



**North Dakota FCC Complaint Log
2012-2013**

Complaint Tracking for North Dakota (June 2012 - May 2013). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/03/12	Customer stated that at the end of the call, the customer had asked the agent to tell the outbound voice, "thank you for your patience with me and North Dakota Relay". The customer then received a message from the agent, "Information was no longer available," but couldn't explain what "information no longer available," meant. The Customer then asked if the message was relayed but the agent kept saying, "Information no longer available. Would you like someone to speak with the agent?" The Agent apologized for the inconvenience. Customer requested a follow up via mail.	10/03/12	Agent was coached by a Supervisor to always keep the customer informed of any call progress and explain any terminology that may not be understood by the customer during operator mode. A follow up letter was sent to the customer as requested.
2	02/25/13	Customer stated that an agent took over a call from another agent and did an excellent job in placing multiple calls. However, the agent who took over and placed the call reached a recording. I proceeded with another call to the number and a specific person asked if I was interrupted, which caused the message to be garbled. I repeated my instructions, but there was no response from the agent. I was then disconnected. This is frustrating especially because I had left the same long message that needed to be left on consequent answering machines/live person. The agent apologized for the inconvenience and will refer this to the agent's direct supervisor. No follow up needed.	02/25/13	Agent experienced technical issues after taking over call. Text would not transmit and the system locked up. The Supervisor was alerted and the computer was restarted, which disconnected the customer. Trouble ticket issued.