

California CapTel FCC Complaints 6/1/2015 to 5/31/2016

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
597173	06/01/2015 02:34pm	Phone	Setup	N/A	Customer's assistant reported an inability to dial out from the CapTel 800.	CSR's investigation revealed that the CapTel was in 2-Line mode and that there was an unnecessary dialing prefix entered in the menu of the CapTel. CSR sent an over-the-wire update putting the phone back into 1-Line mode and removing the dialing prefix. With a test call, customer's assistant confirmed that this resolved the experience.	06/01/2015 03:38pm	Within 24 Hours	WZ
598312	06/04/2015 05:18pm	CapTel	Setup	N/A	Customer reported captions are not connecting on the CapTel 840.	CSR's investigation revealed that there was static present on the line. CSR assisted the customer with contacting their telephone service provider for further assistance with ensuring a functional line, but the customer's telephone service provider found that there was a problem with the wiring on the customer's end. CSR sent customer a new phone cord at customer's request and advised the customer to test the phone at a different jack. CSR	07/07/2015 04:00pm	Over 48 hours	JB
598166	06/04/2015 05:32pm	CapTel	Setup	N/A	While registering the customer's long distance carrier of choice, CSR found that the customer is having difficulties receiving calls through the Captioning Service on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP service use and advised customer to acquire a CapTel 840i because he already has high-speed Internet service.	06/05/2015 05:48pm	Within 48 Hours	EN
598358	06/05/2015 01:21pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on outbound calls on the CapTel 840.	CSR's investigation revealed a medical alert device improperly installed into the CapTel 840. CSR advised the customer on the proper installation of the CapTel 840. Upon follow up, the customer confirmed the medical alert device was installed at an alternate location in the home and that this resolved the experience.	06/11/2015 12:19pm	Over 48 hours	KM
598473	06/05/2015 04:30pm	CapTel	Setup	N/A	Customer's daughter reported that the CapTel 800 was unable to connect to captions.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's daughter that the CapTel 800 is not designed for VOIP use and advised customer's daughter to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/05/2015 05:15pm	Within 24 Hours	CS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
598603	06/06/2015 02:17pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer inquired why there was a delay in captions on the CapTel 840.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	06/06/2015 02:20pm	Within 24 Hours	SS
598931	06/08/2015 02:29pm	CapTel	Setup	N/A	State Program Representative reported that customer is using the CapTel 840 with digital cable telephone service.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/08/2015 02:34pm	Within 24 Hours	SS
598882	06/08/2015 12:24pm	CapTel	Setup	N/A	Customer's phone technician reported the CapTel 800 cannot connect with captions in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone line use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/08/2015 12:37pm	Within 24 Hours	JC
599181	06/09/2015 01:11pm	CapTel	Setup	N/A	A state program representative reported that the CapTel 800 is being used with digital cable telephone service.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/09/2015 01:24pm	Within 24 Hours	CF
599066	06/09/2015 08:27am	CapTel	Setup	N/A	CSR noticed customer's 840 phone was being used with wireless home telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR mailed a letter to the customer's address advising customer that the CapTel Phone 840 is not designed for wireless home telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/09/2015 08:35am	Within 24 Hours	BMc

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599611	06/10/2015 05:20pm	CapTel	Setup	N/A	Customer reported that some callers report being unable to hear the CapTel user on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised the customer that the CapTel 800 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.	06/10/2015 05:25pm	Within 24 Hours	OL
599896	06/11/2015 04:15pm	Phone	Setup	N/A	Customer's daughter reported that the CapTel phone was not functioning.	CSR's investigation revealed that the customer's phone service was not active. CSR advised customer's daughter to contact the telephone service provider for assistance with restoring the customer's telephone service. CSR subsequently confirmed CapTel is connecting with captions using the newly instated telephone service.	06/26/2015 07:00am	Over 48 hours	CF
599911	06/11/2015 04:40pm	Mail	Setup	N/A	Customer shared feedback on the captioning process and CSR determined that customer was using the 840 on a digital cable phone line.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service for the secondary phone line. CSR advised customer that the CapTel Phone 840 is not designed for digital cable usage and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the status of using CapTel 840i. CSR	07/03/2015 11:00pm	Over 48 hours	MMo
599792	06/11/2015 12:07pm	Phone	Setup	N/A	Customer's husband reported the CapTel 800 in 1 Line mode was not working correctly.	CSR's investigation revealed that the customer's husband is attempting to connect to captions using digital cable telephone service. CSR advised customer's husband that the CapTel Phone 800 is not designed for digital cable telephone service use and advised customer's husband to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an	06/11/2015 12:30pm	Within 24 Hours	SP
601989	06/19/2015 03:01pm	Phone	Setup	N/A	Customer's daughter reported the customer has digital telephone service.	CSR advised customer's daughter that the CapTel 800 is not designed for digital telephone use and advised customer to acquire a standard analog phone line to support CapTel and discussed the option of using a CapTel 840i.	06/19/2015 03:20pm	Within 24 Hours	JAA

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601987	06/19/2015 03:04pm	Phone	Setup	N/A	Customer's daughter reported no dial tone on the CapTel phone.	CSR's investigation revealed the phone jack the CapTel was connected to is not providing a dial tone. CSR advised moving the CapTel to a different phone jack. Customer's daughter confirmed the dial tone has been restored.	06/19/2015 03:15pm	Within 24 Hours	JAA
602722	06/22/2015 09:40pm	CapTel	Setup	N/A	Customer reported others said their audio was unclear on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR sent letter to customer advising her that the CapTel is not designed for digital cable use and advised the customer to acquire a standard analog phone line to support the CapTel. CSR also discussed using the CapTel 840i.	06/22/2015 09:50pm	Within 24 Hours	RLS
603057	06/23/2015 08:09pm	CapTel	Setup	N/A	Customer reported difficulties receiving captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital use and advised customer to acquire a standard analog phone line to support CapTel for the second line. CSR also discussed the option of using a CapTel 840i.	06/23/2015 08:22pm	Within 24 Hours	EN
603193	06/24/2015 11:05am	CapTel	Setup	N/A	Customer reported audio and captions dropping intermittently on the CapTel 840.	CSR's investigation revealed that the telephone cord for the CapTel 840 was improperly installed into a medical alert device rather than a telephone wall jack. CSR advised the customer to obtain a duplex or "y" jack to use in conjunction with the medical alert device that shares the same telephone wall jack as the CapTel phone. Upon follow up, the customer confirmed that the telephone cord for the CapTel is now properly installed.	06/24/2015 01:30pm	Within 24 Hours	KG
603554	06/25/2015 02:45pm	Phone	Setup	N/A	Customer's son reported that captions are slow to connect, garbled, and sometimes drop.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 800 is not designed for use with this type of service and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/25/2015 03:06pm	Within 24 Hours	SAB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
604476	06/29/2015 03:22pm	CapTel	Setup	N/A	Customer reported difficulty making outbound calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	06/29/2015 04:00pm	Within 24 Hours	RL
604766	06/30/2015 03:20pm	Phone	Setup	N/A	Customer's wife reported that after changing telephone numbers their incoming and outgoing audio was quieter than normal.	CSR's investigation revealed that the customer's telephone cord and DSL filter connected to the CapTel might be faulty. CSR arranged for a replacement DSL filter and phone cord to be sent to customer. CSR determined that the DSL filter wasn't expected to arrive until 7-10-15. CSR offered customer's wife ongoing troubleshooting.	07/08/2015 12:00pm	Over 48 hours	BC
605114	07/01/2015 04:03pm	CapTel	Setup	N/A	State program representative reported no captions on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.	07/01/2015 04:15pm	Within 24 Hours	CS
605159	07/01/2015 05:58pm	Phone	Setup	N/A	Customer's friend reported that the screen of the CapTel 840 was stuck on "loading captions."	CSR's investigation revealed that the phone line may have been connected incorrectly. Upon follow-up, customer confirmed that the setup had been corrected and that the CapTel is now connecting to captions on incoming and outgoing calls.	07/07/2015 05:28pm	Over 48 hours	RLC
605399	07/02/2015 02:32pm	Phone	Setup	N/A	Telephone service technician reported dropped calls and dropped audio on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital service use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	07/02/2015 03:05pm	Within 24 Hours	RS
605681	07/03/2015 04:01pm	CapTel	Setup	N/A	Customer reported that calls do not connect to captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for use with this type of service and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/03/2015 04:10pm	Within 24 Hours	SAB

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605802	07/05/2015 02:15pm	CapTel	Setup	N/A	Customer reported that others are having difficulty hearing her on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/06/2015 12:44pm	Within 24 Hours	RLS
606061	07/06/2015 02:25pm	CapTel	Setup	N/A	State program representative reported garbled captions and a clicking noise was present on the customer's phone line.	CSR's investigation revealed that an alarm system was connected to the customer's phone line and this alarm system was interfering with the CapTel's ability to connect and maintain a connection to the captioning service. After extensive troubleshooting with CSR and customer's telephone technician, CSR explained that the customer's telephone line isn't able to support the connection to the	07/16/2015 07:30pm	Over 48 hours	BC
606061	07/06/2015 02:25pm	CapTel	Setup	N/A	State program representative reported garbled captions and a clicking noise was present on the customer's phone line.	CSR's investigation revealed that an alarm system was connected to the customer's phone line and this alarm system was interfering with the CapTel's ability to connect and maintain a connection to the captioning service. After extensive troubleshooting with CSR and customer's telephone technician, CSR explained that the customer's telephone line isn't able to support the connection to the	07/16/2015 07:30pm	Over 48 hours	BC
606159	07/06/2015 05:59pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR advised trying the CapTel with a new telephone cord. CSR attempted three follow up calls and was unable to reach the customer. CSR sent a letter offering further assistance upon request.	08/02/2015 03:22pm	Over 48 hours	JR

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606359	07/07/2015 02:45pm	CapTel	Setup	N/A	Customer reported that calls end abruptly on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer has digital telephone lines and internet service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. CSR also discussed the option of using a CapTel 840i. After further consideration, an assistant to the customer decided to acquire a CapTel 840i.	07/08/2015 11:09am	Within 24 Hours	RN
606411	07/07/2015 04:40pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing "Speaker Unclear" in the captions.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	07/07/2015 04:48pm	Within 24 Hours	SAB
606357	07/07/2015 12:54pm	Phone	Setup	N/A	Customer's son reported difficulty connecting to captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that customer had DSL service and the DSL filter in setup was improperly placed. CSR assisted customer's son with correcting setup. Customer's son confirmed this resolved the experience.	07/07/2015 02:30pm	Within 24 Hours	SM
606722	07/08/2015 05:20pm	CapTel	Setup	N/A	Customer reported being unable to connect to captions on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/08/2015 05:41pm	Within 24 Hours	ES

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606966	07/09/2015 02:25pm	CapTel	Setup	N/A	Customer reported hearing interference on the CapTel 840 as well as intermittent disconnection of captions.	CSR attempted to provide assistance, however customer was having difficulty with troubleshooting. CSR advised the customer to contact their state equipment program for further on-site assistance. CSR also sent the customer a letter providing further information and tips to help resolve their experience.	07/15/2015 01:14pm	Over 48 hours	KK
607024	07/09/2015 04:39pm	Phone	Setup	N/A	Customer's daughter noted customer's experiencing disconnections on the CapTel and confirmed having a FIOS line.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 840 is not designed for fiber optic usage and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/09/2015 05:16pm	Within 24 Hours	MMo
607166	07/10/2015 11:13am	CapTel	Setup	N/A	Customer reported audio drops during calls on the CapTel 840 in 1-Line mode.	Troubleshooting revealed that the wall jack used by the CapTel is faulty. CSR advised customer to contact their telephone company to replace faulty wall jack. Upon follow up, customer opted out of further troubleshooting. CSR offered ongoing assistance at customer's request.	07/14/2015 11:29am	Over 48 hours	TF
608147	07/14/2015 02:14pm	Phone	Setup	N/A	Customer's relative reported not being able to call into the CapTel phone.	Investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 800 is not designed for fiber optic use and discussed the option of using a hybrid model CapTel.	07/14/2015 02:30pm	Within 24 Hours	LV
608520	07/15/2015 03:51pm	CapTel	Setup	N/A	Customer's son reported that the CapTel 840 did not connect to captions on outgoing calls.	CSR determined that the CapTel was sharing a jack with a life alert device and recommended plugging the CapTel directly into the wall and unplugging the life alert into another wall jack. CSR was able to subsequently confirm the customer is now able to make successfully captioned outbound calls.	08/15/2015 06:00pm	Over 48 hours	JB
608728	07/16/2015 01:22pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant reported inbound calls are not connecting with captions on the CapTel 800.	CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's	07/16/2015 01:32pm	Within 24 Hours	RL

