

**Complaint Tracking for South Carolina (06/01/2018-05/31/2019). Total Customer Contacts: 3**

| Tally | Date of Complaint | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|-------|-------------------|---|--------------------|--|
| 1     | 06/04/18          | Customer reported inaccurate captions during a call on the CapTel 840 in 1-Line Mode.   | 07/06/18           | Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions Customer Service Representative recommended the customer take note of the date time and Communication Assistant number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative agreed to follow up with the customer in a few days. Customer Service Representative reached out to the customer on 06/12/2018 06/20/18 and 06/27/18 but was unable to gather any specific information to follow up on. Customer agreed to jot down details and contact customer service should they experience difficulties on future calls. |
| 2     | 02/06/19          | South Carolina Voice Carry-Over user unable to receive incoming calls via South Carolina Relay Service. Apologized for the problem, performed test calls and submitted a trouble ticket. Contact requested followup with resolution.  | 02/06/19           | Closed on 2/11/2019. According to the technician, it was a Century Link issue which was resolved on their end. Test calls were made and all completed without issues. Customer Relations Manager followed up with the customer and they had no further issues. The South Carolina Equipment Distribution Program also reported no further complaints from this or other Voice Carry-Over customers.  |
| 3     | 04/08/19          | The customer stated that they have experienced severe echoing and static on several occasions with many different operators which has made it extremely difficult for the outbound and operators to understand the customer. The problem does not happen when they call from the same phone number directly to places without using the relay service. The assistant supervisor thanked the customer for bringing this to our attention. Follow up requested; leave voice mail if the customer cannot be reached live. Trouble Ticket was filled out. | 04/08/19           | It was suggested that customer may need to have the equipment replaced. Customer Relations Manager called this customer and left a voice mail. After additional attempts, last contact/followup made was 5/31/2019.  |