



**North Carolina FCC Complaint Log  
2015 - 2016**

**Complaint Tracking for NC (June 1, 2015 – May 31, 2016). Total Customer Contacts: 6**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	06/11/15	Speech to Speech customer was upset because the Operator took a long time to understand what was being said, felt the Operator should have understood by taking clues from the prepared message. Assistant Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	06/11/15	Operator followed procedure in place when the Operator does not understand what the Speech to Speech customer was saying by asking them to repeat. Follow-up letter sent byemail as per request.
2	06/11/15	Speech to Speech customer was working with the Operator to prepare a message to be left on the answering machine. After reviewing the message, the caller had added "call me back". When the Operator redialed to leave the message, the Operator only left "call me back" as the message. Customer was very angry and upset. Assistant Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	06/11/15	The Operator understood the message should to be relayed to a live person. When the caller reached an answering machine the Operator understood the message was "call me back" and did not take the previous message since the instruction was for a live person. Follow-up letter sent by email as per request.
3	06/22/15	Customer experiencing continuous garbling with her new device. Equipment manufacturer and local telephone company told her everything was in place correctly and working as designed. Apologized for problem and entered Trouble Ticket. Customer would like contact with resolution.	06/22/15	Account Manager spoke with consumer and discovered garbling issues was the result of a digital conversion from her former analog line. Provided resolution to utilize digital based phones such as CapTel IP model or IP Relay. Case closed.
4	10/02/15	A Speech to Speech customer says this Operator was purposely asking the customer to repeat to get him off the phone. The customer says that this Operator has been doing this long enough and should not have to ask the customer to repeat. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via email.	10/02/15	Supervisor met with the Operator and emphasized the need to process the call as accurately and quickly as possible. Follow-up sent by email as per request.

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5	11/02/15	The customer requested that the Operator allow the call to ring only 3 times and then disconnect; the Operator allowed it to ring 4 times before disconnecting. Also the Operator did not keep the customer informed by typing the recording that stated the available amount on a calling card.	11/02/15	The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded to the Operator's supervisor. No follow-up requested. The Operator was coached by the quality supervisor on the importance of reading and following all customer notes.
6	03/31/16	Speech to Speech customer says it seemed that this Operator did not know how to process the speech to speech call. When the customer had asked the Operator to repeat what was said to the caller the Operator had replied "repeat what to who". Supervisor documenting the concern apologized for the inconvenience. No follow-up requested.	03/31/16	Operator was coached on proper procedure.