

Month/Year	Date Rec'd	Date Closed	ErrorType	Other/Explain	Resolution
June 2013	6/10/13	6/11/13	Incorrect information provided		Customer was disappointed he did not receive a utility confirmation email for his services. While the email was sent to the customer, it was delivered to his junk mailbox, therefore, customer did not see the email. When customer called back to inquire about the email he was provided incorrect information by another associate. Allconnect apologized to the customer for the incorrect information. Customer was satisfied with the resolution since the email was found in his junk mailbox.
June 2013	6/11/13	6/13/13	Failure to follow process		Customer was dissatisfied with the Allconnect associate offers to assist with setting up additional services. Customer needed to consult with her spouse. However, the associate wanted the customer to make the decision so the services could be set up. The associate received the appropriate coaching. Allconnect apologized to the customer.
June 2013	6/19/13	6/21/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
June 2013	6/21/13	6/24/13	Misunderstanding		Customer was dissatisfied with the package price for home services offered by Allconnect. After requesting a service order, customer obtained information that he would be able to submit an online order through the service provider for a lower cost than offered by Allconnect. It was explained to the customer that service provider does offer services online at promotional rates. This is standard practice for companies offering products online since there is no overhead cost.
June 2013	6/26/13	6/27/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
June 2013	6/26/13	6/28/13	Misunderstanding		Customer was dissatisfied that the Allconnect associate offered home services when she was not interested. Upon reviewing the recorded call, it was determined that the customer was interested in services and was engaged in conversation with the associate. Customer became disinterested when a personal issue arose and advised the associate of this, at which time the associate closed the call without setting up services. Allconnect apologize to the customer for any misunderstanding.

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July 2013	6/28/13	7/2/13	Complaint Unfounded		Customer complaint stated that the Allconnect associate was pushy in his attempts to set up home services for her. Upon reviewing the recorded call, it was determined that the complaint was invalid. Customer appeared to be interested in services and was engaged in discussing home services throughout the call. At the end of the call, customer also thanked the associate for being very helpful. However, Allconnect contacted the customer and apologized for any inconvenience caused.
July 2013	7/3/13	7/5/13	Email/Conf # not received		Customer was disappointed he did not receive his utility confirmation email. While the email was sent to the customer, it could have possibly been delivered to his junk mailbox. Allconnect resent the confirmation email, and confirmed it was received by the customer. Customer was satisfied with the resolution.
July 2013	7/3/13	7/5/13	Email/Conf # not received		Customer was disappointed he did not receive his utility confirmation email. While the email was sent to the customer, it could have possibly been delivered to his junk mailbox. Allconnect resent the confirmation email, and confirmed it was received by the customer. Customer was satisfied with the resolution.
July 2013	7/3/13	7/8/13	Email/Conf # not received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
July 2013	7/16/13	7/17/13	Complaint Unfounded		Customer complaint stated that Allconnect promised to give her \$150 due to her previous home being in a fire, but she did not receive it. Upon reviewing the recorded call, the complaint was invalid. Customer was advised that by setting up home services through a specific service provider, the service provider would send the customer a \$150 gift card. Customer did not set up services through the specific provider. Therefore, she did not receive a gift card. Allconnect contacted the customer and explained this information to her.
July 2013	7/18/13	7/23/13	Pushy behavior/Bad call exp		Customer was dissatisfied with the Allconnect call experience. Customer's data did not transfer and the associate attempted to collect the information from the customer to create a profile. Customer advised she would not provide the information and the associate became persistent, causing an unsatisfactory experience for the customer. The associate received the appropriate coaching. Allconnect extended apologies to the customer.

