

Iowa CapTel FCC Complaint Report 6/1/2015 to 5/31/2016

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
676468	04/18/2016 10:26am	CapTel	Service	N/A	Customer's friend reported inaccurate captions on the CapTel 840 noting the customer's name was spelled wrong and there was one word error.	CSR apologized for this experience and noted if call specifics such as time and date can be provided we can take specific coaching and monitoring action with the CA captioning the call. Customer's friend stated they were not interested in pursuing the matter further.	04/18/2016 10:34am	Within 24 Hours	SAB