

Month/ Year	Date Rec'd	Date Closed	Error Type	Resolution
December 2011	11/30/2011	12/2/2011	Technical Issue	Customer complaint stated he was on hold for 30 minutes after being transferred to Allconnect. Allconnect's data proved that the longest hold time for customers during that timeframe was less than 2 minutes. Due to a possible technical glitch, the customer's call did not connect with Allconnect's call queue. Apologies were extended to the customer for the inconvenience caused.
December 2011	12/1/2011	12/5/2011	SP Call Center Issue	Customer was dissatisfied with the satellite company's sales techniques. Allconnect set up a lead-based order for the satellite provider to contact the customer for service, with the customer's authorization. The satellite provider made three attempts to set up service for the customer. The customer felt that was pushy. Allconnect submitted the complaint to the satellite provider and apologized to the customer. Customer was satisfied with the resolution.
December 2011	12/5/2011	12/7/2011	Pushy RS/Bad call exp	Customer was dissatisfied that the Allconnect representative disconnected the call. While customer was verbally abusive, Allconnect representatives are trained to maintain professionalism during difficult situations. The representative received the appropriate coaching and corrective action. Allconnect offered apologies to the customer.
December 2011	12/6/2011	12/7/2011	Complaint unfounded	After receiving phone calls from a home security company, the customer made the assumption that Allconnect was responsible since home security was offered during the initial phone call. Allconnect contacted the customer and advised her that no lead-based orders were submitted for home security or any other services. In addition, she did not provide her phone number at any time during the original call. Customer realized that it was a different company contacting her. She appreciated the follow up and satisfied that Allconnect did not set up any leads for her to be contacted.
December 2011	12/7/2011	12/9/2011	Complaint unfounded	Customer wanted account information for services. Customer had difficulty getting through the automated phone system since she did not have any accounts through Allconnect. Since customer wanted her account balance, she most likely contacted Allconnect in error since we do not handle customer's accounts. All attempts to contact the customer failed.
December 2011	12/9/2011	12/13/2011	Misunderstanding	Customer was disappointed that her service was not activated on the date requested. Allconnect representative advised the customer of the earliest available date for service. Customer requested an earlier date. The representative advised the customer he would submit her request, which was done. The service provider was able to get an earlier date for service and an email was sent to the customer confirming this. Allconnect contacted the customer to explain that service was activated. Customer did not recall requesting an earlier date or the confirmation email sent to her. Customer appreciated the follow up and resolution.
December 2011	12/13/2011	12/15/2011	Incorrect info provided	Customer was disappointed that he was provided incorrect information by the Allconnect representative. The representative incorrectly stated that Allconnect is a department of PG&E. The representative received the appropriate coaching/retraining. Allconnect apologized to the customer for the error and inconvenience caused. The customer was satisfied with the follow up and resolution.

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December 2011	12/16/2011	12/21/2011	Unauthorized order/Crammed	Customer was disappointed with the Allconnect representative. The representative offered free equipment with the service when there was an additional cost for the equipment. The appropriate disciplinary action was taken regarding the representative. The customer cancelled the order. Allconnect contacted the customer and apologized for the error. The customer was satisfied with the follow up and resolution
December 2011	12/16/2011	12/21/2011	SP Call Center Issue	Customer was dissatisfied with the satellite company's sales techniques. Allconnect set up a lead-based order for the satellite provider to contact the customer for service, with the customer's authorization. The satellite provider reported that their representative was somewhat pushy and they provided the appropriate coaching. Allconnect apologized to the customer. Customer was satisfied with the resolution.
December 2011	12/19/2011	12/21/2011	Unauthorized order/Crammed	Customer was dissatisfied with his experience with Allconnect. Customer declined all services. However, a lead-based order for home security service was set up without his knowledge. The representative was released from the company for violation of policy Allconnect apologies to the customer. The customer was satisfied with the follow up and resolution.
December 2011	12/22/2011	12/27/2011	Pricing issue	Customer was disappointed that the Allconnect representative provided incorrect pricing information for satellite services. The representative received the appropriate coaching for the error. Allconnect compensated the customer for the price difference. Customer was satisfied with the resolution.
December 2011	12/22/2011	12/27/2011	Complaint unfounded	Customer filed a complaint stating that Allconnect mishandled her phone order from the prior year. Allconnect had no record of any orders placed for the customer. Customer did not want to be contacted.
December 2011	12/22/2011	12/27/2011	Pricing issue	Customer was disappointed that the Allconnect representative provided incorrect pricing information for satellite services. The representative received the appropriate coaching for the error. Allconnect compensated the customer for the price difference. Customer was satisfied with the resolution.
December 2011	12/24/2011	12/28/2011	Failure to follow process	Customer was disappointed he did not receive the coupons he was offered through Allconnect. The representative offered to enroll the customer in a program where he would receive various coupons. However, the representative neglected to select the program. The representative received the appropriate coaching. Allconnect enrolled the customer in the program and the customer received the coupons. Allconnect follow up with the customer and he was satisfied with the resolution.
December 2011	12/14/2011	1/5/2012	Pricing issue	Customer was disappointed that the Allconnect representative provided incorrect pricing information for home services. The representative quoted a base price for satellite service when setting up a lead-based order. The representative neglected to advise the customer that additional items such as receivers are an extra cost. The representative received the appropriate coaching. All attempts to contact the customer in an effort to resolve the issue had failed.

