

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
June 2012	5/31/2012	6/5/2012	Call not recorded		Customer complaint stated that Allconnect did not transfer her services as requested. The sales call was not recorded due to a technical issue. However, Allconnect was able to determine our Order Entry department processed the customer's order incorrectly causing a delay in service. The transfer order was completed by the service provider. Allconnect apologized to the customer. Appropriate coaching was provided to the Order Entry associate.
June 2012	6/1/2012	6/5/2012	Misunderstanding		Customer complaint stated that she was concerned about providing personal information to set up home security service. Customer accepted an offer from Allconnect to have a home security representative contact her to discuss services. Our research determined that the customer provided all of the necessary information and authorized an order for home security services. Allconnect contacted the customer and explained she had the option of cancelling the order if she has any reservations. Customer decided to keep the service.
June 2012	6/2/2012	6/6/2012	Misunderstanding		Customer was dissatisfied that Allconnect offered him additional home services and did not provide him a utility confirmation number. Upon researching the complaint it was determined that the customer was advised his utility confirmation was being emailed to him. Customer was also engaged in conversation with the Allconnect associate in regards to home services. Customer declined services stating he would contact the service providers directly. There was no wrongdoing by the Allconnect associate. Apologized to customer for any misunderstanding.

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June 2012	6/8/2012	6/11/2012	Failure to follow process		Customer was disappointed with the experience she had with the Allconnect associate. The associate mishandled the call as he was unable to properly explain the utility confirmation process. His response caused confusion for the customer and a poor experience. The associate received the appropriate coaching. Allconnect apologized to the customer.
June 2012	6/11/2012	6/12/2012	Misunderstanding		Customer complaint stated that she was pressured by the Allconnect associate to purchase home services. Upon reviewing the call, it was determined that the customer was engaged in conversation with the associate and willingly authorized an order for services. Allconnect apologized to the customer for any misunderstanding and offered to cancel the service order. Customer decided to keep the order.
June 2012	6/11/2012	6/13/2012	SP Error		Customer was disappointed he was provided incorrect information regarding his home services transfer order. Customer placed a transfer order with Allconnect and was provided accurate information. However, customer then placed the same transfer order online with the service provider. No information was provided to him in regards to his current equipment causing a delay in his service. Customer assumed this was an error by Allconnect. However, it was determined that the online order took precedence over the order placed by Allconnect. Customer was able to resolve the matter with the service provider and his service was transferred to his new residence.
June 2012	6/11/2012	6/14/2012	Failure to follow process		Customer was disappointed with the service received from the Allconnect associate. The associate advised the customer he would place him on hold for two minutes. However, he placed the customer on hold for five minutes without refreshing the call and asking the customer to hold for a few more minutes while he found the requested information. The associate received the appropriate coaching. Allconnect apologized to the customer for the inconvenience caused.

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June 2012	6/13/2012	6/14/2012	Technical Issue		Customer was disappointed he did not receive a utility confirmation email. Due to a technical issue, the customer's data did not transfer with his call. Therefore, Allconnect was unable to provide a confirmation email. PG&E was able to generate a confirmation letter to the customer. Customer was satisfied with the resolution.
June 2012	6/14/2012	6/18/2012	Misunderstanding		Customer's complaint stated he was receiving unwanted emails since speaking with Allconnect. Upon review the recorded call, it was determined was given the option to opt in the marketing email program where he would receive coupons and discount offers. The customer opted into the program. Allconnect contacted the customer and advised him he can opt out of the program and provided instructions. Customer appreciated the follow up.
June 2012	6/15/2012	6/19/2012	Complaint unfounded		Customer complaint stated that Allconnect charged his credit card a large amount. However, the customer did not place any orders with Allconnect. Therefore, a credit card was not required. Allconnect contacted the customer and advised him to contact his financial institution to file a claim. Customer appreciated the follow up.
June 2012	6/15/2012	6/19/2012	Email/Conf # not received		Customer was disappointed that he did not receive his utility confirmation via email. Allconnect verified that the email was sent to the customer. The email was resent to the customer. A follow up call was made to the customer advising him that the email was sent twice and to contact Allconnect if he does not receive it. No follow up call was received from the customer.

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June 2012	6/15/2012	6/20/2012	Misunderstanding		Customer was dissatisfied that Allconnect was unable to cancel an order after he authorized it to be submitted. Allconnect's database is integrated with the specific service provider. Therefore, the order was submitted directly into the service provider's database. An Allconnect associate called the customer back to set up a conference call with the service provider in an effort to cancel the order. The order was successfully cancelled and the customer was satisfied. .
June 2012	6/19/2012	6/21/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the sales technique of the Allconnect associate. Customer was reluctant to provide personal information to set up home services. The associate responded poorly to the customer's concerns. Appropriate coaching was provided to the associate. Allconnect apologized to the customer.
June 2012	6/20/2012	6/22/2012	Installation Date not met		Customer was disappointed that the service orders were not completed by Allconnect, causing a delay in service. Due to incorrect/incomplete information provided by the customer, Allconnect was unable to complete the orders. Several attempts were made to contact the customer to resolve the issues. However, customer did not return the call. Allconnect was finally able to make contact with the customer and explained the above information. Customer contacted the service providers directly and submitted orders for service.
June 2012	6/21/2012	6/25/2012	Email/Conf # not received		Customer was disappointed that he did not receive his utility confirmation email. Due to a technical issue, the customer's data did not transfer to Allconnect. Therefore, a confirmation email was not generated. Allconnect apologized to the customer and offered to have PG&E send a confirmation letter. Customer declined stating it was not important, but appreciated the follow up.

