

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
14074	6/28/2013	9118 & Supervisor	Tina	Tina	*Customer stated the OPR and Supervisor did not keep them informed during their call.	7/2/2013	Customer Service apologized and explained that the OPR and Supervisor would be counseled and information would be forwarded to management. Information was forwarded to management and OPR and Supervisor were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
6844	6/30/2013		Oscar	Oscar	Customer stated they are unable to connect to their mother's VCO device.	6/30/2013	Customer Service placed several test calls to the VCO device and only received static then the line disconnected. Customer Service directed the customer to their telephone company for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
77750	7/2/2013	4062F	Ellis	Ellis	Customer stated the OPR dialed the incorrect number.	7/2/2013	Customer Service apologized to the customer and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Misdialed Number
90544	7/3/2013	9113M	Dawn	Dawn	Customer stated the OPR did not follow the proper procedure. Customer declined to give name or phone number.	7/5/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
93684	7/8/2013	9025F	Ellis	Ellis	Customer stated there was a long delay in being connected to the OPR.	7/8/2013	Customer Service apologized to the customer and stated that their concern would be forwarded to management. Information was forwarded and customer was satisfied. The Relay answered 85.1% within 10 seconds and had a 4.9 ASA for the day.	Technical Complaints - Busy Signal/Blockage

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

823438	7/14/2013	4180	Kim	Kim	Customer stated the OPR disconnected them when they attempted to leave a message on an answering machine.	7/15/2013	Customer hung up before Customer Service could state the OPR would be counseled and monitored more frequently. Information was forwarded and OPR was counseled; monitoring has occurred.	Service Complaints - Improper Voice Mail/Record Prc
958384	7/17/2013		Ellis	Ellis	Customer stated there was a long delay in being connected to the OPR.	7/17/2013	Customer Service apologized to the customer and stated that their concern would be forwarded to management. Information was forwarded and customer was satisfied. The Relay answered 80.9% within 10 seconds and had a 10.1 ASA for the day.	Technical Complaints - Busy Signal/Blockage
201752	7/17/2013	1254F	Dawn	Dawn	*Customer stated that they could not hear the OPR on their call. Customer did not wish to give name.	7/17/2013	Customer hung up before Customer Service could apologize. The technical department discovered an issue with the OPR headset cord; OPR was provided a new cord which resolved this issue.	Technical Complaints - Miscellaneous
821616	7/22/2013		Tina	Tina	Customer stated that whenever they dial Relay they are not being connected to TTY.	7/22/2013	Customer Service discovered the profile was not set correctly for when the customer dialed 7-1-1. Customer Service resaved the profile and requested the customer to call back if this did not resolve the issue. There has been no further contact from the customer. Customer was satisfied.	Technical Complaints - Miscellaneous
346417	7/24/2013	1256 & Supervisor	Tina	Tina	*Customer stated their STS call was handled improperly. Customer stated that the OPR could not be heard.	7/24/2013	Customer hung up before Customer Service could apologize. The technical department discovered an issue with the OPR headset cord; OPR was provided a new cord which resolved this issue.	Technical Complaints - Tech Issues STS Problem

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

430194	7/26/2013		Jessica	Jessica	Customer stated that they are unable to place a call through the Relay. Customer stated the OPR stated their line was showing up as a restricted line.	9/19/2013	Customer Service forwarded information to the technical department. The technical department discovered a restriction on the customer's number that is not allowing the call to be placed; this restriction is being set by their carrier. Customer Service referred the customer to their carrier to remove the restriction. Customer returned a call and stated their service provider is advising that they do not have a restriction on the number. Customer is requesting that Customer Service contact their service provider to resolve this issue. Customer Service worked with the provider to discover the restriction. The provider located an incorrect restriction code on the customer's account. The provider reset the customers account and followed up with the customer. Customer was notified.	External Complaints - Miscellaneous
447135	7/29/2013		Tina	Tina	Customer stated they attempted to place an emergency call through the relay, but could not connect to an OPR.	7/30/2013	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered this customer waited in queue. The Relay answered 93.1% within 10 seconds and had a 3.5 ASA for the day.	Technical Complaints - Busy Signal/Blockage
777293	7/30/2013		Tina	Tina	Customer stated the typing from the OPR is not appearing correctly on their TTY machine.	7/31/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the Relay workstation that was resolved. Customer was notified.	Technical Complaints - Miscellaneous
885239	8/3/2013		Jessica	Jessica	Customer stated they were unable to dial New York to New York using Massachusetts Relay on their Mobile device.	8/4/2013	Customer Service advised customer that Massachusetts Relay is unable to process the call and provided the customer with the number to the New York Relay Center. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

458278	8/8/2013		Ellis	Ellis	Caller stated they represent Fairpoint and one of their customers is unable to make a call through MA Relay.		Customer Service apologized and explained that Fairpoint was not a participating long distance company with Relay. Customer Service forwarded the information to the technical department. The technical department set a temporary work around profile for the customer. Customer was notified and satisfied. As of May 31st, 2014 Fairpoint is still not a participating provider in MA.	Technical Complaints - Carrier Choice not Available
977445	8/15/2013		Dawn	Dawn	*Customer stated there were connection issues with their call. Customer could hardly hear the CA or their party due to a noise in the background.	8/15/2013	Customer Service forwarded information to the technical department. The technical department performed several test call and no issues found with connecting to the Relay. Customer was notified.	Technical Complaints - Tech Issues STS Problem
427912	8/15/2013		Dawn	Dawn	Customer inquired why their calls were being sent to Customer Service from the Relay Supervisor.	8/16/2013	Customer Service explained the Relay and how to process a call. Customer hung up.	Service Complaints - Miscellaneous
483791	8/15/2013		Jessica	Jessica	Customer called to file a complaint because they are restricted from using the MASS Relay Service and are transferred to customer service every time they attempt to place a call using 7-1-1.	8/17/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

