



Arizona FCC Complaint Log

2020 - 2021

Complaint Tracking for ARIZONA (06/01/2020-05/31/2021). Total Customer Contacts: 5

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|--------------|--------------------------|---|---------------------------|---|
| 1 | 09/23/20 | Customer reported that the CapTel 840 is unable to place long distance calls. | 09/24/20 | Tech support added a new area code/prefix combination to the system database allowing the Customer to successfully complete a long distance captioned call through the CapTel Service. This resolved the Customer's experience. |
| 2 | 11/17/20 | The Customer said that they tried to place a Speech to Speech call all night. The Customer stated that they had been trying to place a call since 2:00 a.m. The Assistant supervisor apologized and thanked the Customer for their feedback. A follow-up via phone call was requested. | 12/11/20 | Follow-up phone call placed on 12/11/2020 at 4:16 p.m. Informed the third party who answered the phone on behalf of the Customer, of their concern. Follow-up phone call placed on 12/11/2020 at 4:16 p.m. Informed third party who answered the phone, on behalf of the Customer of their concern. |
| 3 | 02/25/21 | Customer stated that they are not able to link up with Agents or Customer Service on Voice Carry Over calls. Agent apologized to the Customer and stated that the information would be reported as stated. No call-back needed. | 02/25/21 | Apologized to Customer. No callback needed and no Customer contact information provided. Closing this ticket. |
| 4 | 04/07/21 | Voice Carry Over branded user reporting an ongoing issue with calls to Relay being answered as Voice and by the Arizona Commission. Agent apologized to the Customer. Researching and communicating daily with the Customer to resolve. Follow-up requested | 04/07/21 | Informed the Customer that the Arizona Commission message is a standard default message on new Text Telephone device. Research confirms that the Customer is setup as Voice Carry Over in system. Research of calls placed into Relay on 4/13/21 confirm calls are being answered as Voice Carry Over. On 4/14/21, a Customer called into Customer Service to let them know that she had made a successful call. I am not sure why it worked this time. I will email the Customer to see if we can find out what she did differently. The Arizona Commission also sent her a new Text Telephone so that might have resolved the issue. This ticket is now closed. |
| 5 | 05/25/21 | Customer stated that she has had ongoing problems in reaching the Spanish Relay Agent in her state. She was able to reach the English Relay Agent and have them transfer her to the Spanish Agent as a work around but now the English Relay Agents are not answering either. She has turned in a previous trouble ticket and complaint on this. Customer Service response: Apologized for the problem and assured that a complaint and a trouble ticket would be turned in again on the issue. Email back was requested when the problem is fixed. | 05/25/21 | Associate Accessibility Relationship Manager is working with the State EDP provider as the Customer has worked with her before. We are having to communicate via email since the Customer cannot connect to Relay. It is taking longer than usual. Customer notified the Associate Accessibility Relationship Manager that her Voice Carry Over (Spanish and English) are now BOTH working. It seems that her RJ-11 jack is broken so it keeps coming unplugged. The local EDP will send her a couple of the RJ-11 jacks, but for now, it is now working again. |