



## **North Carolina FCC Complaint Log**

**2020 - 2021**

**Complaint Tracking for NORTH CAROLINA (06/01/2020-05/31/2021). Total Customer Contacts: 33**

<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	Customer dialed 711, and waited for 25 or 30 seconds for the Operator to dial. Customer disconnected before Supervisor in charge could reply.	07/01/20	Supervisor met with the Operator. The Operator was coached regarding dialing time expectations.
2	07/03/20	Customer stated a problem with the Operator after connecting with 711. In the previous call, the Customer typed a phone number and then the Operator typed the number twice and then stopped typing. The Customer waited two minutes then asked if the Operator was there. Supervisor apologized. Customer does not want follow up.	07/07/20	Supervisor identified the Operator and communicated regarding the Customer's report. The Operator does not recall a technical issue that may have prevented dialing or communication with a Customer. The Operator knows to report technical problems and is committed to following requests and instructions on all calls.
3	07/06/20	Customer said the Operator did not dial out for over a minute. The Customer stated that the dial out time was closer to two minutes. The Customer hung up before more information could be gathered. No follow-up requested.	07/08/20	Supervisor met with the Operator regarding call focus and procedures to ensure the call is dialed promptly.
4	07/06/20	Customer said that they have had this Operator several times. The Operator did not dial out fast enough. The Customer hung up before more information could be gathered. No follow-up was requested.	07/13/20	Supervisor discussed the Customer's report with the Operator who is committed to promptly dialing or notifying the Customer if it will be longer, recognizing that it is important to keep the Customer informed.
5	07/06/20	Customer stated connection could not be made to friend through this Operator. The call does not ring on the other end and goes straight to voice mail. This same problem has happened several times before. Customer Service apologized for the problem and assured that the complaint would be sent in as stated. Trouble Ticket submitted.	07/06/20	Associate Accessibility Relationship Manager reviewed this ticket and does not have follow up request.
6	07/14/20	Customer asked the Operator to dial the number. The Operator did not respond. Customer asked the Operator to dial again. The Operator did not type back. Customer asked for a Supervisor. The Operator still did not respond. The Customer then disconnected the call and dialed relay again and requested a Supervisor with a new Operator.	07/15/20	Supervisor apologized to caller. A Supervisor met with the Operator to maintain call focus and procedures to ensure that the call is dialed promptly and that the Operator responds to Customer requests.

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7	07/16/20	Customer stated when dialing 711, did not give any phone number but the Operator dialed a phone number. Customer disconnected, being unhappy with how the call was processed. Supervisor apologized to the Customer. No follow up requested.	08/10/20	Supervisor spoke with the Operator. The Operator realized the mistake and was about to apologize to the caller but the caller hung up. The Operator was coached to be more careful and to be mindful of following call process and procedures going forward and focus on caller's instruction and wait for the Go Ahead.
8	07/26/20	Customer was upset because the Operator did not inform the Customer that an answering machine had been reached rather than a live person. Customer Service apologized and assured the Customer that the Operator's Supervisor would be informed in order to coach the Operator on proper procedure. No follow up is requested.	07/28/20	Supervisor met with the Operator to review procedures for this call type.
9	07/26/20	Customer felt confused and nervous because the Operator did not inform the Customer what was happening on the outbound line. It was not clear to the Customer if an answering machine had been reached. The Operator then asked if the Customer wanted to leave a message. The Customer Service apologized and assured the Customer that the Supervisor would be informed in order to coach the Operator on proper procedure. No follow up is requested.	08/12/20	Supervisor met with the Operator. The Operator has been coached to review answering machine procedures including typing the complete message and informing Customers by transmitting the appropriate message after typing the message.
10	07/30/20	Customer complained that the wait for connecting with Operator was too long. Customer Service apologized and assured the complaint would be send in as stated. No call back requested.	08/07/20	Supervisor met with the Operator. The Operator was coached on call focus and responding promptly to a Customer.
11	08/24/20	Customer thought the Operator hung up after placing a call and then redialed since Operator stopped typing. Supervisor apologized to the Customer. No follow up requested.	08/24/20	While the Operator does not recall circumstances of this nature, the Operator was reminded to report any technical difficulty that may result in disconnects. The Operator was reminded of the consequences of a disconnecting a call.
12	08/25/20	Customer said the Operator did not disconnect on a previous call before dialing out to another number. Customer Service apologized and thanked the Customer for the feedback. A follow-up via phone call was requested.	08/31/20	Supervisor discussed the Customer's report with the Operator. The Operator has been coached on process and focus on the disconnecting each call before dialing the next one. Follow-up with the Customer has been completed.