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July 2013	7/24/13	7/26/13	Technical Issue		Based on California laws, customers have the option to select whether or not they would like their calls recorded. When the customer was transferred to Allconnect, he was routed to a voicemail, where he would leave a message and his call would be returned by an associate on a non-recorded line. However, the voice mailbox was full and customer's call was disconnected without being able to leave a message. Allconnect apologized to the customer and offer further assistance. Customer was satisfied with the follow up and apology.
August 2013	7/30/13	8/1/13	Complaint Unfounded		Customer complaint stated that she did not receive the utility confirmation email for her PG&E service. Per the information in Allconnect's database, the confirmation email was sent several times to the email address provided by the customer. Allconnect followed up with the customer and received verbal confirmation from the customer that she received the emails.
August 2013	7/30/13	8/1/13	Misunderstanding		Customer misunderstood the utility confirmation email sent to him for his PG&E service. Customer made the assumption that the email was for confirmation of other services he did not order. Allconnect contacted the customer and explained the email. Customer stated that he misread the email and appreciated the follow up.
August 2013	7/31/13	8/2/13	Dropped call/disconnected		Customer complaint stated that when she was transferred to Allconnect, her call was disconnected. Customer stated she called back and was disconnected again by an associate. Allconnect's IT department researched the issue and it was determined that both calls were disconnected on the customer's side, not by Allconnect associates. The customer was contacted and advised of this.
August 2013	7/31/13	8/2/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.

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August 2013	8/1/13	8/5/13	Complaint Unfounded		Customer complaint stated she was continuing to receive monthly statements for service she no longer had, and thought that Allconnect would cancel her previous home services. Upon researching the complaint, it was determined to be invalid. The customer opted to change service providers through Allconnect and was advised to cancel the service with the other provider. Customer neglected to do so and continued receiving monthly statements for service that was active at her previous address. Customer took responsibility for her neglect and canceled the service at the previous address.
August 2013	8/1/13	8/5/13	Service provider error		Customer was disappointed with the sales technique of the home security associate that Allconnect referred him to. While speaking with Allconnect, the customer agreed to a phone call from the home security company to discuss options. However, the associate who contacted the customer was aggressive in his efforts to set up the service for the customer. Per the home security company, their associate was appropriately disciplined. Allconnect apologized to the customer for the poor experience.
August 2013	8/5/13	8/8/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/6/13	8/8/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/7/13	8/9/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/8/13	8/12/13	Complaint Unfounded		Customer complaint stated that the Allconnect associate advised her she could cancel the new satellite service within 2 weeks after installation without any penalties. Upon reviewing the call, the complaint is invalid. The associate explained in detail the policy of a two-year contract and the penalty for early termination of the service. Allconnect contacted the customer and explained the findings. customer took responsibility for the misunderstanding.

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August 2013	8/9/13	8/13/13	Pricing issue		Customer was disappointed that incorrect information was provided regarding a promotion for the home services ordered. The Allconnect associate initially provided accurate information that the promotion is for 12 months. However, the associate misspoke later in the call advising that the promotion was for 24 months. The associate received the appropriate coaching. Customer was contacted and apologies extended for the error.
August 2013	8/11/13	8/14/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/12/13	8/14/13	Incorrect information provided		Customer was disappointed about the incorrect information provided by the Allconnect associate. While assisting the customer with additional home services, the associate advised that the customer could have an internet modem shipped to her or she can pick up a modem at the service provider's local store. This is inaccurate since this is not the policy of the service provider. The associate received the appropriate coaching. Allconnect apologized to the customer and verified receipt of the equipment from the service provider.
August 2013	6/28/13	8/15/13	Misunderstanding		Customer complaint stated that she authorized a credit check under false pretenses during the ordering process for home services. Upon reviewing the recorded call, it was determined that the customer misunderstood the information provided. The Allconnect associate provided the base price for services. After performing the credit check with the customer's authorization, the associate began completing the order. As equipment and other items requested by the customer were added to the order, the monthly cost increased. Customer did not understand that the base price would increase and claimed the credit check was performed under false pretenses, which was a false claim by the customer. Allconnect worked with the service provider to have the credit check removed from the customer's credit report. Customer was satisfied with the resolution.
August 2013	8/17/13	8/21/13	Complaint Unfounded		Customer complaint stated that the Allconnect associate pressured her to provide her email address. Upon reviewing the call, it was determined that the complaint was invalid. The associate requested the customer's email address to send the utility confirmation. Allconnect contacted the customer and explained the reason for the request.

