

Virginia CapTel FCC Complaints 6/1/2020 to 5/31/2021

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1186148	04/21/2021 03:56pm	CapTel	Service	N/A	Customer reported that a CA disconnected their call on the CapTel 840 after they saw a message that the CA could not continue to call.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	04/30/2021 02:07pm	Over 48 hours	CBe