782790	8/16/2013		Dawn	Dawn	*Customer stated their profile is not appearing at the Relay workstation and they are unable to dial a long distance call.	8/16/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
798014	8/16/2013		Dawn	Dawn	*Customer stated their profile is not appearing at the Relay workstation and they are unable to dial a long distance call.	8/16/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
720658	8/18/2013		Jessica	Jessica	*Customer stated they received a busy signal when dialing the MASS STS toll free number.	8/18/2013	Customer Service placed several calls to the MASS STS number and all calls connected correctly. Customer was notified.	Technical Complaints - Busy Signal/Blockage
323604	8/18/2013		Ryan	Ryan	*Customer stated their profile is not appearing at the Relay workstation and they are unable to dial a long distance call.	08/18/213	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
614386	8/21/2013		Dawn	Dawn	*Customer stated the Supervisor hung up on them.	8/21/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Supervisor did not disconnect the user. Customer was notified.	Service Complaints - OPR Hung Up on Caller
121892	8/28/2013	1287	Dawn	Dawn	*Customer stated that they could not understand the OPR due to their accent.	8/28/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

121897	8/28/2013		Dawn	Dawn	*Customer stated the OPR was changing their OPR ID number and not actually changing OPRs on the call.	8/28/2013	Customer Service assured the customer that if a new OPR number was given then it would be a completely different OPR. Customer hung up.	Service Complaints - Miscellaneous
248451	8/31/2013		Jessica	Jessica	*Customer stated when they request another OPR that the Supervisors advise them there is not one available.	8/31/2013	Customer Service explained that the Supervisor would only be able to provide another OPR if one is available. Customer Service suggested attempting their call at a later time and apologized for the inconvenience. Customer hung up.	Service Complaints - Miscellaneous
170002	9/2/2013	1284	Jessica	Jessica	*Customer complained that the OPR and Supervisor were uncooperative.	9/2/2013	Customer Service apologized and stated the OPR and Supervisor will be counseled and monitored more frequently. Information was forwarded to management and OPR and Supervisor were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
894430	9/5/2013	1266, 1267, & 1287	Tina	Tina	*Customer stated that they could not understand the OPRs because of a heavy accent. Customer stated that all three of these OPRs are the same person.	9/5/2013	Customer Service apologized and explained that there would be a new OPR on the line when a new number is provided. Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
869925	9/5/2013	1048	Jessica	Jessica	*Customer stated the OPR intentionally dialed the incorrect number repeatedly.	9/5/2013	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Misdialed Number

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

904812	9/5/2013	1287 1284	Jessica	Jessica	*Customer stated that they could not understand the OPR because of a heavy accent.	9/5/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
859685	9/11/2013	9048	Dawn	Dawn	*Customer stated the OPR was talking during the recording that was reached and they could not hear the information being given.	9/11/2013	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
859881	9/11/2013		Dawn	Dawn	*Customer stated the Supervisor would not process their call due to technical issues with the Relay workstation.	9/11/2013	Customer Service apologized and discovered a technical issue with the Relay workstation prevented their call from being processed. Customer Service explained that the technical issue with the workstation has been resolved and requested the customer attempt their call again. Customer hung up.	Service Complaints - Miscellaneous
859887	9/11/2013	9025	Dawn	Dawn	*Customer stated the OPR would not process their call due to technical issues with the Relay workstation.	9/11/2013	Customer Service apologized and discovered a technical issue with the Relay workstation prevented their call from being processed. Customer Service explained that the technical issue with the workstation has been resolved and requested the customer attempt their call again. Customer hung up.	Service Complaints - Miscellaneous
880451	9/11/2013		Dawn	Dawn	*Customer stated the Supervisor would not process their call due to technical issues with the Relay workstation.	9/11/2013	Customer Service apologized and discovered a technical issue with the Relay workstation prevented their call from being processed. Customer Service explained that the technical issue with the workstation has been resolved and requested the customer attempt their call again. Customer hung up.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

880458	9/11/2013	1266 and 1287	Dawn	Dawn	*Customer stated that they could not understand the OPR because of a heavy accent.	9/11/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous
814644	9/12/2013	1284	Tina	Tina	*Customer stated the OPR did not keep them informed during their call and would not announce their OPR number after being instructed to do so.	9/12/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and OPR was counseled; monitoring has occurred.	Service Complaints - OPR Didn't Keep User Informed
451561	9/12/2013	9141	Dawn	Dawn	*Customer stated the Operator hung up on them. Customer stated the OPR would not hold for them while they use the restroom.	9/26/2013	Customer Service apologized and stated information would forwarded to management. Information was forwarded to management. Management verified the OPR followed the proper procedure. Customer was satisfied.	Service Complaints - OPR Hung Up on Caller
612480	9/12/2013		Donte	Donte	*Customer stated the Supervisor does not know what they are doing. Customer refused to provide details.	9/13/2013	Customer Service forwarded information to technical department. The technical department was unable to locate any information due to the lack of call details. Customer was notified.	Service Complaints - Miscellaneous
641011	9/12/2013		Monika	Monika	*Customer stated the Supervisor refused to get them another OPR.	9/13/2013	Customer Service apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded and it was discovered there was no available OPR to take over the call. Customer hung up.	Service Complaints - Miscellaneous
818080	9/12/2013	1284	Jessica	Jessica	*Customer stated that the OPR and the Supervisor did not identify that they were on the call.	9/12/2013	Customer Service discovered the customer has profiled instructions for the OPR to "Not Identify". Customer Service explained that the OPR and Supervisor were only following the profiled instructions. Customer hung up.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