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January 2012	12/30/2011	1/4/2012	Complaint unfounded	Customer was dissatisfied with the Allconnect representative for offering additional home services. Customer was engaged in conversation with the representative and agreed to set up services. While the representative was completing the order application, the customer disconnected the call. There was no wrongdoing by the representative. All attempts to contact the customer failed.
January 2012	1/3/2012	1/6/2012	Pushy RS/Bad call exp	Customer was disappointed that the Allconnect representative's sales techniques. The customer declined all additional home services and the representative became pushy in an attempt to set up the services. The representative received the appropriate coaching/corrective action. Allconnect apologized to the customer. Customer was satisfied with the follow up and resolution.
January 2012	1/10/2012	1/11/2012	Complaint unfounded	Customer complaint stated that he received unwanted phone calls and emails after speaking with Allconnect. Upon reviewing the recorded calls, the customer authorized orders for several home services. The phone calls and emails were all pertaining to these services.
January 2012	1/17/2012	1/18/2012	Complaint unfounded	Customer complaint stated that Allconnect set up home services for her but service was not activated. Allconnect contacted the service provider and confirmed that the service was activated on the date the customer requested. Customer neglected to check the services to ensure they were activated. Allconnect contacted the customer and explained that they would need to plug in their equipment. Customer appreciated the follow up.
January 2012	1/19/2012	1/23/2012	Call not recorded	Customer complaint stated that Allconnect was unable to provide confirmation of cancellation of service. Allconnect is only has the ability to provide confirmation for new service, not cancellation of service. in addition, due to a technical glitch, the call was not recorded. Allconnect apologized to the customer for any inconvenience caused.
January 2012	1/19/2012	1/23/2012	Technical Issue	Customer was disappointed he did not receive his confirmation email. Per the information in Allconnect's database, the email was sent to the customer. Generally Allconnect can resend the confirmation. However, we were experiencing a technical issue at the time where we were unable to resend the confirmation email. The issue was subsequently resolved. The customer was provided his confirmation number and was satisfied with the information.
January 2012	1/21/2012	1/24/2012	Complaint unfounded	Customer misunderstood a promotional email sent by Allconnect and assumed she was set up for services she did not request. Allconnect contacted the customer and explained that no service orders were set up for her. Customer appreciated the explanation.
January 2012	1/21/2012	1/24/2012	Complaint unfounded	Customer was dissatisfied that Allconnect offered additional home services. Upon reviewing the recorded call, it was determined that their was no wrongdoing by the representative. The customer simply did not want to be offered additional services. Allconnect apologized to the customer for any inconvenience caused.
January 2012	1/25/2012	1/26/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative pressured him to purchase additional home services. Upon reviewing the recorded call, it was determined that the complaint was invalid. The representative only mentioned the names of the service providers available to the customer prior to the customer disconnecting the call.

