that they had not been able to reach the relay and received a busy signal. Customer also inquired if their profile had been updated to reflect Braille user.

*Inquire Date 12/5/2009
Record ID 17085
Call Taken By At the Workstation
Operator Number
Responded By Heidi
Response Date 12/5/2009
Resolution Date 12/5/2009*

Supervisor apologized and explained that the relay has been extremely busy. Supervisor verified that their profile indicated Braille user. Calls were answered that day at 88% within 10 seconds. Customer understood.

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

Customer's mother has not been able to reach them by dialing 711 through the relay.

*Inquire Date 12/9/2009
Record ID 17089
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 12/9/2009
Resolution Date 12/9/2009*

Customer Service placed test calls through 711, which were successful. Customer Service requested information concerning their mother's telephone company to ensure 711 translation was set properly. Customer Service offered the 800 number to dial. Customer did not have telephone company information. Customer was satisfied.

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

Customer requested Paetec as their long distance provider at the workstation.

*Inquire Date 7/31/2009
Record ID 16782
Call Taken By Supervisor
Operator Number
Responded By Brenda
Response Date 7/31/2009
Resolution Date*

Supervisor explained that Paetec was not a participating provider with the relay and offered an alternate provider. Customer refused. Supervisor processed the call for the customer and explained that the relay would continue to contact Paetec to become a participating provider through the relay. Customer Service has contacted Paetec, but there has been no response from the provider. As of 5/31/10, Paetec is still not a participating provider through the relay.

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

Customer stated that they were unable to place their call using Vonage.

*Inquire Date 8/21/2009
Record ID 16828
Call Taken By Lead Operator
Operator Number
Responded By Kim
Response Date 8/21/2009
Resolution Date 9/1/2009*

Customer Service apologized and explained that Vonage is not a participating provider through the relay, but has been provided with a toll free number to allow their customers to place calls correctly through 711. Customer Service stated that the relay would contact Vonage and work with them to set their translation number correctly. Customer understood. Vonage was contacted and is routing calls appropriately.

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

Customer requested Pioneer Telephone as their long distance provider.

Inquire Date 10/19/2009
Record ID 16951
Call Taken By Supervisor
Operator Number
Responded By Brenda
Response Date 10/19/2009
Resolution Date 10/19/2009

Supervisor explained that Pioneer Telephone has submitted an LOA but the technical department has not completed testing. Supervisor stated that Customer Service would contact the customer as soon as Pioneer Telephone was set as a participating provider. A letter of authorization has been received and technical is awaiting test calls to be completed.

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

Customer requested Big Red Wire for their long distance provider.

Inquire Date 11/25/2009
Record ID 17064
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 11/25/2009
Resolution Date 11/25/2009

Customer Service explained that the Big Red Wire is not a participating provider through the relay. Customer Service has contacted Big Red Wire to become a participating provider. A preference with an alternate provider was offered, but the customer refused at this time. As of 5/31/10, Big Red Wire is still not a participating provider through the relay.

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

Customer requested Bright House Networks for their long distance provider through the relay.

Inquire Date 12/22/2009
Record ID 17110
Call Taken By Customer Service
Operator Number
Responded By Brenda
Response Date 12/22/2009
Resolution Date 12/22/2009

Supervisor explained that Bright House Networks is not a participating provider through the relay. Supervisor explained Bright House Networks has been provided with the VOIP translation number. Customer understood.

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

Customer requested Bright House Networks for their long distance provider through the relay.

Inquire Date 12/3/2009
Record ID 17075
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 12/3/2009
Resolution Date 12/3/2009

Customer Service explained that Bright House Networks is not a participating provider through the relay. Customer Service discovered that Bright House Networks is a VOIP provider and explained that the relay would contact the provider with the correct toll free translation number for VOIP providers. Bright House Networks was contacted and customer was satisfied.

Technical Complaints--Line Disconnected

Customer stated that while on a call, the line disconnected and there was no response from the OPR.

***Inquire Date 3/16/2010
Record ID 17315
Call Taken By Customer Service
Operator Number 4164, 9004
Responded By Melissa
Response Date 3/16/2010
Resolution Date 3/16/2010***

Customer Service apologized and stated that there has been a technical issue at the workstations, which was now resolved. Customer Service suggested that the customer attempt their call again. Customer was satisfied.

Technical Complaints--Miscellaneous

Customer stated that the OPR dialed directory assistance but reached a recording that instructed them to hang up and try again.

***Inquire Date 9/14/2009
Record ID 16888
Call Taken By Customer Service
Operator Number 4162
Responded By Dashimia
Response Date 9/14/2009
Resolution Date 9/14/2009***

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

Technical Complaints--Miscellaneous

Customer stated that they recently received TTY tones when dialing 711. Customer stated that previous to this, they always heard the OPR.

***Inquire Date 10/16/2009
Record ID 16946
Call Taken By Customer Service
Operator Number
Responded By Melissa
Response Date 10/16/2009
Resolution Date 10/16/2009***

Customer Service forwarded call information to the technical department. The technical department discovered that the system had a self learned profile of baudot. Customer did not have a profile previously. Profile was eliminated and customer was notified.

Technical Complaints--Miscellaneous

Customer stated that their was no response from the relay while attempting to place their calls.

***Inquire Date 10/17/2009
Record ID 16952
Call Taken By Lead Operator
Operator Number
Responded By Katie
Response Date 10/17/2009
Resolution Date 10/17/2009***

Lead OPR apologized and explained that the relay was experiencing technical issues. Lead OPR suggested that the customer try their call at a later time. Customer understood. All calls were answered at 87% within 10 seconds for the day.

Technical Complaints--Miscellaneous

Customer stated that the OPR did not enter their password correctly while retrieving voicemail. Customer stated that it did not work correctly. Customer inquired if the workstation was working properly.

Inquire Date 11/23/2009

Record ID 17053

Call Taken By Customer Service

Operator Number 4164

Responded By Melissa

Response Date 11/23/2009

Resolution Date 11/23/2009

Customer Service explained that there was a workstation issue at the time of the call and to try their call again. The technical department has resolved the issue with the DTMF box.
