



**Vermont FCC Complaint Log  
2013 - 2014**

**Complaint Tracking for VT (06/01/2013-05/31/2014). Total Customer Contacts: 2**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/22/13	Customer Complaint: Caller reported that for the last two hours she has not been able to connect to Vermont Relay with 711 or the toll free number 800-253-0191. She was finally able to connect to Customer Service to make the report. Said it happened before on October 9, 2013. Apologized for the inconvenience.	10/22/13	Customer Service Response: I placed a test call through Vermont Voice Relay number back to the caller and the call was successful. Told the caller I would enter a trouble ticket. No follow-up requested.
2	02/13/14	Customer complained that the Communication Assistant accidentally asked for the wrong person. Communication Assistant asked for the caller's name instead of the person they were calling. TTY user asked for Communication Assistant to apologize for the mistake. Communication Assistant did not apologize. Supervisor apologized for the inconvenience. Customer was not satisfied with apology, too late. Follow up requested via phone call and also requested to keep calling until you get through.	02/13/14	The Communication Assistant had not realized the message was garbled which caused the confusion in asking for an incorrect name. Communication Assistant was coached to ask for clarification and make sure to make the correction if needed. Supervisor did follow-up via phone call as requested. Customer was not satisfied and would like to be in touch with the Vermont Account Manager. The Account Manager followed up with the customer.