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August 2013	8/17/13	8/21/13	Misunderstanding		Customer complaint stated she made numerous attempts to contact Allconnect on a Saturday evening and received a "closed" message. After researching the complaint, it was determined that the customer was selecting an incorrect option on the menu and was continuously routed to the wrong department. Allconnect followed up with the customer and provided the requested information/service she required. Customer was satisfied with the resolution.
August 2013	8/20/13	8/22/13	Complaint Unfounded		Customer complaint stated that Allconnect did not send him a utility confirmation email. After further research of the complaint, it was determined that the confirmation email was sent to the customer and reviewed by him. Follow up with the customer confirmed that the email was received and reviewed.
August 2013	8/19/13	8/22/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/20/13	8/23/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/21/13	8/26/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
August 2013	8/23/13	8/27/13	Failure to follow process		Customer was disappointed he did not receive a utility confirmation email. When the customer called Allconnect to ask about the confirmation email, he spoke with a new customer service associate who was not yet knowledgeable about the email confirmation process and advised the customer that Allconnect does not send utility confirmation emails. The associate received the appropriate coaching. Allconnect followed up with the customer and it was determined that the email was delivered to his spam folder.

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August 2013	8/23/13	8/27/13	Incorrect information provided		Customer was provided a toll free phone number to call Allconnect back for further assistance. The Allconnect associate provided an incorrect phone number; one digit was incorrect. When the customer attempted to call back, he reached a different company. The associate received the appropriate coaching. Apologies were extended to the customer and he was assisted with additional home services he requested.
August 2013	8/26/13	8/28/13	Incorrect information provided		Customer was disappointed that the Allconnect associate provided incorrect information regarding a specific service provider. The customer wanted to transfer her service to the new residence. The associate advised that per the information in our database, the service provider does not service the new address. This is incorrect since a serviceability check is not 100% accurate. Customer contacted the service provider directly and determined that the service was available at the new address. The associate received the appropriate coaching. Allconnect apologized to the customer for the misinformation.
August 2013	8/29/13	8/29/13	Complaint Unfounded		Customer complaint stated that she did not receive the utility confirmation email for her PG&E service. Per the information in Allconnect's database, the confirmation email was sent to the email address provided by the customer. Allconnect followed up with the customer and received verbal confirmation from the customer that he received the email.
September 2013	8/29/13	9/3/13	Misunderstanding		Customer misunderstood the information provided by the Allconnect associate and made the assumption that the services she requested were not submitted to the service provider. The associate advised he was placing a lead-based order and customer would be transferred to the service provider to complete the order. During the transfer process, the customer disconnected the line and the order was never completed. Customer later contacted the service provider and was advised there was not a completed order for services, at which time she proceeded to complete a new order. Allconnect followed up with the customer to explain the reason for the incomplete order. Customer acknowledged the error was made by her, but was satisfied that the issue was resolved.
September 2013	8/30/13	9/4/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.

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September 2013	9/3/13	9/5/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
September 2013	9/7/13	9/11/13	Other	Vital options not discussed	Customer was dissatisfied with the service provided by the Allconnect associate. When placing an order for home services, the associate did not provide adequate information regarding installation options for the services. The associate received the appropriate coaching. Allconnect apologized to the customer and assisted in resolving any pending issues. Customer was satisfied with the resolution.
September 2013	9/12/13	9/13/13	Complaint Unfounded		Customer complaint stated the Allconnect associate pressured him to change his home services to a different service provider. Upon reviewing the recorded call, it was determined that the complaint was invalid. The customer was engaged in the discussion in regards to other options with various services providers,. During the conversation, the customer disconnected the call.
September 2013	9/13/13	9/16/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
September 2013	9/15/13	9/17/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
September 2013	9/16/13	9/18/13	Service provider error		Customer was disappointed with the sales technique of the home security associate that Allconnect referred him to. While speaking with Allconnect, the customer agreed to a phone call from the home security company to discuss options. However, the associate who contacted the customer was aggressive in his efforts to set up the service for the customer. Per the home security company, their associate was appropriately disciplined. Allconnect apologized to the customer for the poor experience.

