



**Nevada FCC Complaint Log
2009-2010**

Complaint Tracking for NV (06/01/2009-05/31/2010). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/26/09	A customer said that their Communication Assistant did not relay their message. The customer said they typed it out, repeated it twice, but the Communication Assistant hung up before dialing the number and relaying the message. The customer was thanked for the information, and customer service apologized for the inconvenience.	06/30/09	It was found that there is no Communication Assistant working at this center with the identification number given to us. The ticket is closed because there is no way to follow up.
2	07/28/09	Technical - General	07/29/09	A customer said they were unable to dial from their CapTel to a particular number because the service is not recognizing the area code/dialing prefix as a valid combination. The customer said they can dial all other numbers just fine. This will be resolved with the next month's update to the area code/prefix table provided by the long distance provider of new area codes/prefixes. Customer service advised the customer and she understood the situation.
3	04/13/10	An HCO customer said that when the Communication Assistant was reading the call, they did not relay the message accurately, so much so that even the person receiving the call commented on it. The customer said that words were left out, and that the Communication Assistant was changing the tense of the customer's words. The customer said that the Communication Assistant was also abrupt and rude, and acted insulted when asked about turning off the turbocode. The customer said that they have had numerous issues with other agents and would like to have their calls processed by better agents. Customer service apologized for the problem. Follow up was not required.	04/13/10	The Team Leader met with the Communication Assistant and went over HCO call processing procedures. It was found that this Communication Assistant was not working at the time of the call that was complained about.
4	04/22/10	An HCO customer typed a very long message to leave on a voicemail before having the operator dial out. The customer gave the instructions and received no response from the operator. The light was flashing on their machine so they knew someone was talking, but don't know what the operator was doing or if the message was left. Customer service thanked the customer for their feedback and said they will forward this to the appropriate person. No follow up was requested.	04/23/10	The Communication Assistant stated that she had trouble communicating with this customer. The customer was trying to have a personal conversation with the Communication Assistant, rather than giving the number to dial. The Communication Assistant attempted to re-direct the customer several times, and then asked a supervisor to assist who also struggled with communicating with this customer. The supervisor then followed appropriate disconnect procedures.
5	05/04/10	A customer stated that: "Agent said -problems can't make call- and hung up on me. What's going on?" Customer service apologized to the caller for this inconvenience, and informed the customer that the complaint would be forwarded to the appropriate supervisor. No follow up was requested.	05/04/10	The Team Leader met with the Communication Assistant to discuss this call. The Communication Assistant stated that during this call they got dial tones on their attempts to dial out. The Communication Assistant logged out and then back in after this call and the problem was fixed. The Team Leader stressed the importance of notifying a supervisor when experiencing technical problems, and to always fill out a trouble ticket in the future. The Communication Assistant understands. No follow up was required.
6	05/20/10	A customer said that they asked for a Communication Assistant Identification number, but the Communication Assistant said they could not read the customer, and that the message was garbled. The notes say to repeat the message, but the Communication Assistant did not relay that. The customer is upset about not getting the Communication Assistant Identification, but the supervisor did verify that the message was garbled. The customer also thinks that the Communication Assistant did not leave their identification on the answering machine message they left for the customer.	05/20/10	The Team Leader met with the Communication Assistant, and the Communication Assistant says she did give her identification when leaving the message. The Communication Assistant also says that she even erased the first message left, due to a typo, and fixed the error by re-recording the message per procedure. The Communication Assistant felt that the customer was upset with the messages coming across garbled or typed incorrectly. The Team Leader gave the Communication Assistant some customer service tips in order to handle these situations in the future. The Team Leader also sent a letter to the customer.