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January 2012	1/25/2012	1/26/2012	Other - Unauthorized Credit card charges	Customer was dissatisfied that the Allconnect representative provided incorrect information regarding credit card charges. While the customer provided her credit card for a possible deposit, she wanted confirmation that a deposit would be required prior to authorizing the charge. The representative incorrectly advised the customer she would be notified prior to the card being charged for the deposit. The representative received the appropriate coaching and corrective action. Allconnect offered to have the charges reversed on the customer's credit card. However, customer decided to proceed with the service order and the approved the deposit. Customer was satisfied with the follow up and resolution.
January 2012	1/26/2012	1/27/2012	Complaint Unfounded	Customer complaint stated that Allconnect denied him his utility confirmation number. Upon reviewing the recorded call, it was determined that the complaint was invalid. The representative advised the customer he was emailing the confirmation information, and the customer provided his email address. Allconnect contacted the customer and verified that he received the confirmation email.
January 2012	1/26/2012	1/27/2012	Incorrect information provided	Customer was disappointed that the Allconnect representative did not provide the utility confirmation number. On rare occasion, the customer's data does not transfer with the customer's call. Therefore, Allconnect does not have access to the confirmation number. The representative incorrectly advised the customer that the confirmation number would be sent by email. The representative received the appropriate coaching. Allconnect apologized to the customer and provided her account number.
January 2012	1/26/2012	1/30/2012	Complaint Unfounded	Customer complaint stated that the Allconnect representative did not provide all of the options for home services. Upon reviewing the call, it was determined that the complaint was invalid. The representative provided several options for services based on customer's needs. Customer requested to have an order submitted. She called back later the same day and requested cancellation. All attempts to contact the customer failed.
January 2012	1/26/2012	1/30/2012	Complaint Unfounded	Customer complaint stated that Allconnect denied him his utility confirmation number. Upon reviewing the recorded call, it was determined that the complaint was invalid. The representative advised the customer he was emailing the confirmation information, and the customer provided her email address. The customer did not want to be contacted.
January 2012	1/28/2012	1/31/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative made derogatory statements about her current cable provider. Upon reviewing the call, it was determined that the complaint was invalid. The representative did a price comparison of various service providers and advise customer she can receive service with a different service provider at a lower rate. Customer did not want to be contacted.
February 2012	1/30/2012	2/1/2012	Complaint unfounded	Customer complaint stated that Allconnect placed an order for him without his authorization. Upon reviewing the call, it was found that the customer provided all of the necessary information for a cable order, and authorized the order to be placed. Allconnect contacted the customer who stated that he was in a hurry and did not remember placing the order. He was apologetic for filing the complaint.

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February 2012	2/2/2012	2/3/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative did not provide the utility confirmation number. Upon reviewing the call, it was determined that the representative handled the call appropriately. The representative offered to email the confirmation. However, the customer did not have an email address. The representative then provided the confirmation number verbally. All attempts to contact the customer failed.
February 2012	2/2/2012	2/3/2012	Technical Issue	Customer was disappointed he did not receive his confirmation email. Per the information in Allconnect's database, the email was sent to the customer. Generally Allconnect can resend the confirmation. However, we were experiencing a technical issue at the time where we were unable to resend the confirmation email. The issue was subsequently resolved. The customer was provided his confirmation number and was satisfied with the information.
February 2012	2/7/2012	2/8/2012	Pricing issue	Customer was disappointed that the prices she was quoted were incorrect. Upon researching the complaint, it was found that the prices quoted were accurate. However, the promotion the customer was offered was not applied to the order. Working with the service provider, Allconnect was able to resolve the issue. Customer was satisfied with the resolution.
February 2012	2/9/2012	2/9/2012	Misunderstanding	Customer was disappointed that the prices quoted by Allconnect were incorrect. Upon researching the complaint, it was determined that the prices quoted were accurate. The customer misunderstood the information on the first monthly statement which included installation fees and taxes/surcharges. Allconnect contacted the customer and provided an explanation of the charges. Customer was satisfied with the follow up and explanation.
February 2012	2/9/2012	2/10/2012	Technical Issue	Customer was disappointed he did not receive his confirmation email. Per the information in Allconnect's database, the email was sent to the customer. However, the email could have been blocked by spam blocker. The email was resent to the customer and he confirmed receipt of the email.
February 2012	2/16/2012	2/17/2012	Complaint unfounded	Customer complaint stated that she began receiving spam emails after speaking with Allconnect. Our research has determined that the customer was not opted into any marketing programs for coupons or other offers. In addition, Allconnect does not sell or share customer's information with other companies. Allconnect contacted the customer and explained this to the customer. Customer was satisfied with the follow up and explanation.
February 2012	2/17/2012	2/17/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative was argumentative. Upon reviewing the recorded, it was determined that the complaint was invalid. The customer made derogatory statements to the representative who remained polite and professional.
February 2012	2/15/2012	2/17/2012	Unauthorized order/crammed	Customer was disappointed that the price quoted for home services was inaccurate. After placing an order through Allconnect, customer called back to change the package. The representative provided the monthly cost for the package, but neglected to provide the cost of the additional equipment. Allconnect compensated the customer for the cost difference. Customer was satisfied with the resolution.

