



**Delaware FCC Complaint Log
2013-2014**

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/28/13	Telephone technician reported that on incoming 2-Line calls, they see a message that states "2-Line Calls are Prohibited".	10/30/13	Technical support made an adjustment to resolve the customer's experience. Customer Service Representative contacted the customer and confirmed that they could now receive incoming captioned calls in 2-Line mode successfully.
2	02/07/14	Customer stated that the Relay Operator was typing too slow. The customer also stated that the Relay Operator was not able to spell the word "vacation" and asked the customer to spell it.	02/10/14	While the Operator does not recall a circumstance of this nature, Operators may request repeats, spelling or pace the conversation to ensure verbatim accuracy when the Operator is experiencing challenges with sound quality to the headset. The Operator will continue to be mindful of speed and accuracy, and will report any technical difficulty that may result in degraded service quality.