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September 2013	9/16/13	9/18/13	Complaint Unfounded		Customer complaint stated that since providing her personal information to Allconnect for home services, someone has been posing as her and attempting to withdraw money from her account. The customer initially provided credit card information to the Allconnect associate for home services. However, decided against the orders being submitted. Therefore, the credit card was not charged for any funds. Additionally, the customer claimed someone went to her bank posing as her, which is not feasible for any Allconnect employee since we do not have employees in the state of California. Allconnect contacted the customer who advised that it was not an Allconnect issue and she is handling the matter with her financial institution.
September 2013	9/17/13	9/19/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
September 2013	9/19/13	9/23/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
October 2013	9/27/13	10/1/13	Complaint Unfounded		Customer complaint stated that Allconnect should add a Spanish line in an effort to shorten English speaking customers' hold time. Since Allconnect does maintain a Spanish line for Spanish speaking customer, the reason for the customer's complaint is unclear. Additionally, Allconnect does not have any information for the customer indicating that the customer never spoke with an associate..
October 2013	10/4/13	10/8/13	Other	Placed Incorrect order	Customer was disappointed that the promotional package offered for home services was not a valid promotion. While the Allconnect associate offered the correct promotion, he selected an incorrect promotion when submitting the service order for the customer. Allconnect worked with the customer and the service provider to correct the promotional error. The customer was satisfied with the resolution.
October 2013	10/4/13	10/8/13	Service provider error		Customer was disappointed that the request for home services ordered through Allconnect was not completed and installation date was not met. Due to an error by the service provider, the customer's request for service was not completed correctly, causing a delay in installation. Allconnect addressed the issue with the service provider. Apologies were extended to the customer.

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October 2013	10/17/13	10/21/13	Complaint Unfounded		Customer complaint stated that since being transferred to Allconnect, he began receiving phone calls from solicitors, and believed Allconnect sold his phone number. Upon researching the complaint, it was determined that the complaint was invalid since Allconnect did not have the customer's phone number on file. Allconnect only collects a customer's phone number if an order for home services is requested. Since the customer did not request any services, Allconnect did not collect his phone number. The customer was contacted and advised of this.
October 2013	10/18/13	10/22/13	Unauthorized Order Placed		Customer was dissatisfied that the Allconnect associate submitted an order request for home services when he did not authorize an order for services. Upon researching the complaint, it was determined that the associate misled the customer, advising that she was holding the promotion for the customer. The associate was subsequently removed from the Allconnect business. The service order was cancelled by the service provider. Allconnect apologized to the customer and explained the steps taken to resolve the matter with the service provider and the associate. The customer was satisfied with the resolution.
October 2013	10/21/13	10/23/13	Complaint Unfounded		Customer complaint stated that Allconnect advised her to set up services with one service provider over another service provider that was less expensive. In reviewing the recorded call, it was determined that the complaint was invalid. The associate recommended a package with a specific service provider because the speed of the internet met the needs of the customer. The associate explained the internet speeds and monthly cost for each package with various service providers and made a recommendation based on the customer's needs, which the customer accepted. The customer found a less expensive package online, with a lower speed internet.
October 2013	10/22/13	10/24/13	Email/conf # not received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.
October 2013	10/25/13	10/29/13	Email/Conf # Not Received		Customer was disappointed she did not receive a utility confirmation email. Since customer's data did not transfer with the call, Allconnect was unable to auto-generate a confirmation email. Allconnect was able to send the confirmation email manually. Customer was satisfied with the resolution.

