



Nevada FCC Complaint Log

2020 - 2021

Complaint Tracking for NEVADA (06/01/2020-05/31/2021). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	11/13/20	Customer is upset that the Operator was laughing during call. Customer Service Representative apologized for the issue. No follow-up requested.	11/13/20	Operator was met with and it was determined that the Operator was not laughing. The laughing was in the background of the call. Operator was still coached to be professional at all times.
2	04/02/21	Operator disconnected or dropped the call. Accessibility Care apologized to the Customer. No Follow-up requested.	04/02/21	Supervisor attempted to follow up with the Operator concerning this complaint, but there is not an Operator in our center with this ID number.