355530	9/13/2013		Ellis	Ellis	Customer stated they are not connecting automatically to TTY when dialing 7-1-1 as their profile states.	9/13/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
20090238	9/13/2013	1284	Jessica R	Jessica R	*Customer stated the OPR did not follow directions to dial directory assistance and kept asking them to repeat.	9/14/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer hung up.	Service Complaints - Miscellaneous
692863	9/16/2013	1191	Dawn	Dawn	*Customer stated the OPR did not dial the correct speed dial number.	9/26/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Improper Use of Speed Dialing
875518	9/17/2013	1287	Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/17/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
624254	9/19/2013		Tina	Tina	*Customer stated the Customer Service representative did not understand them.	9/19/2013	Customer Service apologized and discovered the customer was crying and yelling, without a STS OPR on the line, and was hard to understand. Customer Service attempted to explain this to the customer and the customer hung up.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

757571	9/19/2013	1284 1266	Jessica	Jessica	*Customer stated that they could not understand the OPR due to a heavy accent.	9/19/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
875802	9/24/2013	1264 & 1284	Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/24/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
875809	9/24/2013		Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/24/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Poor Vocal Clarity/Enunciation
888463	9/25/2013	1284 & 1266	Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/25/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
186662	9/25/2013		Dawn	Dawn	*Customer stated Supervisor hung up on her.	9/26/2013	Customer Service apologized and stated the information would be forwarded to management. Customer hung up. Customer Service discovered the customer was being abusive and this was the reason for the disconnect.	Service Complaints - Miscellaneous
370580	9/26/2013	4173F	Ellis	Ellis	Customer stated the OPR did not follow instructions to retrieve voicemail.	9/26/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer hung up.	Service Complaints - Improper Voice Mail/Record Prc

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

383801	9/26/2013	3026F	Ellis	Ellis	Customer stated the OPR did not follow instructions to leave a message.	9/26/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer hung up.	Service Complaints - Miscellaneous
436842	9/27/2013		Dawn	Dawn	*Customer stated a long hold time before the Relay OPR came on the line.	9/27/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Massachusetts Relay answered 88.3% of the calls within 10 seconds on this day.	Technical Complaints - Long Hold Time/Disconnect
436846	9/27/2013		Dawn	Dawn	*Customer stated a long hold time before the Relay OPR came on the line.	9/27/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Massachusetts Relay answered 88.3% of the calls within 10 seconds on this day.	Technical Complaints - Long Hold Time/Disconnect
446586	9/27/2013	1320	Dawn	Dawn	*Customer stated that they could not understand the OPR due to a heavy accent.	9/27/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
553930	9/27/2013		Dawn	Dawn	*Customer stated the Supervisor did not follow procedure.	9/27/2013	Customer Service apologized and stated the Supervisor would be counseled. Information was forwarded to management and Supervisor was counseled. Customer hung up	Service Complaints - Didn't Follow Policy/Procedure
677179	10/2/2013		Dawn	Dawn	*Customer stated they were unable to place an International Call using the Relay	10/4/2013	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the calls were disconnected by the carrier or the called party. Customer was notified.	External Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

339252	10/3/2013		Tina	Tina	*Customer stated they were unable to place an International Call using the Relay	10/4/2013	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the calls were disconnected by the carrier or the called party. Customer was notified.	External Complaints - Miscellaneous
466462	10/3/2013	9048	Dawn	Dawn	*Customer stated when the OPR placed the call through the Relay the line was busy, but when they dialed direct it was not a busy line.	10/19/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Technical Complaints - Busy Signal/Blockage
521891	10/3/2013	9063	Tina	Tina	*Customer stated the OPR did not follow policy/procedure.	10/3/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
521898	10/3/2013	Dawn	Tina	Tina	*Customer stated that the Customer Service representative is not understanding them correctly and has updated their profile incorrectly.	10/3/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and profile was corrected. Customer was satisfied.	Service Complaints - Miscellaneous
560763	10/3/2013	9063	Jessica	Jessica	*Customer stated that the OPR is not doing their job and does not follow their instructions to dial a number from their Speed Dial list.	10/3/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

747874	10/3/2013		Jessica	Jessica	Customer states they are unable to place a call to the Mass Relay when dialing 7-1-1 from their Vermont cell phone.	10/3/2013	Customer Service discovered the customer was using an out of state mobile number. Customer Service explained about roaming and how it works through the relay. Customer Service provided the toll free number for Vermont Relay. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
567310	10/4/2013	9004	Jessica	Jessica	*Customer stated the OPR hung up on them.	10/4/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not release the call. Customer was notified.	Service Complaints - OPR Hung Up on Caller
698972	10/4/2013	1284	Jessica	Jessica	*Customer stated the OPRs continue to ask them to repeat what they were saying.	10/4/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
8003943	10/11/2013		Tina	Tina	*Customer stated that the Relay needs to hire more female STS OPRs, as the male OPRs do not hear well and they have to repeat.	10/11/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
8066428	10/11/2013		Tina	Tina	*Customer stated that they experienced a long hold time when dialing into the Relay and there is no answer.	10/11/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer hung up. The Relay answered 93.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
336359	10/13/2013		Jessica	Jessica	*Customer stated they were unable to place a long distance call through the Relay as their profile was not available to the OPR.	10/13/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

