



**Hawaii FCC Complaint Log
2013-2014**

Complaint Tracking for HI (06/01/2013-05/31/2014). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/21/13	The complaint said that the Operator did not keep him informed of what was happening during the call; there were too many long delays. Customer requested follow up. Apologized and informed customer his feedback will be sent to the call center where the Operator is located.	10/23/13	The Operator was met with and reminded of the importance of keeping the caller informed as to the nature of the delay.