

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1123165	06/12/2020 04:41pm	CapTel	Service	N/A	Customer reported seeing a message during a recent captioned call advising that their CA was no longer able to continue captioning, and that they must re-establish their connection with the Captioning Service.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	06/12/2020 05:19pm	Within 24 Hours	AK
1158653	10/26/2020 03:09pm	CapTel	Service	N/A	Customer reported seeing a message during a recent captioned call advising that their CA was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	10/27/2020 05:30pm	Within 48 Hours	MG
1160576	11/30/2020 07:53pm	CapTel	Service	N/A	Customer reported being disconnected during a previous call on the CapTel 840 in 1-Line mode after seeing a message that they must press the captions button to continue.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	11/30/2020 08:57pm	Within 24 Hours	BVK
1175073	03/09/2021 07:10am	CapTel	Service	N/A	Customer reported seeing a message during a recent captioned call advising that their CA was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	03/09/2021 07:30am	Within 24 Hours	JLS
1179409	03/23/2021 03:59pm	CapTel	Service	N/A	Customer reported seeing a message during a recent captioned call advising that their CA was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	03/23/2021 04:07pm	Within 24 Hours	OL