



**North Dakota FCC  
2011 - 2012  
Complaint Log**

Complaint Tracking for ND (06/01/2011-05/31/2012). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/11/12	Technical - General	01/11/12	The Customer referenced the inability to read the captions on a recent captioned call. After further investigation, the Customer Service Representative determined that the Communication Assistant had reported a problem with their equipment on a specific call. The Customer Service Representative apologized to the customer for their experience. The Customer subsequently confirmed that all was well with his captioned calling.
2	02/21/12	A caller requested a supervisor and the Communication Assistant rudely said "all supervisors have gone home and the call can not be processed".	02/21/12	The Communication Assistant stated that customer was being abusive and told him she was going to get her immediate supervisor. The Communication Assistant did not say they were gone for the day. A Supervisor got on the phone and caller used vulgarity towards the Supervisor then hung up.
3	10/01/11	A Customer states that the agent kept talking over him when he was speaking and wouldn't listen to his instructions not to read him text that was garbled. The Customer says the operator was "rude and overbearing" and "had to do it this way". An apology was made to the customer and they were informed that this would be forwarded to the agents supervisor for follow up. The Customer was satisfied and did not want a follow up call.	10/01/11	The Communication Assistant was coached on remaining calm with a polite helpful tone in situations like this. Also discussed putting up a red cup for assistance when needed.