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608825	07/16/2015 05:12pm	CapTel	Setup	N/A	State representative reported using digital phone lines with the CapTel 840 in 1-line mode.	CSR advised representative that the CapTel 840 is not designed for digital telephone use and discussed the option of using a CapTel 840i.	07/16/2015 05:16pm	Within 24 Hours	JAA
609118	07/17/2015 06:35pm	CapTel	Setup	N/A	Customer reported hearing distortion on the CapTel 800.	After an extensive investigation, CSR found that the static was resolved after physically resetting the phone. CSR was not able to contact the customer despite several attempts to confirm that the CapTel has not experienced any further difficulties with the distortion. CSR sent a letter advising the customer to remove any excess DSL filters if the phone has experienced further difficulty and offering additional assistance on request.	08/06/2015 04:05pm	Over 48 hours	PL
608967	07/17/2015 12:15pm	CapTel	Setup	N/A	Customer reported that on occasion, they are unable to make a connection with captions in 2-Line mode.	Investigation by CSR found that both phone lines are going into a duplex jack/splitter that is using only one telephone jack. CSR explained to the customer the recommended set up of two separate phone jacks for each line. CSR also suggested that she can try replacing the duplex/splitter but advised the customer that the issue may continue. Customer opted out of further assistance.	07/17/2015 12:33pm	Within 24 Hours	TJ
609408	07/19/2015 04:55pm	CapTel	Setup	N/A	Customer reported being unable to connect to captions on the CapTel 840.	Customer was unable to hear CSR. Customer stated they would find an assistant and have them speak with customer service. Upon follow up CSR was unable to reach the customer. CSR sent a letter with basic setup information and offering further assistance upon request.	08/05/2015 11:51am	Over 48 hours	JR
609546	07/20/2015 12:01pm	CapTel	Setup	N/A	Customer reported the CapTel 800 is displaying garbled captions and experiencing audio distortion.	CSR's investigation revealed that the CapTel phone is connected to a duplex jack. CSR advised the customer's daughter to try the CapTel phone straight into the phone jack. Customer's daughter subsequently reported that they will contact the state issuing agency for a possible home visit.	07/28/2015 01:02pm	Over 48 hours	KK
610059	07/21/2015 09:15pm	CapTel	Setup	N/A	Customer reported no dial tone on the CapTel 800.	CSR's investigation revealed that CapTel's phone cable needed to be replaced. CSR arranged to have a replacement phone cable sent to the customer. Upon follow up, customer confirmed this resolved the experience.	07/29/2015 03:20pm	Over 48 hours	RN

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609867	07/21/2015 11:44am	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant reported calls are not being captioned on the CapTel 840.	CSR explained that in order to connect with captions on the CapTel 840 in 1-Line mode, the CapTel user must first make certain the captions button is lit prior to dialing. CSR further explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service.	07/21/2015 11:52am	Within 24 Hours	JAA
610594	07/23/2015 05:47pm	CapTel	Setup	N/A	Customer's daughter reported that captions dropped while talking on a call on the CapTel 800.	CSR's investigation revealed that the customer has DSL Internet service and the CapTel phone was not properly filtered. CSR advised customer how to properly filter the CapTel and other phones on the phone line. As CSR's attempts to follow up with customer were unsuccessful, CSR sent customer a letter reiterating the proper setup of the DSL filters and offering further assistance upon request.	08/05/2015 12:53pm	Over 48 hours	CF
610831	07/24/2015 03:40pm	CapTel	Setup	N/A	State program representative reported that the CapTel 840 was making clicking noises.	During troubleshooting, CSR heard static and interference on the line. CSR's investigation revealed the customer may have DSL service as the CapTel's phone cord was connected to a DSL filter. CSR advised state program representative to replace the CapTel's DSL filter with a new DSL filter. CSR also advised contacting the telephone service provider to ensure a functional line. Upon follow up, customer confirmed the CapTel 840 is	07/30/2015 02:57pm	Over 48 hours	ES
610831	07/24/2015 03:40pm	CapTel	Setup	N/A	State program representative reported that the CapTel 840 was making clicking noises.	During troubleshooting, CSR heard static and interference on the line. CSR's investigation revealed the customer may have DSL service as the CapTel's phone cord was connected to a DSL filter. CSR advised state program representative to replace the CapTel's DSL filter with a new DSL filter. CSR also advised contacting the telephone service provider to ensure a functional line. Upon follow up, customer confirmed the CapTel 840 is	07/30/2015 02:57pm	Over 48 hours	ES

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610851	07/24/2015 04:41pm	CapTel	Service	N/A	Customer reported being unable to dial directory assistance on the CapTel 840 in 1-Line mode.	CSR confirmed that the customer is trying to dial 411 for information and he is getting a fast busy and the call does not complete. CSR provided customer with an alternate 800 number for his telephone provider's directory assistance. CSR also passed the issue technical support who have opened a trouble ticket with the involved carriers on behalf of the customer. Technical support identified that the call is being blocked because the customer has a Caller ID block on his phone so his number is not getting passed along and therefore the local 411 center cannot be determined. CSR confirmed the carrier is looking into this issue but CSR's investigation revealed that there was interference on the customer's line consistent with improper DSL filtering. CSR advised the customer's daughter to replace the DSL filters on the phone lines. Upon follow up, the customer reported that the CapTel is consistently connecting with captions.	08/06/2015 11:23am	Over 48 hours	SM
610967	07/25/2015 12:27pm	CapTel	Setup	N/A	Customer's daughter reported no captions on the CapTel 840.	CSR advised the customer's assistant that the CapTel 840 is not designed for digital cable use. CSR advised the customer's assistant of the options to either acquire a standard analog phone line to support CapTel or use 2-Line mode with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/27/2015 07:05pm	Over 48 hours	HL
611444	07/27/2015 07:16pm	Phone	Setup	N/A	Customer's assistant inquired if the CapTel 840 could be used with a digital phone line.	CSR advised the customer's assistant that the CapTel 840 is not designed for digital cable use. CSR advised the customer's assistant of the options to either acquire a standard analog phone line to support CapTel or use 2-Line mode with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/27/2015 07:33pm	Within 24 Hours	MTh
611898	07/29/2015 01:11pm	CapTel	Setup	N/A	While registering customer's long distance carrier of choice, CSR noticed that the customer has digital cable telephone service.	Since the customer is attempting to connect to captions using digital cable telephone service, CSR advised customer that the CapTel Phone 800 is not designed for digital telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/29/2015 01:35pm	Within 24 Hours	TF

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611962	07/29/2015 02:25pm	CapTel	Setup	N/A	Customer reported occasional audio drops on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel phone 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	07/29/2015 03:25pm	Within 24 Hours	EJ
612016	07/29/2015 05:05pm	CapTel	Setup	N/A	Customer reported that the captions and audio would stop in the middle of a conversation on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 800 is not designed for digital telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	07/29/2015 05:19pm	Within 24 Hours	TS
613378	08/04/2015 02:30pm	CapTel	Setup	N/A	Customer reported slow captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel phone 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	08/04/2015 03:00pm	Within 24 Hours	JB
613378	08/04/2015 02:30pm	CapTel	Setup	N/A	Customer reported slow captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel phone 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	08/04/2015 03:00pm	Within 24 Hours	JB
613405	08/04/2015 05:27pm	CapTel	Setup	N/A	Customer reported being unable to connect to captions on the CapTel 800 in 2-Line mode.	CSR's investigation revealed that an unnecessary dialing prefix had been entered on the CapTel. CSR sent an over-the-wire update to remove the dialing prefix. Customer confirmed the CapTel is able to connect to captions.	08/04/2015 05:54pm	Within 24 Hours	CF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
613405	08/04/2015 05:27pm	CapTel	Setup	N/A	Customer reported being unable to connect to captions on the CapTel 800 in 2-Line mode.	CSR's investigation revealed that an unnecessary dialing prefix had been entered on the CapTel. CSR sent an over-the-wire update to remove the dialing prefix. Customer confirmed the CapTel is able to connect to captions.	08/04/2015 05:54pm	Within 24 Hours	CF
613607	08/05/2015 01:48pm	Email	Setup	N/A	Customer reported difficulties connecting with captions on the CapTel 200.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 200 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/05/2015 02:12pm	Within 24 Hours	OL
614301	08/07/2015 06:09pm	CapTel	Setup	N/A	While registering customer's long distance carrier of choice, CSR noticed that the customer has digital cable telephone service.	CSR advised customer that the CapTel Phone 840 is not designed for digital cable phone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/07/2015 06:21pm	Within 24 Hours	TF
614144	08/07/2015 12:05pm	Phone	Setup	N/A	Customer referenced sporadic connection issues on her CapTel 840 and confirmed using a digital cable phone service provider.	CSR advised customer that the CapTel Phone 840 is not designed for digital cable usage and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	08/07/2015 12:15pm	Within 24 Hours	MMo
614426	08/08/2015 12:57pm	CapTel	Setup	N/A	Customer reported difficulty reaching a specific number.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/08/2015 01:50pm	Within 24 Hours	AJ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
614563	08/09/2015 01:37pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 840 is not designed for VOIP service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/11/2015 04:21pm	Over 48 hours	KG
614585	08/09/2015 02:40pm	CapTel	Setup	N/A	Customer's assistant reported that captions on the CapTel 840 frequently disconnect in the middle of calls.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic lines. CSR advised customer that the CapTel 840 is not designed for fiber optic telephone lines and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/09/2015 02:51pm	Within 24 Hours	MTh
614716	08/10/2015 11:00am	Phone	Setup	N/A	Customer's wife reported using the CapTel 840 with digital telephone service.	CSR advised customer that the CapTel 840 is not designed for digital telephone use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/10/2015 11:52am	Within 24 Hours	CF
615484	08/12/2015 06:59pm	CapTel	Setup	N/A	Customer's wife reported hearing intermittent static on calls with the CapTel 800.	CSR's investigation revealed that the customer's wife is attempting to connect to captions using digital cable telephone service. CSR advised customer's wife that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/12/2015 07:33pm	Within 24 Hours	RLS
615484	08/12/2015 06:59pm	CapTel	Setup	N/A	Customer's wife reported hearing intermittent static on calls with the CapTel 800.	CSR's investigation revealed that the customer's wife is attempting to connect to captions using digital cable telephone service. CSR advised customer's wife that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed	08/12/2015 07:33pm	Within 24 Hours	RLS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
615971	08/14/2015 04:18pm	CapTel	Setup	N/A	State program representative reported that the customer's preferred long distance carrier was a digital cable provider.	State program representative advised customer that the CapTel Phone 840 is not designed for digital cable phone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. CSR referred the customer's difficulty to the appropriate engineering staff for corrective action.	08/14/2015 04:22pm	Within 24 Hours	ES
616602	08/17/2015 07:19pm	CapTel	Service	N/A	Customer reported that she was unable to dial 411 directory assistance from her CapTel 840 in 1-Line mode.	CapTel's engineer worked with the carrier and remedied the dialing difficulty when dialing 411 with the privacy block of Caller ID feature being used in 1-Line mode. CSR advised the customer of this modification. Customer to let customer service know if they experience further difficulty.	09/04/2015 10:24am	Over 48 hours	SS
620108	08/18/2015 03:59pm	CapTel	Service	N/A	Customer reported that he was unable to dial 411 from the CapTel 840 in 1-Line mode while using the privacy blocking of his Caller ID. Customer can get through to 411 when not	CSR referred the customer's difficulty to the appropriate engineering staff for corrective action. CapTel's engineer worked with the carrier and remedied the dialing difficulty when dialing 411 with the privacy block of Caller ID feature being used in 1 Line mode. CSR advised the customer of this modification and subsequently confirmed that the	08/21/2015 05:40pm	Over 48 hours	GL
617058	08/19/2015 01:03pm	Phone	Setup	N/A	Customer's assistant reported the CapTel 840 in 1 Line mode was not able to dial out.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 840 is not designed for wireless home phone use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/30/2015 01:56pm	Over 48 hours	SS
617188	08/19/2015 05:05pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported a delay in captions on the CapTel 840.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if CSR's investigation found a potential issue with the phone jack. CSR advised customer's granddaughter to install the phone cord into a different phone jack. Upon later follow up, the customer confirmed the experience has been resolved and opted out of further assistance at this	08/25/2015 04:07pm	Over 48 hours	KM
617231	08/19/2015 06:51pm	CapTel	Setup	N/A	Customer's granddaughter reported no audio on the CapTel 800.	CSR's investigation found a potential issue with the phone jack. CSR advised customer's granddaughter to install the phone cord into a different phone jack. Upon later follow up, the customer confirmed the experience has been resolved and opted out of further assistance at this	08/25/2015 04:36pm	Over 48 hours	KG

