

Massachusetts 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
1144398	08/31/2020 07:36pm	Phone	Service	N/A	Customer's son reported hearing "Please hold for the next available agent" when calling the customer using the toll-free captioning service number.	CSR apologized to the caller for the additional wait time to connect with a CA. CSR advised the caller to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume due to the COVID-19 pandemic. CSR later offered to work with son to help remedy the circumstance unrelated to answer time, but related to data connectivity and dial tone in the customer's home.	09/02/2020 01:58pm	Within 48 Hours	PY