



**North Carolina FCC Complaint Log
2013-2014**

Complaint Tracking for NC (06/01/2013-05/31/2014). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/05/13	The customer complained that the Operator was not understanding, kept repeating the same thing several times and told the Operator no five times and still was not effective in relaying the message. The customer got frustrated, added that it wasn't the Operators' fault but felt helpless that they were not "in tune" with each other. The Supervisor apologized for the inconvenience. Follow up requested to be sent via email	07/05/13	The Supervisor met with the Operator and the Operator had followed all speech-to-speech procedures properly by asking the caller to repeat in order to make sure the message was understood clearly and had also asked for more clarification. Follow up sent via email as per request.
2	07/05/13	The customer felt the Supervisor would side with the Operator when the Operator was not understanding customer. The Supervisor apologized for the inconvenience, and informed the caller that sometimes it is necessary for the Operator to ask for words or statements to be repeated if they were not understood. Follow up requested to be sent via email.	07/05/13	The Supervisor assisting with the call assured the caller that the Operator was following all the speech-to-speech procedures by asking the caller to repeat as necessary to make sure the message was understood. Follow up sent via email as per request.
3	08/20/13	The customer stated that this Operator's typing was terrible. The typed words were difficult to figure out. This made the relay call a bit difficult. Apologized for the inconvenience and assured the customer that this will be discussed with the Operator. No follow up requested.	08/20/13	While the Operator recalled the circumstances of this nature, the Operator has reported issues to the On Duty Supervisor when the customer complained about the garbling issues. The Supervisor was able to confirm that the Operator had attempted to disable the turbo code and reduced the typing speed and that Operator's typing was excellent. The garbling attributed to technical issues not the Operator's.
4	11/06/13	The customer complained that the Operator continued to ask for the word to be repeated event after spelling it out several times. Supervisor apologized for the inconvenience. Follow up requested via email	11/06/13	Operator followed procedures by asking the customer to repeat if anything is not understood. Follow up sent via email as per request.
5	01/29/14	This Operator did not respond back to the customer when he/she was asked a question. Apologized for the inconvenience and assured the customer it will be forwarded to the appropriate department. No follow up requested.	01/30/14	Due to insufficient information provided, unable to conduct a thorough follow up with the Operator. However, when posed several different situations, the Operator was able to demonstrate familiarity of relay protocol when answering questions. Operator understood the importance of responding to questions appropriately.
6	02/28/14	The caller reported that calls would not go through North Carolina Relay when individuals try to call her. If the number is dialed directly, the call completes fine, but the call is not successful through relay. The caller said that it rings a couple of times, then goes to a busy signal and will not complete. Informed the customer a trouble ticket would be entered and apologized for the inconvenience. No follow up requested.	02/28/14	No follow up requested by the customer; satisfied with Supervisor's apology and entered the trouble ticket for review.
7	03/17/14	The customer stated that the communication was poor; the Operator was not responding efficiently and was not keeping the customer informed. The call ended abruptly and the customer was unsure of what occurred and why. Customer requests follow up. Apologized and assured the customer their comments will be sent to the appropriate call center.	03/17/14	Spoke with the Operator and the Operator does not remember the call at all. Discussed the importance of keeping the customer informed; the Operator is aware of this.