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June 2012	6/21/2012	6/25/2012	Misunderstanding		Allconnect placed a lead-based order for the customer. Customer misunderstood that it was a lead-based order and that the service provider would actually have to contact her to set up the installation. Customer wanted to the cancel the order and was unsure whom to contact. Allconnect assisted the customer in cancelling the lead-based order. Customer was satisfied with the resolution.
June 2012	6/25/2012	6/27/2012	Complaint unfounded		Customer complaint stated that the Allconnect associate was rude. Upon reviewing the recorded call, it was determined that the opposite was accurate. The associate remained professional while the customer was abusive.
June 2012	6/25/2012	6/27/2012	Misunderstanding		Customer was disappointed his order for service was not completed by Allconnect. Upon researching the complaint, it was determined that the service provider made numerous attempts to contact the customer to explain that she had already placed an order for service with them. Allconnect made contact with the customer and explained this. She contacted the service provider and her service was activated.
June 2012	6/25/2012	6/27/2012	Misunderstanding		Customer misunderstood when she was advised by PG&E that Allconnect's services are free to customers. The customer requested to have her home services transferred, which required a transfer fee by the service provider. Customer made the assumption that the fee was for Allconnect's service. Allconnect contacted the customer and explained the information. Customer appreciated the explanation and follow up.

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June 2012	6/18/2012	7/2/2012	Misunderstanding		Allconnect set up a lead-based order for the customer. Customer did not utilize the lead and set up cable services directly with the service provider. Customer decided to cancel the service and made the assumption that Allconnect was responsible for equipment she needed to return. Allconnect contacted the customer and explained that she needed to contact the service provider to cancel the order and return the equipment. Customer did, and the issue was resolved.
June 2012	6/27/2012	7/3/2012	Technical Issue		Customer was disappointed that he was provided an incorrect date for his service activation. Due to a technical issue, the customer received an email which provided an incorrect date for activation. Customer receive compensation for taking time off of his job to be home for the appointment. Customer was satisfied with the resolution.
July 2012	7/2/2012	7/5/2012	Other	Long Hold Time	Customer complaint stated his call was on hold for 10 minutes when transferred to Allconnect. Our research shows that due to unusually high call volume during that timeframe, customers experience a long hold time. The matter was reported to the appropriate department to address any staffing issues.
July 2012	7/5/2012	7/6/2012	Complaint unfounded		Customer complaint stated that the Allconnect associate was aggressive. Upon reviewing the recorded call, it was determine that the associate and customer were engaged in conversation regarding home services. The associate was polite and professional throughout the call.
July 2012	7/5/2012	7/6/2012	Complaint unfounded		Customer complaint stated she did not receive a confirmation email for her home services. Allconnect's database shows that the email was sent to the customer. Allconnect contacted the customer who advised that she did receive the email.

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July 2012	7/5/2012	7/6/2012	Misunderstanding		Customer misunderstood the services offered by Allconnect when she was transferred. She assumed other services meant utility services, not home services. Customer did set up home services with Allconnect. Allconnect apologized to the customer for the misunderstanding.
July 2012	7/4/2012	7/6/2012	Other	Long Hold Time	Customer complaint stated his call was on hold for 15 minutes when transferred to Allconnect. Our research shows that due to unusually high call volume during that timeframe, customers experience a long hold time. The matter was reported to the appropriate department to address any staffing issues.
July 2012	7/3/2012	7/9/2012	Email/Conf # not received		Customer was disappointed he did not receive the utility confirmation email. Per the information in Allconnect's database, the confirmation email was sent to the customer. Allconnect advised the customer that the email can sometimes be blocked by spam blocker. Customer provided a different email address and the confirmation email was resent to him. Allconnect confirmed that the customer receive the confirmation email to the second email address he provided.
July 2012	7/9/2012	7/11/2012	Failure to follow process		Customer was disappointed she received incorrect information regarding her utility confirmation email. Customer called Allconnect back inquiring about the confirmation email and was provided incorrect information by a customer service associate. Appropriate coaching was provided to the associate. Allconnect followed up with the customer and provided accurate information. Customer was satisfied with the resolution.
July 2012	7/9/2012	7/11/2012	Misunderstanding		Customer was disappointed that the Allconnect associate could not transfer her service. Associate explained that he was having technical issues with this computer and could not submit the order. Allconnect followed up with the customer to further explain the technical issue and apologize for any misunderstanding.

