

Complaint Tracking for New Hampshire (06/01/2015-05/31/2016). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	12/29/15	Customer reports having difficulty reaching the New Hampshire Relay service. Program Manager was contacted. Management notified customer service via email. Trouble ticket was opened. Follow up requested.	12/29/15	Contacted the customer via email and apologized for the inconvenience of the long wait time. Customer did call back and was able to successfully connect to the relay service.