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October 2013	10/27/13	10/30/13	Failure to follow process		Customer was disappointed that the Allconnect associate was unable to change the package for home services after the order was submitted. With certain service providers, the orders are submitted directly into their database once completed by Allconnect. Therefore, changes cannot be made after an order is submitted. However, proper procedure is to transfer the customer to the service provider to make the requested changed. Instead, the associate advised the customer to contact the service provider in 24 hours to make the necessary changes. The associate received the appropriate coaching. Allconnect was able to work with the customer and the service provider to resolve the issue to the customer's satisfaction.
October 2013	10/28/13	10/30/13	Incorrect information provided		Customer was disappointed that he was provided incorrect information from the Allconnect associate. The customer requested service for two different service providers to be installed on the same day. While the associate submitted the requests to have both services installed on the same day, there is no guarantee that a service providers can complete an installation on a requested date. The associate received the appropriate coaching for guaranteeing a requested date. Allconnect apologized to the customer.
November 2013	11/2/13	11/5/13	Call Not Recorded		Customer complaint stated that an associate advised her that Allconnect could not provide her utility confirmation and referred her back to PG&E. After a thorough search, a recorded call for the customer could not be located. Allconnect apologized to the customer, and PG&E verbally provided her utility confirmation. Customer was satisfied with the resolution.
November 2013	11/7/13	11/8/13	Complaint Unfounded		Customer complaint stated that she requested a utility confirmation several times from Allconnect, but did not receive one. Per the information in Allconnect's database, the confirmation email was sent several times to the email address provided by the customer. Allconnect followed up with the customer and received verbal confirmation from the customer that she received the emails.
November 2013	11/13/13	11/14/13	Complaint Unfounded		Customer complaint stated that she did not receive the utility confirmation email for her PG&E service Per the information in Allconnect's database, the confirmation email was sent several times to the email address provided by the customer. Allconnect followed up with the customer and received verbal confirmation from the customer that she received the emails.

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November 2013	11/14/13	11/18/13	Complaint Unfounded		Customer complaint stated that he was very upset that Allconnect requested his personal information, including his bank account information to set up home services. Upon reviewing the recorded call, it was determined that the customer's complaint was invalid. The associate offered assistance with setting up home services. After advising the customer that a credit verification is required for all home services, the customer declined all services. Therefore, no personal information was requested from the customer. Allconnect contacted the customer and explained the findings.
November 2013	11/18/13	11/19/13	Complaint Unfounded		Customer complaint stated that the Allconnect associate advised that Allconnect would handle disconnection of utility and other services at her previous address. Upon reviewing the recorded call, it was determined that the complaint was invalid. There was no discussion with the customer and the associate regarding disconnection of other services. Additionally, this is not a service that Allconnect offers. Allconnect contacted the customer and further explain the findings.
November 2013	11/21/13	11/21/13	Complaint Unfounded		Customer was dissatisfied with the Allconnect process of offering services she did not need. The associate followed protocol and offered home services to the customer, who was briefly engaged in a discussion about the services. Customer declined all services stating she was not moving in immediately. The associate was respectful and offered Allconnect's phone number so customer can call back when she was ready to set up services.
November 2013	11/20/13	11/22/13	Incorrect information provided		Customer was dissatisfied with the overall experience with the Allconnect associate. The associate provided incorrect information regarding the customer's current service provider. The customer discovered the information was incorrect when she contacted the service provider directly to set up services. The associate received the appropriate coaching. Allconnect apologized to the customer for the incorrect information
November 2013	11/9/13	11/13/13	Misunderstanding		Customer was dissatisfied that personal information was requested for a home services order. In reviewing the recorded call, it was determined that the Allconnect associate did not request any personal information since the customer was not ready to have a service order submitted. The associate only explained to the customer that if he decides to set up services, his personal information would be required. Allconnect contacted the customer and further explained the process. Customer appreciated the follow up and explanation.

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November 2013	11/20/13	11/22/13	Misunderstanding		Customer misunderstood information provided by the Allconnect associate in reference to installation fees for home services. Customer made the assumption that the fee was an Allconnect fee for setting up the services. Allconnect contacted the customer and explained that it is a fee charged by the service provider for installation. Customer appreciated the follow up and explanation.
November 2013	10/31/13	11/1/13	Pushy behavior/Bad call exp		Customer was dissatisfied with the sales technique used by the Allconnect associate. After the customer declined to provide personal information for home services, the associate ended the call quickly without properly closing the call per Allconnect's policies. The associate received the appropriate coaching. Allconnect apologized to the customer.
November 2013	11/4/13	11/11/13	Service provider error		Customer was dissatisfied that he did not receive the correct promotion when placing an order for home services with Allconnect. Upon researching the complaint, it was determined that Allconnect offered a valid promotion and submitted the service order accurately to the service provider. When processing the order, the service provider changed the promotion in error. Allconnect worked with the service provider to correct the promotion. The customer was satisfied with the resolution.