



# Wisconsin FCC Complaint Log 2014-2015

**Complaint Tracking for Wisconsin (06/01/2014-05/31/2015). Total Customer Contacts: 7**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/16/14	Operator did not follow customer notes or customer instructions. No time/date given. No follow up requested. The Customer Service Representative thanked customer for letting us know.	07/16/14	Unfortunately, the identified Operator number is not assigned to any employee and the complaint does not provide information that could support further investigation. No action can be taken to discuss or coach performance on the identified issue.
2	07/30/14	Wisconsin Speech to Speech user gets TTY answer when calling Wisconsin Speech to Speech and Customer Service direct numbers. Apologized for the problem and re-branded, preferences in profile as Speech to Speech answer type. Explained to customer that I will let relay technicians know the issue. Customer wants contact with resolution.	07/30/14	The issue cause and resolution for the branding loss has been identified and the customers preferred answer type has been entered. Customer was informed of the answer type branding correction on July 30.
3	08/17/14	Customer reported captions were delayed behind the spoken words on a call to the CapTel 800.	08/22/14	Customer Service Representative apologized for the incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up due to the seconds of delay being behind the CapTel guidelines. Call Center management indicated that a possible cause for the delay was the caller was speaking very quickly or there were multiple speakers on the call. The Communication Assistant supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Changed to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
4	09/10/14	Customer's son reported seeing an error message on the CapTel 800.	09/10/14	Customer Service Representative advised customer's son we experienced a brief technical difficulty that is now resolved. Customer's son confirmed they were successfully getting captions at the time they spoke with customer service.

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5	09/12/14	Customer's helper reported seeing (Waiting for CapTel Operator) on the CapTel 800.	09/12/14	Customer Service Representative advised customer's helper about a brief two minute technical difficulty that had since been resolved. Customer Service Representative advised the caller who was on a cell phone to try their call again and confirmed they were able to make their captioned call successfully while on the call with customer service. Customer Service Representative confirmed the difficulty was resolved.
6	03/04/15	Customer reported a specific call where captions stopped.	03/30/15	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The Communication Assistant's Supervisor confirmed the call was disconnected due to no captionable audio for over two minutes per policy. Customer Service Representative called the customer to let them know our investigation finding.
7	05/29/15	On Speech to Speech call, during the Operator switch over, the customer felt very rushed and felt like another agent was needed. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	06/03/15	The Program Manager followed up with the customer. Apologies were conveyed and a options on how to best request a different speech-to-speech agent were discussed. The customer was satisfied with the discussion and expressed gratitude for and compliments about the service.