200592	10/22/2013	9048	Jessica	Jessica	*Customer stated the OPR did not follow directions.	10/22/2013	Customer Service apologized to the customer and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
238319	10/28/2013		Monika	Monika	*Customer requested to be transferred to Supervisor and Customer Service to file a complaint. Customer was being abusive towards the OPR and Supervisor.	10/29/2013	Call was disconnected due to abuse.	Service Complaints - Miscellaneous
755883	10/28/2013	4173 and 4014	Monika	Monika	Customer stated the OPRs did not follow policy/procedure for a VCO connection.	11/4/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPRs did follow procedure for connecting to a non-profiled VCO user. Customer Service notified the customer and set up a profile with the Relay for an automatic VCO connection whenever they place a call through the Relay. Customer understood.	Service Complaints - Didn't Follow Policy/Procedure
851425	10/29/2013	9040	Dawn	Dawn	*Customer stated that OPRs are unable to hear them and then disconnect their call.	10/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Poor Vocal Clarity/Enunciation
783116	10/31/2013		Tina	Tina	*Customer stated several complaints against all OPRs that work for the Relay.	10/31/2013	Customer Service apologized and stated the information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

791684	10/31/2013	9048	Tina	Tina	*Customer stated the OPR hung up on them.	11/4/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the customer. Customer was notified.	Service Complaints - OPR Hung Up on Caller
723248	10/31/2013	9118	Tina	Tina	*Customer stated the OPR did not keep them informed during their call.	10/31/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
783752	10/31/2013		Tina	Tina	*Customer dislikes the Relay policy that they are unable to request a specific OPR not be allowed to process their call.	10/31/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer understood.	Service Complaints - Miscellaneous
772440	11/1/2013		Tyna	Tyna	Customer stated displeasure with Relay policy and procedures for OPRs and Supervisors.	11/1/2013	Customer Service explained both the OPR and Supervisor role in processing their call. Customer Service stated information would be forwarded to management. Customer Service forwarded information to management and customer was satisfied.	Service Complaints - Miscellaneous
350395	11/1/2013	9075	Jessica	Jessica	* Customer requested the time difference between MASS and California and the OPR would not provide that information. Customer stated they held a long time for the Supervisor to come and assist with the call.	11/1/2013	Customer Service explained the requested information could not be provided by the OPR. Customer Service apologized for the delay they experienced with getting a Supervisor and this information would be forwarded to management. Customer Service forwarded information to management and customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

506391	11/4/2013		Tyna	Tyna	Customer stated the OPR did not follow procedure.	11/4/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
793870	11/4/2013		Carey	Carey	*Customer filed a complaint against Customer Service department, but refused to provide any details in regards to the complaint.	11/4/2013	Customer Service apologized and explained the information would be forwarded management. Customer Service forwarded information to management and customer was satisfied.	Service Complaints - Miscellaneous
967960	11/4/2013		Jessica	Jessica	* Customer stated there are no OPRs available and they need to place an emergency call.	11/4/2013	Customer Service apologized and advised the customer to attempt their call again as the Relay has been busy and to be sure to dial directly when placing an emergency call. Customer Service stated information would be forwarded to management, the customer then disconnected the call. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 92.7% within 10 seconds.	Technical Complaints - Long Hold Time/Disconnect
461778	11/7/2013		Tyna	Tyna	*Customer requested the Relay hire more female OPRs.	11/7/2013	Customer Service thanked the customer for their recommendation and advised information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
561432	11/8/2013	9048 & 9004	Tina	Tina	*Customer stated several issues with both OPRs and that neither one of them can seem to follow instructions.	11/8/2013	Customer Service apologized and stated the OPRs would be counseled and monitored more frequently. Information was forwarded to management and the OPRs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

106689	11/8/2013		Monika	Monika	Customer stated the OPR did not follow procedure. Customer stated that some of the OPRs are refusing to process Relay calls due to the content and nature of the call. Customer inquired if Hamilton provides Relay Service for the entire state of Massachusetts.	11/8/2013	Customer Service advised that Hamilton does provide Relay Service in the state of Massachusetts. The customer disconnected before any further information could be gathered or provided to the customer.	Service Complaints - Didn't Follow Policy/Procedure
237272	11/9/2013	9075	Carey	Carey	*Customer stated the OPR did not follow procedure. Customer stated that the OPR does not review the customer's profile when they are requesting a call to someone in their frequently dialed number list.	11/9/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
8027102	11/11/2013	9025	Chuck	Chuck	*Customer stated that the OPR and Supervisor cannot hear well. Customer also requested the hours of the Customer Service Supervisor.	11/11/2013	Customer Service apologized and stated the information would be forwarded to management. Customer Service explained that the Customer Service Supervisor's hours could not be provided. Information was forwarded to management and the customer was satisfied. Customer Service shared that Hamilton Relay administers hearing tests as a part of its STS OPR hiring process.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

353183	11/11/2013	9108	Tina	Tina	*Customer stated that the OPR would not hold while they went to the restroom.	2/12/2014	Customer Service apologized and stated information would forwarded to management. Information was forwarded to management. Management verified the OPR followed the proper procedure. Customer was satisfied.	Service Complaints - Miscellaneous
426443	11/11/2013		Dawn	Dawn	*Customer stated they are unable to dial directory assistance through the Relay. Customer is receiving an OPR generated recording stating the call cannot be completed as dialed.	11/11/2013	Customer Service explained why this recording would be received when attempting to dial directory assistance. Customer Service verified that the long distance carrier was listed correctly in their profile. Customer Service directed the customer to their long distance carrier for further assistance. Customer understood.	Technical Complaints - Tech Issues STS Problem
984222	11/12/2013	9025	Tina	Tina	*Customer stated that the OPR did not follow her instructions when dialing to Directory Assistance. Customer stated that she does not like the name of the Customer Care representative that answered phone as it is too close to the Supervisor's name.	11/12/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Management was also made aware of the Customer Care representative's name. Customer was satisfied.	Service Complaints - Miscellaneous
132475	11/12/2013		Tyna	Tyna	Customer called and complained about the service and disconnected.	11/12/2013	Customer Service attempted to obtain information from VCO caller, but the caller disconnected before providing information.	Service Complaints - Miscellaneous
218391	11/13/2013		Chuck	Chuck	*Customer stated half of her profile was missing.	11/15/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile. Customer was notified.	Technical Complaints - Tech Issues STS Problem

