Connecticut FCC Complaint Log

2014 - 2015

Complaint Tracking for CT (06/01/2014-05/31/2015). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/09/14	Customer stated, "Communication Assistant was rude by hanging up on me." Supervisor apologized for inconvenience. No follow-up requested.	06/09/14	Communication Assistant was waiting for a response from the caller. When there was no response the Communication Assistant initiated the disconnect procedure.
2	09/11/14	Customer reported seeing an error message (Account Login Failed) on the CapTel 800 on 9/10/14.	09/11/14	Customer Service Representative advised the customer that we experienced a brief technical difficulty that is now resolved. The customer confirmed he was able to make captioned calls successfully since seeing the message.
3	12/23/14	Customer shared feedback regarding accuracy of captions.	12/23/14	Customer Service Representative explained how captions are created. Customer Service Representative advised customer to document the date, time, CapTel number and example of the poor captions received so that we can do a specific investigation and follow-up with the specific Communication Assistant for added coaching and additional monitoring for optimal performance.
4	01/19/15	TTY user says this Communication Assistant disconnected the call after customer said that they were on-hold for a live representative. Supervisor documented the concern and apologized for the inconvenience. No follow-up requested.	01/19/15	The Supervisor met with the Communication Assistant . The Communication Assistant does not remember the call and is aware not to disconnect customers.
5	02/05/15	Customer called-in to report that both Communication Assistants were rude and did not respond to the callers questions. Assistant Supervisor apologized for the inconvenience. A follow-up email was requested by the customer.	02/05/15	Both Communication Assistants were coached by a Supervisor. Neither Communication Assistant remembers a customer asking questions prior to out-dial. Both Communication Assistants were coached to remain courteous and always answer any questions from the caller prior to dialing the call while in operator mode. A follow-up email was sent by a Supervisor on 2/5/15 at 11:17 am. A message was received stating the email address was invalid.
6	02/05/15	The Communication Assistant dialed out the wrong number then hung-up on me. Apologized for the inconvenience, this will be forwarded to the Communication Assistants supervisor. No follow-up requested.	02/05/15	The Communication Assistant understands not to hang-up on any caller and disagrees with what is stated here. Supervisor coached the Communication Assistant to verify the number to dial with the caller and if necessary, request assistance from their Supervisor.

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7	02/06/15	The customer reports, "I requested my call to be dialed, and the Communication Assistant immediately hung-up." Apologized and assured the customer that we will investigate. The customer requests follow-up.	02/06/15	The Communication Assistant was coached by a supervisor and does not recall this happening. The Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was also coached of the consequences of disconnecting a call. A follow-up email was sent to the customer on 2/11/15 at 5:12 pm. The email was returned as invalid.
8	02/08/15	Customer called in to report that the Communication Assistant dialed a wrong number. Supervisor apologized for the issue and assured the Communication Assistant would be coached about the issue. The customer is requesting a follow-up phone call.	02/08/15	The Communication Assistant was coached by a supervisor to watch the screen closely while entering the number to dial. Customer was called by supervisor on 02/06/2015 at 4:45PM CST and the number was not valid.
9	02/24/15	Voice customer was upset about the noise from the vacuuming, feels it disrupted the call and should have been rescheduled. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call.	02/24/15	Supervisor followed-up with customer apologizing for the inconvenience.
10	03/06/15	TTY user says this Communication Assistant refused to dial the number that was provided and that other Communication Assistants dialed the number with no problems. Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call or email.	03/14/15	The supervisor met with the Communication Assistant and she recalled having a customer dialing a number that required using REG 800. She tried it twice and let the caller know that the number was not going through. The Communication Assistant processed the call according to procedures. Follow-up with customer via email.
11	04/01/15	Customer stated, "This gave me a real hard time. They were playing around on the phone and refuse to dial my call. The Communication Assistant was rude." Supervisor apologized for the experience and will forward information to the appropriate person. Follow-up requested via phone call.	04/01/15	Supervisor coached the Communication Assistant on making sure to relay everything that is heard and use the approved phrasing and/or macros when needed to avoid confusion. Multiple attempts were made to follow-up with the customer via phone call as per requested, resulting in no answer.
12	04/05/15	Customer called in to report the Communication Assistant dialed the wrong number. A supervisor apologized for the inconvenience. The customer is requesting a follow-up email.	04/05/15	Supervisor coached the Communication Assistant to double-check the number and information and if necessary to keep the customer informed if there is a delay. Communication Assistant apologized for the error. Multiple attempts were made to follow-up with the customer via phone with no answer.

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13	04/06/15	TTY user was placing a take-out order to a restaurant after the number was dialed the customer received a message saying the Communication Assistant was no longer on the line. Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call.	04/06/15	The Communication Assistant placed the call and, after announcing the services to the outbound party, they had hung-up which is when the Communication Assistant relayed to the TTY user that the caller had hung-up and waited for further instructions. Three attempts were made to follow-up with the customer with no answer.
14	04/28/15	The customer reported that the Communication Assistant did not respond (after a call had been ringing-and-ringing) when the customer instructed the Communication Assistant to redial. There was no response and then a hang-up. The responding Supervisor in-charge apologized and assured the customer a supervisor will discuss the report with the Communication Assistant.	04/30/15	A supervisor reviewed the customer's report with the Communication Assistant, and while the Communication Assistant did not recall the scenario, the supervisor coached the Communication Assistant on call focus. The supervisor made four unsuccessful attempts to follow up with the customer.
15	05/13/15	TTY user said the Communication Assistant had dialed the wrong number and when the TTY user tried to alert the Communication Assistant to the mistake the Communication Assistant just continued to type. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up was requested via phone call.	05/13/15	When the Communication Assistant dialed the number the line was busy, which was relayed to the TTY user. The TTY user instructed the Communication Assistant to redial and the line was still busy. The caller was upset and instructed the Communication Assistant to continue to redial the number, then the caller hung-up. Multiple attempts were made to follow-up with the customer but there was no answer.
16	06/09/14	Customer said: "Communication Assistant was rude by hanging up on me." Supervisor apologized for inconvenience. No follow-up requested.	06/09/14	Communication Assistant was waiting for a response from the caller. When there was no response the Communication Assistant initiated the disconnect procedure.