Hamilton Relay
MassRelay 2011 FCC Complaint Report
6/1/10 to 5/31/11

Captel--Complaints

Inquire Date 1/27/2011
Record ID 18006
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 1/27/2011
Resolution 1/27/2011

Customer stated that they received a bill for long distance calls on their Captel phone through AT&T.

Customer Service explained that they would want to register their long distance provider with Captel and provided the Captel Customer Service number. Customer was satisfied.

External Complaints--Miscellaneous

Inquire Date 6/12/2010
Record ID 17510
Call Taken By Lead Operator
CA Number 4029
Responded By Melody
Response Date 6/12/2010
Resolution 6/12/2010

Customer stated that the other party hung up, but customer felt it was the OPRs fault.

Lead OPR was at the workstation assisting the OPR and explained that everything that was said had been typed to the customer before the other party disconnected. Customer hung up.

External Complaints--Miscellaneous

Inquire Date 6/26/2010
Record ID 17541
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 6/26/2010
Resolution 6/26/2010

Customer stated that the relay was displaying incorrect caller ID information.

Lead OPR explained that the telephone number that is shown to the relay is the same number that is sent out through the relay. Customer Service suggested contacting the person who had contacted them to inquire the actual number they were dialing from. Customer stated that they would contact the other party and hung up.

External Complaints--Miscellaneous

Inquire Date 7/20/2010
Record ID 17585
Call Taken By Lead Operator
CA Number
Responded By Melody
Response Date 7/20/2010
Resolution 7/20/2010

Customer stated they repeatedly receive calls from a number, but when they return the call, the line is always busy.

Lead OPR directed the customer to their local telephone company. Customer understood.

External Complaints--Miscellaneous

Inquire Date 7/24/2010
Record ID 17595
Call Taken By Supervisor
CA Number 1286
Responded By Lori
Response Date 7/24/2010
Resolution 7/24/2010

Customer requested to speak to the Relay Manager, who was not available at that time.

Supervisor apologized and attempted to assist the customer, but they refused. Relay Manager was notified, but customer information was not provided in order to return a call to the customer.

External Complaints--Miscellaneous

Inquire Date 7/27/2010
Record ID 17594
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 7/27/2010
Resolution 7/27/2010

Customer stated that they do not want telemarketers to call them.

Customer Service directed the customer to contact the national registry for "Do Not Call" and provided the information needed to contact the registry. Customer understood.

External Complaints--Miscellaneous

Inquire Date 8/25/2010
Record ID 17649
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 8/25/2010
Resolution 8/25/2010

Customer stated they have received several telephone calls from a particular number and would like the number blocked.

Customer Service explained that they could have the number blocked through their telephone provider. Customer understood.

External Complaints--Miscellaneous

Inquire Date 9/3/2010
Record ID 17668
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 9/3/2010
Resolution 9/3/2010

Customer stated that TD Bank would not take their call due to new policy concerning confidentiality.

Customer Service apologized and explained that the relay has no control over specific business policies. Customer Service offered to contact the bank and offered information explaining the relay's confidentiality. Customer refused.

External Complaints--Miscellaneous

Inquire Date 9/15/2010
Record ID 17725
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/15/2010
Resolution 9/15/2010

Customer felt discriminated against because the person they called did not understand relay, so they refused to accept the call.

Customer Service apologized and explained that the relay offers an explanation to the other party, but cannot control if the other party accepts the call. Customer understood.

External Complaints--Miscellaneous

Inquire Date 9/26/2010
Record ID 17704
Call Taken By Lead Operator
CA Number
Responded By Miranda
Response Date 9/26/2010
Resolution 9/26/2010

Customer stated there is constant static on their telephone line. Customer has contacted Verizon several times, but nothing has been done regarding this issue.

Lead OPR apologized, but directed the customer to Verizon, as the relay cannot fix their telephone lines. Customer understood.

External Complaints--Miscellaneous

Inquire Date 10/6/2010
Record ID 17743
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 10/6/2010
Resolution 10/6/2010

Customer stated their uncle had received a new phone, but there appears to be noise on the line. Customer stated that they are having difficulties on the phone due to the noise on their line.

Customer Service directed the customer to their telephone provider. Customer understood.

External Complaints--Miscellaneous

Inquire Date 10/21/2010
Record ID 17795
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/21/2010
Resolution 10/21/2010

Customer stated that they had contacted a company that was unfamiliar with the relay service. Customer stated the company treated them like a child.

Customer Service apologized and offered to contact the company to explain relay. Customer refused.

External Complaints--Miscellaneous

Inquire Date 10/21/2010
Record ID 17796
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/21/2010
Resolution 10/21/2010

Customer stated that Sprint Relay Customer Service would not assist them in locating the Florida Relay office.

Customer Service apologized and explained that Hamilton Relay did not have the requested information. Customer Service directed customer to return a call to Sprint Relay Customer Service. Customer understood.

External Complaints--Miscellaneous

Inquire Date 11/9/2010
Record ID 17831
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 11/9/2010
Resolution 11/9/2010

Customer stated that they receive a call everyday where there is no response. Customer asked what could be done about it.

Customer Service apologized and discovered that the customer's profile was connecting in voice, so an update was suggested and implemented. Customer Service also explained that it is possible that the call was an auto dialer, which would not know that the customer requires relay services. Customer understood.

