

## Iowa CapTel FCC Compliant 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
836222	10/15/2017 06:47pm	CapTel	Service	N/A	CapTel 840 customer reported that the captions became unintelligible towards the end of a conversation.	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Investigation by CSR revealed that the CA documented a trouble ticket noting a technical problem on the reported call. CSR followed up with the customer and explained that technical difficulties at the CA's workstation had caused their experience during a portion of the call, and then confirmed the issue was resolved. CSR again apologized for this inconvenience.	10/15/2017 07:47pm	Within 24 Hours	AJ