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
617710	08/21/2015 01:53pm	Phone	Setup	N/A	Customer's niece reported that the customer will be moving to a new residence where she will have telephone service through a digital cable provider.	CSR advised customer's niece that the CapTel Phone 800 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	08/21/2015 02:06pm	Within 24 Hours	ES
617761	08/21/2015 03:44pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's son reported being unable to connect to captions on the CapTel 840.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's son with the appropriate captioning service number.	08/21/2015 03:49pm	Within 24 Hours	KM
617828	08/21/2015 06:09pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing frequent "speaker unclear" messages in the captions on the CapTel 800.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	08/27/2015 03:35pm	Over 48 hours	RN
617945	08/22/2015 02:57pm	CapTel	Setup	N/A	Customer's daughter reported garbled captions on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the triplex jack that the CapTel 800 was connected to was not securely plugged into the telephone wall jack. Customer's son confirmed that after securing the triplex jack to the telephone wall jack, the captions on the CapTel phone were no longer garbled and that this resolved the customer's experience.	09/03/2015 12:58pm	Over 48 hours	SS
618075	08/23/2015 02:42pm	Phone	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 800 is not designed for wireless use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	08/23/2015 03:18pm	Within 24 Hours	WZ
618751	08/25/2015 08:31pm	CapTel	Setup	N/A	Customer inquired about whether or not the CapTel 840 in 2-Line mode was set up correctly.	After further investigation, CSR discovered that the customer was using a line splitter to connect the CapTel 840 in 2-Line mode with a computer to the same telephone line. CSR advised customer that he needs to replace the line splitter with a Duplex	09/01/2015 09:19pm	Over 48 hours	MCW

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
619285	08/27/2015 05:05pm	CapTel	Setup	N/A	Customer's assistant reported not getting a dial tone on the CapTel 840.	CSR's investigation revealed the CapTel was not plugged into a telephone jack. CSR advised the customer's assistant to connect the CapTel to the modem with the active telephone jack. CSR subsequently confirmed this resolved the experience.	08/28/2015 12:16am	Within 24 Hours	OL
619562	08/28/2015 02:47pm	CapTel	Setup	N/A	Customer's son reported that the CapTel 840 in 2-Line mode was making clicking sounds instead of ringing properly and displaying a message to plug in the phone cord.	CSR's investigation revealed that one of the phone cords wasn't fully connected to the CapTel 840 in 2-Line mode. After securing the connection, CSR placed test calls and customer's son confirmed this resolved the experience.	08/28/2015 03:16pm	Within 24 Hours	ES
619852	08/30/2015 05:36pm	CapTel	Setup	N/A	Customer reported difficulty placing calls on the CapTel 840.	CSR's investigation revealed that the customer's phone service is temporarily being carried over a facility PBX system, which is unable to provide a consistent data connection to support the CapTel 840 in 1-Line mode. CSR offered further assistance if the CapTel 840 continues to fail once it is reconnected to the home telephone service.	08/30/2015 05:43pm	Within 24 Hours	KG
620263	09/01/2015 01:21pm	CapTel	Setup	N/A	State program representative requested assistance with testing the CapTel 840 in 2-Line mode.	Investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR confirmed that both phone lines are digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/01/2015 01:24pm	Within 24 Hours	LV
620523	09/02/2015 01:27pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported not receiving captions on incoming calls on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. CSR also made a test call to the customer and confirmed that the CapTel was connecting successfully with captions.	09/02/2015 01:43pm	Within 24 Hours	SM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
620852	09/03/2015 03:02pm	CapTel	Setup	N/A	Customer's daughter reported being unable to hear a dial tone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that customer's daughter had connected a Life Alert device into the Line 2 port of the CapTel 840. CSR advised customer's daughter to remove the Life Alert from the CapTel and plug that into a different telephone wall jack. Customer's daughter confirmed this resolved the experience.	09/03/2015 03:23pm	Within 24 Hours	TF
620859	09/03/2015 03:31pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's granddaughter reported seeing (Speaker Unclear) on the CapTel 840.	CSR explained to customer's granddaughter that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words.	09/03/2015 03:40pm	Within 24 Hours	KM
620859	09/03/2015 03:31pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's granddaughter reported seeing (Speaker Unclear) on the CapTel 840.	CSR explained to customer's granddaughter that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer's granddaughter to simply ask CSR explained that it is not possible to call to a 1-Line CapTel user using collect billing because the call first connects to the toll free Captioning Service and there is no way to accept the collect call. CSR advised discussing alternatives with the facility personnel. In addition, Hamilton is working	09/03/2015 03:40pm	Within 24 Hours	KM
620954	09/03/2015 10:25pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's family member reported being unable to call collect through the captioning service from a correctional facility.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 800 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/03/2015 10:38pm	Within 24 Hours	RLS
621148	09/04/2015 03:00pm	Phone	Setup	N/A	While assisting with another matter, CSR learned that the customer is using VOIP telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 800 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/04/2015 03:36pm	Within 24 Hours	BP

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
621145	09/04/2015 03:00pm	Phone	Setup	N/A	Customer's assistant reported not being able to make calls from the CapTel 800.	CSR's investigation revealed that the CapTel was daisy chained with another telephone. CSR advised connecting the CapTel directly to an active telephone jack. The customer's assistant confirmed that this resolved the experience.	09/04/2015 03:36pm	Within 24 Hours	BP
621068	09/04/2015 12:58pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported not hearing any audio at the beginning of inbound calls using CapTel 840 in 1-line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR advised of the normal delay that occurs at the beginning of incoming calls through the captioning service as the data connection is established before audio will be received. CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 800 is not designed for VOIP use and customer opted out of further troubleshooting. CSR offered further assistance upon request.	09/13/2015 06:10pm	Over 48 hours	BM
621334	09/05/2015 05:26pm	CapTel	Setup	N/A	Customer reported issues using the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 800 is not designed for wireless use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/05/2015 05:40pm	Within 24 Hours	CS
621264	09/05/2015 11:45am	CapTel	Setup	N/A	Customer's wife reported difficulties on the CapTel 840 after switching telephone companies.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 800 is not designed for wireless use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/05/2015 11:53am	Within 24 Hours	HL
621611	09/08/2015 11:52am	CapTel	Setup	N/A	While assisting with another matter, CSR learned that the customer has a digital cable phone line.	CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/08/2015 12:09pm	Within 24 Hours	CBe

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
621894	09/09/2015 10:55am	CapTel	Setup	N/A	Customer reported that she was not able to make or receive captioned calls on the CapTel 840.	CSR's investigation revealed that the phone cord connected to the CapTel 840 was faulty. CSR advised the customer to replace the phone cord. The customer confirmed that this resolved the experience.	09/16/2015 10:07am	Over 48 hours	TS
622275	09/10/2015 01:08pm	CapTel	Setup	N/A	Customer reported that callers cannot hear his audio.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/10/2015 01:30pm	Within 24 Hours	BMc
622313	09/10/2015 03:25pm	CapTel	Setup	N/A	Customer reported that incoming audio seemed to come in and out on the CapTel 800.	CSR found the curly cord used by the CapTel phone had a defect that was causing the audio disruption. The assistant decided she would purchase a replacement curly cord. CSR offered additional assistance on request.	09/16/2015 11:39am	Over 48 hours	PL
622319	09/10/2015 03:40pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's daughter reported slow captions during calls on the CapTel 800.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if	09/10/2015 03:50pm	Within 24 Hours	RL
622347	09/10/2015 04:22pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing [speaker unclear] in captions of a previous call.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	09/10/2015 04:50pm	Within 24 Hours	RS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
622384	09/10/2015 06:01pm	CapTel	Setup	N/A	Customer reported a long delay for captions to appear on the CapTel 840.	CSR advised the customer to contact the telephone service provider to ensure a functional telephone line. CSR attempted three follow up calls and was unable to reach the customer. CSR sent a letter providing setup advice for the phone and advised customer to contact their telephone service provider for further assistance. Customer later called back and opted out of further assistance.	09/17/2015 01:45pm	Over 48 hours	KG
622896	09/13/2015 02:16pm	CapTel	Setup	N/A	Customer's assistant reported that they were unable to dial a specific number with the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR sent a letter to the customer advising that the CapTel 840 is not designed for wireless home phone use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/16/2015 08:39pm	Over 48 hours	RLS
623193	09/14/2015 05:20pm	CapTel	Setup	N/A	Customer reported the CapTel phone is not working.	CSR attempted to troubleshoot over the phone but was unable. Customer requested onsite assistance. CSR referred customer to the issuing state agency for further assistance.	09/17/2015 10:21am	Over 48 hours	HL
623230	09/14/2015 08:20pm	Phone	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 840.	CSR's investigation revealed that the CapTel was connected to a faulty phone jack. CSR advised the customer's assistant to move the CapTel to a different wall jack. The customer's assistant confirmed this resolved the experience.	09/14/2015 08:49pm	Within 24 Hours	RLS
623841	09/17/2015 10:41am	CapTel	Setup	N/A	Customer's sister reported difficulty making calls to the CapTel 840.	CSR's investigation revealed that the phone cord for the CapTel phone was connected to a life alert device. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with their life alert device that shares the same wall jack as the CapTel phone. CSR confirmed that this resolved CapTel phone.	09/23/2015 03:45pm	Over 48 hours	TS
624121	09/18/2015 12:26pm	CapTel	Setup	N/A	Customer reported audio cutting in and out in the middle of conversations using the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/21/2015 04:31pm	Over 48 hours	BM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
624781	09/21/2015 06:20pm	Phone	Setup	N/A	Customer's daughter-in-law reported the CapTel 840 in 1 Line mode had audio and caption drops.	CSR inquired about the setup of the CapTel 840, but the customer's daughter-in-law opted out of performing any troubleshooting and requested an on-site visit for assistance. CSR assisted the customer's daughter-in-law with contacting the state agency in order to schedule an on-site visit.	09/21/2015 06:39pm	Within 24 Hours	SS
624787	09/21/2015 06:50pm	CapTel	Setup	N/A	Customer reported that the CapTel 840 was losing captions on outbound calls.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/21/2015 06:59pm	Within 24 Hours	BJB
624905	09/22/2015 12:09pm	CapTel	Setup	N/A	Customer reported garbled captions on the CapTel 840.	CSR attempted to assist the customer, but the customer would not provide information or troubleshoot. CSR referred the customer to the state issuing agency to see about a possibility of a home visit. CSR also placed a telephone call to the state issuing agency requesting that they contact the customer.	09/22/2015 05:13pm	Within 24 Hours	WZ
625642	09/24/2015 06:01pm	CapTel	Service	11232	Customer reported too many "misspellings" in captions on a specific call using the CapTel 840 in 2-line mode.	CSR apologized for the incident and discussed the customer's experience further to rule out phone line interference based on the detail provided. Phone line issues were identified as the customer was not able to get an update through to his phone. Also, call detail was sent on to Call Center management for follow up with the CA. The CA's supervisor will provide additional monitoring to ensure the CA is performing optimally. The customer scheduled the phone provider to service the lines to rule out line issues.	10/06/2015 05:45pm	Over 48 hours	BM
625888	09/25/2015 04:01pm	Phone	Setup	N/A	Customer's daughter reported that the CapTel 840 is being used with digital cable telephone service.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/25/2015 04:31pm	Within 24 Hours	CF