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July 2012	7/9/2012	7/11/2012	Misunderstanding		Customer was dissatisfied that the Allconnect associate offered additional home services and referred to the associate as pushy. Upon reviewing the recorded call it was determined that the associate was not pushy and only offered assistance with the additional services. Allconnect followed up with the customer and apologies for any misunderstanding.
July 2012	7/9/2012	7/11/2012	Pushy RS/Bad call exp		Customer was disappointed in the sales technique used by the Allconnect associate. The associate received the appropriate coaching/discipline. Allconnect apologized to the customer. Customer was satisfied with the follow up and resolution.
July 2012	7/10/2012	7/12/2012	Misunderstanding		Customer was disappointed that his service order was not completed for the day he requested. The customer was advised by the Allconnect associate that his order would be completed within 48 hours and he would receive an email confirmation date. Since the service provider could not schedule installation for the date requested by the customer, the installation was scheduled for the first available date. An email confirmation was sent to the customer advising of the scheduled date. Allconnect followed up with the customer and explained the above information again, and apologized for any misunderstanding.
July 2012	7/11/2012	7/13/2012	Misunderstanding		Customer complaint stated that he had already placed a transfer order with the service provider and Allconnect associate pressured him into placing another transfer order. Upon reviewing the recorded call, the customer requested to have his services transferred by the Allconnect associate and did not advise the associate he had already transferred his service. The customer declined the transfer order when the associate requested personal information for the order. Allconnect apologized to the customer for any misunderstanding.

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July 2012	7/11/2012	7/13/2012	Misunderstanding		Customer was disappointed she was unable to contact Allconnect at the phone number provided to her. After further research and contact with the customer, it was determined customer wrote down the phone number incorrectly. Allconnect contacted the customer and assisted with the scheduling of home services. Customer was satisfied with the resolution.
July 2012	7/12/2012	7/16/2012	Email/Conf # Not Received		Customer was disappointed that he did not receive his utility confirmation email. Due to a technical issue, the customer's data did not transfer with this call. Therefore, Allconnect was unable to send the confirmation email. Allconnect worked with PG&E to get the customer the information he needed. Customer was satisfied with the resolution.
July 2012	7/12/2012	7/16/2012	Pricing issue		After placing an order with Allconnect, the customer contacted the service provider and was provided incorrect information regarding installation fees for the service. Allconnect contacted the service provider and the issue was resolved with the customer. Customer was satisfied with the resolution.
July 2012	7/13/2012	7/17/2012	Misunderstanding		Customer was dissatisfied that the Allconnect associate offered to assist with additional home services. Customer felt that Allconnect would use her information for telemarketing purposes. Allconnect contacted the customer and explained the services we offered. Customer was assured that Allconnect does not sell, share or use customers' information for telemarketing purposes. Customer was satisfied with the explanation.

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July 2012	7/13/2012	7/17/2012	Misunderstanding		Customer misunderstood that the Allconnect associate was only setting up a lead-based order for services and assumed an installation date was scheduled. Allconnect contacted the customer and explained that a lead-based order means that the service provider would be contacting him to place the order and schedule installation. Allconnect worked with the customer and service provider to have the services set up and installed. Customer was satisfied with the resolution.
July 2012	7/16/2012	7/18/2012	Misunderstanding		Customer was disappointed that her service order was not completed for the day he requested. The customer was advised by the Allconnect associate that his order would be completed within 48 hours and he would receive an email confirmation date. Since the service provider could not schedule installation for the date requested by the customer, the installation was scheduled for the first available date. An email confirmation was sent to the customer advising of the scheduled date. Allconnect followed up with the customer and explained the above information again, and apologized for any misunderstanding.
July 2012	7/17/2012	7/19/2012	SP Error		Customer was disappointed that her service order was not completed for the day he requested. The customer was advised by the Allconnect associate that his order would be completed within 48 hours and he would receive an email confirmation date. Since the service provider could not schedule installation for the date requested by the customer, the installation was scheduled for the first available date. However, the service provided did not contact the customer to advise of the installation date. Allconnect apologized to the customer and explained the above information.