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13	08/27/20	Customer said the Operator did not seem as friendly. No follow-up requested. The Assistant Supervisor thanked the Customer for their feedback and assured them that their concern would be reported. No follow-up requested.	09/02/20	Supervisor coached the Operator on phone etiquette. The Operator acknowledged the concern and will work harder on voice tone while processing calls for Customers.
14	09/17/20	Customer called in to complain that Operator did not finish typing an answering machine message. Customer Service replied a report the issue as stated. Customer wanted a follow-up.	09/30/20	Supervisor reviewed the Customer's concern with the Operator. It was determined the Operator was using recording technology and had paused typing to retrieve and type verbatim. The Customer hung up during the pause. Follow up completed.
15	09/20/20	Customer was using the text telephone memory key to transmit information on call processing, but the Operator was interrupting the transmission and dialing while the Customer was typing. The Customer did not see any indication of redialing or the number dialed, but only that the line was ringing. Follow up via phone call is requested.	09/30/20	Supervisor reviewed the Customer's comments with the Operator and coached the Operator on waiting for Go Ahead from the Customer before out-dialing or typing. Follow up completed.
16	09/20/20	Customer felt that the Operator was being too "personal" because the Operator frequently typed "extra words" such as "sure" and "OK" while processing the Customer's calls. This has occurred multiple times throughout the day with this particular Operator. Follow up via phone call was requested.	09/30/20	The Customer gave multiple sets of instructions during and before sequential calls. The communication from the Operator was an acknowledgement that the instructions were understood and would be followed. The Supervisors discussed alternate responses. Follow up completed.
17	09/21/20	Customer was unhappy with call process and when asked for a Supervisor, the Operator replied that a Supervisor was not available. A follow-up via phone call was requested.	09/30/20	Supervisor met with the Operator. The Operator does not recall the situation described by the Customer and confirmed that they know to call for a Supervisor whenever the Customer makes the request. Follow up completed.
18	09/27/20	Customer felt that the Operator did not typing skillfully. Follow up via telephone call is requested.	09/30/20	The Operator's Supervisor has confirmed that the Operator is a skilled typist. Also, the Operator knows to call a Supervisor when requested or to report issues or a Customer appears concerned. Follow up completed.
19	09/28/20	Customer called to state that the Operator was not polite. Customer Service apologized and replied that the issue would be reported as stated. Customer would like follow-up.	09/30/20	Supervisor reviewed the Customer's comment with the Operator. The Operator did not recall the incident described by the Customer. The Operator consistently demonstrates respect for Customers and understands the importance of polite and professional Customer interaction. Follow up completed.