California CapTel FCC Complaints 6/1/2015 to 5/31/2016

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
625905	09/25/2015 05:06pm	CapTel	Setup	N/A	Customer reported that the screen on the CapTel 840 will not clear.	CSR's investigation revealed that the customer is attempting to connect to captions using digital phone telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	09/28/2015 06:05pm	Over 48 hours	BJB
626341	09/28/2015 12:01pm	Phone	Setup	N/A	Telephone service provider inquired if the CapTel 840 can work with a VOIP provider.	CSR advised the customer's wife that the CapTel Phone 840 in 2-Line mode is not designed for VOIP telephone service and advised customer's wife to acquire a dedicated standard analog phone line for the secondary phone line to support CapTel in 2-Line mode. Also discussed the option of using a CapTel 840i and the 2400i.	09/28/2015 12:26pm	Within 24 Hours	KK
626766	09/29/2015 06:40pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's son asked what should occur after they enter the customer's home telephone number, when placing a call through the captioning service number.	CSR advised caller it is normal to hear, "Please hold. The person you have called will be with you shortly," after customer answers the phone. CSR explained this message indicates the customer's and caller's audio is muted until the CapTel connects to captions.	09/29/2015 06:46pm	Within 24 Hours	BC
626598	09/29/2015 12:28pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's neighbor reported long periods of silence when calling to the CapTel 840 in 1-line mode.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR emailed the customer advising them that the CapTel Phone 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also included the option of using a CapTel 840i.	09/29/2015 12:36pm	Within 24 Hours	BM
627000	09/30/2015 02:25pm	CapTel	Setup	N/A	Customer reported difficulty with placing calls and connecting to captions on his CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR emailed the customer advising them that the CapTel Phone 840 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel. Also included the option of using a CapTel 840i.	09/30/2015 03:48pm	Within 24 Hours	BC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
626908	09/30/2015 11:49am	CapTel	Setup	N/A	Customer reported difficulty connecting with captions on the CapTel 840 in 2-Line mode.	Troubleshooting revealed that there may have been loose connection between the CapTel phone cords and the wall jacks. Customer secured these connections and then confirmed successful use with captions.	09/30/2015 03:53pm	Within 24 Hours	RS
627624	10/02/2015 03:41pm	Phone	Setup	N/A	Customer reported that captions were not working on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 800 is not designed for fiber optic use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/02/2015 04:39pm	Within 24 Hours	MTh
627616	10/02/2015 03:43pm	CapTel	Setup	N/A	Customer reported their preferred carrier of choice with a digital cable provider.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/02/2015 03:50pm	Within 24 Hours	EJ
627486	10/02/2015 10:38am	Phone	Setup	N/A	Customer's assistant reported difficulty with the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i. CSR further referred customer to the state-issuing agency for assistance returning the CapTel 800.	10/02/2015 10:57am	Within 24 Hours	RS
627498	10/02/2015 11:40am	CapTel	Service	10028	Customer reported a specific call where captions were delayed behind the spoken words.	CSR apologized for the incident, and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency and coaching for the CA to ensure consistent quality performance.	10/13/2015 08:10am	Over 48 hours	TF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
627555	10/02/2015 12:47pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) in their captions.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	10/13/2015 01:47pm	Over 48 hours	CF
628181	10/05/2015 02:28pm	CapTel	Setup	N/A	Customer's son reported that sometimes the captions and audio stop in the middle of calls.	CSR's investigation revealed that the CapTel's phone cord was connected to a phone signaler. CSR advised connecting the CapTel's phone cord directly to a telephone wall jack. Customer's son subsequently opted out of troubleshooting until a friend was available to troubleshoot the CapTel.	10/13/2015 01:15pm	Over 48 hours	BC
628091	10/05/2015 11:18am	CapTel	Setup	N/A	Customer's daughter reported that they were unable to make captioned calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's daughter that the CapTel 840 is not designed for digital cable telephone service and advised customer's daughter to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/08/2015 03:50pm	Over 48 hours	TS
628505	10/06/2015 03:25pm	CapTel	Setup	N/A	Customer's daughter reported intermittent difficulty connecting to captions.	CSR advised replacing the telephone cord. CSR subsequently assisted the customer with obtaining a replacement telephone cord. Customer later confirmed having installed the replacement telephone cord and that this resolved the experience.	10/22/2015 04:32pm	Over 48 hours	JR
628505	10/06/2015 03:25pm	CapTel	Setup	N/A	Customer's daughter reported intermittent difficulty connecting to captions.	CSR advised replacing the telephone cord. CSR subsequently assisted the customer with obtaining a replacement telephone cord. Customer later confirmed having installed the replacement telephone cord and that this resolved the experience.	10/22/2015 04:32pm	Over 48 hours	JR
628503	10/06/2015 03:55pm	CapTel	Setup	N/A	While assisting the customer's assistant with setting up a new CapTel, CSR discovered the customer's telephone service provider is a cable service provider.	CSR advised customer's assistant that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/06/2015 04:01pm	Within 24 Hours	RL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
628516	10/06/2015 04:17pm	CapTel	Setup	N/A	Customer reported hearing distorted audio on the CapTel 800.	CSR found that CapTel was using an unnecessary DSL filter that was the source of the distorted audio. CSR guided the customer through removing the filter. CSR was not able to reach the customer after multiple separate attempts to confirm that the experience had not presented itself further. CSR subsequently sent a letter offering additional assistance on request.	10/14/2015 01:00pm	Over 48 hours	PL
628516	10/06/2015 04:17pm	CapTel	Setup	N/A	Customer reported hearing distorted audio on the CapTel 800.	CSR found that CapTel was using an unnecessary DSL filter that was the source of the distorted audio. CSR guided the customer through removing the filter. CSR was not able to reach the customer after multiple separate attempts to confirm that the experience had not presented itself further. CSR subsequently sent a letter offering additional assistance on request.	10/14/2015 01:00pm	Over 48 hours	PL
628704	10/07/2015 01:20pm	CapTel	Setup	N/A	Customer's assistant reported garbled captions on the CapTel 840.	CSR's investigation revealed the phone cord connected to the CapTel had a DSL filter attached. As the phone line is an analog line, the customer's assistant removed the DSL filter. As the captions are functioning properly now, the customer's assistant confirmed the experience has been resolved.	10/07/2015 01:31pm	Within 24 Hours	KM
628704	10/07/2015 01:20pm	CapTel	Setup	N/A	Customer's assistant reported garbled captions on the CapTel 840.	CSR's investigation revealed the phone cord connected to the CapTel had a DSL filter attached. As the phone line is an analog line, the customer's assistant removed the DSL filter. As the captions are functioning properly now, the customer's assistant confirmed the experience has been resolved.	10/07/2015 01:31pm	Within 24 Hours	KM
628678	10/07/2015 12:24pm	CapTel	Setup	N/A	Customer reported difficulties receiving captioned calls on the CapTel 840.	CSR's investigation revealed that the CapTel phone cord was plugging into a home security system which was causing difficulties establishing a phone and data connection on the CapTel. CSR advised the customer to connect the CapTel phone cord directly to a wall jack. Customer indicated that this resolved the experience.	10/07/2015 12:36pm	Within 24 Hours	WZ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
629111	10/08/2015 06:33pm	CapTel	Setup	N/A	Customer's son reported that the CapTel 840 was unable to connect to captions in 2-Line mode.	CSR's investigation revealed that the telephone cord for the customer's second line was not securely connected to the wall telephone jack. CSR advised customer's son to reconnect the cord to the jack and ensure it snapped in place. CSR then placed a test call to the CapTel and customer's son confirmed that the CapTel is connecting successfully to captions.	10/08/2015 07:10pm	Within 24 Hours	CS
629105	10/08/2015 06:35pm	CapTel	Setup	N/A	Customer reported the CapTel 840 was ringing without being called.	CSR advised connecting the CapTel to a different telephone wall jack. CSR attempted to follow up three times but was unsuccessful. CSR later sent customer a letter with further troubleshooting tips and offering ongoing assistance upon request.	10/21/2015 04:40pm	Over 48 hours	SM
628937	10/08/2015 11:51am	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant inquired about the delay between the caller's voice and the captions on the CapTel 840.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	10/08/2015 11:55am	Within 24 Hours	BB
629417	10/09/2015 08:49pm	CapTel	Setup	N/A	Customer's son reported experiencing garbled captions while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel 840 may have been connected to a faulty telephone wall jack. CSR advised the customer's son to connect the CapTel 840 to different telephone wall jack. Upon follow up, customer confirmed that this resolved their experience.	10/24/2015 07:11pm	Over 48 hours	SB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
629202	10/09/2015 10:32am	CapTel	Setup	N/A	Customer reported garbled captions on the CapTel 840.	Through CSR's troubleshooting, it was found that the CapTel was using a faulty telephone cord. CSR assisted the customer with acquiring a new telephone cord. Subsequent follow-up confirmed the CapTel is connecting with captions successfully, and the captions are no longer garbled.	11/03/2015 02:39pm	Over 48 hours	RL
629668	10/11/2015 07:47pm	Phone	Setup	N/A	Caller to the customer reported difficulty placing a captioned call to the customer's CapTel 840 in 1-Line mode.	AS CSR WAS UNABLE TO CONTACT THE CUSTOMER directly regarding this issue, CSR arranged for a visit from a technician with the state-issuing agency to provide further assistance. Upon follow-up, CSR placed a successful test call to the State field representative and the CapTel connected with captions successfully. CSR offered further troubleshooting assistance.	10/16/2015 01:28pm	Over 48 hours	WZ
629824	10/12/2015 02:12pm	CapTel	Setup	N/A	Customer reported garbled captions and audio drops when speaking on the CapTel phone.	Troubleshooting by CSR revealed that the CapTel's phone cord was plugged into an external answering machine. CSR advised the customer to connect the phone cord directly to the wall jack or use a duplex jack to connect the CapTel and the external answering machine on the same wall jack. Customer then inquired about in-home assistance. CSR contacted the state equipment distribution program on customer's behalf to arrange for a representative to facilitate an onsite visit. At customer's request, state equipment distribution	11/05/2015 02:33pm	Over 48 hours	SAB
629928	10/12/2015 09:28pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing [speaker unclear] in captions on a previous call.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	10/12/2015 09:36pm	Within 24 Hours	MTh

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
630185	10/13/2015 05:12pm	CapTel	Setup	N/A	Customer reported garbled captions and dropped calls on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 800 is not designed for fiber use and discussed the possibility of using a CapTel 840i.	11/02/2015 06:14pm	Over 48 hours	RLS
630502	10/14/2015 07:19pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing "speaker unclear" while on a captioned call to the CapTel 840.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	10/14/2015 07:45pm	Within 24 Hours	BJB
632227	10/14/2015 11:20am	CapTel	Setup	N/A	Customer reported that they are using the CapTel 840 on a digital cable phone line.	CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/22/2015 08:08am	Over 48 hours	LV
632227	10/14/2015 11:20am	CapTel	Setup	N/A	Customer reported that they are using the CapTel 840 on a digital cable phone line.	CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/22/2015 08:08am	Over 48 hours	LV

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630650	10/15/2015 02:09pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported that names were showing up incorrectly on the CapTel 840.	CSR explained that in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. CSR advised that the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call.	10/15/2015 02:14pm	Within 24 Hours	JR
630618	10/15/2015 11:45am	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant reported being unable to reach a specific number on the CapTel 800.	Investigation by CSR found that the customer is having difficulty entering all digits of the telephone number before the call is connected. CSR advised customer to start dialing as soon as the receiver is picked up and to dial the entire phone number. It is normal for the captions to connect before the dialing is finished when using the phone in 2-Line mode. CSR also discussed the option of using the CapTel phone book and speed dial buttons to place calls. Customer subsequently confirmed that	10/15/2015 12:32pm	Within 24 Hours	JB
631008	10/16/2015 01:12pm	CapTel	Setup	N/A	Customer's assistant reported that the audio on the CapTel 840 was dropping in and out.	CSR's investigation revealed that the customer is attempting to connect to captions using VoIP telephone service. CSR advised the customer that the CapTel 840 is not designed for VoIP service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using a CapTel 840i.	10/16/2015 01:26pm	Within 24 Hours	PL
631152	10/17/2015 02:45pm	CapTel	Setup	N/A	The customer reported the handset being muted and calls disconnecting while using the CapTel 840 in 1-Line mode.	CSR offered troubleshooting assistance over the phone, but the customer requested onsite assistance. CSR referred the customer to their state issuing agency for further assistance with arranging for a home visit.	10/17/2015 03:23pm	Within 24 Hours	MCW

