



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

Complaint Tracking for NC (June 2012 - May 2013). Total Customer Contacts: 4

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/10/12	The voice caller was trying to reach a number through North Carolina Relay. The Operator only reached a busy signal, but when the voice caller dials the number directly, it rings and will connect. Customer Service Representative responded and apologized for the inconvenience and told the customer a trouble ticket would be entered. Follow-up requested and the best time to call is in the afternoon.	09/10/12	After several attempts to reach the customer with no answers, the phone got disconnected.
2	09/21/12	The customer feels this Operator needs to be retrained on phone call techniques. "This Operator had to ask me to repeat often and I felt like the Operator did not have a clear understanding of how to make Speech to Speech phone calls".	09/21/12	Supervisor met with the Operator. The Operator only asked for clarification or to repeat what was not understood, as per procedure.
3	11/02/12	The customer reported difficulty dialing to a regional toll free number.	11/02/12	Technical Support made an adjustment so that CapTel user can successfully make captioned calls to regional 800 numbers.
4	05/09/13	The Operator was not helpful and made the call difficult. The instructions were to repeat everything and the Operator had to be prompted to repeat the information. The Operator was unable to and seemed lost. Supervisor apologized for the inconvenience. Follow-up requested via the postal service.	05/09/13	Supervisor met with the Operator and the Operator was coached to repeat everything when instructed and when the Operator doesn't understand something, to ask the caller to repeat until the instructions are understood. Follow-up letter sent via postal service, as per request.