



Indiana FCC Complaint Log

2020 - 2021

Complaint Tracking for IN (06/01/2020-05/31/2021). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/06/21	Customer's daughter reported seeing (Waiting for CapTel Operator) and not receiving captions on the CapTel.	01/06/21	Customer Service Representative advised the customer that CapTel Customer Service had been made aware of some network interruptions that affected the ability of some Operators to connect to a call. Technical support confirmed they worked with network carriers and fully resolved the matter. Customer Service Representative apologized for the customer's experience. Customer Service Representative confirmed the customer was connecting to captions successfully.
2	04/18/21	Customer reported seeing a message during a recent captioned call advising that their Operator was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	04/18/21	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative 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 Operator was unable to continue captioning. Customer Service Representative advised that upon seeing the message the Operator cannot continue the call the customer should end the call and dial again. Customer Service Representative confirmed that the customer is successfully making and receiving captions at this time.
3	05/06/21	Customer's assistant reported seeing "hang up thank you goodbye" on the CapTel 200 in 1-Line Mode.	05/11/21	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the specific call in which the customer was disconnected to pass on to the call center. The call center reported there was a technical occurrence that viewed the call as ended. This resulted in the customer seeing hang-up thank you goodbye. Customer Service Representative left a message on the customer's answering machine reporting our finding and offered ongoing assistance upon request.