External Complaints--Miscellaneous

Inquire Date 12/20/2010
Record ID 17912
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 12/20/2010
Resolution 12/20/2010

Customer stated that Berkshire Community Action Authority does not understand them. Customer stated that their employees continue to speak really fast and hang up.

Customer Service explained that when calling through the relay, the information typed by the CA can be adjusted to a speed the Customer would be comfortable with. Customer Service offered to set the profile with a slower speed, which was refused. Customer Service also suggested that they ask the other party to slow down. Customer understood.

External Complaints--Miscellaneous

Inquire Date 2/4/2011
Record ID 18035
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 2/4/2011
Resolution 2/4/2011

Customer stated that were trying to place a TTY to TTY call directly without the relay. Customer stated that the calls were not working properly.

Customer Service explained how to place a TTY to TTY call and offered to place a test call to the customer. Customer refused and stated that they would try their call again.

External Complaints--Miscellaneous

Inquire Date 2/8/2011
Record ID 18044
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 2/8/2011
Resolution 2/8/2011

Customer stated that when placing a call to Verizon, a recording was received to hold for a live person. Customer stated that there was a long wait time.

Customer Service explained that the relay had no control over the wait time to reach a live person at a business. Customer hung up.

External Complaints--Miscellaneous

Inquire Date 2/12/2011
Record ID 18081
Call Taken By Lead Operator
CA Number
Responded By Lonita
Response Date 2/12/2011
Resolution 2/12/2011

OPR placed a call to a voice customer from California that connects as a TTY.

Lead OPR apologized and explained that the voice user was dialing the Massachussetts toll free Mobile Captioning Service number, but their cell phone number was displaying incorrectly at the workstation, which would not allow the call to go through. A profile was set and the call was placed. Customer was satisfied.

External Complaints--Miscellaneous

Inquire Date 3/9/2011
Record ID 18175
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 3/9/2011
Resolution 3/9/2011

Customer stated that the bank refused to take their relay call.

Customer Service apologized and explained that we could not change the bank's policy. Customer Service offered to contact the bank on behalf of the customer to provide them with an explanation of relay and the relay's confidentiality policy. Customer stated they were changing banks due to their policy.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 6/26/2010
Record ID 17545
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 6/26/2010
Resolution 6/26/2010

Customer stated that they do not like the approved tone of voice list that the OPRs use during calls.

Customer Service apologized and stated that their concern would be forwarded to management. Customer understood. No changes have been made at this time to the state approved listing of tone of voice.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 8/6/2010
Record ID 17613
Call Taken By Supervisor
CA Number 4043
Responded By Kristany
Response Date 8/6/2010
Resolution 8/6/2010

Customer stated that the OPR typed "collecting information please hold". Customer felt this information was unnecessary.

Supervisor explained to the customer that this is part of the OPR procedure to ensure recordings are typed accurately. Customer understood.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 12/2/2010
Record ID 17874
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 12/2/2010
Resolution 12/2/2010

Customer stated that most OPRs are not keeping them informed by typing that the OPR is asking for the requested party.

Customer Service apologized and stated that the OPRs would be counseled through refresher training. Customer understood. Refresher training was performed.

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

Inquire Date 6/6/2010
Record ID 17550
Call Taken By Customer Service
CA Number 3052
Responded By Melissa
Response Date 6/6/2010
Resolution 6/6/2010

Customer stated that the OPR did not follow the correct voice mail procedure and was not kept informed during the recording.

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

Inquire Date 7/14/2010
Record ID 17568
Call Taken By Supervisor
CA Number 4193
Responded By Kristany
Response Date 7/14/2010
Resolution 7/14/2010

Customer stated that they believe the OPR was lying about their voice mail password being invalid.

Supervisor apologized and offered to retrieve the message, but customer refused and disconnected. OPR was counseled and monitored frequently.

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

Inquire Date 7/29/2010
Record ID 17605
Call Taken By Lead Operator
CA Number 4027
Responded By Melody
Response Date 7/29/2010
Resolution 7/29/2010

Customer stated that when calling a business, the OPR did not type the recording immediately.

Lead OPR apologized and explained the recording process. Customer requested another OPR to process their call, but there was no OPRs available at the time. Lead OPR offered to process the call, but customer disconnected. OPR was counseled.

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

Inquire Date 8/31/2010
Record ID 17652
Call Taken By Customer Service
CA Number 4178
Responded By Melissa
Response Date 8/31/2010
Resolution 8/31/2010

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

Customer Service apologized and offered to retrieve the messages. OPR was counseled and the customer was satisfied.

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

Inquire Date 9/8/2010
Record ID 17680
Call Taken By Lead Operator
CA Number 4149
Responded By Melody
Response Date 9/8/2010
Resolution 9/8/2010

Customer stated that the OPR did not follow their voice mail instructions when retrieving voice mail. Customer also stated that the OPR locked them out of their voice mail.

Lead OPR apologized and offered to retrieve the voicemail, but the customer refused. Lead OPR stated that the OPR would be counseled. OPR was counseled and customer was satisfied.

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

Inquire Date 9/9/2010
Record ID 17677
Call Taken By Supervisor
CA Number 4162
Responded By Kristany
Response Date 9/9/2010
Resolution 9/9/2010

Customer stated the OPR did not type the recording as instructed.

