

Month/Year	Date Rec'd	Date Closed	ErrorType	Resolution
December 2013	12/23/2013	12/24/2013	Complaint Unfounded	Customer complaint stated that she was receiving emails she had not requested. The complaint was determined to be invalid as per Allconnect's database, the only email sent was a utility confirmation email which the customer had requested. Allconnect contacted the customer and she confirmed that the emails were not generated by Allconnect.
December 2013	12/20/2013	12/26/2013	Complaint Unfounded	Customer complaint stated that she had not agreed to order home services from Allconnect. Upon reviewing the call, the complaint was invalid. The associate offered assistance with the other home services and the customer agreed to place an order. Allconnect contacted the customer and she stated that she misunderstood the matter and appreciated the follow up.
December 2013	12/11/2013	12/16/2013	Incorrect info provided	Customer was disappointed with the incorrect information provided by the Allconnect associate. While assisting the customer with additional home services, the associate provided inaccurate information regarding the start date for services. Allconnect apologized to the customer and verified that he had resolved the scheduling issue with the service provider directly.
December 2013	12/2/2013	12/3/2013	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.
December 2013	12/3/2013	12/5/2013	Misunderstanding	The customer misunderstood his monthly statement from the service provider for the service order placed through Allconnect. Allconnect contacted the customer to address his questions/concerns. There were no errors on the statement. However, the information was confusing to the customer. The customer appreciated the follow up and the explanation of his monthly statement.
December 2013	12/8/2013	12/11/2013	Misunderstanding	The customer misunderstood his monthly statement from the service provider for the service order placed through Allconnect. Allconnect contacted the customer to address his questions/concerns. There were no errors on the statement. However, statement contained a partial and a full month's charges which was confusing to the customer. The customer appreciated the follow up and the explanation of his monthly statement.
December 2013	12/28/2013	12/31/2013	Misunderstanding	Customer complaint stated that she was disappointed that she was not offered assistance with the other home services. After reviewing the call, the complaint was determined to be invalid. The associate offered assistance with the available home service providers and the customer declined, stating that she would not be moving to the new home, only establishing utility services. Allconnect has contacted the customer and explained that Allconnect did indeed offer additional home services, which she declined. Customer appreciated the follow up.
December 2013	12/26/2013	12/27/2013	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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December 2013	12/28/2013	12/30/2013	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.
January 2014	1/7/2014	1/7/2014	Complaint Unfounded	Customer complaint stated that the Allconnect associate was pushy in her attempts to set up home services for her. Upon reviewing the recorded call, it was determined that the complaint was invalid. Customer explained that she was not interested in services and the associate politely acknowledged closed the call. However, Allconnect contacted the customer and apologized for any inconvenience caused.
January 2014	1/13/2014	1/15/2014	Complaint Unfounded	The customer complaint stated that she had not received an email containing discount offers. Upon researching the matter, the complaint was determined to be invalid as Allconnect had sent the customer the requested promotional emails. Allconnect contacted the customer and she confirmed that she received the email and was satisfied.
January 2014	1/2/2014	1/6/2014	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.
January 2014	12/31/2013	1/3/2014	Misunderstanding	Customer complaint stated that she was disappointed with having to complete a third party verification with service provider in order to receive service. Allconnect contacted the customer and explained it is a requirement set forth by the FCC. The customer understood and appreciated the further explanation.
January 2014	1/9/2014	1/13/2014	Misunderstanding	Customer complaint stated that the Allconnect associate had provided incorrect information regarding a transfer of her home services. Upon reviewing the recorded call, it was determined that the complaint was invalid. The associate provided accurate information throughout the call. However, the customer may have misunderstood the information provided. Allconnect contacted the customer and further explained the information. The customer appreciated the follow up and explanation.
January 2014	1/29/2014	1/31/2014	Misunderstanding	The customer complaint stated that she was concerned with the information gathered by the Allconnect associate. The recorded call was reviewed and it was determined that the Allconnect associate requested information required to submit an order requested by the customer. Allconnect contacted the customer and explained the purpose of gathering information for the order. The customer appreciated the follow up and detailed explanation.
January 2014	1/29/2014	1/31/2014	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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January 2014	1/8/2014	1/9/2014	Email/conf # not received	Customer was disappointed he 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.
January 2014	1/10/2014	1/14/2014	Email/conf # not received	Customer was disappointed he 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.
January 2014	1/21/2014	1/22/2014	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.
January 2014	12/31/2013	1/2/2014	Email/conf # not received	Customer was disappointed he 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.
January 2014	12/31/2013	1/2/2014	Email/conf # not received	Customer was disappointed he 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.
January 2014	1/29/2014	1/31/2014	Service Provider Error	Customer was disappointed that her installation date was delayed for the home services order through Allconnect. It was found that the service provider had not scheduled installation as requested, since they to verify additional information with the customer. However, the service provider neglected to advise Allconnect or the customer of the issue. Allconnect contacted the customer and confirmed that she was able to resolve the matter with service provider. The service provider has advised that their associate has received the appropriate coaching.
February 2014	2/1/2014	2/5/2014	Complaint Unfounded	The customer was disappointed he did not receive the promotional offers for specific coupons and discounts through Allconnect's marketing program. It was determined that the customer had previously received the offers and was not eligible for the promotions for the same email address. While the customer was advised of this, he was dissatisfied with this response. Allconnect contacted the customer and requested a different email address and was able to get the customer additional coupons/promotional offers. The customer was satisfied with the resolution.
February 2014	2/12/2014	2/17/2014	Complaint Unfounded	Customer complaint stated that he was disappointed with the Allconnect experience. Upon reviewing the recorded call, it was determined that the associate followed protocol by performing the utility confirmation and then offering assistance with the other home services. The customer declined needing assistance and the associate politely closed the call. Allconnect contacted the customer and apologized for any inconvenience.