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631204	10/17/2015 07:55pm	CapTel	Setup	N/A	The customer reported experiencing garbled captions while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is using a faulty duplex jack to connect the CapTel and a medical alert device to the same telephone wall jack. CSR advised the customer to replace the duplex jack, but the customer opted out of further assistance at this time. CSR offered ongoing assistance at the customer's request.	10/24/2015 03:11pm	Over 48 hours	MCW
631588	10/19/2015 06:20pm	CapTel	Setup	N/A	Customer reported difficulties connecting with captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 84 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i. CSR sent the state issuing agency a flag to return the CapTel 840, and referred customer to the national distributor to obtain a 3rd party CapTel.	10/19/2015 06:22pm	Within 24 Hours	TF
631588	10/19/2015 06:20pm	CapTel	Setup	N/A	Customer reported difficulties connecting with captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i. CSR sent the state issuing agency a flag to return the CapTel 840, and referred customer to the national distributor to obtain a 3rd party CapTel.	10/19/2015 06:22pm	Within 24 Hours	TF
632664	10/23/2015 03:01pm	CapTel	Setup	N/A	Customer reported not having a dial tone while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel's telephone cord was connected to an unnecessary DSL filter. CSR advised the customer to remove the DSL filter and connect the CapTel's telephone cord directly to a telephone wall jack. CSR confirmed that this adjustment resolved the customer's experience.	10/24/2015 03:45pm	Within 48 Hours	MCW

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633148	10/26/2015 01:54pm	CapTel	Setup	N/A	Customer reported that he was using digital cable service for telephone service.	CSR advised customer that the CapTel Phone 800 is not designed for use with this type of telephone service and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/26/2015 02:01pm	Within 24 Hours	SAB
633230	10/26/2015 04:18pm	Phone	Setup	N/A	Customer's cousin reported difficulties making and receiving captioned calls on the CapTel 840.	Troubleshooting revealed that the phone jack the CapTel was plugged into was not active. CSR advised the customer's cousin to connect the CapTel to an operational telephone jack. Customer's cousin opted out of follow up. CSR offered further assistance upon request.	10/26/2015 04:32pm	Within 24 Hours	SAB
633894	10/28/2015 06:05pm	CapTel	Setup	N/A	Customer's assistant reported that audio and captions frequently drop on the CapTel 840.	CSR found that the customer is experiencing difficulties with disconnect/reconnect. CSR advised the caller to test the CapTel phone from a different phone jack or with a different phone cord. On a follow-up call, the customer opted out of further troubleshooting at this time. CSR offered additional	10/31/2015 03:44pm	Over 48 hours	PL
633725	10/28/2015 11:49am	CapTel	Info/Referral/Consumer Ed	N/A	Customer's wife reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer's wife was dialing an incorrect number to reach the captioning service. CSR provided the customer with the correct number. Customer confirmed that this resolved the experience.	10/28/2015 12:17pm	Within 24 Hours	EG

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634592	10/31/2015 03:48pm	CapTel	Setup	N/A	Customer reported that calls seem to abruptly stop on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using phone lines that utilize digital components. CSR's investigation also revealed that the customer has home internet service. CSR advised customer that the CapTel 840 is designed for copper analog use only, and further advised customer to acquire a CapTel 840i. CSR referred customer to the national distributor for further information about obtaining a CapTel 840i.	10/31/2015 04:03pm	Within 24 Hours	RN
634739	11/01/2015 05:45pm	CapTel	Setup	N/A	Customer's daughter reported audio and captions intermittently disconnecting on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 800 is not designed for digital use. CSR advised customer to acquire an internet service and an internet model CapTel phone to resolve the experience.	11/01/2015 05:53pm	Within 24 Hours	KG
634739	11/01/2015 05:45pm	CapTel	Setup	N/A	Customer's daughter reported audio and captions intermittently disconnecting on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 800 is not designed for digital use. CSR advised customer to acquire an internet service and an internet model CapTel phone to resolve the experience.	11/01/2015 05:53pm	Within 24 Hours	KG
635529	11/04/2015 02:01pm	Phone	Setup	N/A	Customer's daughter reported no dial tone on the CapTel 840.	CSR's investigation revealed that the CapTel was connected to a faulty telephone jack. CSR advised connecting the CapTel to another telephone jack in the home and the customer's daughter confirmed this resolved their experience.	11/04/2015 02:17pm	Within 24 Hours	BP
635890	11/05/2015 08:47pm	CapTel	Service	11051	Customer reported inaccurate captions during a call on the CapTel 840.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance.	12/04/2015 12:03pm	Over 48 hours	RLS

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635718	11/05/2015 12:09pm	CapTel	Setup	N/A	State issuing agency field representative reported that the CapTel 840 was not connecting with captions in 2-Line mode.	CSR's investigation revealed that the CapTel 840 was set for use in 1-Line mode. Since the customer uses the CapTel phone with two telephone lines, CSR assisted the customer in enabling 2-Line mode in the menu of the CapTel phone. CSR confirmed this resolved the customer's experience.	11/05/2015 06:35pm	Within 24 Hours	TF
637010	11/10/2015 03:18pm	CapTel	Setup	N/A	Customer's son-in-law reported the customer is using the CapTel 840 on cable telephone service.	CSR advised the customer's son-in-law that the CapTel Phone 840 is not designed for digital cable use and advised the customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.	11/10/2015 03:45pm	Within 24 Hours	BMc
637550	11/12/2015 01:40pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's daughter reported that the CapTel 840 in 2-Line mode was not connecting to captions when the CapTel handset was picked up while callers were leaving a message on the customer's external answering machine.	CSR explained that if an extension phone or external answering machine is answered first, they will need to press a number key after the handset has been lifted to send a DTMF tone to activate captions. CSR practiced this process with the customer's daughter and confirmed that it resolved the experience.	11/12/2015 02:07pm	Within 24 Hours	SM
638386	11/16/2015 02:45pm	CapTel	Service	10539	Customer reported a brief section of comment during a hold recording that the customer felt was not captioned.	CSR explained the process a CA has been coached to use for an on hold recording. CSR further explained that the goal is for the captionist to be immediately available to caption the "live" person when they come back on the line. CSR also noted that when "..." appears in the captions it indicates a gap during an on hold recording. A Call Center review confirmed this policy had been adhered to by the captionist on the call.	12/02/2015 02:41pm	Over 48 hours	RLS

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638510	11/16/2015 10:49pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer inquired why she was unable to place a captioned call on the CapTel 840 after placing a call to emergency services.	CSR explained to customer that when dialing 911 on the CapTel 840 in 1-Line mode, the captioned call is handled by Voice Carry Over and does not go through the CapTel captioning service. CSR explained to customer that the CapTel will connect directly to the 911 center in Voice Carry Over.	11/16/2015 10:59pm	Within 24 Hours	MTh
638794	11/17/2015 06:28pm	CapTel	Setup	N/A	Customer's daughter reported audio drops and calls getting disconnected on CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer in a letter that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/02/2015 04:27pm	Over 48 hours	SM
638731	11/17/2015 12:35pm	CapTel	Setup	N/A	Customer's assistant reported difficulty connecting to captions on the CapTel 840 on a previous incoming call.	CSR found that the CapTel 840 had temporarily lost electrical power. CSR attempted to follow-up on three separate occasions to confirm that the issue had not presented itself further, but was not able to reach the customer.	11/24/2015 03:36pm	Over 48 hours	PL
639042	11/18/2015 04:00pm	CapTel	Setup	N/A	Customer's assistant reported not getting captions on the CapTel 800 in 2-Line mode.	CSR's investigation revealed the CapTel was connected with two phone cords going to the same telephone line. CSR explained the CapTel requires two entirely separate analog phone lines with different phone numbers in order to connect with captions successfully. Customer's assistant agreed to advise CapTel Customer Service if further assistance is required.	11/18/2015 04:03pm	Within 24 Hours	OL
639108	11/18/2015 06:15pm	Phone	Setup	N/A	Customer's assistant reported garbled captions and being unable to make or receive calls from the CapTel 840 in 1-Line mode	CSR's investigation revealed the CapTel's phone cord was not connected securely to the port in the back of the CapTel phone. After securely connecting the phone cord to the CapTel phone, customer's assistant confirmed the experience has been resolved.	11/28/2015 03:38pm	Over 48 hours	BM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
639422	11/19/2015 07:00pm	CapTel	Setup	N/A	Customer's neighbor reported being unable to connect to captions on the CapTel 840.	CSR's investigation revealed that the phone cord may have been faulty and advised the neighbor to swap out the cord. Upon follow-up, CSR confirmed that this resolved the experience and that the CapTel is now connecting to captions.	11/22/2015 02:59pm	Over 48 hours	CR
639573	11/20/2015 12:48pm	CapTel	Setup	N/A	Customer reported that the CapTel 840 will be used on digital cable phone lines.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using a CapTel 840i.	11/20/2015 12:59pm	Within 24 Hours	PL
640240	11/23/2015 06:39pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix and confirmed this adjustment resolved the experience.	11/23/2015 07:25pm	Within 24 Hours	KG
640428	11/24/2015 02:16pm	Phone	Setup	N/A	Customer called to register her telephone number for long distance calling.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable usage and advised customer to acquire a standard analog phone line to support CSR's investigation revealed the captions button was not lit while customer was placing test calls.	11/24/2015 03:25pm	Within 24 Hours	MMo
640722	11/25/2015 06:16pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's son reported difficulty connecting to captions on the CapTel 840 in 1-Line mode.	CSR explained that in order to connect with captions on the CapTel 840 in 1-Line mode, the CapTel user must first make certain the CAPTIONS button is lit prior to dialing. CSR will investigate customer's CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel	12/02/2015 05:50pm	Over 48 hours	SM
640604	11/25/2015 12:20pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) in their captions.	CSR will investigate customer's CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel	12/02/2015 04:52pm	Over 48 hours	CF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
640608	11/25/2015 12:28pm	CapTel	Setup	N/A	Customer's son reported captions disconnecting as well as audio cutting in and out while using the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's son that the CapTel Phone 840 is not designed for fiber optic telephone service and advised customer's son to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	11/25/2015 12:35pm	Within 24 Hours	KK
640608	11/25/2015 12:28pm	CapTel	Setup	N/A	Customer's son reported captions disconnecting as well as audio cutting in and out while using the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's son that the CapTel Phone 840 is not designed for fiber optic telephone service and advised customer's son to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	11/25/2015 12:35pm	Within 24 Hours	KK
641679	12/01/2015 10:35am	CapTel	Setup	N/A	Customer reported that some calls experienced difficulty connecting to the captioning service when using the CapTel 840 in 2-Line mode.	CSR found that a difficulty on the phone line itself was preventing the CapTel phone from maintaining a connection to the captioning service. CSR offered to initiate troubleshooting, but the customer opted out of troubleshooting assistance at this time. CSR offered additional assistance on request.	12/01/2015 10:42am	Within 24 Hours	PL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
641883	12/02/2015 11:39am	CapTel	Setup	N/A	Customer reported intermittently being unable to receive captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions. After this advice was given, the CSR made multiple attempts to follow up with the customer, but was unsuccessful. CSR sent a letter to the customer's address reiterating the previous advice and requesting they contact CapTel Customer Service if further assistance is required.	12/13/2015 02:43pm	Over 48 hours	CH
642826	12/05/2015 08:15pm	Phone	Setup	N/A	The customer's assistant reported not having captions while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/09/2015 06:52pm	Over 48 hours	MCW
644055	12/10/2015 04:40pm	CapTel	Setup	N/A	Customer's assistant reported that the audio and captions on the CapTel 840 frequently dropped in and out.	CSR found that an audio disturbance on the phone lines used by the CapTel phone were preventing the CapTel phone from maintaining a connection to the captioning service. CSR advised contacting the telephone service provider to ensure a functional phone line. After CSR was not able to reach the assistant despite multiple separate attempts, CSR sent a letter offering further assistance on request and describing in detail how distortion on the phone lines can cause an interruption of the CapTel's data connection to the captioning service.	01/02/2016 04:03pm	Over 48 hours	PL
644438	12/12/2015 03:06pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing "speaker breaking up" in the captions while speaking with her daughter on a previous call.	CSR's investigation revealed that the customer's daughter was using a cell phone, which was likely in an area of poor reception. CSR explained that when speaking to a caller using a cell phone in an area of poor reception, the caller's audio may be distorted, may break up, or may even drop out. CSR further explained that when these types of audio disturbances prevent the captionist from understanding what the other party said, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that	12/12/2015 03:09pm	Within 24 Hours	SB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
644438	12/12/2015 03:06pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing "speaker breaking up" in the captions while speaking with her daughter on a previous call.	CSR's investigation revealed that the customer's daughter was using a cell phone, which was likely in an area of poor reception. CSR explained that when speaking to a caller using a cell phone in an area of poor reception, the caller's audio may be distorted, may break up, or may even drop out. CSR further explained that when these types of audio disturbances prevent the captionist from understanding what the other party said, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that	12/12/2015 03:09pm	Within 24 Hours	SB
645621	12/17/2015 11:35am	CapTel	Setup	N/A	Customer reported being unable to call out with captions.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix and confirmed this adjustment resolved the experience.	12/17/2015 11:45am	Within 24 Hours	CBe
646393	12/21/2015 10:23am	CapTel	Setup	N/A	Customer's assistant reported difficulty making and receiving caption telephone calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR also discussed using an analog telephone service.	12/21/2015 10:28am	Within 24 Hours	CBe
646779	12/22/2015 01:24pm	CapTel	Setup	N/A	Customer's wife reported difficulties with the caption connection on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/22/2015 01:32pm	Within 24 Hours	OL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
646734	12/22/2015 11:38am	CapTel	Setup	N/A	Customer reported intermittent disconnections during captioned calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/22/2015 12:17pm	Within 24 Hours	KM
646734	12/22/2015 11:38am	CapTel	Setup	N/A	Customer reported intermittent disconnections during captioned calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/22/2015 12:17pm	Within 24 Hours	KM
647051	12/23/2015 01:13pm	Phone	Setup	N/A	While registering customer's carrier of choice, customer's daughter reported that CapTel 840 in 1-Line mode will be used on digital telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/23/2015 01:19pm	Within 24 Hours	WZ
647773	12/28/2015 03:55pm	Phone	Setup	N/A	Customer's daughter reported that the sound was not clear on the CapTel phone and confirmed that customer's service was a bundled fiber optic service.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 840 is not designed for fiber optic usage and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/28/2015 04:06pm	Within 24 Hours	MMo
647773	12/28/2015 03:55pm	Phone	Setup	N/A	Customer's daughter reported that the sound was not clear on the CapTel phone and confirmed that customer's service was a bundled fiber optic service.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 840 is not designed for fiber optic usage and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/28/2015 04:06pm	Within 24 Hours	MMo