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

Inquire Date 10/2/2010
Record ID 17739
Call Taken By At the Workstation
CA Number 4052
Responded By Melody
Response Date 10/2/2010
Resolution 10/2/2010

Customer stated that the OPR selected the wrong option when retrieveing their voice mail.

Lead OPR apologized and assisted the OPR to retreive the saved messages. OPR was counseled and the customer was satisfied.

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

Inquire Date 10/5/2010
Record ID 17735
Call Taken By Customer Service
CA Number 4043, 4189
Responded By Melissa
Response Date 10/5/2010
Resolution 10/5/2010

Customer stated that the OPRs were not able to retrieve their voicemail.

Customer Service apologized and suggested that the customer attempt their call again. Customer's call was successful. OPRs were counseled and customer was satisfied.

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

Inquire Date 11/3/2010
Record ID 17820
Call Taken By Customer Service
CA Number 4190, 4189
Responded By Melissa
Response Date 11/3/2010
Resolution 11/3/2010

Customer stated that the OPR did not follow her instructions.

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

Inquire Date 11/24/2010
Record ID 17864
Call Taken By Customer Service
CA Number 4018
Responded By Melissa
Response Date 11/24/2010
Resolution 11/24/2010

Customer stated that the OPR was not able to retrieve their voice mail. Customer called back into the relay and a different OPR was able to retrieve their messages.

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

Service Complaints--Didn't Follow Voice Mail/Recording Procedure
Inquire Date 11/24/2010
Record ID 17861
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 11/24/2010
Resolution 11/24/2010

Customer stated that they have continued difficulties with the OPRs retrieving their voice mail. Customer stated that very few of the OPRs are able to do it correctly.

Customer Service apologized and stated that the information would be forwarded to management for additional training. Customer was satisfied. Refresher training was performed with all OPRs.

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

Inquire Date 12/1/2010
Record ID 17872
Call Taken By Customer Service
CA Number 4155
Responded By Melissa
Response Date 12/1/2010
Resolution 12/1/2010

Customer stated that they believe the OPR tried accessing voice mail more than once without their instructions.

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

Inquire Date 1/5/2011
Record ID 17944
Call Taken By Customer Service
CA Number 4186
Responded By Melissa
Response Date 1/5/2011
Resolution 1/5/2011

Customer stated that the OPR has never been able to retrieve their voicemail messages correctly.

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

Inquire Date 1/26/2011
Record ID 18007
Call Taken By Customer Service
CA Number 4028
Responded By Melissa
Response Date 1/26/2011
Resolution 1/26/2011

Customer stated that they are very familiar with what their voice mail states but the OPR did not type exactly the entire recording.

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

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

Inquire Date 3/31/2011
Record ID 18259
Call Taken By Customer Service
CA Number 4177
Responded By Melissa
Response Date 3/31/2011
Resolution 3/31/2011

Customer stated that the OPR had trouble with their voice mail retrieval.

Customer Service forwarded information to the technical department. The technical department discovered that the OPR was experiencing technical issues at the workstation with their DTMF box. Issue was resolved and customer was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 9/1/2010
Record ID 17666
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 9/1/2010
Resolution 9/1/2010

Customer stated they are receiving harassing calls through the relay.

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.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 9/29/2010
Record ID 17709
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 9/29/2010
Resolution 9/29/2010

Customer stated they had been receiving fraudulent telephone calls through the relay.

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 release to the Court. Customer understood.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 12/22/2010
Record ID 17909
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 12/22/2010
Resolution 12/22/2010

Customer has been receiving fraudulent telephone calls through the relay.

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

Inquire Date 1/5/2011
Record ID 17922
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 1/5/2011
Resolution 1/5/2011

Customer stated that they had been receiving fraudulent telephone calls through the relay.

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

Inquire Date 1/14/2011
Record ID 17961
Call Taken By Lead Operator
CA Number
Responded By Tom
Response Date 1/14/2011
Resolution 1/14/2011

Customer stated that they have been receiving fraudulent telephone calls through the relay.

Lead OPR 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

Inquire Date 4/10/2011
Record ID 18298
Call Taken By Lead Operator
CA Number
Responded By Tom
Response Date 4/10/2011
Resolution 4/10/2011

Customer stated that they had been receiving harassing phone calls from the Mobile Captioning Service voice number.

Lead OPR forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the originating party's phone was possibly sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 4/25/2011
Record ID 18356
Call Taken By Lead Operator
CA Number
Responded By Jason
Response Date 4/25/2011
Resolution 4/25/2011

Customer stated that they had been receiving harassing phone calls from the Mobile Captioning Service voice number.

Lead OPR forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the originating party's phone was possibly sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 4/26/2011
Record ID 18357
Call Taken By Customer Service CA Number
Responded By Melissa
Response Date 4/26/2011
Resolution 4/26/2011

Customer stated that they have been receiving harassing phone calls from the Mobile Captioning Service voice number.

Customer Service forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the originating party's phone was possibly sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 4/29/2011
Record ID 18383
Call Taken By Customer Service CA Number
Responded By Melissa
Response Date 4/29/2011
Resolution 4/29/2011

Customer stated that they have been receiving harassing phone calls from the Mobile Captioning Service voice number.

Customer Service forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the originating party's phone was possibly sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 4/29/2011
Record ID 18385
Call Taken By Customer Service CA Number
Responded By Melissa
Response Date 4/29/2011
Resolution 4/29/2011

Customer stated that they have been receiving harassing phone calls from the Mobile Captioning Service voice number.