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February 2012	2/13/2012	2/21/2012	Failure to follow process	Customer complaint stated that Allconnect had no record of her account. The customer set up two accounts with PG&E; one in her name and one in her father's name. She was transferred to Allconnect for confirmation. However, only one record was transferred with the phone call. Due to a very confusion situation, the Allconnect representative changed the name on the transferred account from her father's name to the her name. The representative did not follow Allconnect's policy of not changing any account information. PG&E was able to resolve the matter with the customer.
February 2012	2/21/2012	2/22/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative was pushy in an effort to sell services. Upon reviewing the call, it was determined that the representative was polite and professional. The representative did not have an opportunity to offer services since the customer did not give him the opportunity to speak. Customer did not want to be contacted.
February 2012	2/24/2012	2/24/2012	Pushy RS / bad call exp.	Customer was disappointed that he was transferred to Allconnect. The customer became confrontational with the representative. While the representative remained polite and professional, he disconnected the call instead of handling the customer. The representative received the appropriate coaching/corrective action. Allconnect apologized to the customer.
February 2012	2/24/2012	2/27/2012	Unauthorized order/crammed	Customer was dissatisfied that the Allconnect representative submitted an order for him after he declined the service. The representative received the appropriate disciplinary action. Allconnect cancelled the order and apologized to the customer. Customer was satisfied with the resolution.
February 2012	2/24/2012	2/28/2012	Failure to follow process	Customer complaint stated that the Allconnect representative pressured her to set up services. Upon reviewing the call, it was determined that the representative did not pressure the customer. After the customer declined services, the representative did not continue to offer any services. The error made by the representative was placing the customer on hold for several minutes without refreshing the call. The representative received the appropriate coaching. All attempts to contact the customer failed.
February 2012	2/28/2012	2/29/2012	Misunderstanding	Customer complaint stated that the Allconnect representative would not accept the fact that he did not have an email address. However, it was determined that the customer did have an email address. The issue was a bad phone connection as they had difficulty hearing each other. The agent repeatedly ask for the email address to send the utility confirmation and could not hear the customer's complete response. All attempts to contact the customer to explain this information failed.
March 2012	3/2/2012	3/2/2012	Complaint Unfounded	Customer was dissatisfied with the Allconnect representative's sales techniques. In reviewing the call, the representative only offered to transfer the customer's satellite service. Customer stated she did not have time and disconnected the call. There were no errors by the representative. Customer did not want to be contacted.

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March 2012	3/1/2012	3/2/2012	Complaint Unfounded	Customer was disappointed that Allconnect did not complete her service order for installation. It was determined there was an issue and Allconnect needed to consult with the customer to complete the order. Emails and voicemails were left for the customer. However, customer did not contact Allconnect to resolve the issue. The order was subsequently cancelled as customer submitted a new order with the service provider.
March 2012	3/1/2012	3/2/2012	Failure to follow process	Customer was disappointed that she did not receive a confirmation email from Allconnect. The representative entered the email address incorrectly. Therefore, the email was undeliverable. Allconnect corrected the email address and sent the confirmation email. Customer was satisfied with the resolution.
March 2012	3/2/2012	3/2/2012	Incorrect info provided	The customer was disappointed that services were not installed on the date requested. The Allconnect representative provided an incorrect installation date to the customer. The representative received the appropriate coaching. Allconnect was able to resolve the issue with the service provider. The customer was satisfied with the resolution.
March 2012	3/1/2012	3/5/2012	Complaint unfounded	Customer's complaint was in reference to the installer of a home security company and did not pertain to Allconnect. Allconnect contacted the customer and explained that to her. She advised she would contact her home security company.
March 2012	3/5/2012	3/6/2012	Complaint unfounded	Customer's mother submitted a complaint that Allconnect forced his daughter to accept service. Upon reviewing the recorded call, it was found that the customer (daughter) requested to have services set up. Customer provided all required information and authorized an order for service. Allconnect contacted the customer's mother and provided this information.
March 2012	3/6/2012	3/7/2012	Complaint unfounded	Customer complaint stated she did not receive her confirmation email. Allconnect's database showed that the email was sent and reviewed by the customer. Allconnect contacted the customer and confirmed that the email was received.
March 2012	3/8/2012	3/8/2012	Complaint unfounded	Customer was dissatisfied that a credit check was performed for home services. Allconnect reviewed the customer call and found that the customer authorized the credit check in order to receive satellite service. Allconnect contacted the customer and explained this information. Customer acknowledge that he did authorize the credit check.
March 2012	3/6/2012	3/8/2012	Incorrect info provided	Customer was disappointed that her service could not be activated on the date requested. The Allconnect representative incorrectly advised the customer she could have services activated on a specific date. However, the information in our database did not show that date as available. The appropriate coaching was provided to the representative. Allconnect was able to contact the service provider and schedule the earliest available date. Customer was satisfied with the resolution.
March 2012	3/6/2012	3/8/2012	Misunderstanding	Customer was disappointed that she was unable to get the services Allconnect set up for her. Customer requested service for a specific service provider. However, it was determined that the customer's spouse had an account and the customer was a secondary account holder. Therefore, a account could not be initiated in her name. Allconnect contacted the customer and explained the information to her. Customer was satisfied with the follow up and explanation.

