



**Vermont FCC Complaint Log**  
**2015 - 2016**

**Complaint Tracking for VT (06/01/2015-05/31/2016). Total Customer Contacts: 4**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/02/15	A TTY user says this Communication Assistant was rude in asking "what do you mean" as an answer to a question the customer was asking. The customer only wanted a Yes or No answer. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow-up requested.	10/02/15	Assistant supervisor apologized to the customer for the inconvenience. No follow-up was requested.
2	11/10/15	A TTY user had typed a message to be left on an answering machine, the call was then answered by a Voice person. The TTY user instructed the Communication Assistant to relay the message that was typed. Later during the call the Communication Assistant informed the TTY user the complete message was not relayed because it had scrolled off the screen. The customer was very upset and wants to meet someone in person to address the concern. Assistant Supervisor documenting the concern apologized for the inconvenience and offered the number for the Account Manager. Follow-up requested via phone call. Internal Update Performed.	11/10/15	The Communication Assistant was coached by the quality supervisor on the importance of keeping the caller informed. A phone call was made to the TTY number provided. There was no answer. A second attempt was made to the VP phone number listed and a message was left. A third, and final attempt to the TTY number resulted in no answer.
3	11/18/15	A TTY user typed out a message to be relayed to outbound. The Communication Assistant asked for clarification if call was to an answering machine or live person. The Communication Assistant dialed-out and reached an answer machine, following procedure the Communication Assistant kept the caller informed by telling the caller that the answering machine was playing and that they were leaving the message, and that the message had been left. The TTY user felt that the Communication Assistant did not do a good job and was rude because the Communication Assistant did not type out the answering machine greeting. Assistant Supervisor documenting the concern did not get a chance to respond because the caller had disconnected. Follow-up requested by phone call.	11/18/15	Customer Relations Manager called, and left a message, on the customer's TTY answering machine and left a call back number for customer. Customer Relations Manager attempted a second call and customer hung-up. Customer Relations Manager called back a third time and customer indicated they were busy and on another call. Customer Relations Manager offered to call back at a time suitable for them but they had already hung-up.

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4	05/16/16	TTY user had asked the Communication Assistant if the message was left on the answering machine. The Communication Assistant responded "that answering machine seemed to be working and did not interrupt the message." The TTY user had asked again if the message was left and the Communication Assistant gave the same reply. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow-up requested.	05/16/16	Supervisor coached the Communication Assistant to either re-send the macro stating the message was left or a shorter phrase, such as "yes it was left," in parentheses.