

Kentucky CapTel FCC Complaints 6/1/2020 to 5/31/2021

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1149228	09/20/2020 07:13pm	Email	Service	N/A	Customer's daughter reported being told of a message during a recent captioned call advising that their CA was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	CSR apologized for the occurrence and explained that, as a result of social distancing measures taken to protect the captionists during the current national health crisis, connections with the Captioning Service may sometimes need to be re-established. CSR advised the caller that, upon seeing this message, they should hang up on their current call and place a new call to their party or that they should hang up so that their party may call the customer back via the appropriate Captioning Service Voice Number. CSR confirmed that the customer is able to successfully receive captions at this time.	09/21/2020 06:55pm	Within 24 Hours	BVK