

Iowa 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
987476	02/08/2019 02:38pm	CapTel	Service	N/A	Customer's assistant reported that local calls with captions on will not go through on the CapTel 840.	CSR's investigation revealed that the receiving parties were rejecting the calls placed through the captioning service. After substantive effort to assist this customer, CSR recommended working with their carrier to bring about resolution on the local calls that are being rejected. Long distance and toll free captioned calls are processing successfully.	03/05/2019 10:30pm	Over 48 hours	SAB
988124	02/11/2019 01:30pm	CapTel	Service	N/A	Customer reported not being able to dial local numbers from the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the receiving parties were rejecting the calls placed through the captioning service. Engineering assisted with making a temporary change in routing to allow the calls to go through but informed the customer this was a temporary fix at best. After substantive effort to assist this customer, CSR recommended working with their carriers to bring about resolution on the local calls that are being rejected. Long distance and toll free captioned calls are processing successfully.	03/05/2019 10:45pm	Over 48 hours	AB