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March 2012	3/7/2012	3/8/2012	Other - Plan error	Customer was disappointed that she did not receive the price for service that she was quoted. Customer wanted to cancel the service, but did not want to pay for the return shipment of the equipment. Allconnect's research determined that the plan selected had an error in pricing. The error was correct. Allconnect compensated the customer for all shipping cost of the equipment. Customer was satisfied with the resolution.
March 2012	3/9/2012	3/12/2012	Complaint unfounded	Customer complaint was to ensure that there were no charges to her credit card after cancelling an order. While the representative was completing the order application, the customer decide not to place an order. The Allconnect representative had assure the customer that the card was not charged since the order application was not submitted. Customer wanted reassurance that the card was not charged. Allconnect followed up with the customer and assured her that the card was never submitted to the service provider for processing. Customer was satisfied with the follow up and resolution.
March 2012	3/9/2012	3/13/2012	Email/Conf # not rec'd	Customer was disappointed that the confirmation email was not received. Allconnect's research determined that the customer did not connect with Allconnect. Therefore, her information was not retained in our database and the confirmation email was not generated. PG&E was able to resolve the issue with the customer.
March 2012	3/12/2012	3/13/2012	Failure to follow process	Customer was disappointed that her services were not installed on the requested date. Due to an error by Allconnect Order Entry representative, the order was not completed in a timely manner, causing service to be delayed. Allconnect contacted the service provider and was able to have the services connected on the first available date. Customer was satisfied with the resolution.
March 2012	3/15/2012	3/16/2012	Technical Issue	Customer was disappointed she did not receive her confirmation email. Per the information in Allconnect's database, the email was sent to the customer. However, the email could have been blocked by spam blocker. The email was resent to the customer and she confirmed receipt of the email.
March 2012	3/21/2012	3/21/2012	Misunderstanding	Customer complaint stated that Allconnect representative was not paying attention and requested that she repeat the same information several times. While placing an order for home services, the representative did request that the customer repeat certain pieces of information for accuracy as there was a language barrier with the customer. Allconnect apologized to the customer for any misunderstanding.
March 2012	3/22/2012	3/22/2012	Email/Conf # not rec'd	Customer was disappointed she did not receive her confirmation email. Per the information in Allconnect's database, the email was sent to the customer. However, the email could have been blocked by spam blocker. The email was resent to the customer and she confirmed receipt of the email.
April 2012	4/3/2012	4/4/2012	Complaint Unfounded	Customer was concerned after placing an order with Allconnect, he called the service provider and was advised there was no service order for him. It was determined that the customer provided inaccurate information to the service provider and therefore, they were unable to locate his service order. Allconnect contacted the service provider and confirmed the order. Follow up was made to the customer, who was satisfied with the resolution.



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April 2012	4/4/2012	4/5/2012	Complaint Unfounded	Customer complaint stated that the Allconnect representative pressured him to purchase additional home services. Upon reviewing the recorded call, it was determined that the complaint was invalid. The representative offered services and customer declined. The representative was polite and professional to the customer. Customer did not want to be contacted for follow up.
April 2012	4/9/2012	4/10/2012	Other - Order Processed Incorrectly	Customer was disappointed that her services were not installed on the requested date. Due to an error by Allconnect Order Entry representative, the order was processed incorrectly without phone service. The representative received the appropriate coaching. Allconnect contacted the service provider and was able to correct the issue to the customer's satisfaction.
April 2012	4/10/2012	4/11/2012	Failure to follow process	Customer was disappointed that she did not receive her utility confirmation from Allconnect. The representative incorrectly advised the customer that Allconnect does not send confirmation emails. The representative received the appropriate coaching. Allconnect sent the confirmation email and follow up with the customer with apologies.
April 2012	4/16/2012	4/17/2012	Complaint unfounded	Customer complaint stated she did not receive a coupon offered by Allconnect. It was confirmed that the coupon was sent to the customer. All attempts to contact the customer to advise of this had failed.
April 2012	4/13/2012	4/17/2012	Misunderstanding	Customer complaint stated that there were several charges on her credit card from Allconnect. The customer placed orders for home services and her card was charged for the appropriate amounts that the customer was advised of. Allconnect contacted the customer, who realized that the charged she referred to were not in reference to the orders placed with Allconnect.
April 2012	4/17/2012	4/18/2012	Call not recorded	Customer was dissatisfied with the Allconnect representative's sales technique. Unfortunately, due to a technical issue, the call was not recorded. Allconnect contacted the customer and apologized for any inconvenience caused.
April 2012	4/17/2012	4/18/2012	Complaint Unfounded	Customer complaint stated that Allconnect representative placed him on hold for a long period of time and then disconnected the call. The customer placed three calls to Allconnect and there was no occurrence of the customer's call being placed on hold or disconnected. All attempts to contact the customer failed.
April 2012	4/18/2012	4/19/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative pressured her to set up services. The recorded call was reviewed and it was determined that the complaint was invalid. The representative and customer discussed services. The representative then offered to submit an order for the customer. After customer declined, representative did not pursue the matter further. Allconnect apologized to the customer for any misunderstanding.
April 2012	4/18/2012	4/20/2012	Complaint unfounded	Customer complaint stated that Allconnect representative gave the impression he was a PG&E employee. Upon reviewing the call, it was determined the customer's complaint was invalid. The representative specifically stated he was an employee of Allconnect. Allconnect contacted the customer and provided a further explanation to the customer. Customer was satisfied with the follow up and explanation.

