



**Nevada FCC Complaint Log  
2013-2014**

**Complaint Tracking for Nevada (06/01/2013-05/31/2014). Total Customer Contacts: 9**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/23/13	"This operator did not announce the call when the person answered the phone. This caused the person I was calling to hang up."	07/23/13	The operator was coached on the proper call announcement procedure by a supervisor.
2	09/05/13	A HCO caller was receiving a lot of garbling words coming across the screen. Caller has had this happen before. The operator apologized to the caller and advised that he or she will put in a trouble ticket to see if technical support can assist. No follow up required.	09/07/13	Customer did not request follow up. Case is closed.
3	09/07/13	The operator laughed when the call was disconnected. The operator was unprofessional on the entire call. The operator apologized for the inconvenience and will forward to appropriate party. Follow up required.	09/12/13	Met with operator. The operator was coached on the importance of being professional and handling customers calls. 10:28am 9/12/13: Followed up with customer by voice mail as directed. Apologized for any inconvenience and assured operator was coached.
4	10/04/13	A customer was upset because the outbound voice was not taking his or her call. The customer said that they broke the ADA law and the relay operator is at fault for the call because as the outbound person interrupted, the relay operator did not tell them to stop talking. The outbound person said that they were too busy and hung up. The operator apologized for the unsatisfactory call and stated that the relay operators attempted to educate the callers. The operator thanked the customer for the feedback. The customer insisted that we make a report of outbound's behavior. No follow up requested.	10/04/13	The operator followed proper procedure in an attempt to educate the caller.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	10/06/13	Customer notes state to "do not let person interrupt." When the operator dialed the number, the outbound person kept interrupting and the operator was saying "one moment please" and the outbound hung up. The operator did not explain relay to the outbound customer per her customer notes.	10/06/13	Apologized and explained to the operator to try to pace the outbound but was unsuccessful. Explained to the caller that no notes were available relating to explaining the relay. Offered to have the notes updated. Follow up requested. Unable to follow up with the customer because follow up information was not provided.
6	03/12/14	Caller reported that he was not able to get through by dialing 711 for Nevada Relay this afternoon. The line keeps ringing with no answer. The operator apologized for the inconvenience and checked the traffic panel, which showed calls in QUE, no operators available. The operator explained that there was a heavy call volume and asked the customer to try later and let us know if problem continues. No follow up.	03/12/14	The operator apologized for the inconvenience and explained that there is a heavy call volume at this time. The operator asked the customer to try later and let us know if the problem continues. No follow up.
7	03/14/14	Caller reported that they could not complete the call to report a possible theft because the Communication Assistant continued to tell her that the typing was garbled and to please repeat. The outbound party disconnected because the typing could not be read. The operator apologized for the inconvenience and discussed the possible causes for garbling. Customer is already aware of the causes and her notes reflect steps that the Communication Assistant should take to prevent garble. No follow up.	03/14/14	The operator apologized for the inconvenience and discussed possible causes for garbling. The customer was already aware of causes and her notes reflect steps the Communication Assistant should have taken to prevent garble. No follow up requested.
8	04/15/14	Customer stated that this operator did not follow her instructions. Relay customer service response: The operator apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.	04/17/14	After meeting with the operator, the operator understands the importance of following instructions.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	04/30/14	Nevada HCO user complained that the operator was delayed in speaking her text and did not read or follow her customer notes. Operator apologized for the problem and explained that the operator will inform the operator's supervisor for follow up on the issue. Customer does not want contact.	05/01/14	Could not follow up with unassigned operator.