



New York FCC Complaint Log

2020 - 2021

Complaint Tracking for NY (06/01/2020-05/31/2021). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/20	Customer reported having to wait for the captions at the start of some calls on the CapTel 840.	06/01/20	Customer Service Representative apologized to the caller for the additional wait time to connect with Operator. Customer Service Representative advised the caller to continue to hold for the next available Operator. Customer Service Representative noted that this added answer time was a result of higher call volume due to the COVID-19 pandemic. Customer Service Representative confirmed that the caller was able to reach the customer with captions successfully.
2	06/29/20	The customer said they asked the Operator to dial one number but they dialed a different number instead. The customer said the number to dial had letters spelling out a word in it. The Supervisor apologized and thanked the customer for the information. The Supervisor assured them that the information would be passed along to the appropriate person. A follow-up was not requested.	06/29/20	Supervisor met with the Operator and it was determined that the Operator did dial the number the customer provided. The Operator typed the word into the dial window which automatically changed to numbers. The Supervisor coached the Operator to verify the number with the customer after typing the word in the dial window to make sure it is accurate before dialing.
3	11/17/20	Customer feels the Relay Operator was not relaying the conversation to the person they called. Customer Service apologized to the customer. No follow-up requested.	11/22/20	The Supervisor met with the Operator and discussed the importance of remaining transparent and relaying the entire conversation verbatim.
4	01/25/21	Customer is a Speech-to-Speech User. He wants to know why he gets feedback on his calls any time that he is not on Speech-to-Speech mute. He said it doesn't matter if he's on his cell phone which is only 3 months old or on his house phone. He always gets feedback no matter what he uses. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated.	01/25/21	The Speech-to-Speech adjustments are completed and the Speech-to-Speech user should notice an improvement in conversation audio. Customer Relations Manager emailed the customer with this update. No further concerns were communicated,

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5	03/04/21	Customer's husband reported inaccurate captions on the CapTel 840 in 2-Line mode.	03/31/21	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate Supervisory staff for further follow-up with the Operator who assisted with the call. The Operator's Supervisor increased monitoring and coaching to optimize the Operator's captioning performance. Customer Service Representative later reached the customer's husband by phone and reported action taken. Customer Service Representative offered further assistance if desired.
6	04/01/21	Customer thought the Operator was rude because they would not confirm the number that was given to dial. She said other Operators have always provided it. Apologized to customer and advised the call center Supervisor would follow up. Follow-up requested by email.	04/01/21	A Supervisor discussion was conducted with the Operator. The Operator did not remember an event of this nature, however the Operator demonstrated knowledge of appropriate phrasing when responding to customers under similar circumstances. Customer Relations Manager emailed the customer to let her know the Supervisor met with the Operator to review these concerns.
7	05/20/21	Customer states that when this Operator picked up the phone it sounded like a helicopter was taking off. There was a very loud noise on the call. I told the Operator I wanted to report it as a problem and a Supervisor came on the call. I reported this to the Supervisor but nothing was done about it. It cleared up for a bit but then the noise came on again when I made my call and was on the call the whole time which made it very hard to communicate. Customer Service response: apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	05/27/21	The Supervisor coached the Team Lead on the appropriate response when a customer has a concern with audio on a relay call. The Team Lead acknowledges that in the future they will apologize and offer the caller the opportunity to call back in for better audio, as well as submit a trouble ticket to engineering.
8	05/28/21	Customer reported receiving inaccurate captions on the CapTel 840 in 2-Line mode.	05/28/21	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies Customer Service Representative sent call details to the appropriate Supervisory staff for further follow-up with the Operator who assisted with the call. The Operator's Supervisor increased monitoring and coaching to optimize the Operator's captioning performance. Customer Service Representative sent a follow-up email reporting action taken and offered further follow-up assistance if desired.