



**Wisconsin FCC Complaint Log
2013-2014**

Complaint Tracking for Wisconsin (06/01/2013-05/31/2014). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/07/13	The customer felt frustrated with the Operator's response, tone, and handling of the situation. When the Operator said "go ahead," the customer asked the Operator directly if 'go ahead' meant she could speak or was that something the other party spoke in conversation? The Operator responded stating that the Operator cannot be involved with the conversation. When the customer responded, the Operator interrupted stating that the caller is typing now. Supervisor apologized and explained how the relay services, including the "go ahead and communication exchange." Customer commented that this type of explanation and response had not been offered during the call.	10/08/13	The Operator demonstrated procedural knowledge of the correct phrasing and procedures to process this type of situation. Also, the Operator was coached on the importance of being professional when speaking to customers.
2	10/19/13	This Operator hung up on customer. Apologized to the customer and will forward to the appropriate department. No follow up required.	10/22/13	Supervisor met with the Operator. The Operator does not remember having any issues on this day. Operator was coached on the importance of not disconnecting customers and if there is a problem with any call to ask for assistance.
3	01/13/14	Caller said the Operator did not type "GA" at the end of each response during conversation. Apologized to caller for the issue. No follow up was requested.	01/13/14	This Operator was not working during the time of the alleged incident. No follow up requested.
4	01/31/14	Speech to Speech customer believes the Operator was ignoring him and did not respond when the call came in. The customer had reached this Operator twice and did not get a response either time. Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	01/31/14	Currently, we do not have this Operator assigned. Sent an email to the customer.
5	02/20/14	The note in the customer profile states "no abbreviations." The customer reports that the Operator used abbreviations and the customer wanted the words spelled out. Apologized. No follow up requested.	02/20/14	The Operator recalled the call and coached the Operator on how to follow customer's notes. No follow up requested.