Customer Service forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the orginating party's phone was possible sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 4/29/2011
Record ID 18384
Call Taken By Customer Service CA Number
Responded By Melissa
Response Date 4/29/2011
Resolution 4/29/2011

Customer stated that they have been receiving harassing phone calls from the Mobile Captioning Service voice number.

Customer Service forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the originating party's phone was possibly sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 4/30/2011
Record ID 18382
Call Taken By Lead Operator
CA Number
Responded By Jason
Response Date 4/30/2011
Resolution 4/30/2011

Customer stated that they have been receiving harassing phone calls from the Mobile Captioning Service voice number.

Lead OPR forwarded the information to the technical department. The technical department discovered that the Mobile Captioning Service voice number may have been spoofed or the originating party's phone was possibly sending incorrect caller ID info. Customer Service was notified.

Service Complaints--Miscellaneous

Inquire Date 6/9/2010
Record ID 17489
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 6/9/2010
Resolution 6/9/2010

Customer stated that the OPRs should ask a customer before calling for a Supervisor.

Customer Service explained that the OPR may call for a Supervisor for a variety of reasons. Customer Service further explained that the OPRs calls for a Supervisor to ensure a quality call. Customer understood.

Service Complaints--Miscellaneous

Inquire Date 7/9/2010
Record ID 17558
Call Taken By Customer Service
CA Number 4187
Responded By Melissa
Response Date 7/9/2010
Resolution 7/9/2010

Customer was upset that the OPR told them that there were no tone of voice used on the call.

Customer Service explained the listing of approved tone of voice words the OPR must use. Customer Service further explained that if none of the adjectives are applicable to the call, the OPR will not send tone of voice. Customer understood.

Service Complaints--Miscellaneous

Inquire Date 8/12/2010
Record ID 17638
Call Taken By Supervisor
CA Number 9146
Responded By Lori
Response Date 8/12/2010
Resolution 8/12/2010

Customer stated that when placing a call to directory assistance, the directory assistance agent refused to retrieve their manager. Customer also stated that Verizon's holding music is too loud.

Customer Service explained that the relay has no control over how other companies handle their call. Customer hung up.

Service Complaints--Miscellaneous

Inquire Date 8/12/2010
Record ID 17644
Call Taken By
CA Number
Responded By Melissa
Response Date 8/12/2010
Resolution 8/12/2010

Customer stated that the OPRs continue to request their long distance provider.

Customer Service forwarded information to the technical department to update their profile. Profile was updated and customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 8/20/2010
Record ID 17650
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 8/20/2010
Resolution 8/20/2010

Customer stated that they were not able to reach a Speech to Speech OPR. Customer stated they were reaching the recording that stated to please hold for an OPR.

Customer Service apologized and explained that call volume had been high and to try placing their call again. Calls were answered at 90% within 10 seconds for the day. Customer understood.

Service Complaints--Miscellaneous

Inquire Date 10/18/2010
Record ID 17755
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 10/18/2010
Resolution 10/18/2010

Customer stated that the OPRs are typing too fast. Customer requested that the OPR tell the other party to speak slower.

Customer Service offered to update their profile with a slow typing buffer. Customer Service explained that the OPRs type would then come across the customer's screen slower. Profile was updated and customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 1/5/2011
Record ID 17943
Call Taken By Customer Service
CA Number 4085
Responded By Melissa
Response Date 1/5/2011
Resolution 1/5/2011

Customer stated that the OPR was not paying attention during their call.

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

Service Complaints--Miscellaneous

Inquire Date 1/10/2011
Record ID 18047
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 1/10/2011
Resolution 1/10/2011

Customer was upset that they were not able to place a call to the Video Relay Service and wanted to know why.

Customer Service apologized and explained these relay to relay calls are not allowed. Customer understood. Customer further explained how it as unfair. Customer Service provided the number for Sorenson Customer Service as requested. Customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 1/21/2011
Record ID 18004
Call Taken By At the Workstation
CA Number 4186
Responded By Melissa
Response Date 1/21/2011
Resolution 1/21/2011

Customer stated that the OPR dialed information to acquire the number requested, but the number connected to a Spanish recording.

Lead OPR apolgized and stated that the relay has no control how the call connects to a specific number. Lead OPR acquired a different number and provided it to the customer. Customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 1/24/2011
Record ID 17998
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 1/24/2011
Resolution 1/24/2011

Customer stated that the OPR had made several attempts to dial the number requested, but the other party continued to disconnect. Customer stated that the business did not understand relay.

Customer Service apologized and suggested the customer request a Supervisor to place the call. Customer was able to place their call successfully. Customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 2/1/2011
Record ID 18077
Call Taken By Supervisor
CA Number
Responded By Melissa
Response Date 2/1/2011
Resolution 2/1/2011

Customer called on behalf of their mother who has been unable to place TTY calls to a specific number.

Customer Service placed a test call and discovered the phone was programmed for Mobile Captioning Service. Customer Service explained that a voice party must call a mobile captioning device. Customer understood.

Service Complaints--Miscellaneous

Inquire Date 2/4/2011
Record ID 18079
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 2/4/2011
Resolution 2/4/2011

Customer stated that they were having issues with calling a Mobile Captioning Service device from their Blackberry.

