



## **New Jersey FCC Complaint Log**

**2020 - 2021**

**Complaint Tracking for NEW JERSEY (06/01/2020-05/31/2021). Total Customer Contacts: 20**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	06/29/20	The Customer said that they were trying to talk to someone, but the Operator did not relay the message. The Customer said that they had to repeat the message. The Operator informed them that they only relay during an active conversation. When the outbound came on the line, the Operator did not inform the Customer by typing "relaying your message", at which point they realized that their message had not been relayed and they had to re-type the message again before the Operator would relay it. The Supervisor apologized and assured that the information would be passed along. A follow-up via email was requested.	06/29/20	The Supervisor met with the Operator and it was determined that the Operator did relay everything during this call, but did not keep the Customer informed that the information had been relayed. The Supervisor coached the Operator to make sure that the Customer is always kept informed. The Supervisor followed up with the Customer via email as requested on 7.7.20.
2	07/15/20	The Customer reported that the center is asking for the Customer's number and name before calls are made. The Customer reports their Text Telephone is being reset and answering machines calls are not being disconnected. The Customer was unable to provide the call details. The responding in-charge apologized. The Customer does not want follow up.	07/20/20	Unfortunately, without specifics and Operator identification numbers, the center is unable to investigate further. The center is glad to investigate further if the Customer is able to provide call details.
3	07/15/20	The Customer reported that the center is asking for the Customer's number and name before calls are made. The Customer reports their Text Telephone is being reset and answering machines calls are not being disconnected. The Customer was unable to provide the call details. The responding in-charge apologized. The Customer does not want follow up.	07/20/20	After speaking with Supervisors, it was determined that follow up without an Operator ID would not be possible. No follow up requested.
4	08/23/20	Operator did not follow request to use privacy feature when the Customer was giving personal information. The Customer stated that they made multiple complaints about Operators not using the privacy feature and nothing was done about it. The Operator stated that they forgot to turn the privacy feature back on when giving the Customer updates on the outbound user being silent. Customer request follow-up. Customer refers to be called around 10 am and to leave a message and the Customer will call back.	08/23/20	The Operator number provided is not currently assigned. The Customer called back stating that they gave the wrong Operator number and corrected the Operator number. The Customer requests follow-up via telephone. Supervisor coached the Operator on the importance of following Customers' instructions and to alert that the bridge should provide assistance if needed. Follow up completed with Customer via phone and voice mail. The Operator left a voicemail to ensure that this type of call will be handled correctly in the future.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	09/02/20	Customer stated, "Over the years, many Operators did not respond to my request. Your system is so bad." The Customer said that a male Operator did not know how to handle his Answering Machine Retrieval call. The Customer hung up abruptly. No follow up requested.	09/02/20	The Operator was coached on the proper procedure for retrieving answering machine messages. No follow up was requested.
6	09/02/20	Customer thinks he gave the wrong Operator number to the Supervisor. The Operator that did not follow their instructions. Customer does not want the Operator to get in trouble. The Assistant Supervisor apologized for the inconvenience. The Customer requested follow up via phone number.	09/02/20	
7	09/08/20	The Customer told the Operator to disconnect properly at the end of the call, the Operator did not. The Operator typed the wrong number to dial to the Customer, but the Operator dialed the right number.	09/08/20	A discussion with the Operator was conducted. The Operator is not sure what exactly the Customer meant by disconnect properly at the end of the call, the Operator knows to promptly receive assistance from the bridge should they feel any confusion regarding Customer notes and instructions. Additionally, Operator is aware to be mindful when verifying Customer instructions to transmit messages correctly.
8	09/08/20	Customer states that the Operator did not properly disconnect the call.	09/09/20	A Supervisor met with the Operator who unfortunately did not recall the described call. The Supervisor reviewed the proper call disconnect process with the Operator and for the Operator to allow the caller to have control over the disconnection of calls.
9	12/08/20	The Operator on this call called me by name. That is breaking the rules.	12/08/20	Coached the Operator on the importance of maintaining confidentiality and remaining transparent on all calls. Operator understood and appropriate action was taken.
10	12/10/20	Operator did not follow the Customer's instructions. Customer wanted the city and state of the phone number provided. The Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via telephone.	12/10/20	The Operator was met with on 12.12.20. The Operator vaguely remembers handling a call concerning city and state, but doesn't remember details or refusing to follow the Customer's instructions. The Operator was coached to provide the Customer with the city and state and then follow the Customer's instructions further. The Customer was followed up with via telephone as requested on 12.12.20.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11	12/10/20	The Operator did not follow the Customer's instructions and hung up on the Customer. The Customer wanted the city and state of the number they provided to the Operator. The Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via telephone.	12/10/20	Operator was met with regarding proper procedures in following Customer instructions, honoring their requests, and keeping the Customer informed.
12	12/23/20	Operator hung up on Customer after the Customer requested to do an Answering Message Retrieval. The Customer was placed on hold for 15 minutes by the Operator and Assistant Supervisor. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	12/23/20	Operator was met with Supervisor on 1.9.21. The Operator was waiting for assistance while in the process of looking up the instructions for Answering Message Retrieval procedure. The Customer disconnected. It was determined that the Operator followed protocol and did not disconnect caller.
13	01/04/21	A Voice Carry-Over caller had problems with the Operator not knowing how to do Answering Message Retrieval calls. The caller did not want an apology. The Assistant Supervisor thanked the caller for bringing the issue to our attention. Customer requested a follow up via telephone.	02/05/21	The Supervisor met with the Operator and coached the Operator on how to process Answering Machine Retrieval calls and the importance of requesting assistance right away if they are unfamiliar with a call process. A follow-up phone call was placed 2/5/2021 4:12 p.m. A message was left for Customer. A return phone call received on 2/5/2021 at 4:25 p.m. The Supervisor spoke with the Customer who shared feedback on the concern.
14	01/07/21	Voice Carry-Over Caller stated that last week and this week the Voice Carry-Over privacy feature prevented outbound from hearing the Voice Carry-Over caller. It happened with two separate Operators. Caller wanted to note that they were not complaining just investigating. Follow up by phone.	01/07/21	Technical issue was reassigned to the Associate Accessibility Relationship Manager. The caller's concern is noted and will keep this in mind for the future calls.
15	02/23/21	Voice Carry-Over Customer stated: I asked the Operator where a number came from and then told them not to dial it, but the Operator dialed it anyway. I hung up and called back and it was the same Operator. I told the Operator how upset I was but they did not respond at all. The Supervisor in charge apologized.	02/23/21	A Supervisor coached the Operator on the importance of keeping the Customer informed about the status of the call and to follow the Customer's instructions. No follow up was requested.

