MassRelay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
13676	6/6/2011	4016	Melissa	Melissa	Customer stated OPR made several typing errors.	6/6/2011	Customer Service apologized and stated the OPR would be monitored and tested frequently. OPR's last typing score was 64 WPM with 100% accuracy. Customer was satisfied.	Service Complaints - OPR Typing Speed
13974	6/13/2011		Melody	Melody	Customer stated they have been receiving fraudulent calls through the relay.	6/13/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to 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
14078	6/15/2011		Melissa	Melissa	Customer stated other parties are speaking too fast and it is difficult to understand them.	6/15/2011	Customer Service discovered that the customer was a hearing party and not using the relay. Customer Service explained that the customer had reached the relay and offered the suggestion to ask the other party to slow down. Customer was satisfied.	External Complaints - Miscellaneous
14083	6/15/2011		Melissa	Melissa	Customer stated they have been receiving harassing telephone calls through the relay.	6/15/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement then law enforcement may issue a court order. At that time call	Service Complaints - Fraudulent/Harassment Call

							information may be released to the Court. Customer understood.	
14685	6/24/2011	1337	Melissa	Melissa	Customer stated the OPR speaks in a whisper and it is difficult to understand.	6/24/2011	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
15828	7/7/2011	9068	Melissa	Melissa	Customer stated that the OPR requested a number, but the OPR should have already known it.	7/7/2011	Customer Service apologized and stated that the OPR would not have that information if it is not included in their speed dial. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
16585	7/9/2011	9119 9138	Lori	Lori	Customer stated they were upset that the OPRs inquire the spelling of a listing requested from directory assistance.	7/9/2011	Supervisor apologized and explained that the OPRs were inquiring to ensure accuracy. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
16586	7/11/2011		Tina	Tina	Customer stated that when they request the OPRs to drop off the line, they either do not drop off or hang up on them.	7/11/2011	Lead OPR explained that if the OPRs disconnect, the call will disconnect. Customer understood.	Service Complaints - OPR Hung Up on Caller
16809	7/12/2011	1264	Tina	Tina	Customer stated that she was unable to hear the OPR during a call and the OPR would not speak up.	7/12/2011	Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied. Further testing revealed a defective headset. Headset has been replaced.	Service Complaints - Miscellaneous

17356	7/18/2011	3011 9019	Tina	Tina	Customer stated that the first OPR did not provide identification right away. Customer stated the second OPR requested a number to dial instead of transferring the call to STS.	7/18/2011	Customer Service apologized and stated that both OPRs would be counseled. OPRs were counseled and customer was notified.	Service Complaints - Miscellaneous
17758	7/22/2011	1337	Tina	Tina	Customer stated the OPR did not keep them informed of what number was being dialed.	7/22/2011	Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.	Service Complaints - OPR Did Not Keep User Informed
17767	7/22/2011	1337 1264	Erica	Erica	Customer stated OPR's voicing is not loud enough.	7/22/2011	Customer Service apologized and stated OPRs would be counseled and monitored frequently to ensure proper voice tone. OPRs were counseled and customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
18118	7/26/2011		Melody	Melody	Customer stated they were unable to reach an OPR to be transferred to STS and received a holding message.	7/26/2011	Customer Service apologized and explained that the relay had been busy. Customer understood. Calls were answered at 99% within 10 seconds on this day.	Service Complaints - Miscellaneous
18127	7/26/2011	6528	Jason	Jason	Customer stated that the OPR speaks in a high pitch, which makes it difficult to understand the conversation.	7/26/2011	Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was notified.	Service Complaints - Miscellaneous
18132	7/26/2011	9119	Melody	Melody	Customer requested the OPR to hold while they answer the door, but the OPR hung up.	7/26/2011	Supervisor apologized and explained that the OPR held for ten minutes, without any response from the customer.	Service Complaints - OPR Hung Up on Caller