Customer Service forwarded information to the technical department. The technical department discovered that the Mobile Captioning Service device profile was set incorrectly. Profile was updated for the Mobile Captioning Service user and the voice Blackberry customer was notified.

Service Complaints--Miscellaneous

Inquire Date 2/27/2011
Record ID 18135
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 2/27/2011
Resolution 2/27/2011

Customer called on behalf of their mother and stated that they are still experiencing issues placing a call through the relay service.

Customer Service discovered that the customer was attempting to place a TTY call to a Mobile Captioning Service device. Customer Service worked with the customer and Mobile Captioning Service to investigate and verify the information that was provided. Customer was notified of the findings and provided with further instructions, as customer is still learning how to use the system.

Service Complaints--Miscellaneous

Inquire Date 3/3/2011
Record ID 18137
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 3/3/2011
Resolution 3/3/2011

Customer stated that the OPRs are not typing voice tones as request.

Customer Service explained that the OPRs may type approved tone of voice only. Customer Service futher expalined that the OPR can not assume other voice tones. Customer understood.

Service Complaints--Miscellaneous

Inquire Date 4/15/2011
Record ID 18326
Call Taken By Customer Service
CA Number 1383
Responded By Tina
Response Date 4/15/2011
Resolution 4/15/2011

Customer stated that the OPRs are not seeing all of her profile in MA and she inquired why. Customer also stated that the OPR did not give her identification right away and speaks in a whisper.

Customer Service verified the profile was set correctly and stated that all OPRs would be counseled to read the entire profile. OPR was counseled to provide their identification. Customer Service identified a technical issue with the headset, which was resolved. Customer was notified.

Service Complaints--Miscellaneous

Inquire Date 4/18/2011
Record ID 18322
Call Taken By Supervisor
CA Number 4065
Responded By James
Response Date 4/18/2011
Resolution 4/18/2011

Customer stated that when placing a call to 711 they reached TTY tones.

Supervisor forwarded information to the technical department. The technical department discovered an issue with their profile, which was resolved. Customer was notified and satisfied.

Service Complaints--Miscellaneous

Inquire Date 5/20/2011
Record ID 18514
Call Taken By Supervisor
CA Number 1392
Responded By Mike B
Response Date 5/20/2011
Resolution 5/20/2011

Customer stated that they changes OPRs during their call and customer inquried why this occurred.

Lead OPR apologized and discovered that the Supervisor had suggested a difference OPR as the customer was not satisfied with the previous OPR. Customer understood and the call was completed.

Service Complaints--Poor Vocal Clarity/Enuciation

Inquire Date 5/1/2011
Record ID 18394
Call Taken By Customer Service
CA Number 1157
Responded By Melissa
Response Date 5/1/2011
Resolution 5/1/2011

Customer stated that the OPR speaks in a whisper, which makes it difficult to understand the conversation.

Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was notified. Later, an issue with headsets was discovered and resolved.

Service Complaints--Ringing/No Answer

Inquire Date 2/17/2011
Record ID 18096
Call Taken By Lead Operator
CA Number
Responded By Melody
Response Date 2/17/2011
Resolution 2/17/2011

Customer stated that it took a long time to connect to relay.

Lead OPR apologized and explained the relay had experienced a high call volume at that time. Lead OPR explained that if the customer stays on the line when calling into the relay, their call would be placed by the next available OPR. Customer understood. Calls were handled at 95% within 10 seconds on this day.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 6/8/2010
Record ID 17487
Call Taken By Customer Service
CA Number 3088
Responded By Melissa
Response Date 6/8/2010
Resolution 6/8/2010

Customer stated that the OPR requested the number to dial but did not connect them to Speech to Speech.

Customer Service forwarded information to the technical deparment. The technical deparmtnet discovered that the OPR transferred the call to Speech to Speech, but the customer's line disconnected. Customer was notified.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 6/12/2010
Record ID 17513
Call Taken By Lead Operator
CA Number
Responded By Melody
Response Date 6/12/2010
Resolution 6/12/2010

Customer stated that the Supervisor was rude and refused to place their call when requested.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 6/16/2010
Record ID 17529
Call Taken By Customer Service
CA Number 1326
Responded By Diane
Response Date 6/16/2010
Resolution 6/16/2010

Customer stated that the OPR did not write down the telephone number correctly.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 7/7/2010
Record ID 17577
Call Taken By Relay Manager
CA Number 1264
Responded By Diane
Response Date 7/7/2010
Resolution 7/7/2010

Customer stated that the OPR was horrible and did not revoice anything during the call process. Customer also stated that the Lead OPR that assisted did not state their name when assisting with the call.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 7/13/2010
Record ID 17571
Call Taken By Lead Operator
CA Number
Responded By Candace
Response Date 7/13/2010
Resolution 7/13/2010

Customer stated that they were not getting a reply from the Speech to Speech OPRs and the regular OPRs will not process their call.

Lead OPR apologized and explained that the call volume had been high for Speech to Speech OPRs. Lead OPR provided the customer with the direct number for the Massachusetts Speech to Speech line, as requested by the customer. Customer disconnected.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 7/14/2010
Record ID 17570
Call Taken By Lead Operator
CA Number
Responded By Candace
Response Date 7/14/2010
Resolution 7/14/2010

Customer stated that the OPRs continue to ask for their long distance provider. Customer stated that this information should be set in their profile. Customer stated that the OPRs are not repeating their requests to the other party.