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
648866	01/02/2016 05:29pm	CapTel	Setup	N/A	While assisting with another matter, CSR learned that the customer is using VOIP telephone lines.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 840 is not designed for (service type) use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/02/2016 05:39pm	Within 24 Hours	CBe
648866	01/02/2016 05:29pm	CapTel	Setup	N/A	While assisting with another matter, CSR learned that the customer is using VOIP telephone lines.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 840 is not designed for (service type) use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/02/2016 05:39pm	Within 24 Hours	CBe
649256	01/04/2016 04:05pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported difficulties with the audio on the CapTel 840.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Customer opted out of troubleshooting assistance at this time.	01/04/2016 04:11pm	Within 24 Hours	OL
649256	01/04/2016 04:05pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported difficulties with the audio on the CapTel 840.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Customer opted out of troubleshooting assistance at this time.	01/04/2016 04:11pm	Within 24 Hours	OL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
650098	01/07/2016 12:25pm	Phone	Setup	N/A	Customer registered his preferred carrier of choice for long distance and confirmed having a digital cable provider for the CapTel phone 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable usage and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/07/2016 12:30pm	Within 24 Hours	MMMo
650606	01/08/2016 05:06pm	CapTel	Setup	N/A	Customer's assistant reported experiencing garbled captions and audio on the CapTel 840.	CSR found that a noticeable hum caused by a third party device on the phone line was the source of the disruption in the captioning service. CSR advised removing the third-party device in order to plug the CapTel phone directly into the wall jack. The assistant confirmed that this action resolved the experience.	01/08/2016 05:21 pm	Within 24 Hours	PL
650606	01/08/2016 05:06pm	CapTel	Setup	N/A	Customer's assistant reported experiencing garbled captions and audio on the CapTel 840.	CSR found that a noticeable hum caused by a third party device on the phone line was the source of the disruption in the captioning service. CSR advised removing the third-party device in order to plug the CapTel phone directly into the wall jack. The assistant confirmed that this action resolved the experience.	01/08/2016 05:21 pm	Within 24 Hours	PL
650636	01/08/2016 07:02pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant reported there was a delay in captions on the CapTel 840.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	01/08/2016 07:13pm	Within 24 Hours	MTH

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
650875	01/10/2016 11:48am	CapTel	Setup	N/A	Customer's assistant reported no captions on the CapTel 840.	CSR's investigation revealed that the CapTel was installed in a faulty junction box that was introducing static on the customer's phone line. CSR advised the customer's assistant to install the CapTel directly into the customer's phone jack. Upon follow-up, customer's assistant confirmed that the CapTel was successfully connecting to captions.	01/10/2016 12:19pm	Within 24 Hours	CR
650875	01/10/2016 11:48am	CapTel	Setup	N/A	Customer's assistant reported no captions on the CapTel 840.	CSR's investigation revealed that the CapTel was installed in a faulty junction box that was introducing static on the customer's phone line. CSR advised the customer's assistant to install the CapTel directly into the customer's phone jack. Upon follow-up, customer's assistant confirmed that the CapTel was successfully connecting to captions.	01/10/2016 12:19pm	Within 24 Hours	CR
651881	01/13/2016 05:48pm	CapTel	Setup	N/A	Customer's assistant reported that they are not receiving captions on the CapTel 840.	CSR's investigation revealed that the customer's phone service is carried over a PBX system and the PBX system is unable to provide a consistent data connection to support the CapTel phone. CSR explained the option of acquiring a standard analog phone line to support the CapTel or the option of obtaining a CapTel 840i.	01/21/2016 11:15am	Over 48 hours	TS
651881	01/13/2016 05:48pm	CapTel	Setup	N/A	Customer's assistant reported that they are not receiving captions on the CapTel 840.	CSR's investigation revealed that the customer's phone service is carried over a PBX system and the PBX system is unable to provide a consistent data connection to support the CapTel phone. CSR explained the option of acquiring a standard analog phone line to support the CapTel or the option of obtaining a CapTel 840i.	01/21/2016 11:15am	Over 48 hours	TS
651913	01/13/2016 06:40pm	CapTel	Setup	N/A	Customer's son reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the setup of the CapTel was incorrect. Upon follow-up, customer's son confirmed that he had corrected the setup and that the CapTel was now connecting to captions.	01/19/2016 12:07pm	Over 48 hours	CR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
651913	01/13/2016 06:40pm	CapTel	Setup	N/A	Customer's son reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the setup of the CapTel was incorrect. Upon follow-up, customer's son confirmed that he had corrected the setup and that the CapTel was now connecting to captions.	01/19/2016 12:07pm	Over 48 hours	CR
651685	01/13/2016 10:54am	CapTel	Setup	N/A	Customer reported garbled captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/19/2016 09:00am	Over 48 hours	WZ
651685	01/13/2016 10:54am	CapTel	Setup	N/A	Customer reported garbled captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/19/2016 09:00am	Over 48 hours	WZ
651720	01/13/2016 12:03pm	CapTel	Setup	N/A	Customer reported difficulty calling out on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/13/2016 12:25pm	Within 24 Hours	ES
651730	01/13/2016 12:42pm	CapTel	Setup	N/A	Customer's son reported the customer is often times disconnected from calls when using the CapTel 840.	CSR's investigation revealed the CapTel phone is connected to a duplex jack. CSR advised trying the CapTel phone directly at the wall jack as well as to try the CapTel phone at another wall jack in the home. CSR made several unsuccessful attempts to reach the customer. CSR then sent the	01/22/2016 12:00pm	Over 48 hours	KK

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
652444	01/15/2016 02:08pm	CapTel	Setup	N/A	While assisting customer's assistant with another matter, customer's assistant reported that the CapTel 840 was using a digital phone line to connect to captions.	CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/15/2016 02:28pm	Within 24 Hours	MTh
652881	01/17/2016 05:50pm	CapTel	Setup	N/A	Customer reported that they experienced difficulty connecting to captions the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	01/17/2016 06:30pm	Within 24 Hours	EEJ
653476	01/19/2016 08:21pm	CapTel	Setup	N/A	Customer reported dropped telephone calls and being unable to dial out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel was set up by the telephone service provider using a traditional phone cable that ran outside a window of the home to a telephony box outside the home. CSR referred customer to their landlord and telephone service provider to inquire about having a telephone wall jack installed for the CapTel. Upon follow up, customer reported they were able to place calls and opted out of further assistance. CSR offered ongoing assistance at customer's request.	01/25/2016 11:27am	Over 48 hours	RN

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
653298	01/19/2016 12:18pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported that there were no captions and that the call disconnected when they called a specific number.	CSR's investigation revealed that the customer was waiting for the captions to appear before speaking. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR confirmed that customer was able to reach the number.	01/19/2016 12:30pm	Within 24 Hours	EEJ
654304	01/22/2016 07:38pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840 in 1-Line mode on a previous call.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/27/2016 12:04pm	Over 48 hours	WZ
654188	01/22/2016 12:59pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported difficulty dialing out to a specific number on the CapTel 800.	Investigation by CSR found that the customer is having difficulty entering all digits of the telephone number before the call is connected. CSR advised customer to start dialing as soon as the receiver is picked up and to dial the entire phone number. It is normal for the captions to connect before the dialing is finished when using the CapTel in 2-Line mode.	01/22/2016 01:33pm	Within 24 Hours	PL
654805	01/25/2016 02:48pm	CapTel	Setup	N/A	Customer reported difficulty placing calls and the captions were stopping on the CapTel 200.	CSR's investigation revealed they have DSL service and there was static and a constant buzzing noise on the line. CSR offered troubleshooting assistance, however, customer's husband stated they would need their son to assist. As CSR's repeated follow up attempts were unsuccessful, CSR mailed customer a letter explaining the importance of connecting a DSL filter to every single device on the DSL line, except the modem. CSR offered ongoing assistance upon request.	02/05/2016 09:16am	Over 48 hours	ES

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
654805	01/25/2016 02:48pm	CapTel	Setup	N/A	Customer reported difficulty placing calls and the captions were stopping on the CapTel 200.	CSR's investigation revealed they have DSL service and there was static and a constant buzzing noise on the line. CSR offered troubleshooting assistance, however, customer's husband stated they would need their son to assist. As CSR's repeated follow up attempts were unsuccessful, CSR mailed customer a letter explaining the importance of connecting a DSL filter to every single device on the DSL line, except the modem. CSR offered ongoing assistance upon	02/05/2016 09:16am	Over 48 hours	ES
655490	01/27/2016 06:28pm	Phone	Setup	N/A	While assisting customer's daughter with another matter, it was revealed that the CapTel 840 was connected to a medical alert device.	CSR explained that the CapTel needs to be connected to its own telephone jack. CSR discussed the use and installation of a duplex or "y" jack with which to connect the CapTel and the medical alert device.	01/27/2016 06:42pm	Within 24 Hours	RLC
655797	01/28/2016 06:11pm	Phone	Setup	N/A	Customer's son reported the CapTel 840 in 1-Line mode will be used on digital phone lines.	CSR advised customer's son that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/28/2016 06:14pm	Within 24 Hours	OL
655797	01/28/2016 06:11pm	Phone	Setup	N/A	Customer's son reported the CapTel 840 in 1-Line mode will be used on digital phone lines.	CSR advised customer's son that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/28/2016 06:14pm	Within 24 Hours	OL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
655588	01/28/2016 11:05am	CapTel	Setup	N/A	Customer reported audio cutting in and out on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 840 is not designed for fiber optic telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/28/2016 12:01pm	Within 24 Hours	KG
655588	01/28/2016 11:05am	CapTel	Setup	N/A	Customer reported audio cutting in and out on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 840 is not designed for fiber optic telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/28/2016 12:01pm	Within 24 Hours	KG
656082	01/29/2016 05:46pm	CapTel	Setup	N/A	Customer's daughter reported that the customer will be using the CapTel 840 with digital cable telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/29/2016 06:14pm	Within 24 Hours	CF
656082	01/29/2016 05:46pm	CapTel	Setup	N/A	Customer's daughter reported that the customer will be using the CapTel 840 with digital cable telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/29/2016 06:14pm	Within 24 Hours	CF