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16	04/22/21	The Customer said the Operator was being "nasty" towards them and hangs up on every call. The Customer reported that this happening on three separate dates. The Supervisor thanked the Customer for their feedback and assured them that this would be passed along to the appropriate person. A follow-up via phone call was requested.	04/22/21	The Supervisor met with the Operator to discuss phone image and the importance of not disconnecting Customers. The Supervisor was able to follow up with the Operator for the concern reported for one of the days, but the Operator was not scheduled on the other two days reported by the Customer. A follow-up phone call was placed on 4/21/2021 at 4:50 pm. A message was left on 4/22/2021 at 1:26 p.m. with a call placed and completed.
17	04/29/21	The Customer said the Operator has a terrible attitude and hangs up the outbound line before information is given. The Supervisor apologized and thanked the Customer. The Supervisor assured them that this would be passed along to the appropriate person. A follow-up via phone call was requested.	04/29/21	The Supervisor met with the Operator and discussed the importance of remaining patient, polite, and professional while handling calls for our Customers and the importance of processing calls to completion. A follow-up phone call was made and completed on 4/29 at 3:13 p.m.
18	04/29/21	The Customer said the Operator continues to hang up on them. The Assistant Supervisor apologized, thanked the Customer for their feedback, and assured them that this would be passed along to the appropriate person. A follow-up via phone call was requested.	04/29/21	After investigation, it was determined that the Operator was not working during this time. A follow-up phone call was made and completed on 4/29/2021 at 3:13 p.m.
19	05/11/21	A Customer does not want a Operator to take calls ever again. The Operator was very rude to the caller. Caller would like the Operator dismissed. The Assistant Supervisor apologized for any inconvenience. Customer requested a follow up via telephone after 3 pm on May 17.	05/18/21	The Supervisor coached the Operator on phone image and stressed the importance of remaining polite and professional on all calls. A follow-up phone call was completed on 5/18/2021 at 3:50 p.m.
20	05/24/21	Speech-to-Speech Customer stated that the Operator hung up on the Customer. The Supervisor apologized, thanked the Customer for their feedback, and assured them that this would be passed along to the appropriate person. A follow-up via phone call was requested.	05/24/21	The Customer did not provide a phone number for the follow-up.