18158	7/26/2011	6798	Tina	Tina	Customer stated that the Lead OPR refused to take their complaint at the workstation.	7/26/2011	Customer Service explained that it is policy to transfer their concerns to Customer Service. Customer hung up.	Service Complaints - Miscellaneous
18400	7/27/2011		Trisha	Trisha	Customer stated they wanted to file a complaint but refused to provide any information.	7/27/2011	Lead OPR apologized for any issues they were having. Lead OPR inquired if they would like to provide the information, but customer refused and hung up.	Service Complaints - Miscellaneous
19003	8/2/2011		Candace	Candace	Customer stated that all of the OPRs and Supervisors are lazy and need retrained.	8/2/2011	Lead OPR attempted to apologize but the customer became abusive and then disconnected.	Service Complaints - Miscellaneous
19494	8/8/2011	1264	Alicia	Alicia	Customer stated OPR was not speaking clearly.	8/8/2011	Supervisor apologized and stated OPR would be counseled. OPR was counseled and continued monitoring was conducted to ensure proper vocal clarity.	Service Complaints - Poor Vocal Clarity/Enunciation
19521	8/2/2011	6798	Taryn	Taryn	Customer requested a name to dial that was not listed on their speed dial listed.	8/2/2011	Customer Service explained that if the number is not listed in their speed dial, the customer would need to provide the number. Customer hung up.	Service Complaints - Miscellaneous
19783	8/10/2011	9141	Miranda	Miranda	Customer stated that they requested another OPR, but there was not one available.	8/10/2011	Lead OPR apologized and offered to process the call. Customer hung up.	Service Complaints - Miscellaneous
19808	8/10/2011	9146	Lonnie	Lonnie	Customer stated that the OPR did not listen to their instructions.	8/10/2011	Lead OPR apologized and offered to stay on the line while call was processed. Call was processed without further incident. OPR was counseled.	Service Complaints - Didn't Follow Instructions

19811	8/10/2011		Melissa	Melissa	Customer stated they were having difficulties reaching their TTY party. Customer reached a recording that stated their call cannot be completed as dialed.	8/10/2011	Customer Service placed test calls and discovered that there was a block on the customer's telephone line. Customer was referred to their telephone company.	Technical Complaints - Miscellaneous
19943	8/11/2011	Alex	Tina	Tina	Customer stated that the Supervisor did not follow their instructions and request for adding a number to their speed dial list.	8/11/2011	Customer Service apologized and stated that the Supervisor would be counseled and profile was updated. Customer was notified.	Service Complaints - Miscellaneous
20333	8/17/2011	4060	Melissa	Melissa	Customer stated that the OPR was unable to retrieve their voice mail.	8/17/2011	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
20961	8/22/2011	1157	David	David	Customer stated OPR was not speaking clearly.	8/22/2011	Lead OPR apologized and stated OPR would be counseled. OPR was counseled and continued monitoring was conducted to ensure proper vocal clarity.	Service Complaints - Poor Vocal Clarity/Enunciation
21311	8/24/2011	1264	Melissa	Melissa	Customer stated that the OPR speaks very soft and it is difficult to hear them.	8/24/2011	Customer Service apologized and stated OPR would be counseled. OPR was counseled and monitored frequently. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
21436	8/25/2011	6255	Melissa	Melissa	Customer stated that the OPR speaks softly and they are unable to understand them.	8/25/2011	Customer Service stated that the OPR would be counseled. OPR was counseled and monitored frequently. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

