

**Idaho CapTel FCC Complaints 6/1/2020-5/31/2021**

<b>Ticket #</b>	<b>Date &amp; Time</b>	<b>Contact Type</b>	<b>Complaint Tyoe</b>	<b>Agent #</b>	<b>Nature of Complaint</b>	<b>Explanation of Resolution or Stat</b>	<b>Date Resolved</b>	<b>Resolution Time</b>	<b>Rep Initials</b>
1100396	3/18/2020 6:48 PM	Phone	Service	NA	Customer's daughter reported seeing "Pleae stay on the line your captions will be available shortly during a call on the CapTel 840 in 1-line Mode	CSR apologized to the customer's daughter for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that added answer time result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	3/18/2020	6:57 PM	MR