California CapTel FCC Complaints 6/1/2015 to 5/31/2016

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
656723	02/01/2016 08:15pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone use and recommended obtaining an internet model CapTel that would use the Internet to support the captions.	02/01/2016 08:33pm	Within 24 Hours	MTh
656809	02/02/2016 11:24am	CapTel	Setup	N/A	State program representative reported dropped calls on the CapTel 840.	CSR advised State Field Representative to investigate the set up, contact the telephone service provider to ensure a functional line, and determine phone line type. Upon follow up, State Field Representative installed a duplex jack and a new telephone cord. State representative confirmed this resolved the experience successfully.	02/02/2016 06:05pm	Within 24 Hours	JB
656842	02/02/2016 12:30pm	CapTel	Setup	N/A	State program representative called to register the CapTel 840 and reported that the customer had digital telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/02/2016 12:50pm	Within 24 Hours	JB
657076	02/03/2016 10:47am	CapTel	Setup	N/A	Customer reported difficulty receiving captions on calls placed to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/03/2016 11:12am	Within 24 Hours	MTh
657790	02/05/2016 02:45pm	CapTel	Setup	N/A	Customer reported that captions drop during calls on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service on both telephone lines. CSR advised customer that the CapTel Phone 840 is not designed for VOIP service use and recommended obtaining an internet model CapTel.	02/05/2016 02:53pm	Within 24 Hours	TF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
657863	02/05/2016 05:35pm	Phone	Setup	N/A	Customer's caregiver noted problems with incoming calls on the CapTel phone 840 being used on a phone line through a digital network.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable usage and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR sent customer and customer's caregiver further information via US Mail.	02/17/2016 03:29pm	Over 48 hours	MMo
657732	02/05/2016 12:46pm	Speech Relay	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 800 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/05/2016 12:56pm	Within 24 Hours	SM
658467	02/08/2016 05:57pm	Phone	Setup	N/A	Customer's wife reported captions dropping on the CapTel 840i.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP, digital cable telephone service. CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/08/2016 06:09pm	Within 24 Hours	RLC
658651	02/09/2016 01:27pm	Phone	Setup	N/A	Customer's son reported being unable to connect with captions using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's son that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR referred the customer's	02/09/2016 01:46pm	Within 24 Hours	BM
658645	02/09/2016 01:27pm	CapTel	Setup	N/A	Customer's son reported no dial tone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the CapTel's phone cord was connected to a telephone wall jack that was not providing a dial tone. CSR advised customer's son to connect the phone cord directly to the telephone port of the telephony modem. Customer's son confirmed this resolved the experience.	02/09/2016 01:46pm	Within 24 Hours	BM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
658721	02/09/2016 04:30pm	Phone	Setup	N/A	Customer's assistant reported being unable to place outgoing calls with captions on the CapTel 840 in 2-line mode.	CSR's investigation revealed that the customer had recently moved and she did not have a second phone line installed. CSR advised customer's assistant to install a separate analog phone line to accommodate the CapTel in 2-line mode. Subsequently, the customer's assistant reported that they would be using the CapTel with one phone line only. CSR assisted the customer's assistant with setting the CapTel for use in 1-Line mode and confirmed successful connection with captions.	02/10/2016 12:31pm	Within 24 Hours	CF
658948	02/10/2016 01:07pm	CapTel	Service	10613	Customer's daughter shared feedback regarding accuracy of captions and provided specific call data.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor provided further coaching and increased monitoring frequency for the CA to ensure consistent quality performance.	03/03/2016 09:42am	Over 48 hours	WZ
659340	02/11/2016 04:23pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's husband reported that a proper name was misspelled in the captions on the CapTel 200.	CSR explained that in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. CSR advised that the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call.	02/11/2016 04:44pm	Within 24 Hours	TS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
659394	02/11/2016 06:54pm	Phone	Setup	N/A	Customer's daughter reported no audio on the CapTel 840.	CSR's investigation revealed the CapTel was connected to a faulty electrical outlet. CSR advised customer's daughter to move the CapTel to a different electrical outlet. Through a test call, customer's daughter confirmed this resolved the experience.	02/29/2016 03:52pm	Over 48 hours	MK
659599	02/12/2016 03:54pm	CapTel	Setup	N/A	Customer's daughter reported the customer's phone line had previously rung busy in error.	Multiple test calls from CSR were unable to duplicate the experience. Further investigation revealed the CapTel's phone cord is connected to a duplex jack. CSR advised that the customer's daughter to replace the duplex jack and phone cord to ensure the CapTel receives consistent service from the phone line. Customer's daughter elected to make these adjustments at a later date and opted out of further assistance. CSR offered further assistance upon request.	02/20/2016 03:46pm	Over 48 hours	RS
659925	02/14/2016 08:25pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) in their captions.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	02/14/2016 08:35pm	Within 24 Hours	JB
660367	02/16/2016 01:50pm	CapTel	Service	N/A	Customer's daughter reported inaccurate captions on the CapTel 840.	CSR apologized for the incident and thanked customer's daughter for bringing their experience to our attention. Since customer's daughter was unable to share any specific call detail, CSR suggested customer's daughter and customer document the date, time and CA# of any calls in question to allow us to take specific action with the CA captioning the call. Upon CSR's follow-up, customer reported needing no further assistance.	02/25/2016 01:11pm	Over 48 hours	RS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
660455	02/16/2016 05:12pm	CapTel	Setup	N/A	Customer reported that audio repeatedly dropped on the CapTel 840.	CSR found that the phone cord used by the CapTel phone was damaged and was therefore the source of the audio disconnections. CSR advised replacing the phone cord. The customer confirmed on a follow-up call that this resolved the experience.	02/18/2016 11:09am	Within 48 Hours	PL
661012	02/18/2016 02:40pm	CapTel	Setup	N/A	Customer reported periodic interruptions of captions on the CapTel 840 in 2-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service on the second line. CSR advised customer that the CapTel Phone 840 is not designed for VOIP use.	02/24/2016 03:24pm	Over 48 hours	BMc
664450	03/02/2016 05:00pm	CapTel	Setup	N/A	Customer's son reported having heavy static on the line when using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the telephone jack being used with the CapTel phone had become faulty. CSR advised the customer's son to move the CapTel to a telephone jack that is fully functioning. The customer's son confirmed that this resolved the experience.	03/02/2016 05:19pm	Within 24 Hours	TS
664763	03/03/2016 05:06pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant reported being unable to connect to captions during incoming calls to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer's assistant was not calling through the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	03/03/2016 05:14pm	Within 24 Hours	CR
664592	03/03/2016 11:04am	CapTel	Setup	N/A	Customer's assistant reported that they were getting garbled captions on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 800 is not designed for fiber optic telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/03/2016 11:14am	Within 24 Hours	TS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
664640	03/03/2016 12:39pm	CapTel	Setup	N/A	Customer reported the CapTel 840 does not reliably connect to captions and drops calls.	CSR attempted troubleshooting but the customer requested in-home assistance. CSR referred the customer to the state issuing agency for in-home assistance. Upon follow up, customer opted out of further assistance and elected to further attempt to receive in-home assistance from the state issuing agency. CSR offered further assistance at the customer's request.	03/10/2016 02:27pm	Over 48 hours	JR
665219	03/05/2016 05:16pm	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 840 will be used on digital phone lines.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using a CapTel 840i.	03/05/2016 05:29pm	Within 24 Hours	PL
665219	03/05/2016 05:16pm	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 840 will be used on digital phone lines.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using a CapTel 840i.	03/05/2016 05:29pm	Within 24 Hours	PL
665221	03/05/2016 05:24pm	CapTel	Setup	N/A	Customer reported static on the CapTel 200.	CSR investigation revealed the customer has DSL internet service and may have been using a defective DSL filter. Customer reported that since replacing the DSL filter, the experience has been resolved. CSR attempted to follow up to confirm the DSL filter was properly installed but was unsuccessful in reaching the customer. CSR sent the customer a letter with DSL filtering instructions and offered further assistance at request.	03/17/2016 10:28am	Over 48 hours	CBe

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
666223	03/09/2016 01:57pm	Phone	Setup	N/A	Customer's daughter reported that the CapTel 800 often wasn't connecting to captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/09/2016 02:20pm	Within 24 Hours	BJB
666419	03/10/2016 10:20am	Mail	Setup	N/A	Customer reported their preferred carrier of choice with a VOIP provider.	CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/10/2016 10:25am	Within 24 Hours	TJ
666444	03/10/2016 10:48am	CapTel	Setup	N/A	Customer reported garbled captions and audio issues on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/10/2016 01:30pm	Within 24 Hours	EJ
666846	03/11/2016 01:36pm	Email	Setup	N/A	When registering their long distance carrier, customer reported they were using the CapTel 840 with VOIP phone lines in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for VOIP service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/11/2016 03:06pm	Within 24 Hours	TF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
667508	03/14/2016 03:58pm	Phone	Setup	N/A	The customer's daughter reported the CapTel 840 would ring back after being hung up.	CSR's investigation revealed the CapTel 840 was connected to a faulty wall jack. CSR advised the customer's assistant to connect the CapTel to a different jack or to fix the jack. The customer later confirmed that the experience had been resolved.	03/20/2016 02:43pm	Over 48 hours	CH
667516	03/14/2016 04:20pm	CapTel	Setup	N/A	Customer's daughter reported difficulties calling out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's daughter that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/14/2016 04:30pm	Within 24 Hours	OL
667723	03/15/2016 12:37pm	Phone	Setup	N/A	Customer's assistant reported the CapTel 800 in 1-Line mode intermittently drops calls.	CSR's investigation revealed that the customer's phone jack is faulty. Customer's daughter subsequently contacted the telephone service provider for further assistance with making the necessary repairs to the phone jack. As CSR's repeated attempts to follow-up with customer were unsuccessful, a letter was sent reiterating the advice given and offering further assistance as needed.	03/15/2016 01:13pm	Within 24 Hours	CR
668473	03/17/2016 04:11pm	Phone	Setup	N/A	Customer's wife reported difficulty connecting with captions using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	03/23/2016 05:43pm	Over 48 hours	BM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
669646	03/22/2016 02:57pm	CapTel	Setup	N/A	State program representative registered a VOIP telephone provider as the customer's long distance carrier of choice.	CSR advised the state program representative that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/22/2016 03:00pm	Within 24 Hours	SS
669524	03/22/2016 10:42am	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 800 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/22/2016 02:54pm	Within 24 Hours	RL
670793	03/26/2016 04:11pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported inaccurate captions on the CapTel 800.	Per examples or captions that the customer provided, CSR found that the words in question were homophones of the intended words. CSR explained that these examples are similar sounding words that the CA captioned to the best of their ability. CSR advised, if this occurs again, the customer should ask the other party to clarify or spell the appropriate word because the CA cannot enter into the conversation for clarification.	03/26/2016 04:18pm	Within 24 Hours	RS
670791	03/26/2016 04:11pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported delayed captions on the CapTel 800.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions.	03/26/2016 04:18pm	Within 24 Hours	RS
671808	03/30/2016 06:13pm	CapTel	Setup	N/A	Customer reported using digital cable phone service with the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/30/2016 06:50pm	Within 24 Hours	CR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
672035	03/31/2016 03:39pm	CapTel	Setup	N/A	Customer reported seeing "Speaker Breaking Up" on the CapTel display.	Investigation by CSR revealed that the customer has DSL telephone and internet service but does not have DSL filters present on telephony device connections in their home. CSR advised the customer to contact the telephone and internet service provider to confirm whether individual DSL filters are needed. CSR attempted to follow up with the customer by phone but was unsuccessful. CSR investigation by CSR revealed that the customer has DSL telephone and internet service but does not have DSL filters present on telephony device connections in their home. CSR advised the customer to contact the telephone and internet service provider to confirm whether individual DSL filters are needed. CSR attempted to follow up with the customer by phone but was unsuccessful. CSR sent a letter to the customer offering additional	04/07/2016 09:32am	Over 48 hours	EJ
672035	03/31/2016 03:39pm	CapTel	Setup	N/A	Customer reported seeing "Speaker Breaking Up" on the CapTel display.	CSR's investigation revealed that the wall jack that the CapTel phone is connected to may be preventing the phone from ringing. CSR advised customer to contact the telephone service provider for further assistance testing the wall jack. Customer subsequently opted out of further troubleshooting assistance and reported that the CapTel was ringing properly. CSR offered further assistance upon request.	04/07/2016 09:32am	Over 48 hours	EJ
672600	04/03/2016 12:25pm	CapTel	Setup	N/A	Customer reported being unable to hear the ringer of the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/03/2016 12:35pm	Within 24 Hours	EEJ
673228	04/05/2016 03:28pm	Phone	Setup	N/A	Customer's daughter reported that customer was having difficulties with the captions on the CapTel 840 in 1-Line mode.	CSR advised the state program representative that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/05/2016 03:35pm	Within 24 Hours	TF
673139	04/05/2016 12:07pm	CapTel	Setup	N/A	State program representative reported the CapTel 840 was connected to fiber optic phone lines.	CSR advised the state program representative that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/05/2016 12:12pm	Within 24 Hours	SS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
673133	04/05/2016 12:21pm	CapTel	Setup	N/A	Customer reported calls dropping intermittently on the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel Phone 800 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/13/2016 05:01pm	Over 48 hours	KG
673549	04/06/2016 03:25pm	CapTel	Setup	N/A	Customer's son reported that they were not getting captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/06/2016 03:35pm	Within 24 Hours	TS
674074	04/08/2016 12:30pm	Phone	Setup	N/A	State program representative called to register CapTel 840 customer's long distance carrier and CSR heard garbling on the call.	Investigation by CSR revealed that the customer had DSL service and was not filtering all devices properly. Upon follow-up contact, customer's son-in-law confirmed that after installing the necessary DSL filter on the phone, the customer's experience was resolved and they were no longer experiencing garbling on the phone.	04/15/2016 11:22am	Over 48 hours	MMo
674516	04/10/2016 04:16pm	Phone	Setup	N/A	Customer's assistant reported the CapTel 840 in 1-Line mode is connected to a VOIP telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/10/2016 04:52pm	Within 24 Hours	JC
674794	04/11/2016 03:15pm	CapTel	Setup	N/A	Customer's helper reported the customer's preferred carrier of choice is with a digital cable provider.	CSR advised customer's helper that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/11/2016 03:20pm	Within 24 Hours	LV