23396	9/13/2011	1337	Melissa	Melissa	Customer stated that the OPR did not follow their instructions when calling directory assistance.	9/13/2011	Customer Service stated that the OPR would be counseled. OPR was counseled and the customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
23397	9/13/2011	9004	Melissa	Melissa	Customer stated the OPR did not follow their instructions.	9/13/2011	Supervisor apologized and stated the OPR would be counseled. OPR was counseled and customer was notified.	Service Complaints - Miscellaneous
23401	9/13/2011	4117	Melissa	Melissa	Customer stated that the OPR transferred them to the wrong number.	9/13/2011	Customer Service stated that the OPR would be counseled. OPR was counseled and the customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
23402	9/13/2011		Melissa	Melissa	Customer stated they are receiving harassing phone calls through the relay.	9/13/2011	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
23613	9/14/2011	9116	Tina	Tina	Customer stated the OPR did not repeat verbatim.	9/14/2011	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled and the customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
23829	9/15/2011		Chuck	Chuck	Customer stated the OPR did not repeat clearly.	9/15/2011	Customer Service apologized and stated that the OPR would be monitored frequently. OPR was monitored frequently and the customer was notified. OPR has improved.	Service Complaints - Poor Vocal Clarity/Enunciation

23874	9/15/2011	9138	Melissa	Melissa	Customer stated that OPR speaks softly and they are unable to hear them.	9/15/2011	Customer Service stated that the OPR would be counseled. OPR was counseled and the customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
24232	9/20/2011		Melissa	Melissa	Customer stated that many OPRS are not following their voice mail instructions.	9/20/2011	Customer Service apologized and stated that the OPR would be monitored frequently. OPR was monitored frequently and the customer was notified. Monitoring indicated proper call processing.	Service Complaints - Didn't Follow Voice Mail/Recording Procedure
24251	9/20/2011		Melissa	Melissa	Customer stated they have been receiving harassing phone calls through the relay.	9/20/2011	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
25090	9/29/2011		Melissa	Melissa	Customer stated that they were unable to place a call through the relay.	9/29/2011	Customer Service forwarded information to the technical department. It was discovered that the customer profile had been set incorrectly. Profile was updated and the customer was notified.	Service Complaints - Miscellaneous
25103	9/29/2011	1264	Melissa	Melissa	Customer stated the OPR did not speak clearly.	9/29/2011	Customer Service apologized and stated that the OPR would be monitored frequently. OPR was monitored frequently and the customer was notified. OPR has improved.	Service Complaints - Poor Vocal Clarity/Enunciation

25135	9/29/2011		Melissa	Melissa	Customer stated that OPRs are taking awhile to state their greeting and once on the line they are transferred to the wrong department.	9/29/2011	Customer Service apologized for the inconvenience and stated that the OPRs would be monitored frequently. Customer Service attempted to gather information to update their profile, but customer disconnected before Customer Service could obtain profile information.	Technical Complaints - ASCII/Baudot Break-Down
25138	9/29/2011		Melissa	Melissa	Customer stated they have been receiving harassing phone calls through the relay.	9/29/2011	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
26303	10/12/2011	9141	Jason	Jason	Customer stated the OPR's voice was difficult to understand.	10/12/2011	Lead OPR apologized and stated that the OPR would be counseled and monitored frequently. OPR has been counseled and monitored frequently.	Service Complaints - Poor Vocal Clarity/Enunciation
28315	11/1/2011	9004 6798 1337 1320 9141	Tina	Tina	Customer stated issues with several OPRs not processing their calls correctly and not revoicing the conversation verbatim.	11/1/2011	Customer Service apologized and stated the OPRs would be counseled. OPRs were counseled and monitored frequently. Customer was satisfied.	Service Complaints - OPR Accuracy/Spelling/Verbatim

