



Illinois FCC Complaint Log

2020 - 2021

Complaint Tracking for IL (06/01/2020-05/31/2021). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/20	Long time Speech-to-Speech customer. All calls on 5/30/20 to 711 and dedicated Speech-to-Speech (STS) toll-free number are being answered by relay. Apologized to customer. Rebranded customer as Speech-to-Speech. Follow-up requested	06/01/20	Left three voice messages letting the customer know that his number was branded Speech-to-Speech.
3	02/25/21	Customer's son reported a Communications Assistant had left a call on the CapTel 840 in 1-Line Mode.	03/04/21	Customer Service Representative apologized to customer's son and placed follow up calls to gather details from the customer. Customer Service Representative apologized to customer 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. Customer Service Representative advised the customer upon seeing a message Communications Assistant needs to end the call and further instruction they should hang up their current call and place a new call to their party or they should hang up so that the other party may call the back via the appropriate captioning service voice number. Customer Service Representative confirmed that the customer is able to successfully receive captions at this time.
4	05/10/21	Customer reported difficulty dialing a specific 800 number on the CapTel 840 PLUS in Analog Mode.	05/13/21	After extensive investigation Customer Service Representative found the telephone call was routing incorrectly causing it to go to an invalid line. Customer Service Representative relayed the information found to technical support in order to make necessary changes to the routing process. Customer followed up with Customer Service Representative and confirmed that they are now able to successfully dial this number.

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