Lead OPR apologized and verified the profile was set correctly. Lead OPR stated that the OPRs would be counseled to follow the customer's instructions. Customer was satisfied. Refresher training continued with the OPRs.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 8/11/2010
Record ID 17641
Call Taken By Relay Manager
CA Number 9009
Responded By Diane
Response Date 8/11/2010
Resolution 8/11/2010

Customer stated that the OPR continued to request information that was provided at the beginning of the call.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 8/12/2010
Record ID 17642
Call Taken By Customer Service
CA Number 9040
Responded By Tina
Response Date 8/12/2010
Resolution 8/12/2010

Customer stated that the OPR did not follow their instructoins and repeated the information they had given to the caller. Customer stated that the OPR did not pay attention to profile information.

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

Inquire Date 8/25/2010
Record ID 17664
Call Taken By Relay Manager
CA Number 1326
Responded By Diane
Response Date 8/25/2010
Resolution 8/25/2010

Customer requested that the OPR dial directory assistance and provide the city name. Customer stated that the OPR wanted the spelling of the name. Customer believes the OPR should know how to spell the names.

Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and customer was satisfied. It was ensured that the OPRs had spellings of cities in their workstations.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 8/25/2010
Record ID 17663
Call Taken By Relay Manager
CA Number 9075
Responded By Diane
Response Date 8/25/2010
Resolution 8/25/2010

Customer stated that the OPR did not identify correctly or follw their profile instructions properly.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 8/27/2010
Record ID 17665
Call Taken By Supervisor
CA Number 9104
Responded By Candace
Response Date 8/27/2010
Resolution 8/27/2010

Customer stated that the OPR requested a number instead of connecting them to Speech to Speech.

Supervisor apologized to the customer for the inconvenience and stated that the OPR would be counseled on the procedure. OPR was counseled and the customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/1/2010
Record ID 17719
Call Taken By Customer Service
CA Number 9081
Responded By Tina
Response Date 9/1/2010
Resolution 9/1/2010

Customer stated that the OPR did not follow their instructions when calling directory assistance.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/2/2010
Record ID 17720
Call Taken By Customer Service
CA Number 4032
Responded By Tina
Response Date 9/2/2010
Resolution 9/2/2010

Customer stated that the OPR and Supervisor argued with her on the call.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/4/2010
Record ID 17711
Call Taken By At the Workstation
CA Number 1157
Responded By Lori
Response Date 9/4/2010
Resolution 9/4/2010

Customer stated that the OPR was rude during a Speech to Speech call.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/10/2010
Record ID 17682
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 9/10/2010
Resolution 9/10/2010

Customer stated that the OPRs do not understand how to do operator assisted phone calls.

Customer Service apologized and stated that the OPRs would be retrained during the next refresher training course. Customer was satisfied and information was forwarded to management. Refresher training was performed with the OPRs.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/15/2010
Record ID 17723
Call Taken By Customer Service
CA Number 1264
Responded By Tina
Response Date 9/15/2010
Resolution 9/15/2010

Customer stated that the OPR did not understand the name of the town requested during a directory asstance call.

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

Inquire Date 9/17/2010
Record ID 17724
Call Taken By Customer Service
CA Number 9141, 9081
Responded By Tina
Response Date 9/17/2010
Resolution 9/17/2010

Customer stated that the first OPR did not process their call because they did not understand the city that the custoemr requested. Customer stated that the second OPR did not identify correctly when they took over the call.

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

Inquire Date 9/25/2010
Record ID 17707
Call Taken By At the Workstation
CA Number 9040
Responded By Chuck
Response Date 9/25/2010
Resolution 9/25/2010

Customer stated that the OPR was rude.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/29/2010
Record ID 17721
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 9/29/2010
Resolution 9/29/2010

Customer stated that the Supervisor did not follow their instructions.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 9/29/2010
Record ID 17722
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/29/2010
Resolution 9/29/2010

Customer stated that OPRs do not understand how to do operator assisted phone calls.

Customer Service apologized and stated that the OPRs would be retrained during the next refresher training course. Customer was satisfied and information was forwarded to management. Refresher training was performed with the OPRs.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 10/5/2010
Record ID 17770
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/5/2010
Resolution 10/5/2010

Customer stated that the Supervisor did not revoice properly during their call.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 10/5/2010
Record ID 17772
Call Taken By Customer Service
CA Number 1326
Responded By Tina
Response Date 10/5/2010
Resolution 10/5/2010

Customer stated that OPR did not identify the call correctly or follow their instructions.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 10/12/2010
Record ID 17761
Call Taken By Customer Service
CA Number 9052
Responded By Tina
Response Date 10/12/2010
Resolution 10/12/2010

Customer stated that the OPR did not identify correctly.

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

Inquire Date 10/15/2010
Record ID 17766
Call Taken By Supervisor
CA Number 6255
Responded By Jody
Response Date 10/15/2010
Resolution 10/15/2010

Customer stated that the OPR did not follow their instructions of giving information to their insurance company. Customer also requested an update to their speed dial list.

Customer Service apologized and stated that OPR would be counseled. OPR was counseled and profile was updated. Customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 10/15/2010
Record ID 17765
Call Taken By Customer Service
CA Number 9061
Responded By Tina
Response Date 10/15/2010
Resolution 10/15/2010

Customer stated that the OPR did not follow their instructions when asking for a specific party.

