

Massachusetts CapTel FCC Complaint Report 6/1/2017 to 5/31/2018

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
834442	10/10/2017 12:56pm	CapTel	Service	6644	Customer reported receiving inaccurate captions on a previous call.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.	10/11/2017 10:30am	Within 24 Hours	PL