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April 2012	4/19/2012	4/23/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative was not honest about pricing information for services requested. The call was reviewed and the representative presented all pricing information pertaining to the service. Customer was dissatisfied with the activation fees charged by the service provider. Since the pricing information is specifically provided by each service provider, the representative is responsible for presenting this information. Allconnect contacted the customer and explained the information further. Customer contacted the service provider directly and was required to pay all activation fees.
April 2012	4/20/2012	4/23/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative requested personal information such as social security number prior to offering services. Upon reviewing the recorded call, this was inaccurate. The representative discussed home services with the customer. Customer requested to have service orders completed and the representative requested the appropriate information for the order applications. Allconnect contacted the customer and provided a detailed explanation of our findings and requirements for service.
April 2012	4/23/2012	4/24/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative was aggressive and would not allow him to disconnect the call. The recorded call was reviewed and it was determined that the complaint was invalid. The representative and customer discussed services. The representative then offered to submit a transfer order for the customer. Customer declined and representative politely thanked him and they discontinued the call. All attempts to follow up with the customer failed.
April 2012	4/23/2012	4/26/2012	Pushy Behavior	Customer was dissatisfied with the representative's sales techniques. The customer advised she already had home services set up. The representative continued questioning the customer about these services in an effort to convince her to change services. The representative received the appropriate coaching/corrective action. Allconnect apologized to the customer. She was satisfied with the follow up and apology.
April 2012	4/25/2012	4/27/2012	Misunderstanding	Customer was disappointed that service was not activated as she requested. Allconnect submitted a request to the satellite provider to have them contact the customer to transfer service. The satellite provider made numerous attempts to contact her without success. Allconnect also made numerous attempts to contact the customer to resolve the issue. However, all attempts failed and customer did not return any calls.
April 2012	4/30/2012	5/1/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative misinformed her about installations fee on an order placed in July 2011. Customer did not pay the installation fee and was sent to collections. Upon reviewing the recorded call, it was determined that the customer was advised of the installation fee several times during the call. Allconnect contacted the customer and provided this information.

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April 2012	4/30/2012	5/1/2012	Failure to follow process	Customer was disappointed that home services were not activated on the date requested. After placing an order with Allconnect, customer called back to change the installation date. Unfortunately, customer selected the sales department instead of customer care and a sales representative placed a new order for the customer. The call should have been transferred to customer care to reschedule the installation date. The sales representative received the appropriate coaching. Allconnect was able to resolve the issue to the customer's satisfaction.
May 2012	5/2/2012	5/3/2012	Misunderstanding	Customer complaint stated that he received emails from other companies after speaking with Allconnect. When speaking with the representative, the customer opted in to receive coupons and other special offers. Allconnect contacted the customer and provided this information. He requested to be opted out of the program in which Allconnect explained what needed to be done.
May 2012	5/2/2012	5/4/2012	Complaint Unfounded	Customer complaint stated that the Allconnect representative pressured her to set up services. The recorded call was reviewed and it was determined that the complaint was invalid. The representative and customer discussed services. The representative then offered to submit an order for the customer. After customer declined, representative did not pursue the matter further. Allconnect apologized to the customer for any misunderstanding.
May 2012	5/2/2012	5/4/2012	Misunderstanding	Customer complaint stated that Allconnect representative tried to sell her services. The representative explained that Allconnect can assist with home services. Customer wanted to contact service providers directly. Allconnect contacted the customer to further explain this and apologized for any misunderstanding.
May 2012	5/2/2012	5/4/2012	Technical Issue	Customer was disappointed he did not receive a confirmation email. The representative selected the email to be sent. However, due to a technical issue, the email was not generated. Allconnect was able to resolve the issue and email the customer the required information. Customer was satisfied with the resolution.
May 2012	5/3/2012	5/7/2012	Call not recorded	Customer was dissatisfied that the Allconnect representative requested his personal information. Due to a technical issue, the call was not recorded. Allconnect contacted the customer and apologized for any inconvenience caused. Per the customer, the Allconnect representative advised him that his information did not transfer and the representative requested his name and address again. The confirmation process was explained to the customer. He was satisfied with the follow up and explanation.
May 2012	5/7/2012	5/9/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative was pushy and demanded information from him. The call was reviewed and it was determined that the complaint was invalid. The customer was interested in home services. The representative requested information for the order application. However, the customer was apprehensive about providing his information. The representative politely explained that the information would be required for the order application. The customer did provide the information and the order was submitted to the service provider for installation. Allconnect contacted the customer and further explained the requirement for setting up order. The customer appreciated the follow up and explanation.