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

Inquire Date 10/15/2010
Record ID 17769
Call Taken By Customer Service
CA Number 6526
Responded By Tina
Response Date 10/15/2010
Resolution 10/15/2010

Customer stated that they had to request the OPR's identification. Customer stated that the request was made several times before they received the OPR's indentification.

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

Inquire Date 10/29/2010
Record ID 17791
Call Taken By Customer Service
CA Number 6529
Responded By Tina
Response Date 10/29/2010
Resolution 10/29/2010

Customer stated that the OPR did not follow their instructions when processing a call to directory assistance.

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

Inquire Date 10/29/2010
Record ID 17789
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/29/2010
Resolution 10/29/2010

Customer stated that the OPR was rude. Customer stated they did not have call information or the OPR number.

Customer Service apologzied and explained that the OPR number or specfic call information would be needed to counsel the OPR. Customer understood.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 10/30/2010
Record ID 17806
Call Taken By Supervisor
CA Number 9138, 9081
Responded By Lori
Response Date 10/30/2010
Resolution 10/30/2010

Customer stated that the OPRs were not processing her calls correctly.

Supervisor explained that the OPRs would be counseled. OPRs were counseled and customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 11/5/2010
Record ID 17862
Call Taken By Customer Service
CA Number 9119
Responded By Melissa
Response Date 11/5/2010
Resolution 11/5/2010

Customer stated that the OPR did not follow their instructions. Customer also stated that the OPR gave them a hard time and made the customer repeat all of the information.

Customer Service apologized and stated the OPR would be counseled. It was discovered that the Supervisor was assisting the OPR at the workstation and the OPR handled the call appropriately. Customer was notified.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 3/11/2011
Record ID 18191
Call Taken By At the Workstation
CA Number 1262
Responded By Greg
Response Date 3/11/2011
Resolution 3/11/2011

Customer stated that the OPR did not follow their instructions when dialing to directory assistance. Customer requested that the Supervisor place their call.

Supervisor apologized and explained that they would remain on the line until the OPR retrieved the proper number. OPR was counseled and customer was satisfied.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 3/22/2011
Record ID 18231
Call Taken By Lead Operator
CA Number
Responded By Melody
Response Date 3/22/2011
Resolution 3/22/2011

Customer stated that the Supervisor refused to hang up the call as requested.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 4/13/2011
Record ID 18319
Call Taken By Customer Service
CA Number 1157
Responded By Melissa
Response Date 4/13/2011
Resolution 4/13/2011

Customer stated that the OPR did a poor job processing their call and requested the information forwarded to Customer Service manager.

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

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 4/14/2011
Record ID 18325
Call Taken By Relay Manager
CA Number 1337
Responded By Diane
Response Date 4/14/2011
Resolution 4/14/2011

Customer stated OPR spoke in a whisper and was difficult to hear. Customer requested a Supervisor, but the OPR refused. Customer requested the OPR to hold and the OPR only held for one minute.

Customer Service Manager apologized and stated OPR would be counseled regarding Supervisor request and holding procedure. OPR was counseled and customer was satisfied. The relay indentified an issue with the OPR's headset, which has been resolved.

Service Complaints--Speech to Speech call Handling Problems

Inquire Date 5/31/2011
Record ID 18512
Call Taken By Customer Service
CA Number 1292
Responded By James
Response Date 5/31/2011
Resolution 5/31/2011

Customer was upset because the OPR repeatedly interupted them. Customer also expressed that their should be other centers open during the later hours so calls are not answered by the same person.

Lead OPR apologized to the customer and stated that the OPR would be counseld and their concerns would be forward to the Customer Service manager. OPR was counseld and the customer was notified.

Technical Complaints--711 Problems

Inquire Date 7/18/2010
Record ID 17584
Call Taken By Lead Operator
CA Number
Responded By Tom
Response Date 7/18/2010
Resolution 7/18/2010

Customer stated that they were unable to reach the relay when dialing 711. Customer stated that they had recently changed providers. Customer stated that they currently have Comcast as their provider.

Lead OPR provided the customer with the toll free number to reach the relay and stated that the relay would contact Comcast to ensure their translation number was set correctly. Comcast was contacted, issue was fixed and customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 9/22/2010
Record ID 17700
Call Taken By
CA Number
Responded By Melissa
Response Date 9/22/2010
Resolution 9/22/2010

Telephone representative stated that a customer has requested to have their telephone lines checked and required assistance with placing test relay calls. Customer has stated that they were unable to dial 711.

Customer Service offered trouble shooting solutions and discovered an issue with the customer's telephone. Issue was resolved and test calls were placed, which were successful.

Technical Complaints--711 Problems

Inquire Date 10/21/2010
Record ID 17786
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 10/21/2010
Resolution 10/21/2010

Customer stated that their grandson has not been able to reach them. The grandson recently received a phone from a phone carrier in New Hampshire but lives in Massachusetts. Customer explained lately they are reaching other relay services.

Customer Service placed test calls with the grandson and it was discovered that their was an issue with the translation of 711 in the granson's area. Customer Servie provided the toll free number. Customer Service contacted the provider and issue was corrected. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 2/15/2011
Record ID 18082
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 2/15/2011
Resolution 2/15/2011

Customer stated they were transferred to customer service while placing a call to 711. Customer stated that they were calling in on a T-mobile cell phone.