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20	09/28/20	Customer called to say that the Operator did not type a complete message from answering machine. Customer Service apologized and replied the issue would be reported as stated. Customer wanted follow-up.	10/07/20	Supervisor coached the Operator on the importance of typing the entire answering machine. A follow-up email was sent as requested.
21	09/30/20	Operator disconnected the Customer's call. Customer Service apologized. No follow-up requested.	09/30/20	Customer Service requested technician assistance. The technician checked call logs and confirmed that there were no calls from the Customer on the date provided and no Operator disconnected calls at the times.
22	10/02/20	Customer called in to say that the Operator was not polite. Customer Service apologized, adding that the complaint would be reported as stated. Follow-up requested.	10/15/20	Supervisor met with the Operator to discuss the Customer's report. The Operator did not remember the call, but the Supervisor reminded the Operator of the importance of politeness and professionalism when interacting with all relay users. The follow up requested referred to the Associate Accessibility Relationship Manager. Follow up provided and resolved.
23	10/06/20	Customer reported that the Operators were receiving garbled messages. Customer Service apologized for the problem. No Follow-up requested.	10/06/20	Technician could not find any issues. Customer did not request follow up.
24	10/09/20	Customer called in to complain that the Operator repeatedly did not follow the Customers instructions. Customer Service apologized to Customer and stated that the complaint would be reported. No follow-up needed.	10/14/20	The identification number provided by the Customer is unassigned. Additional research determined that a call did not take place on the date, time, or to the phone number provided by the caller, nor did the Operators supporting the caller on the identified date disconnect.
25	10/09/20	Customer called in to say that the Operator disconnected the call. Customer Service apologized and stated that the issue would be reported as stated. No follow-up needed.	10/15/20	After investigating it was determined there is no Operator assigned to the ID number given.
26	10/15/20	Customer asked to dial a number and did not get a response from the Operator. The Customer requested for a Supervisor and there was no response from the Operator. The Customer eventually disconnected because of no communication from the Operator. The Supervisor thanked the Customer and assured them that the information would be passed along to the appropriate person. No follow-up requested.	10/20/20	Supervisor determined that the Operator experienced technical difficulties at their work station, which caused them to lose audio. This was reported immediately to the bridge and was resolved when the Operator rebooted the work station.

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27	10/28/20	Operator dialed the wrong number and did not keep they Customer informed. Operator did not respond to the Customer's request for Supervisor.	10/28/20	After receiving the Customer's report a Supervisor spoke with the Operator. The Operator does not recall the situation where a wrong number was dialed. The Operator understands the importance of keeping Customer's informed if a dialing error occurs and to promptly respond when a Supervisor is requested.
28	11/12/20	Customer reported that the Operator did not type the complete answering machine message. Customer requested follow up.	11/13/20	Supervisor met with the Operator. The Operator was coached to confirm the Customer's instructions and to type the answering machine messages completely unless otherwise instructed by the Customer.
29	11/16/20	Customer was getting intermittent garbling. Customer Service apologized for the problem. No follow-up requested.	11/16/20	This has been resolved. The Customer did not request follow-up.
30	11/26/20	The Customer stated that the Operator did not type everything heard because the full answering machine message was not relayed. The Customer Service apologized and assured the Customer that follow up would be made with the Operator's Supervisor for coaching. The Customer requested follow up via phone.	11/26/20	Supervisor coached the Operator on the importance of typing verbatim and the consequences of not doing so.
31	12/20/20	Customer called in to complain that the Operator had poor spelling and wasn't consistent. Operator used too many X's during correction. Customer Service apologized and reported that the complaint would be reported as stated. No follow-up needed on this call.	12/20/20	Operator was met with and indicated that they did not recall the specific call event. The Operator strives for excellence on calls. The Operator was coached on need for accuracy and the excessive use of XXX to indicate errors. Operator is aware of accuracy goals.
32	12/21/20	Customer called in to complain that Operator did not explain what was happening on the call. Customer Service apologized and said that complaint will be reported as stated. No follow-up needed.	12/22/20	Supervisor had a conversation with the identified Operator to review the importance of keeping callers informed.
33	02/03/21	Customer called in to report this Operator did not follow instructions including when to disconnect. The Customer reported that a Supervisor was requested and then disconnected when a Supervisor did not come to the phone. Customer Service apologized for the problem and assured that the complaint would be sent in as stated. No follow up requested.	02/09/21	Supervisor spoke with the Operator and it was determined that the instructions were followed. While the Customer was typing, a Supervisor was standing by to assist when the caller disconnected.