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

2011814	11/14/2013		Tyna	Tyna	Customer stated the Supervisor did not follow procedure by not providing their name when arriving to assist with the call.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Supervisor did provide name when requested.	Service Complaints - Didn't Follow Policy/Procedure
998988	11/15/2013		Chuck	Chuck	*Customer stated that information is missing from their profile.	11/15/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile and the customer was notified.	Technical Complaints - Miscellaneous
426295	11/15/2013	9145	Jessica	Jessica	* Customer stated the OPR did not follow their instructions.	11/15/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
426299	11/15/2013	Derek	Jessica	Jessica	* Customer stated the Supervisor did not follow procedure when asked to provide their name when arriving to assist with the call.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Supervisor did provide name when requested.	Service Complaints - Didn't Follow Policy/Procedure
439253	11/15/2013		Jessica	Jessica	* Customer stated that the only OPRs available are the OPRs that they have filed complaints on.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
450011	11/15/2013	9063	Jessica	Jessica	* Customer stated the OPR did not follow instructions to ask for a manager when a recording was reached.	11/15/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

450019	11/15/2013		Jessica	Jessica	* Customer stated they experienced a long hold time when attempting to connect to the Relay.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. The customer then disconnected the call. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 97.5% within 10 seconds on this day.	Technical Complaints - Long Hold Time/Disconnect
177291	11/17/2013		Brandon	Brandon	*Customer requested to speak to the Customer Service Supervisor and was upset that the supervisor was not available.	11/17/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and Supervisor returned a call to the customer. Customer was satisfied.	Service Complaints - Miscellaneous
177297	11/17/2013		Brandon	Brandon	*Customer was upset that their was not another Customer Service representative available to take their calls. Customer also requested information that had been submitted during previous calls to Customer Service.	11/17/2013	Customer Service explained that they are unable to retrieve information from previous calls and apologized that at that time there was no other members of Customer Service to take the call. Customer understood. Customer Service procedure has changed to allow this type of information to be shared.	Service Complaints - Miscellaneous
190475	11/17/2013		Dawn	Dawn	*Customer inquired who the Customer Service Representative worked for and if they were working for the Federal Government.	11/17/2013	Customer Service stated they worked for Massachusetts Relay Service. Customer hung up.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

190479	11/17/2013		Dawn	Dawn	*Customer stated they are unable to dial directory assistance through the Relay. Customer stated the line rings with no answer.	11/17/2013	Customer Service verified that the long distance carrier was listed correctly in their profile. Customer Service requested the customer attempt their call again. Customer understood.	Technical Complaints - Miscellaneous
190535	11/17/2013		Dawn	Dawn	*Customer became irate when they were asked for their telephone number and password in order to verify profile information with Customer Service.	11/17/2013	Customer hung up.	Service Complaints - Miscellaneous
190539	11/17/2013		Dawn	Dawn	*Customer became irate when they asked for the Customer Service Supervisor and they were not available. Customer began using abusive language directed at Customer Service.	11/17/2013	Customer Service disconnected the call due to abusive language.	Service Complaints - Miscellaneous
241602	11/18/2013		Jessica	Jessica	* Customer contacted customer service to report that their profile has been removed from the system and is unable to be accessed at the workstation.	11/25/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile; which resolved this issue. Customer was notified.	Technical Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

257397	11/18/2013		Jessica	Jessica	* Customer stated they are unable to dial directory assistance through the Relay.	11/25/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile; which resolved this issue. Customer was notified.	Technical Complaints - Miscellaneous
415442	11/18/2013	4175	Tyna	Tyna	Customer stated the OPR did not handle the call properly and had several typing errors during the call.	11/18/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied. The OPR's last typing test was 81 WPM with 97% accuracy.	Service Complaints - OPR Accuracy/Spelling/V erbatim
987987	11/20/2013		Dawn	Dawn	Customer was unable to dial 7-1-1.	11/20/2013	Customer Service discovered the customer needed to dial a 9 to reach an outside line. Customer Service explained why the customer was unable to dial out using their office PBX. Customer Service provided the toll free number to access the Relay. Customer Service directed the customer to their office Telephone Administrator for assistance with 7-1-1 translation. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
803933	11/21/2013		Tyna	Tyna	Customer stated wanted to file a complaint on a Supervisor and OPR.	11/21/2013	Customer Service apologized and requested information to file the complaint. Garbling and loss of response from customer caused the call to be disconnected.	Service Complaints - Miscellaneous
868433	11/23/2013	4067f	Jessica	Jessica	Customer stated the OPR is poorly trained and does not know how to leave a message on an answering machine.	11/23/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
609071	11/25/2013		Dawn	Dawn	*Customer stated they are unable to dial directory assistance through the Relay.	1/27/2014	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile; which resolved this issue. Customer was notified.	Technical Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