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
674883	04/11/2016 07:16pm	CapTel	Setup	N/A	Customer reported using digital cable phone service with the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/11/2016 07:21pm	Within 24 Hours	CR
675143	04/12/2016 05:40pm	Phone	Setup	N/A	Customer's daughter reported the CapTel 800 in 1-Line mode intermittently drops calls.	Investigation by CSR revealed that the customer has DSL service and is not filtering all devices properly. CSR advised customer's daughter of the importance of using functioning DSL filters when connecting devices to the DSL telephone line. CSR recommended replacing the DSL filter at the CapTel and fitting new DSL filters on all other devices.	04/27/2016 12:00pm	Over 48 hours	MK
675143	04/12/2016 05:40pm	Phone	Setup	N/A	Customer's daughter reported the CapTel 800 in 1-Line mode intermittently drops calls.	Investigation by CSR revealed that the customer has DSL service and is not filtering all devices properly. CSR advised customer's daughter of the importance of using functioning DSL filters when connecting devices to the DSL telephone line. CSR recommended replacing the DSL filter at the CapTel, and fitting new DSL filters on all other devices as appropriate. Customer's daughter opted out of troubleshooting at this time. CSR sent an	04/27/2016 12:00pm	Over 48 hours	MK
676369	04/17/2016 02:20pm	CapTel	Setup	N/A	Customer's neighbor reported that the CapTel 840 did not connect to captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/17/2016 05:09pm	Within 24 Hours	JB
676741	04/18/2016 08:55pm	CapTel	Setup	N/A	Customer reported not being able to get captions on some incoming calls.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for use with digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/05/2016 11:50am	Over 48 hours	SB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
676906	04/19/2016 12:43pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's assistant noted that the captions printed behind the spoken word on the CapTel 840 in 1-Line mode.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen.	04/19/2016 12:46pm	Within 24 Hours	RN
677275	04/20/2016 03:07pm	CapTel	Setup	N/A	While registering the customer's long distance carrier, CSR discovered the carrier is a VOIP service provider.	After further discussion, CSR confirmed the customer's assistant had advised the customer of the difficulties with using the CapTel 840 with VOIP phone service. Customer's assistant confirmed the customer will be switching to an analog telephone service shortly.	04/20/2016 03:12pm	Within 24 Hours	RL
677337	04/20/2016 04:51pm	CapTel	Setup	N/A	Customer's daughter reported that the captions have missing letters.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/20/2016 05:08pm	Within 24 Hours	TJ
677672	04/21/2016 05:45pm	CapTel	Setup	N/A	State program representative reported the CapTel 840 is connected to a VOIP telephone service.	CSR advised the state program representative that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/21/2016 06:09pm	Within 24 Hours	JC
677672	04/21/2016 05:45pm	CapTel	Setup	N/A	State program representative reported the CapTel 840 is connected to a VOIP telephone service.	CSR advised the state program representative that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/21/2016 06:09pm	Within 24 Hours	JC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
677997	04/22/2016 06:27pm	CapTel	Setup	N/A	Customer reported hearing static on the line using the CapTel 840 in 1-Line mode with certain callers.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/04/2016 04:01pm	Over 48 hours	BM
677997	04/22/2016 06:27pm	CapTel	Setup	N/A	Customer reported hearing static on the line using the CapTel 840 in 1-Line mode with certain callers.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/04/2016 04:01pm	Over 48 hours	BM
678470	04/25/2016 01:15pm	Phone	Setup	N/A	Customer's daughter reported customer's preferred carrier of choice with a digital cable provider.	CSR advised customer that the CapTel 800 is not designed for digital cable use and advised that they obtain an analog or DSL phone service.	04/25/2016 01:20pm	Within 24 Hours	TJ
678557	04/25/2016 04:16pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's daughter reported a delay in captions behind the spoken word.	After confirming the customer is experiencing a normal delay in captions behind the spoken word, CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	04/25/2016 04:33pm	Within 24 Hours	SO

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
678889	04/26/2016 05:39pm	CapTel	Setup	N/A	Customer's assistant reported garbled captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel phone was connected to a faulty phone jack. CSR advised the customer's assistant to connect the CapTel phone to a fully functioning phone jack. The customer's assistant confirmed that this resolved the experience.	04/26/2016 06:02pm	Within 24 Hours	TS
679126	04/27/2016 02:40pm	Phone	Setup	N/A	State issuing agency representative reported the CapTel 840 is connected via digital phone lines.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/27/2016 02:43pm	Within 24 Hours	CH
679223	04/27/2016 05:47pm	CapTel	Setup	N/A	Customer's husband reported that the CapTel 840 is not working on the cellular home service.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 840 is not designed for wireless home use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/27/2016 06:00pm	Within 24 Hours	HL
679026	04/27/2016 10:54am	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) in their captions on the CapTel 800 in 1-Line mode.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat.	04/27/2016 10:59am	Within 24 Hours	SS
679794	04/29/2016 04:37pm	CapTel	Setup	N/A	Customer reported hearing intermittent popping sounds when using the CapTel 840.	CSR recommended plugging the CapTel AC adapter into another electrical outlet. Customer reported after moving the CapTel to the new outlet, the popping stopped and he will leave the phone at the new outlet. CSR confirmed the customer is successfully connecting to captions and is no longer hearing any popping noise on the line.	04/29/2016 05:05pm	Within 24 Hours	AJ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
679806	04/29/2016 06:03pm	CapTel	Setup	N/A	State distribution program representative reported that the CapTel 840 was being used on digital phone lines.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using a CapTel 840i.	04/29/2016 06:10pm	Within 24 Hours	PL
679674	04/29/2016 11:59am	CapTel	Setup	N/A	Customer reported having difficulty making and receiving calls with captions using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/05/2016 03:32pm	Over 48 hours	BM
680651	05/03/2016 01:36pm	CapTel	Setup	N/A	Customer reported difficulties connecting to captions on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for use with this type of service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/03/2016 01:46pm	Within 24 Hours	SAB
680654	05/03/2016 01:47pm	CapTel	Setup	N/A	The customer's assistant reported incoming calls not connecting when calling with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for use with digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/03/2016 01:51pm	Within 24 Hours	MCW
680779	05/03/2016 05:44pm	CapTel	Setup	N/A	Customer's assistant reported the customer will be using the CapTel 840 in 1-Line mode with a digital cable telephone provider.	CSR advised customer's assistant that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/03/2016 05:47pm	Within 24 Hours	OL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
681359	05/05/2016 12:20pm	Phone	Setup	N/A	Customer's assistant reported seeing "waiting for captions" on the display screen of the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's assistant that the CapTel 840 is not designed for VOIP service use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR facilitated contact with the national distributor for assistance in obtaining an internet model.	05/05/2016 01:00pm	Within 24 Hours	TF
681769	05/06/2016 03:12pm	CapTel	Setup	N/A	Customer reported the audio on the CapTel 840 was too quiet.	While offering troubleshooting assistant, CSR lost contact with the customer. CSR attempted to follow up with the customer on several occasions but was unsuccessful in reaching the customer again. CSR then sent a letter with further information pertaining to the proper setup of the CapTel phone and offering further assistance upon request.	06/07/2016 10:00am	Over 48 hours	JR
682421	05/09/2016 03:34pm	CapTel	Setup	N/A	Customer's mother reported having fiber optic telephone service with the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel Phone 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/09/2016 03:46pm	Within 24 Hours	KG
682476	05/09/2016 05:00pm	CapTel	Setup	N/A	Customer reported that their captions were not working correctly and that words were misspelled and did not make sense.	CSR heard static and noise on the call that was more than likely affecting the ability of the line to support captions. CSR advised connecting the CapTel to a different phone cord and duplex jack and trying the CapTel at a different telephone wall jack. CSR also recommended contacting the phone company to ensure a functional phone line. Customer subsequently opted out of further troubleshooting and requested onsite assistance.	05/09/2016 06:01pm	Within 24 Hours	SB
684302	05/16/2016 03:31pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	Investigation by CSR revealed that the customer has DSL service and is not filtering all devices properly. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Upon follow up, customer confirmed that he would obtain DSL filters and place them on the phone line at a later date. CSR offered ongoing assistance at the customer's request.	06/01/2016 05:56pm	Over 48 hours	HL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
685001	05/18/2016 04:09pm	CapTel	Setup	N/A	Customer reported difficulty connecting with captions on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/18/2016 04:18pm	Within 24 Hours	TF
685245	05/19/2016 01:47pm	CapTel	Setup	N/A	While registering the customer's long distance carrier, CSR discovered the carrier is a cable service provider.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/19/2016 01:55pm	Within 24 Hours	RL
685341	05/19/2016 04:45pm	CapTel	Setup	N/A	Customer reported no captions on the CapTel 840.	CSR tried to confirm the set up of the phone, but customer was unable to do so. CSR referred customer to the state equipment program to see if a home visit might be an option. Later, customer confirmed that a representative from the state equipment program came to her home and now is able to connect with captions successfully.	06/06/2016 04:31pm	Over 48 hours	HL
685366	05/19/2016 06:28pm	CapTel	Setup	N/A	Customer reported that captions often disconnect in the middle of a call when using the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/19/2016 06:37pm	Within 24 Hours	PL
685162	05/19/2016 11:01am	CapTel	Setup	N/A	Customer's daughter requested assistance setting up the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's daughter that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/19/2016 11:12am	Within 24 Hours	JR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
686101	05/23/2016 11:58pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported difficulty connecting to captions on incoming calls on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	06/06/2016 09:42am	Over 48 hours	JR
686536	05/24/2016 04:17pm	CapTel	Setup	N/A	Customer reported static on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that there was an unnecessary duplex jack plugged into the CapTel's Line-1 telephone port. CSR advised the customer's sister to remove the duplex jack and install the CapTel's phone cord directly into the Line-1 port. Customer's sister confirmed she was no longer hearing static.	05/24/2016 05:02pm	Within 24 Hours	CR
686379	05/24/2016 10:52am	CapTel	Setup	N/A	Customer reported a change in their long distance provider, after a move.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/24/2016 11:02am	Within 24 Hours	TF
687739	05/29/2016 01:41pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer's niece reported difficulty connecting to captions on incoming calls with the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the niece was not dialing through the toll-free captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service and provided the customer's niece with the appropriate captioning	05/29/2016 01:56pm	Within 24 Hours	KG

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
688113	05/31/2016 05:13pm	CapTel	Service	11010	Customer reported a delay in captions behind the spoken word on the CapTel 840.	Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any	06/06/2016 02:58pm	Over 48 hours	JC
687952	05/31/2016 11:34am	CapTel	Setup	N/A	Representative with state issuing agency reported outgoing audio dropping while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/31/2016 11:39am	Within 24 Hours	BM