28681	11/4/2011		Michelle	Michelle	Customer stated that there were no female OPRs that could take over their call.	11/4/2011	Supervisor apologized and explained that all female OPRs were currently on calls. Customer did not wish to wait and disconnected.	Service Complaints - Miscellaneous
29116	11/9/2011	9004	Lori	Lori	Customer stated the OPR did not retain the information from their call.	11/9/2011	Supervisor apologized to the customer and confirmed the information they were speaking about was from a previous call in which they disconnected. Customer understood that this information could not be retained.	Service Complaints - Improper Use of Customer Data
31013	11/29/2011		Melissa	Melissa	Customer stated that they were unable to reach the relay.	11/29/2011	Customer Service placed a test call to the customer's line and it was discovered that the line had been disconnected. Customer suggested the customer contact their telephone provider. Customer understood.	External Complaints - Miscellaneous
31020	11/29/2011		Melissa	Melissa	Customer inquired about a number that was unreachable through the relay.	11/29/2011	Customer Service placed a test call to the number which was unsuccessful. Customer was contacted and it was suggested that they speak to their telephone provider on the status of their work order.	External Complaints - Miscellaneous
31117	11/30/2011		Jason	Jason	Customer could not reach the doctor's office because the line was busy. Customer inquired what could be done.	11/30/2011	Lead OPR placed a test call directly through the relay and discovered that the office number was still busy. Lead OPR suggested that the customer would want to attempt their call at a later time. Customer disconnected.	External Complaints - Miscellaneous

33391	12/19/2011		Melissa	Melissa	Customer stated that the OPRs do not follow procedure and stated that the OPRs do not answer their questions at the work station.	12/19/2011	Customer Service explained that OPRs are limited to what they may answer. Customer Service explained that if the customer has a question concerning a call, they may request a Supervisor for assistance. Customer understood.	Service Complaints - Didn't Follow Policy/Procedure
33396	12/19/2011		Melissa	Melissa	Customer stated that they requested a different OPR, but the Supervisor had stated that there were no available OPRs.	12/19/2011	Customer Service apologized and explained to the customer that the call volume has been high and to attempt placing their call again. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
34460	1/3/2012	1337	Melissa	Melissa	Customer stated that the OPR disconnected their call.	1/3/2012	Customer Service apologized and stated the information would be submitted to the technical department. It was discovered that the call was disconnected due to no response from the customer. Customer was notified.	Service Complaints - OPR Hung Up on Caller
35075	1/10/2012		Melissa	Melissa	Customer stated that the OPRs should automatically retry all directory assistance calls without being told when directory assistance provides the incorrect number.	1/10/2012	Customer Service explained that the OPR must verify with the caller if they would like to retry their call again. Customer Service further explained that there is no way for the OPR to know if this is not the number that the customer wanted without further direction from the customer. Customer understood.	Service Complaints - Didn't Follow Policy/Procedure

35082	1/10/2012		Melissa	Melissa	Customer stated they repeatedly get the same OPRs when reaching Speech to Speech.	1/10/2012	Customer Service explained that the calls are routed to the next available OPR. Customer understood, but was happy that only a couple of OPRs are available when they place their calls.	Service Complaints - Miscellaneous
36118	1/19/2012		Melissa	Melissa	Customer requested to speak to Customer Service but the OPRs were transferring to Speech to Speech.	1/19/2012	Customer Service apologized and explained that the OPRs were transferring to Speech to Speech per the customer's profile instructions. Customer Service stated that the OPRs would be monitored frequently to ensure the customer's instructions were followed. OPR was monitored frequently. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
36219	1/20/2012		Candace	Candace	Customer stated they were not allowed to hold for a specific OPR.	1/20/2012	Lead OPR explained that there were no other available OPRs. Lead OPR explained that the OPR on the call could process the call or the customer could call back into the relay later. Customer was upset and disconnected.	Service Complaints - Miscellaneous
36271	1/20/2012	4046	Tina	Tina	Customer requested to speak to Customer Service but the OPR transferred to Speech to Speech.	1/20/2012	Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer hung up.	Service Complaints - Miscellaneous
37072	1/26/2012	9004	Barb	Barb	Customer stated that the OPR did not follow their instructions.	1/26/2012	Senior Relay Manager apologized and stated that OPR would be counseled. OPR was counseled and customer was satisfied.	Service Complaints - Miscellaneous