376484	11/29/2013	9038f	Jessica	Jessica	* Customer stated the OPR hung up on them. Customer also stated that the OPR will not revoice unless the customer requests them to after each sentence.	11/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Hung Up on Caller
643037	12/2/2013	1284F	Dawn	Dawn	*Customer stated the OPR had a very thick accent and should not be working as a STS OPR.	12/2/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous
558969	12/4/2013	9040	Dawn	Dawn	*Customer stated OPR hung up on them. Customer stated by hanging up the OPR lost all of their notes from the previous call.	12/4/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management. Management discovered the OPR followed the proper holding procedure on the call; as the customer requested for them to hold. Customer was notified.	Service Complaints - OPR Hung Up on Caller
598662	12/4/2013	Jack	Dawn	Dawn	*Customer stated the Relay Supervisor is lousy and did not stay on line when the call was connected to Customer Service.	12/4/2013	Customer Service apologized and stated the information would be forwarded to management. Management discovered that the Supervisor was unable to stay on the call with Customer Service as was performing other required duties. Customer was notified.	Service Complaints - Miscellaneous
598076	12/5/2013	9141	Dawn	Dawn	*Customer stated their information was lost when they were disconnected from the CA. Customer stated the Supervisor stated there was technical difficulty with the workstation.	12/5/2013	Customer Service apologized and stated the information would be forwarded to management. Management confirmed a technical issue on the call that has been resolved by the technical department. Customer was notified.	Technical Complaints - Tech Issues STS Problem

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

839063	12/7/2013		Jessica	Jessica	* Customer stated that all OPRs are being verbally abusive.	12/7/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management; upon research, it was discovered the OPRs are not being verbally abusive. Customer was satisfied.	Service Complaints - Miscellaneous
766546	12/10/2013		Robyn	Robyn	* Customer stated more female OPRs need to be available for STS as the male OPRs do not do a good job.	12/10/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
846814	12/10/2013		Dawn	Dawn	Customer stated could not place or receive a call through the Relay.	1/23/2014	Customer Service placed test calls through the Relay; which were successful. Customer Service requested the customer place a test through the Relay. Customer placed a test call through the Relay; which was successful. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
388546	12/15/2013	4148f	Jessica	Jessica	* Customer stated they received poor service and the OPR needs additional training. Customer refused to provide additional details.	12/15/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
538788	12/17/2013	9128	Tyna	Tyna	* Customer stated the OPR dialed the incorrect number. Customer refused to provide call details.	12/17/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Misdialed Number
559664	12/17/2013		Tyna	Tyna	* Customer stated their profile was not appearing at the workstation.	12/26/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile. Customer was notified.	Technical Complaints - Tech Issues STS Problem

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

970277	12/17/2013		Dawn	Dawn	*Customer stated she was told by Supervisor that Hamilton was having difficulties and customer wanted us to know that.	12/17/2013	Customer Service thanked customer and stated the information would be forwarded to the technical department. Technical department discovered an internet issue with Relay center. Issue was resolved promptly and customer was notified.	Service Complaints - Miscellaneous
565820	12/18/2013		Tyna	Tyna	* Customer stated that there are not enough female OPR's available to handle her call. Customer prefers a female OPR over a male OPR.	12/18/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
635187	12/18/2013		Dawn	Dawn	*Customer stated OPR wouldn't do what they asked and acted like they didn't want to do their job. Customer refused to provide call details.	12/18/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
708061	12/18/2013	9118M	Dawn	Dawn	*Customer stated OPR was horrible, arrogant and when they requested the OPR to repeat the OPR stated they already told them.	12/18/2013	Customer Service apologized and stated the information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

708399	12/18/2013	9040m	Jessica	Jessica	* Customer stated the OPR refused to transfer the call to Customer Service and transferred to the supervisor instead. They also stated the OPR refused to read the customer's profile for call handling instructions.	12/18/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management. Customer was satisfied. Management discovered that a Supervisor came to the line to assist with the call transfer to Customer Service and the customer disconnected before Customer Service was reached.	Service Complaints - Miscellaneous
911906	12/18/2013		Carey	Carey	*Customer stated the OPR provided the incorrect information when calling Directory Assistance. Customer refused to provide call details.	12/18/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Gave Wrong Information
925642	12/18/2013	1284	Carey	Carey	*Customer stated that the OPR doesn't understand English and has a heavy accent.	12/18/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous
922852	12/18/2013		Jessica	Jessica	* Customer stated that there are not enough female OPR's available to handle her call. Customer prefers a female OPR over a male OPR.	12/18/2013	Customer Service apologized and verified the customer's profile stated female OPR preference. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

5065285	12/18/2013		Jessica	Jessica	* Customer stated that there are not enough female OPR's available to handle her call. Customer prefers a female OPR over a male OPR.	12/18/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
695325	12/19/2013	1266f	Jessica	Jessica	*Customer stated the OPR had a very thick accent and should not be working as a STS OPR.	12/19/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
426300	12/20/2013		Dawn	Dawn	Customer has been receiving harassing telephone calls through the Relay.	12/20/2013	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 - Suspicious/Harassment Call
778418	12/23/2013	9118	Tina	Tina	* Customer stated the OPR did not follow procedure and did not ask the customer's question a second time when all the information was not provided.	12/23/2013	Customer Service apologized and explained that the OPR did ask the question, but the person they called did not provide the information. Customer stated that the OPR should request again. Customer Service stated information would be forwarded to management. Management discovered the OPR followed the proper procedure and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
852574	12/23/2013	9076	Tina	Tina	* Customer stated the OPR did not follow the instructions.	12/30/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