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July 2012	7/18/2012	7/20/2012	Email/Conf # not received		Customer was dissatisfied that she did not receive a utility confirmation email. Upon researching the issue, it was determined that due to a technical glitch, the confirmation email was not sent to the customer. Allconnect worked with PG&E to get the necessary information to the customer. The technical glitch has since been reported and resolved.
July 2012	7/20/2012	7/24/2012	Misunderstanding		Customer was disappointed that her service order was not completed for the day he requested. The customer was advised by the Allconnect associate that his order would be completed within 48 hours and he would receive an email confirmation date. Since the service provider could not schedule installation for the date requested by the customer, the installation was scheduled for the first available date. An email confirmation was sent to the customer advising of the scheduled date. Allconnect followed up with the customer and explained the above information again, and apologized for any misunderstanding.
July 2012	7/24/2012	7/25/2012	Complaint unfounded		Customer's complaint stated that she was misled about the services Allconnect offered. Upon reviewing the recorded call, it was determined that the complaint was invalid. The associate and customer discussed home services for specific service providers and customer was aware of the services Allconnect could offer her. Customer decided not to continue with the service order when her personal information was requested for the order. There was no wrongdoing or miscommunication by the Allconnect associate.
July 2012	7/24/2012	7/26/2012	Email/Conf # not received		Customer was dissatisfied that she did not receive a utility confirmation email. Upon researching the issue, it was determined that due to a technical glitch, the confirmation email was not sent to the customer. Allconnect worked with PG&E to get the necessary information to the customer. The technical glitch has since been reported and resolved.

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July 2012	7/25/2012	7/26/2012	Email/Conf # not received		Customer was dissatisfied that she did not receive a utility confirmation email. Upon researching the issue, it was determined that due to a technical glitch, the confirmation email was not sent to the customer. Allconnect worked with PG&E to get the necessary information to the customer. The technical glitch has since been reported and resolved.
July 2012	7/25/2012	7/27/2012	Misunderstanding		Customer was confused when the Allconnect associate transferred her to complete a "third party verification" after placing an order. The third party verification is a requirement of the service provider and must be complete before service order could be completed. Allconnect explained this to the customer. She appreciated the follow up and explanation. Her order was completed and services were installed.
July 2012	7/25/2012	7/27/2012	Misunderstanding		Customer was disappointed that the Allconnect associate did not call him back after his call dropped. Customer wanted to place an order for home services and the associate was unable to complete the order since the customer's call dropped. Allconnect contacted the customer and explained that Allconnect associates take inbound calls and are unable to make outbound calls to customers. Allconnect was able to assist the customer with setting up the additional home services.
July 2012	7/27/2012	7/27/2012	Unauthorized order placed		Customer was dissatisfied that the Allconnect associate submitted an order for home services after he advised he did not want to place an order. The customer wanted the product details via email. The only way for the associate to send the information by email is to submit the order and an email would be generated. Since this is a violation of Allconnect's policy, the associate was removed from the company. The order was cancelled and the customer was satisfied with the resolution.

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July 2012	7/27/2012	7/30/2012	Misunderstanding		Customer wanted to set up home services. However, was uncomfortable providing personal information. Customer provided the personal information required for the service order. The order was completed and installed with the customer's authorization. Allconnect contacted the customer and explained that the information is required for all service orders. Customer was satisfied with the follow up and explanation.
August 2012	7/31/2012	8/2/2012	Complaint unfounded		Customer complaint stated that Allconnect did not send her utility confirmation via email. Allconnect was able to verify the email was sent to the email address provided by the customer and was reviewed by the recipient. However, Allconnect resent the utility confirmation email and contacted the customer to advise of this.
August 2012	7/31/2012	8/2/2012	Incorrect info provided		Customer was disappointed when she call Allconnect back to find out why she had not received her utility confirmation email, she was told by an inexperienced associate that Allconnect does not provide utility confirmation. The associate received the appropriate coaching. Allconnect resent the utility confirmation email and apologized to the customer. Customer was satisfied with the resolution.
August 2012	8/1/2012	8/3/2012	Misunderstanding		Customer was disappointed that the associate offered to assisted with additional home services. Allconnect apologized for any misunderstanding. Customer appreciated the follow up.

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August 2012	8/2/2012	8/3/2012	SP Error		Customer was disappointed that her service order was not completed for the day he requested. The customer was advised by the Allconnect associate that his order would be completed within 48 hours and he would receive an email confirmation date. Since the service provider could not schedule installation for the date requested by the customer, the installation was scheduled for the first available date. However, the service provided did not contact the customer to advise of the installation date. Allconnect apologized to the customer and explained the above information.
August 2012	8/2/2012	8/6/2012	Complaint unfounded		Customer was dissatisfied with having to provide personal information to set up home services. The associate explained the reason the information in required and the customer provided the necessary information to complete the order. After receiving the complaint, Allconnect contacted the customer and again explained that the information was required for the service order. Customer appreciated the follow up and further explanation. Findings: After performing the utility confirmation, the agent offered to assist Mr. N
August 2012	8/2/2012	8/6/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the Allconnect's associate handling of the call. The associate did not follow proper scripting when closing the call and ended the call abruptly. The associate received the appropriate corrective action. Allconnect apologized to the customer. Customer was satisfied with the resolution.
August 2012	8/3/2012	8/7/2012	SP Error		Customer placed a transfer order through Allconnect, and the order was submitted to the service provider correctly. However, the associate from the service provider contacted the customer advising they were setting up a new order instead of transferring the existing service. Allconnect was able to resolve the issue with the service provider. Customer was satisfied with the resolution.