37709	1/31/2012	9025	Melissa	Melissa	Customer stated that it took longer than usual to connect to 911.	1/31/2012	Customer Service apologized and forwarded the information to the technical department. It was discovered that the OPR did not dial out until the Supervisor arrived at the workstation. OPR has been counseled and will be monitored frequently. Customer was notified and understood.	Service Complaints - Miscellaneous
38260	2/7/2012		Melissa	Melissa	Customer stated they were unable to reach a Speech to Speech OPR.	2/7/2012	Customer Service apologized and offered to place a test call which was successful. Customer Service verified that the correct number to reach the relay and requested that they try their call again. Customer understood and connected properly with the relay.	Service Complaints - Miscellaneous
38262	2/6/2012	9061	Melissa	Melissa	Customer stated that the OPR did not hold while they went to the restroom.	2/6/2012	Customer Service explained that the OPR would be instructed to disconnect if they exceed the hold time. Customer Service suggested to the customer to call back if they believe they will be longer than the allowed hold time. Customer understood.	Service Complaints - OPR Hung Up on Caller
38897	2/15/2012		Melissa	Melissa	Customer stated that the OPR dialed the wrong number which was provided by the directory assistance, but it was a wrong number.	2/15/2012	Customer Service explained that OPR dialed the number per the customer's instruction. Customer explained that the customer could request that they dial to directory assistance again to acquire a possible different number. Customer understood.	External Complaints - Miscellaneous

38899	2/16/2012		Melissa	Melissa	Customer became upset because the OPR would not hold for them while they use the restroom.	2/16/2012	Customer Service explained that the OPR would be instructed to disconnect if they exceed the hold time. Customer Service suggested to the customer to call back if they believe they will be longer than the allowed hold time. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
38917	2/7/2012	9019	Melissa	Melissa	Customer stated that the Supervisor refused to provide a speed dial number from their profile.	2/7/2012	Customer Service explained that the Supervisor would be counseled. Supervisor was counseled and customer was satisfied.	Service Complaints - Miscellaneous
38918	2/15/2012	6548	David	David	Customer stated that the OPR did not speak clearly.	2/15/2012	Customer Service apologized and stated that the OPR would be monitored frequently. OPR has improved. Customer was satisfied.	Service Complaints - Poor Vocal Clarity/Enunciation
39717	2/28/2012		Melissa	Melissa	Customer stated they were unable to reach the relay.	2/28/2012	Customer Service placed a test call through the relay which was successful. Customer Service advised the customer to try their call again. Customer understood.	Service Complaints - Ringing/No Answer
39746	2/23/2012		Melissa	Melissa	Customer stated that the OPR would not wait while they use the restroom. Customer inquired about holding time.	2/23/2012	Customer Service discovered that the customer is requesting the OPRs to hold for a minimum of 15 minutes. Customer Service explained that the OPR can hold for a short time, but once the hold time has been exceeded the OPR would have to disconnect. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
40236	2/28/2012	9013	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	2/28/2012	Customer Service apologized and stated that the OPR would be monitored frequently and the customer was notified. OPR	Service Complaints - Poor Vocal Clarity/Enunciation

							has improved.	
40248	2/29/2012		Melissa	Melissa	Representative stated that their customer was unable to place a call through the relay and then disconnected.	2/29/2012	Customer Service tried to make further contact to the representative but they could not be reached. No further contact has been made with customer.	Service Complaints - Miscellaneous
40447	3/2/2012	1184	Kim	Kim	Customer stated the OPR hung up on them and no one would answer STS.	3/2/2012	Lead OPR forwarded the information to the technical department. The technical department discovered that the customer disconnected and there were no available OPRs when the customer dialed back to the relay. Customer was notified.	Service Complaints - OPR Hung Up on Caller
40472	3/2/2012	9004 1320 9013 1275	Tina	Tina	Customer stated several concerns with multiple OPRs and a Supervisor.	3/2/2012	Customer Service apologized and stated information would be forwarded to management. Information was forwarded and OPRs and Supervisor were counseled. Customer was satisfied.	Service Complaints - Miscellaneous
40551	3/5/2012	1184	Kim	Kim	Customer stated the OPR refused to answer them when they asked if the OPR was there. Customer requested a Supervisor who was not helpful.	3/5/2012	Lead CA apologized and stated the OPR and Supervisor would be counseled. OPR and Supervisor were counseled and customer was notified.	Service Complaints - Miscellaneous

