

## Kentucky CapTel FCC Complaint Report 6/1/2018 to 5/31/2019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
961215	11/08/2018 11:12am	Email	Service	1372	Customer reported inaccurate captions on a specific call.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance as well discussing with the CA on proper techniques for making corrections. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	11/13/2018 09:25am	Over 48 hours	TA