



Connecticut FCC Complaint Log
2015 - 2016

Complaint Tracking for CT (06/01/2015 - 05/31/2016). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/15	A Connecticut customer cannot get 711, gets TTY tones when dialing 711, and when dialing the dedicated voice number. Customer did not request follow-up.	06/10/15	The agent opened a ticket to resolve this issue. Customer did not request follow-up.
2	02/16/16	Customer's daughter reported inaccurate captions appearing on a previous call.	03/09/16	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow-up with the Communication Assistant by the supervisor. Communication Assistant's supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.