Customer Service forwarded the information to the technical department. The technical department discovered that the customer's telephone number displayed incorrectly to the relay. Customer Service notified the customer and offered a profile for correct identification to the relay. Customer refused at this time. Customer Service provided the appropriate toll free number to access the relay.

Technical Complaints--711 Problems

Inquire Date 3/31/2011
Record ID 18255
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 3/31/2011
Resolution 3/31/2011

Customer stated that they were experiencing more garble than usual.

Lead OPR explained how to press the space bar to clear garble and to request the OPR to clear garble. Lead OPR advised the customer to try their call again and if the situation persists, to have their telephone line or equipment checked. Customer understood.

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

Inquire Date 6/10/2010
Record ID 17518
Call Taken By
CA Number
Responded By Tauna
Response Date 6/10/2010
Resolution

Customer requested Bright House Network as their long distance provider through the relay.

Assistant Relay Manager explained that Bright House Network was not a participating provider through the relay. A temporary profile was set to allow the customer's calls. Bright House Network was contacted to become a participating provider through the relay, but there has been no response from the provider. As of 5/31/2010, Bright House Network is still not a participating provider through the relay.

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

Inquire Date 7/30/2010
Record ID 17607
Call Taken By Customer Service
CA Number
Responded By Brenda
Response Date 7/30/2010
Resolution

Customer requested Affordable Voice Communication, Inc as their long distance provider through the relay.

Supervisor explained that Affordable Voice Communication, Inc was not a participating provider through the relay. A temporary profile was set to allow calls until Affordable Voice Communication, Inc becomes a participating provider through the relay. Affordable Voice Communication, Inc has been contacted by the relay to become a participating provider through the relay. As of 5/31/2010, Affordable Voice Communications, Inc is still not a participating provider through the relay.

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

Inquire Date 9/7/2010
Record ID 17672
Call Taken By Customer Service
CA Number
Responded By Melody
Response Date 9/7/2010
Resolution

Customer requested Paetec as there long distance provider through the relay.

Customer Service explained that Paetec is not a participating provider through the relay. A temporary profile was set to allow the customer's call. Paetec was contacted to become a participating provider thorough the relay. There has been no further response from Paetec. As of 5/31/2010, Paetec is still not a participating provider through the relay.

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

Inquire Date 10/5/2010
Record ID 17763
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/5/2010
Resolution

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

Customer Service explained that Paetec is not a participating provider through the relay. A temporary profile was implemented for proper billing. Paetec was contacted about becoming a participating provider thorough the relay. Customer was satisfied. As of 5/31/2010, Paetec is still not a participating provider through the relay.

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

Inquire Date 10/20/2010
Record ID 17774
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 10/20/2010
Resolution 10/20/2010

Customer stated that they have had trouble calling through the relay for several months. Customer stated that the OPRs request their long distance provider, even though the customer is calling from a cell phone.

Customer Service apologized and offered to set up a profile for the customer. Customer Service explained why the error was occurring. Profile was implemented and customer was satisfied.

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

Inquire Date 12/21/2010
Record ID 17908
Call Taken By Lead Operator
CA Number
Responded By Tom
Response Date 12/21/2010
Resolution 12/21/2010

Customer requested Windstream Communications as their long distance provider through the relay.

Lead OPR explained that Windstream Communications is not a participating provider through the relay. Windstream Communications was contacted and a temporary profile was set to allow the customer's calls. Customer was notified. There has been no further contact from Windstream Communications. As of 5/31/2010, Windstream Communications is still not a participating provider through the relay.

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

Inquire Date 1/21/2011
Record ID 18005
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/21/2011
Resolution

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

Customer Service explained that Paetec was not a participating provider through the relay. Customer Service offered a profile with an alternate provider, which was implemented. Paetec was contacted about becoming a participating provider through the relay. Customer was satisfied. As of 5/31/2010, Paetec is still not a participating provider through the relay.

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

Inquire Date 1/27/2011
Record ID 18008
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 1/27/2011
Resolution

Representative of Paetec requested letter of authorization information through the relay.

Customer Service forwarded the request and information was provided to Paetec. There has been no further contact from Paetec at this time. As of 5/31/2010, Paetec is still not a participating provider through the relay.

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

Inquire Date 5/17/2011
Record ID 18515
Call Taken By At the Workstation
CA Number
Responded By Melissa
Response Date 5/17/2011
Resolution 5/17/2011

Customer requested Frontier as their long distance provider.

Customer Service explained that Frontier was not a participating provider thorough the relay. Customer Service 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.

Technical Complaints--Line Disconnected

Inquire Date 4/21/2011
Record ID 18342
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 4/21/2011
Resolution 4/21/2011

Customer stated that their call was disconnected.

Customer Service apologized and explained that there was a technical issue with the workstation and the workstation would not allow the OPR to perform any functions or type. Customer understood.

Technical Complaints--Miscellaneous

Inquire Date 1/30/2011
Record ID 18029
Call Taken By At the Workstation
CA Number
Responded By Melissa
Response Date 1/30/2011
Resolution 2/05/2011

Customer stated that their mother receives typing when making a call, but not when receiving a call.

Customer Service forwarded information to the technical department. The technical department discovered that the mother was using Mobile Captioning Service. Customer Service provided the correct information to the customer. Customer was appreciative.