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August 2012	8/3/2012	8/9/2012	Failure to follow process		Customer was disappointed that the Allconnect associate did not email her utility confirmation. Due to a lack of knowledge, the associate advised the customer that Allconnect does not send utility confirmation emails. The associate received the appropriate coaching. Allconnect sent the customer a utility confirmation email and apologized for the misinformation. Customer was satisfied with the resolution.
August 2012	8/7/2012	8/9/2012	Failure to follow process		Customer's data did not transfer to Allconnect with the call. The associate did not properly explain that this does not affect the actual service. Customer called back to find out if utility service would be activated on the correct date. Allconnect provided an accurate explanation and apologized for any previous misinformation. Customer was satisfied with the explanation. The associate received the appropriate coaching.
August 2012	8/6/2012	8/9/2012	Misunderstanding		Customer misunderstood the utility confirmation email and complained that it did not contain any of utility information. Allconnect contacted the customer and explained the email to her. Customer appreciated the follow up and explanation.
August 2012	8/9/2012	8/13/2012	Complaint Unfounded		Customer complaint stated that she did not receive the utility confirmation email. Allconnect contacted the customer who advised that she did receive the email.
August 2012	8/10/2012	8/14/2012	Misunderstanding		Customer complaint stated that the Allconnect associate placed an incorrect order for his home services. Upon reviewing the recorded call, it was determined that the order was set up accurately per the customer's specification. Allconnect contacted the customer to gain further clarification in regards to the complaint. Customer advised that he changed his mind about the order and wanted to set up services with another service provider. Allconnect referred him to the service provider to cancel the installed service.

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August 2012	8/13/2012	8/14/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the Allconnect's associate handling of the call. The associate did not follow proper scripting when closing the call and ended the call abruptly. The associate received the appropriate corrective action. Allconnect apologized to the customer. Customer was satisfied with the resolution.
August 2012	8/13/2012	8/15/2012	Technical Issue		Customer received the utility confirmation email with an incorrect start date for service. While PG&E had the correct start date in their database, Allconnect received an incorrect start date. Both companies IT teams researched and resolve the issue. Allconnect resent the confirmation email with the accurate date. Customer was satisfied with the resolution.
August 2012	8/15/2012	8/16/2012	Email/Conf # Not Received		Customer was dissatisfied that she did not receive a utility confirmation email. Upon researching the issue, it was determined that due to a technical glitch, the confirmation email was not sent to the customer. Allconnect worked with PG&E to get the necessary information to the customer. The technical glitch has since been reported and resolved.
August 2012	8/13/2012	8/16/2012	Incorrect info provided		Customer was disappointed that the Allconnect associate provided incorrect information regarding a specific product. The misinformation provided by the associate was not intentional since the specific information was not available. The appropriate coaching was provided to the associate. Allconnect apologized to the customer for the misinformation provided. Customer was satisfied with the follow up and apology.
August 2012	8/16/2012	8/17/2012	Call not recorded		Customer complaint stated that the utility confirmation email did not contain certain information. However, customer did not specify what information she expected or required. Due to a technical issue, the transferred call to Allconnect was not recorded. Allconnect made attempts to contact the customer to gain a better understanding of her complaint. However, customer did not return the call.

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August 2012	8/17/2012	8/20/2012	Misunderstanding		Customer contacted the service provider to cancel and order he placed with Allconnect. Customer stated that he waited on hold for a length of time and submitted a complaint that Allconnect kept him on hold. Allconnect contact the customer to apologize for the misunderstanding and ensure the order was cancelled.
August 2012	8/16/2012	8/21/2012	Misunderstanding		Customer was disappointed that her order for home services was not completed. While Allconnect properly completed the order and submitted it to the service provider, they did not pick up the order. Customer contacted the service provider and upon being advised they had no order for her, she placed a new order with them. Allconnect explained the situation to the customer and apologized for the inconvenience caused.
August 2012	8/18/2012	8/22/2012	Failure to follow process		Customer's name was spelled incorrectly in the data transferred to Allconnect. The Allconnect representative corrected the information in Allconnect's database, but neglected to advise the customer to contact PG&E to correct the information. Allconnect apologized to the customer and provided the correct spelling of the customer's name to PG&E. Customer was satisfied with the resolution.
August 2012	8/22/2012	8/24/2012	Failure to follow process		Customer authorized an order for home services and then requested to have it cancelled. The associate advised he was unable to cancel it and advised the customer to contact the service provider. This was incorrect as the associate was able to cancel the order. The appropriate coaching was provided to the associate. Allconnect cancelled the order and apologized to the customer for the inconvenience. Customer was satisfied with the resolution.

