

**Complaint Tracking for UT (06/01/2017-05/31/2018). Total Customer Contacts: 1**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/16/18	Customer could not reach 711 or 1 800 346 4128 and Voice Carry Over 800 346 7141. Customer Service response: Trouble ticket was issued.	01/16/18	Relay Utah Equipment Distribution Program contacted customer and tested the phone. Seems the Voice Carry Over phone and phone line were the issue. Replaced the Voice Carry Over phone, made test calls and all ok.

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