

Complaints about ON1Call Service – 2017

Complaint #	Month	Topic	Resolution
1857	August	Error entering information into a ticket	Ticket reviewed with Agent for QA purposes
1840	August	Service Level	<u>Matter</u> was reviewed by the Director of Operations, no error regarding the information supplied. Ticket reviewed with agent for QA purposes
2111	October	Service Level	<u>Matter</u> was reviewed by the Director of Operations, no error regarding the information supplied. Ticket was reviewed <u>with</u> agent for QA purposes