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August 2012	8/24/2012	8/27/2012	Failure to follow process		Customer was dissatisfied that the Allconnect associate neglected to advise there would be a 2-year contract for the satellite provider at the beginning of the call. After the customer provided the necessary information for the service order, she was then advised of the contract and requested cancellation of the order. The appropriate coaching was provided to the associate. Allconnect apologized to the customer.
August 2012	8/27/2012	8/28/2012	Technical issue		Customer was disappointed that the order placed for home service was not submitted to the service provider. However, the Allconnect associate had technical issues while placing the order and the order was not properly submitted to the service provider. Allconnect worked with the service provider on the customer's behalf and was able to get service activated in a timely manner. Customer was satisfied with the resolution.
August 2012	8/28/2012	8/29/2012	Complaint unfounded		Customer complaint stated that Allconnect did not submit the orders she requested. However, the Allconnect associate advised the customer that for the services she requested, Allconnect can only place lead-based orders. With lead-based orders, Allconnect submits the customer information to the service provider and they in turn contact the customer to set up services. This was explained to the customer at the time the lead-based orders were set up. The service providers confirmed they either spoke with the customer or they made numerous attempts that failed. Allconnect contacted the customer and explained the above information. Customer appreciated the follow up and understood she needed to speak with the specific companies to get the service orders completed.

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August 2012	8/27/2012	8/29/2012	Misunderstanding		Customer complaint stated that he was paying a higher price for home services than originally quoted. Customer placed an order with Allconnect for home services and scheduled an activation date. However, customer also placed a duplicate order with the same service provider. Allconnect's order was automatically cancel since the service provider's order would take precedence. An email was sent to the customer advising of the cancellation. Allconnect contacted the customer and explained the above findings and apologized for any misunderstanding.
September 2012	8/30/2012	9/4/2012	Failure to follow process		Customer was disappointed that the Allconnect associate did not place a proper transfer order for his home services. Customer had a special package that can only be transferred by the service provider. The associate failed to follow procedures and set up an incorrect package for transfer. The associate received the appropriate discipline. Allconnect contacted the service provider to ensure the customer's service is transferred correctly. Customer was satisfied with the resolution.
September 2012	8/29/2012	9/4/2012	Other	Undetermined	Customer complaint contained derogatory comments about Allconnect. However, the complaint had so specific information in regards to any issues or experience the customer may have had. The recorded call with the Allconnect associate was reviewed and the call was handled properly and professionally by the associate. Additionally, the customer ordered home services that was activated at her home. Allconnect made several attempts to contact the customer to gain a better understanding of her dissatisfaction. However, all attempts to speak with the customer were unsuccessful.

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September 2012	8/31/2012	9/5/2012	Email/Conf # Not Received		Customer was dissatisfied that she did not receive a utility confirmation email. Upon researching the issue, it was determined that due to a technical glitch, the confirmation email was not sent to the customer. Allconnect worked with PG&E to get the necessary information to the customer. The technical glitch has since been reported and resolved.
September 2012	8/31/2012	9/5/2012	Incorrect Info provided		Customer was disappointed that the Allconnect associate provided incorrect information regarding home services. The associate received the appropriate coaching to ensure correct information is provided to customers. Allconnect apologized to the customer and provided accurate information. Customer was satisfied with the follow up.
September 2012	8/29/2012	9/5/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the sales technique of the Allconnect associate. The associate received the appropriate coaching. Allconnect apologized to the customer for the poor experience.
September 2012	8/31/2012	9/6/2012	Misunderstanding		Due to a misunderstanding, the Allconnect associate placed an order for the customer when her apartment complex was set up with a bulk-billing account. With bulk-billing accounts, the apartment complex has a special account with a specific service provider and services have to order through the service provider directly. Allconnect cancelled the order and apologized to the customer. No error by the Allconnect since associates do not have access to that information and customer was also unaware that the complex is a bulk-bill account..