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May 2012	5/7/2012	5/9/2012	Pushy RS/Bad call exp	Customer was dissatisfied with the representative's sales techniques. The customer advised he was not interested in setting up home services. The representative continued questioning the customer about these services in an effort to convince him to set up services. The representative received the appropriate coaching/corrective action. Allconnect apologized to the customer. He was satisfied with the follow up and apology.
May 2012	5/10/2012	5/10/2012	Complaint Unfounded	Customer complaint stated that Allconnect representative was persistent in his attempts to set up services for her. The representative and customer discussed home services. The representative offered to assist the customer. However, she declined. The representative did not pursue the conversation any further. Allconnect apologized to the customer for any inconvenience caused.
May 2012	5/10/2012	5/11/2012	Complaint unfounded	Customer complaint stated that Allconnect did not submit her service order to the service provider for activation. Research has determined the order was submitted to the service provider and it was activated on the requested date. In addition, the service provider had been in contact with the customer regarding the service order. Allconnect contacted the customer and advised that the service was activated. Customer appreciated the follow up.
May 2012	5/10/2012	5/11/2012	Email/Conf # not received	Customer was disappointed she did not receive her confirmation email. Per the information in Allconnect's database, the email was sent to the customer. However, the email could have been blocked by spam blocker. The email was resent to the customer and she confirmed receipt of the email.
May 2012	5/11/2012	5/14/2012	Complaint unfounded	Customer was dissatisfied about being transferred to Allconnect and stated that the representative would not answer his questions. The recorded call revealed that the representative answered all of the customer questions correctly and politely. Allconnect contacted the customer and apologized for any inconvenience caused.
May 2012	5/11/2012	5/14/2012	Complaint unfounded	Customer was disappointed that home services were not transferred on the date he requested. Due to an issue with the customer account, Allconnect was unable to complete the order. Numerous attempts to contact the customer and resolve the issue had failed. Allconnect follow up with the customer and explained the reason the services could not be installed. Customer appreciated the follow up and services were subsequently installed.
May 2012	5/16/2012	5/18/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative was aggressive. The recorded call was reviewed and it was determined that the complaint was invalid. The representative and customer discussed services. The customer requested to have an order submitted. When the representative requested personal information for the order application, the customer declined stating he does not want to provide personal information. The representative did not pursue the matter further and closed the call appropriately. Allconnect apologized to the customer for any misunderstanding.
May 2012	5/14/2012	5/18/2012	SP issue	Customer was dissatisfied that the pricing information provided by Allconnect was incorrect. Allconnect set up a lead-based order for a cable provider and provided accurate pricing information. The service provider processed the order without the promotion causing an increase in the price. Allconnect was able to have the issue corrected with the service provider. The customer was satisfied with the resolution.