40708	3/6/2012		Melissa	Melissa	Customer stated they were receiving harassing phone call.	3/6/2012	Customer Service suggested that the customer contact their local telephone co. pr report the incident to 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
41071	3/9/2012		Melissa	Melissa	Customer stated they were unable to place a call to ATT on their TTY device.	3/9/2012	Customer Service suggested they call the main number for ATT through the relay service to reach a live OPR. Customer understood.	External Complaints - Miscellaneous
41359	3/15/2012	9025	Michelle	Michelle	Customer stated that the OPR hung up on them.	3/15/2012	Supervisor forwarded information to the technical department. The technical department discovered that the customer disconnected. Customer was notified.	Service Complaints - OPR Hung Up on Caller
41585	3/16/2012	1320	Tina	Tina	Customer stated that the OPR was not processing their calls properly.	3/16/2012	Customer Service apologized and stated the OPR would be counseled. OPR was counseled and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
43775	4/4/2012		Melissa	Melissa	Customer stated that that they are experiencing static on their telephone line.	4/4/2012	Customer Service verified that there was static on the line and provided the customer with their telephone provider's telephone number. Customer was satisfied.	External Complaints - Miscellaneous

45207	4/24/2012		Melissa	Melissa	Customer requested EarthLink as their long distance provider through the relay.	4/24/2012	Customer Service explained that EarthLink was not a participating provider through the relay. A temporary profile was set for the customer to ensure that their calls through the relay were able to be placed. Customer Service has contacted EarthLink with no response concerning the issue. As of 5/31/12, EarthLink is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
45322	4/18/2012	1337	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/18/2012	Customer Service apologized and stated that the OPR would be monitored frequently. OPR has been monitored frequently and customer was notified. OPR has improved.	Service Complaints - Poor Vocal Clarity/Enunciation
45330	4/19/2012	1157	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/19/2012	Customer Service apologized and stated that the OPR would be monitored frequently. OPR was monitored frequently and customer was notified. OPR has since been terminated.	Service Complaints - Poor Vocal Clarity/Enunciation
45333	4/24/2012	1157	Tina	Tina	Customer stated several issues with the OPR and that they refused to process her call.	4/24/2012	Customer Service apologized and stated the OPR would be counseled. OPR was monitored frequently. OPR has since been terminated.	Service Complaints - Didn't Follow Policy/Procedure
45560	4/27/2012	1184	Kim	Kim	Customer stated the OPR did not follow their instructions and the Supervisor defended the OPR.	4/27/2012	Lead OPR apologized and explained that both OPR and Supervisor would be counseled. OPR and Supervisor were counseled and customer was notified.	Service Complaints - Didn't Follow Instructions

44953	4/23/2012	1184	Chuck	Chuck	Customer stated the OPR did not follow their instructions during a call.	4/23/2012	Supervisor apologized and stated the OPR would be counseled. OPR was counseled.	Service Complaints - Didn't Follow Instructions
46543	5/14/2012	4184	Melissa	Melissa	Customer stated that the OPR was unable to retrieve their voice mail.	5/14/2012	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
47005	5/21/2012		Brandon	Brandon	Customer stated that when speaking to the OPR during a call about what they were doing wrong, a Supervisor announced that they have been listening on the call. Customer stated they never requested a Supervisor for the call and the OPR was only to be present.	5/21/2012	Customer Service apologized and explained that when an OPR has difficulty with a call, they are to request a Supervisor for assistance. Customer hung up.	Service Complaints - Miscellaneous