



Connecticut FCC Complaint Log

2020 - 2021

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/14/21	<p>12.24.20 – This was the callers first time using the service. Communications Assistant was rude, had a nasty attitude and tone/undertone.</p> <p>12.25.20 - Same Communications Assistant, rude and unpleasant. Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via telephone.</p>	01/14/21	<p>Communications Assistant was met with on 12.25.20. The Communications Assistant stated that she was not rude and was very pleasant during the entire call. The Communications Assistant stated the customer was very rude to her and called her name out several times and told her that her voice tone was not very Christmas-sy; it was bringing her spirits down. Also, this Communications Assistant was not working during the time frame indicated from the voice caller on 12.24.20. It was determined that the Communications Assistant followed proper Relay etiquette. Supervisor attempted to follow up with voice customer via the telephone number provided on 1/15/21; no one answered, but messages were left.</p>
2	01/25/21	<p>Customer usually auto dials to a Relay when she picks up the receiver. Today she could not get a Communications Assistant. It goes for about 1.5 minutes and then shuts off. Customer Service apologized for the problem she was having and transferred her to the state Voice Carry Over 800 number. No call back requested.</p>	01/25/21	<p>Referred customer to Voice Carry Over number. No call back requested.</p>

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