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September 2012	9/4/2012	9/7/2012	Complaint unfounded		Customer complaint stated that when Allconnect transferred her to the service provider, they disconnected her call and did not complete her order. Further research by Allconnect and service provider determined that the customer disconnected the call with the service provider associate. Further, the customer admitted she did not want to speak with the associate due to his ethnicity. The service provider left several messages for the customer to call back to set up the services, but customer did not call the provider back. Neither Allconnect nor the service provider were able to successful assist the customer due to her bias.
September 2012	9/6/2012	9/10/2012	Misunderstanding		Customer complaint stated he was transferred to the service provider after speaking with Allconnect and did not understand the reason for the transfer. Upon reviewing the recorded call, the Allconnect associate provided very detailed information regarding the order and the reason for the transfer. Allconnect followed up with the customer and explained in detail the reason for the transfer. Customer appreciated the follow up and explanation.
September 2012	9/7/2012	9/11/2012	Misunderstanding		Customer misunderstood the associate efforts to assist with additional home services as persistent. The associate and customer were engaged in conversation about home services. When the associate advise he could set up the services for the customer, he became agitated and disconnected the call. There was no misconduct or persistence by the associate. Allconnect apologized to the customer for any misunderstanding.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
September 2012	9/9/2012	9/12/2012	Incorrect Info provided		Customer was disappointed that an utility confirmation email was not sent to her. The customer's data did not transfer to Allconnect. Therefore a confirmation email could not be generated. The associate incorrectly advised the customer that she would receive the confirmation email. The associate received the appropriate coaching. Allconnect apologized to the customer for the misinformation and provided his account number by PG&E.
September 2012	9/8/2012	9/12/2012	Pushy RS/Bad call exp		Customer was disappointed with the sales technique of the Allconnect associate. The associate received the appropriate coaching. Apologies were extended to the customer, who was appreciative of the follow up.
September 2012	9/14/2012	9/14/2012	Incorrect Info provided		Customer was disappointed about the misinformation provided by the Allconnect associate. Customer wanted home services through a specific service provider. Allconnect was unable to offer this specific service at the customer's address. The associate inaccurately stated that the service is not available at the customer's address. The associate received the appropriate coaching. Customer contacted the service provider and set up services. Allconnect apologized to the customer for the misinformation.
September 2012	9/14/2012	9/18/2012	Misunderstanding		Customer requested to have a home security company contact her. However, customer was dissatisfied that the company offered to set up the services for her. Allconnect apologized for any misunderstanding.
September 2012	9/24/2012	9/25/2012	Complaint Unfounded		Customer complaint stated that the Allconnect associated advised he was a representative of an electric company that Allconnect is not associated with, and the associate would set up the service. Upon reviewing the recorded call, there was no such conversation between the associate and the customer. Allconnect contacted the customer and advised of this.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
September 2012	9/21/2012	9/25/2012	Misunderstanding		Customer was disappointed he was transferred to Allconnect's Spanish phone line instead of the English line. When customers are transferred to Allconnect, they have the option to choose English or Spanish. Customer may have inadvertently chosen Spanish. Allconnect apologized to the customer for the misdirected call.
September 2012	9/25/2012	9/26/2012	Incorrect Info provided		Customer was disappointed she was not contacted by the service provider as the Allconnect associate stated. The associate entered the customer's phone number in the database which resulted in the service providers inability to make contact with the customer. The associate received the appropriate coaching. Customer contacted the service provider directly and set up services. Allconnect apologized to the customer for the error and inconvenience.
September 2012	9/27/2012	9/27/2012	Email/Conf # Not Received		Customer was disappointed he did not receive the utility confirmation email for his services. Allconnect verified that the email was sent to the customer. The email was resent to the customer and he confirmed it was received. Customer was satisfied with the resolution.
October 2012	9/28/2012	10/1/2012	Failure to follow process		Customer was disappointed that she received incorrect information from the Allconnect associate regarding the start date of the utility service. The associated failed to perform the utility confirmation per Allconnect policies and procedures, and provided the customer verbally with the incorrect start date. The associate received the appropriate coaching. Allconnect apologized to the customer and provided accurate information. Customer was satisfied with the resolution.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
October 2012	9/28/2012	10/1/2012	Misunderstanding		Customer misunderstood the information received in an email from Allconnect. Customer authorized a callback from a security company. A confirmation email was sent to the customer advising of this. Customer made the assumption that it was an order confirmation. Allconnect apologized to the customer for the misunderstanding and explained the information in the email.
October 2012	9/26/2012	10/1/2012	Other	Placed incorrect order	Customer was disappointed that the Allconnect associate handled her account transfer incorrectly. The associate set up a new order for the customer instead of a transfer order. This caused the customer's phone number to change. Allconnect was able to work with the service provider to resolve the issue. The customer was satisfied with the resolution. The associate received the appropriate coaching.
October 2012	9/29/2012	10/3/2012	Misunderstanding		Due to customer requesting to add a hyphenated name to her last name, her service orders were delayed for activation pending verification of her identity. The service provider was unable to match her name and social security number and was unable to complete the order. Attempts were made by the service provider to contact the customer were unsuccessful. Allconnect explained the issue to the customer and apologized for the inconvenience. Customer decided to set up services with a different provider.
October 2012	10/6/2012	10/8/2012	Misunderstanding		Customer opted in to receive promotional emails from Allconnect. However, customer received emails from a different company that is not associated with Allconnect. Customer made the assumption that Allconnect was sending spam emails which customer was unable to unsubscribe from. Allconnect contacted the customer and provided an explanation as to which companies Allconnect is associate with in regards to promotional emails. Customer advised that she realized the emails were from a different company. She appreciated the follow up.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