702881	12/29/2013	9128	Tyna	Tyna	Customer stated the OPR provided the incorrect information. Customer refused to provide call details.	12/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Gave Wrong Information
766457	12/29/2013		Tyna	Tyna	Customer stated they are unable to dial into the Relay.	12/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Technical Complaints - Miscellaneous
921484	12/30/2013		Dawn	Dawn	*Customer requested an update to their profile, but the note being added could not be set up in the profile.	12/30/2013	Customer Service verified the customer, but explained that a note referring to something specific that the OPR said could not be added the profile. Customer hung up.	Service Complaints - Miscellaneous
683256	1/10/2014		Carey	Carey	Customer stated they were not able to connect to 7-1-1 from their office.	3/26/2014	Customer Service provided the toll free number to access MASS Relay. Customer Service has left a message for the office telephone administrator in regards to translating 7-1-1 in the office. No further contact from the office telephone administrator.	Technical Complaints - Tech Issues 7-1-1 Problem
728881	1/13/2014		Dawn	Dawn	*Customer called Customer Service and was only screaming.	1/13/2014	Customer hung up.	Service Complaints - Miscellaneous
725407	1/13/2014	9108f	Jessica	Jessica	*Customer called to file a complaint stating that the OPR does not understand English and has a heavy accent.	1/13/2014	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

131741	1/17/2014		Jessica	Jessica	* Customer stated that none of the OPRs or Supervisors know the toll free number to access the STS Relay.	1/17/2014	Customer Service apologized and stated information would be forwarded to management for retraining of the Relay staff. Information was forwarded and retraining has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
543414	1/20/2014		Dawn	Dawn	Customer stated the Relay trainees need more assistance with clearing garble when it occurs during a call.	1/20/2014	Customer Service apologized and stated the information would be forwarded to management so retraining could be provided to the new Relay trainees. Information was forwarded and retraining has occurred and customer was satisfied.	Service Complaints - Miscellaneous
150391	1/22/2014	9014	Dawn	Dawn	*Customer stated CA informed them the Relay was broken and that is the second time this week.	1/23/2014	Customer Service assured the customer that the Relay was not broken and calls were processing as normal. Customer Service stated information would be forwarded to management to counsel the CA. Information was forwarded and they discovered that the CA did not state that information to the customer. Customer was satisfied.	Technical Complaints - Miscellaneous
210990	1/22/2014		Dawn	Dawn	Customer stated the OPR informed the person calling them that they were unavailable after only 2 rings. Customer did not have the OPR number.	1/22/2014	Customer Service apologized for the inconvenience and stated that without the OPR number or call detail information the Relay would be unable to counsel the specific OPR. Customer Service stated information would be forwarded to management. Information was forwarded and customer was satisfied.	Service Complaints - Miscellaneous
819313	1/23/2014		Tyna	Tyna	*Customer requested to speak to manager.	1/23/2014	Customer Service advised manager was not available and offered a callback. Customer Service Manager attempted to return a call but there has been no answer.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

828488	1/30/2014		Tyna	Tyna	Customer stated OPRs were not retrieving messages from their voicemail correctly. Customer did not have specific OPR number.	1/30/2014	Customer Service apologized for the inconvenience and stated that without the OPR number or call detail information the Relay would be unable to counsel the specific OPR. Customer Service stated information would be forwarded to management. Information was forwarded and customer was satisfied.	Service Complaints - Improper Voice Mail/Record Prc
194991	2/1/2014		Jessica	Jessica	Customer stated they have experienced a hold of ten minutes or more.	2/1/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 90% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
40006271	2/4/2014	4164	Carey	Carey	Customer stated the OPR did not follow policy/procedure.	2/4/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
40006278	2/4/2014	4027	Carey	Carey	Customer stated the OPR did not follow policy/procedure.	2/4/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
741569	2/5/2014		Kim	Tyna	Customer stated they were unable to connect through the Relay to a VCO customer.	2/6/2014	Customer Service apologized and stated a Customer Service Specialist would be in contact with them in regards to this issue. Customer Service Specialist has left several messages in an attempt to gather call detail information. There has been no further contact from the customer.	Technical Complaints - Tech Issues VCO/2LVCO Problem

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

510902	2/7/2014		Jessica	Jessica	Customer stated they are experiencing long hold time of 25 minutes.	2/7/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 95.7% within 10 seconds for the day	Technical Complaints - Long Hold Time/Disconnect
859869	2/12/2014		Tyna	Tyna	Customer was not connecting to STS when dialing into the Mass Relay Service.	2/12/2014	Customer Service discovered the customer did not have a profile set up for STS. Customer Service verified the customer and forwarded information to the technical department. Profile was updated to connect to STS. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
650784	2/18/2014		Tina	Tina	*Customer stated a long delay in connecting to the Relay OPR.	2/18/2013	Customer Service apologized and stated the information would be forwarded to management. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 97.8% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
101923	2/19/2014	4048f	Jessica	Jessica	Customer stated OPR does not follow instructions provided for how to handle calls and the customer has to repeat information several times to the OPR. Customer states they have experienced this issue with this OPR on several occasions.	2/19/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

423083	3/9/2014	4079	Dawn	Dawn	Customer stated OPR did not follow instructions. OPR was instructed not to type the voicemail message, just the (BEEP) GA OPR typed the message and ignored the customer when they tried to stop the OPR from typing.	3/9/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
7036286	3/14/2014		Tyna	Tyna	*Customer inquired on long distance provider set up in their profile. Customer stated this information is not appearing at the Relay workstation.	3/14/2014	Customer Service verified customer and reviewed profile which did show a long distance provider.	Technical Complaints - Miscellaneous
636135	3/17/2014		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/25/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Customer hung up. The Relay answered 96.9% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
411095	3/18/2014	4027	Dawn	Dawn	Customer inquired why OPR requested long distance carrier. Customer stated number dialed was local.	3/21/2014	Customer Service attempted to gather call detail information from the customer so could forwarded to the technical department. There has been no further contact from the customer.	Service Complaints - Miscellaneous
253185	3/22/2014	9108	Tyna	Tyna	*Customer stated they did not like the OPR's tone of voice.	3/22/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

