



## Handling Customer Complaints

### 1. Customer Service Representative Level:

Research the complaint thoroughly. If, after reviewing the customer's account, you are unable to resolve the issue using available company policies and any current promotions, transfer the call to your supervisor. Be sure to keep the customer informed of your actions.

### 2. Supervisor Level:

Using the company policies and any current promotions, work with the customer to reach a resolution that benefits the customer. If you are unable to resolve the issue to the customer's satisfaction, explain to the customer you will need to review with a Department Manager. Make a commitment to call the customer back within one hour. If, after review, the customer remains unsatisfied, escalate to the Department Manager to contact the customer directly.

### 3. Department Manager Level:

Contact the customer and find a resolution. Should the customer request it, provide the following contact information:

A. The corporate address of: Yourtel America, 13220 N Santa Fe, Oklahoma City, OK 73114 or

B. the appropriate state Commission consumer complaint contact information.