Month/ Year	Date Rec'd	Date Closed	Error Type	Resolution
May 2012	5/17/2012	5/18/2012	Technical Issue	Customer was disappointed she did not receive her confirmation email. Per the information in Allconnect's database, the email was sent to the customer. However, the email could have been blocked by spam blocker. The email was resent to the customer and she confirmed receipt of the email.
May 2012	5/18/2012	5/22/2012	Incorrect info provided	Customer was disappointed that she was provided incorrect pricing information regarding her service order. The Allconnect representative incorrectly advised the customer that the rebate for equipment would be automatic and the credit would reflect on the monthly statement. The correct information is the rebate is in the form of rewards card sent to the customer within 4-6 weeks after redemption. Apologized to the customer for the error. Customer was satisfied with the follow up and explanation.
May 2012	5/18/2012	5/22/2012	Other - Order Processed Incorrectly	Customer was disappointed that the service order was processed incorrectly causing issues with his service. Due to an error by Allconnect's order entry department, the customer's service was not disconnect at his previous address causing additional cost for service that was not being used. Allconnect compensated the customer for all additional costs. Customer was satisfied with the resolution.
May 2012	5/22/2012	5/23/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative attempted to sell her services she did not need. The representative offered services to the customer, which she declined. Based on the customer's tone, the representative did not pursue the matter further. Allconnect apologized to the customer for any misunderstanding.
May 2012	5/22/2012	5/23/2012	Misunderstanding	Customer was disappointed that Allconnect was unable to assist him with setting up water and waste removal services. Customer made the assumption that Allconnect could assist with all services. While Allconnect assisted the customer with phone, cable and internet, we are not partnered with water and waste removal companies to provide their service. The representative explained this to the customer and provided the phone numbers to those companies. Additional follow up was made to the customer to apologize for any misunderstanding.
May 2012	5/23/2012	5/24/2012	Misunderstanding	Customer complaint stated that the service provider did not have the order she placed with Allconnect for home services. The customer contacted the service provider shortly after placing the order with Allconnect. Allconnect processes orders for the specific service provider, then submits the order into their database. However, Allconnect did not have the appropriate time to complete the order. Allconnect contacted the customer and explained the process for submitting an order. The customer appreciated the follow up and explanation.
May 2012	5/23/2012	5/25/2012	Misunderstanding	Customer complaint stated that the representative stopped assisting her after she declined services. Upon reviewing the call, it was determined that there was poor reception on the customer's phone. The representative had to repeat himself several times for each statement he made. The customer's response were very unclear. The representative apologized and advised the customer he could not hear her. Intermittently the customer could be hear stating that she is not interested in additional home services. The representative was polite and professional. Allconnect followed up with the customer and was able to explain the issue. Customer appreciated the follow up and explanation.

Month/ Year	Date Rec'd	Date Closed	Error Type	Resolution
May 2012	5/29/2012	5/29/2012	Complaint unfounded	Customer complaint stated that the Allconnect representative pressured her to set up services. The customer wanted service through a specific service provider. The representative advised the customer that the service provider does not offer services in that area. Customer decided to set up service with another service provider then decided against it. The representative was very professional and did not pressure the customer to set up services. Allconnect followed up with the customer and apologized for any misunderstanding.
May 2012	5/25/2012	5/29/2012	Misunderstanding	Customer was dissatisfied that she was transferred to Allconnect. The representative completed the confirmation process and offered additional services, which the customer declined. Due to customer's apprehension, the representative thank the customer for calling and closed the call. Allconnect follow up with the customer and further explained the Allconnect business and services offered. Customer appreciated the follow up and explanation.
May 2012	5/25/2012	5/29/2012	Pushy RS/Bad call exp	Customer was dissatisfied with the representative's sales techniques. The customer advised she was not interested in setting up home services. The representative continued offering services to the customer when she clearly had no interest. The representative received the appropriate coaching/corrective action. Allconnect apologized to the customer. She was satisfied with the follow up and apology.
May 2012	5/23/2012	5/30/2012	Other - Undetermined	Customer complaint stated that she received an off-color voice message from the service provider for which Allconnect set up an order. The service provider searched through hours of recorded calls and were unable to locate the call. No proof has been found that the call was generated by the service provider. Both Allconnect and the service provider have followed up with the customer to apologize for this matter. The service provider is continuing to research the issue until a satisfactory resolution is reached
May 2012	5/29/2012	5/31/2012	Incorrect info provided	Customer was dissatisfied with the Allconnect representative's sales technique. The representative provided incorrect information regarding the services available to the customer. While the customer did not set up any services with Allconnect, she was able to determine that some of the major service providers did not service her address. Allconnect apologized to the customer for the misinformation.
May 2012	5/31/2012	6/1/2012	Other - Entered fake info in order application	Customer complaint stated that he did not authorize an order to be placed. However, it was determined that the customer did authorize the order. The error occurred when the customer stated that he did not have a credit card for the order. The representative offered to enter dummy information in the credit card field so the customer could still receive the order. The customer agreed to this and authorized the order. Allconnect followed up with the customer who requested to then cancel the order. Allconnect obliged and cancelled the order.

Month/ Year	Date Rec'd	Date Closed	Error Type	Resolution
May 2012	5/31/2012	6/1/2012	Pushy RS/Bad call exp	Customer was disappointed with the experience he had with Allconnect. The representative asked the customer to hold while he gathers him confirmation information. After a lengthy period of time on hold, the representative did not return to the call and the customer disconnected. The representative received the appropriate disciplinary action. Allconnect contacted the customer and apologized for the poor experience. Customer was satisfied with the follow up and apology.