9049826	3/29/2014	4140	Dawn	Dawn	Customer stated OPR did not leave entire message from the customer on the voicemail.	3/29/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Improper Voice Mail/Record Prc
900281	3/31/2014	9004	Tyna	Tyna	*Customer called to file a complaint but wanted the Customer Service Supervisor. Customer Service Supervisor returned a call to the customer. Customer stated the OPR did not follow instructions in their profile and was very rude on the call.	3/31/2014	Customer Service advised that the Customer Service Supervisor was not available and offered to take complaint. Customer refused and demanded the Customer Service Supervisor return their call. Customer Service Supervisor returned a call to the customer. Customer Service apologized to the customer and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
822764	4/7/2014	9108	Dawn	Dawn	*Customer stated OPR did not say hello, won't listen and won't read profile. Customer stated we are paying the OPR and they are not doing their job.	4/7/2014	Customer Service attempted to explain that due to FCC rules the OPR must identify to the person placing the call, but customer hung up.	Service Complaints - Miscellaneous
858001	4/7/2014	9086	Tyna	Tyna	*Customer states the information requested is not appearing in the profile to the OPR.	4/7/2014	Customer Service explained that the information the customer is requesting to be added to profile is against FCC guidelines as the OPR must identify to the person placing the call. Customer disagrees with this rule and hung up.	Technical Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

865422	4/7/2014	9108	Dawn	Dawn	*Customer stated OPR was rude, sloppy, does not do their job.	4/7/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
949729	4/7/2014		Dawn	Dawn	*Customer stated OPRS do not listen. They should listen to every word and instruction.	4/7/2014	Customer Service apologized and stated without a specific OPR number the Relay would be unable to counsel the OPR, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
970766	4/7/2014		Tyna	Tyna	*Customer demanded the Customer Care Supervisor's work schedule; days and hours.	4/7/2014	Customer Service stated we are unable to provide any scheduling information for any employee, but their concern would be forwarded to management. Information was forwarded to management and customer hung up.	Service Complaints - Miscellaneous
599823	4/9/2014	9239	Tina	Tina	* Customer stated the OPR did not follow policy/procedure. Customer stated the OPR did not identify themselves at all.	4/10/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department in an attempt to discover the OPR number. The technical department discovered the OPR number and that the OPR called for a Supervisor. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
612275	4/9/2014	9239	Tina	Tina	*Customer stated the OPR did not follow their instructions to call for a Supervisor.	4/10/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded for the technical department which discovered the OPR did call for a Supervisor, but it was after the caller hung up. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

7093493	4/10/2014	3062	Tina	Tina	*Customer stated the OPR hung up on them. Customer stated the OPR identified and then just hung up.	4/10/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department which discovered the OPR did not disconnect the call. Customer was notified.	Service Complaints - OPR Hung Up on Caller
117161	4/10/2014	9041	Tina	Tina	*Customer stated they wanted to file a complaint against the OPR, but hung up before providing any information.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
186344	4/10/2014	9141	Tina	Tina	*Customer stated the OPR is not following their instructions. OPR would not dial number provided, but rather requested for the Relay Supervisor. Customer refused to provide call details.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
310780	4/10/2014		Dawn	Dawn	*Customer stated she would like to make a complaint. Customer hung up before providing call detail information.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer hung up.	Service Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

383743	4/10/2014	supervisor	Dawn	Dawn	*Customer stated someone from Relay called them a bad name and the customer reported this to the Relay Supervisor, but the Relay Supervisor stated they were lying.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
400616	4/10/2014	9008	Dawn	Dawn	*Customer stated the OPR would not repeat what the customer requested. Customer stated the OPR botches up every call they handle for the customer.	4/10/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
759599	4/26/2014	9117	Carey	Carey	Customer stated the OPR hung up on them.	4/26/2014	Customer Service apologized and discovered an issue with a connection in their profile. Customer Service verified the profile information and updated the account to reflect the correct connect mode. Customer was satisfied.	Service Complaints - OPR Hung Up on Caller
860652	5/9/2014		Tyna	Tyna	Customer stated receiving a message when attempting to call a customer through the Relay Service that states they are not accepting calls at this time.	5/9/2014	Customer Service advised customer generated message would not be a Relay message. Customer Service directed the customer to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2013 to 5/31/2014

542232	5/15/2014		Carey	Carey	Customer stated that there was a technical issue with MASS Relay, because the number they are attempting to dial reaches a busy signal.	5/15/2014	Customer Service requested the number that the customer is attempting to dial and placed a test call to this number; which reached a busy signal. Customer Service confirmed that the line was busy and requested the customer attempt their call later. Customer understood.	Technical Complaints - Tech Issues STS Problem
303001	5/22/2014		Dawn	Dawn	*Customer stated unable to reach STS Relay for over 10 minutes.	5/22/2014	Customer Service apologized and stated that information would be forwarded to management. Customer Service suggested the customer attempt their call again. Customer was satisfied. The Relay answered 98.6% within 10 seconds.	Service Complaints - Long Hold/Disconnect
453582	5/26/2014	5177	Tyna	Tyna	Customer stated the OPR hung up on them when requesting for a supervisor. Customer stated the OPR did not follow their profiled information and this has been an ongoing problem with this OPR.	5/26/2014	Customer Service apologized and verified the the customer profile was set correctly. Customer Service forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the call. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was notified.	Service Complaints - OPR Hung Up on Caller

The complaints listed above are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

*Of the 180 total complaints in Massachusetts, 130 of them were expressed from a STS relay user who has had difficulty with our STS procedures and processes. Customer Service personnel and Hamilton Relay Management have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Service will continue to work with this relay user.