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February 2014	2/18/2014	2/21/2014	Complaint Unfounded	Customer complaint stated that services were ordered which she had not requested. After researching the matter, the complaint was determined to be invalid. The associate placed orders for service which the customer had requested. Allconnect contacted the customer and advised that the service orders were cancelled.
February 2014	2/21/2014	2/25/2014	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.
February 2014	1/30/2014	2/4/2014	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.
February 2014	2/26/2014	2/28/2014	Email/conf # not received	Customer was disappointed he 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.
March 2014	3/3/2014	3/6/2014	Misunderstanding	Customer complaint stated that she felt Allconnect had assisted her with establishing water services. Upon reviewing the recorded call, the complaint was determined to be invalid. The associate had not made any indication that she was establishing water services. Allconnect contacted the customer and discussed the findings. The customer acknowledged the matter to be a misunderstanding on her part and expressed appreciation for the follow up.
March 2014	3/4/2014	3/6/2014	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. Allconnect has contacted the customer. She advised that she was not concerned with the experience and appreciates the call to follow up.
March 2014	3/6/2014	3/10/2014	Complaint Unfounded	Customer complaint stated that she was provided with incorrect information while speaking with the associate. Upon reviewing the recorded call, it was determined that the associate had provided accurate information throughout the call. The customer became upset with the associate when he advised her that he was unable to set up services with a specific service provider since the customer had a past due balance from a previous account. The customer was referred to the service provider to resolve the issue.
March 2014	3/14/2014	3/18/2014	Incorrect info provided	Customer was disappointed that the associate provided incorrect information regarding the available providers. The complaint was determined to be valid and the associate received the necessary coaching. Allconnect contacted the customer and apologized for the inconvenience.

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March 2014	3/25/2014	3/27/2014	Failure to follow process	Customer was disappointed that she did not receive an email regarding available offers through Allconnect. Allconnect has the ability to send such information, however, the associate did not send the email. The associate received the appropriate coaching. Allconnect apologized to the customer.
April 2014	3/28/2014	4/1/2014	Complaint Unfounded	Customer complaint stated he had not received a promotional gift card offered through Allconnect. After researching the matter, it was determined that the customer did not follow the instructions provided by Allconnect to complete the redemption process required Allconnect contacted the customer and assisted him with the redemption process. The customer was satisfied with the resolution.
April 2014	4/2/2014	4/4/2014	Complaint Unfounded	Customer Complaint stated that Allconnect had not completed his order as requested. In researching this matter, the complaint was found to be invalid. The Allconnect associate had offered to assist the customer with placing an order and the customer declined the assistance, stating he would contact the provider himself. The customer was contacted and advised appropriately.
April 2014	4/9/2014	4/11/2014	Complaint Unfounded	Customer complaint stated that she felt the Allconnect associate was pushy in his attempts to offer home services. After reviewing the recorded call, it was determined that the complaint was invalid. The associate offered assistance and the customer declined. There was no wrongdoing by the associate.
April 2014	4/17/2014	4/18/2014	Complaint Unfounded	Customer complaint stated that he was disappointed that he did not receive his utility confirmation email. The complaint was found invalid as the confirmation email was sent to the email address the customer provided and confirmed as correct. Allconnect contacted the customer and he verified he had received the confirmation email.
April 2014	4/19/2014	4/22/2014	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.
April 2014	4/15/2014	4/16/2014	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.
April 2014	3/28/2014	4/1/2014	Email/conf # not received	Customer was disappointed he 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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April 2014	4/18/2014	4/22/2014	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.
April 2014	3/29/2014	4/3/2014	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.
April 2014	4/7/2014	4/9/2014	Service Provider Error	Customer was disappointed that she was charged an installation fee when she was told it would be free. After researching the matter, it was determined that due to a technical issue within the service providers system, the customer was incorrectly charged an installation fee. Allconnect contacted the customer and apologized for the error, and reimburse the customer for the additional cost. Customer was satisfied with the resolution.
May 2014	5/27/2014	5/28/2014	Complaint unfounded	Customer complaint stated that the order placed was for a higher cost than discussed with the Allconnect associate. Upon reviewing the recorded call, it was determined that the complaint was invalid. The associate provided accurate pricing and the customer agreed with the rates.
May 2014	5/5/2014	5/7/2014	Complaint unfounded	Customer complaint stated that she was disappointed that she did not receive her utility confirmation email. The complaint was determined to be invalid as the confirmation email was sent to the email address the customer provided and confirmed as correct. Allconnect contacted the customer and she verified she had received the confirmation email.
May 2014	5/27/2014	5/29/2014	Misunderstanding	The customer was disappointed that home services were not installed on the date she wanted service. The customer agreed to a lead-based order and was advised she would have to contact the specific service provider to complete her order and schedule installation. The customer misunderstood the process and neglected to contact the service provider. Allconnect assisted the customer in completing the service order and schedule installation.
May 2014	5/17/2014	5/21/2014	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.
May 2014	5/1/2014	5/5/2014	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.