



Oklahoma FCC Complaint Log
2015 - 2016

Complaint Tracking for OK (06/01/2015 - 05/31/2016). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/15	A Voice Carry Over customer gave the Communication Assistant a number to dial and an answering machine was reached but the answering machine message was not relayed. The Voice Carry Over customer then requested a re-dial for a message to be left and there was no response from the Communication Assistant. Assistant Supervisor apologized for the inconvenience. No follow-up requested.	06/04/15	Communication Assistant was coached on proper answering machine procedures.
2	06/04/15	A Voice Carry Over customer reported that upon re-dialing to leave a message the Communication Assistant had asked for the number to dial and then when the number was dialed for the second time, the Communication Assistant never informed the caller on when it was time to leave a message. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow-up requested.	06/04/15	Communication Assistant was coached on proper answering machine procedures.
3	09/29/15	A Voice Carry Over customer instructed the Communication Assistant to redial to an answering machine after about 5 rings there was no more communication from the Communication Assistant. VCO customer asked "are you there?" several times with no response. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow-up requested.	09/29/15	Supervisor met and coached the Communication Assistant on all answering machine procedures and the importance of keeping the customer informed of all call steps at the time of occurrence.
4	12/21/15	A Voice Carry Over customer report that she may have been disconnected by the Communication Assistant but had also mentioned that the same thing had happened earlier with a different Communication Assistant so it is possibly a technical issue or an issue with the caller's equipment. No follow-up requested.	12/21/15	Supervisor met with the Communication Assistant to review call disconnect procedures.

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5	04/13/16	A Voice Carry Over customer stated the Communication Assistant was not able to process the answering machine retrieval procedure correctly. The Communication Assistant instructed the caller to set-up the answering machine but the caller did not receive anything from the Communication Assistant. Assistant Supervisor apologized for the inconvenience. No follow-up requested.	04/13/16	Supervisor coached the Communication Assistant on proper answering machine retrieval procedure.

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