

Massachusetts 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
911715	06/11/2018 01:37pm	CapTel	Service	N/A	Customer reported audio dropping while speaking on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the CapTel's phone cord was plugged into a medical alert device. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with the medical alert device to share the same wall jack as the CapTel phone. After several unsuccessful attempts to follow up with the customer, CSR sent a letter reiterating the advice and offering further assistance upon request.	06/20/2018 06:03pm	Over 48 hours	CF
982080	01/22/2019 12:39pm	Phone	Service	N/A	Customer's assistant shared the customer reported receiving a word inaccurately captioned on the CapTel 800.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR 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, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR followed up with the customer to see if the customer collected any new inaccurate call details. Customer reported no new calls with inaccurate captions.	01/24/2019 09:57am	Within 48 Hours	TJ