October 2012	10/6/2012	10/9/2012	Complaint unfounded		Customer's complaint stated that Allconnect performed a credit verification without her consent. Upon reviewing the recorded call, it was determine that the customer's complaint was invalid. Customer gave verbal authorization for the credit verification when setting up additional home services. Allconnect contacted the customer and advised of the above information. Customer did not dispute the findings.
October 2012	10/12/2012	10/12/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the sales technique of the Allconnect associate. The associate received the appropriate coaching. Allconnect apologized to the customer for the poor experience.
October 2012	10/10/2012	10/15/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the sales technique of the Allconnect associate. The associate received the appropriate coaching. Allconnect apologized to the customer for the poor experience.
October 2012	10/15/2012	10/17/2012	Email/Conf # Not Received		Customer was disappointed he did not receive the utility confirmation email for his services. Allconnect verified that the email was sent to the customer. The email was resent to the customer and he confirmed it was received. Customer was satisfied with the resolution.
October 2012	10/15/2012	10/17/2012	Misunderstanding		Customer was disappointed that she received calls from a home security company. Customer authorized the callback when speaking with the Allconnect associate. The home security company made three attempts to contact the customer without success. Allconnect apologized for any misunderstanding and requested that the home security company discontinue any further attempts to contact the customer.
October 2012	10/12/2012	10/17/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the sales technique of the Allconnect associate. The associate received the appropriate coaching. Allconnect apologized to the customer for the poor experience.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
October 2012	10/16/2012	10/18/2012	Misunderstanding		Customer complaint stated she received spam emails from Allconnect. Upon reviewing the recorded call, it was determined that the customer opted in to receive promotional emails from Allconnect. The customer was contacted and advised that she opted in. Customer acknowledge this and requested to be opted out, which Allconnect complied. Customer was satisfied with the resolution.
October 2012	10/16/2012	10/18/2012	Technical issue		Customer was disappointed that the service order set up by Allconnect could not be completed. Due to a technical issue, Allconnect's database showed the customer's address as serviceable with a specific service provider. It was determined by the service provider that they were unable to provide service at the address. Allconnect apologized to the customer and assisted in setting up services with a different service provider. Customer was satisfied with the resolution.
October 2012	10/16/2012	10/19/2012	Complaint Unfounded		Customer complaint stated that a home security company contacted her after she declined services with Allconnect. Upon reviewing the recorded call it was determined that customer authorized the call from the home security company. Allconnect requested that the security company discontinue all calls to the customers. Apologized to the customer for any inconvenience.
October 2012	10/18/2012	10/22/2012	Misunderstanding		Customer complaint stated she received spam emails from Allconnect. Upon reviewing the recorded call, it was determined that the customer opted in to receive promotional emails from Allconnect. The customer was contacted and advised that she opted in. Customer acknowledge this and requested to be opted out, which Allconnect complied. Customer was satisfied with the resolution.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
October 2012	10/22/2012	10/24/2012	Misunderstanding		Customer misunderstood the Allconnect associate's offer to assist with additional home services. Customer was engaged in conversation with the associate regarding additional services. However, customer complaint stated that associate would not allow her to disconnect the call. There was no validity to the complaint. Allconnect apologized to the customer for the misunderstanding.
October 2012	10/22/2012	10/24/2012	SP Error		Customer requested to transfer his satellite service. Allconnect handled appropriately and transferred the customer to the satellite provider. Further research determined that the satellite associate neglected to complete the transfer order. The satellite provider was contacted and the order was completed. The satellite provider also waived the transfer fees due to the inconvenience caused to the customer. Customer was satisfied with the resolution.
October 2012	10/30/2012	10/30/2012	Email/Conf # Not Received		Customer was disappointed a utility confirmation number or email could not be provided to him. Since the customer's data did not transfer with his call. Therefore, the Allconnect associate was unable to provide the information verbally or by email. PG&E provided the customer his account number and he was satisfied with the resolution.
October 2012	10/26/2012	10/30/2012	Misunderstanding		Customer accepted a callback from a home security company and was dissatisfied that they contacted her in an attempt to set up services. Allconnect apologized to the customer for any misunderstanding. Allconnect submitted a request to the home security company requesting no further contact with the customer.
October 2012	10/30/2012	10/31/2012	Failure to follow process		Customer was disappointed she did not receive the email promotions offered by the Allconnect associate. The associate offered the promotion, but neglected to opt in the customer for the promotional emails. Allconnect contacted the customer to apologize for the error and offered to opt her in for the promotions. However, she declined as she was no longer interested.

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
November 2012	11/1/2012	11/2/2012	Misunderstanding		Customer was disappointed that he received calls from service providers for additional home services. Customer and associate discussed home services and the customer set up several lead-based orders for the service providers to call him back for services. Customer was dissatisfied when the service providers contacted. Allconnect requested that the service provider discontinue all calls to the customer. Allconnect apologized to the customer for any misunderstanding.
November 2012	11/23/2012	11/23/2012	Complaint Unfounded		Customer complaint stated that the Allconnect associate did not schedule an installation date for his home services. The associate explained that after completing the application for service, he would transfer the customer to the service provider to schedule installation, which the associate had done. Allconnect confirmed with the service provider that an installation date was scheduled for service activation. Allconnect contacted the customer and explained the above information.
November 2012	11/28/2012	11/29/2012	Pushy RS/Bad call exp		Customer was dissatisfied with the sales technique of the Allconnect associate. The associate received the appropriate coaching. Allconnect apologized to the customer for the poor experience.