

July 1, 2019

DAVID A. O'CONNOR
doconnor@wbklaw.com

VIA ELECTRONIC COMMENT FILING SYSTEM (ECFS)

Marlene H. Dortch, Esq., Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket No. 03-123, DA 19-502
HAMILTON RELAY, INC.
Annual Consumer Complaint Log Summaries (June 1, 2018 - May 31, 2019)

Dear Ms. Dortch:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2018 – May 31, 2019. The enclosed complaint logs cover Hamilton's provision of interstate traditional telecommunications relay service ("TRS"), including Speech-to-Speech, and Internet Protocol Captioned Telephone service ("IP CTS"). Hamilton is located at 1006 12th Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For interstate traditional TRS, Hamilton's complaint summary includes the following database categories:

Traditional and Speech to Speech Interstate TRS Database Categories

- External Complaints – Miscellaneous
- Service Complaints – CA Did not Keep User Informed
- Service Complaints – CA Gave Wrong Information
- Service Complaints – CA Accuracy/Spelling/Verbatim
- Service Complaints – Didn't Follow Policy/Procedure
- Service Complaints – Miscellaneous
- Service Complaints – STS Call Handling Problems
- Service Complaints – Suspicious/Harassment Call

For IP CTS, Hamilton's complaint summary includes the following database categories:

- Internet Caption Phone – Service
- Internet Caption Phone – Service Complaints - Accuracy of Captions
- Internet Caption Phone – Service Complaints – Captions – No Captions

- Internet Caption Phone – Service Complaints – Speed of Captions
- Internet Caption Phone -- Service Complaints – Dial Tone – Not Heard
- Internet Caption Phone -- Technical Complaints – General
- Internet Caption Phone -- Technical Complaints – External Miscellaneous
- Internet Caption Phone -- Technical Complaints – Unable to Call
- Mobile CapTel – Service Complaints - Complaints
- Mobile CapTel – Service Complaints - Connection Issues
- Mobile CapTel – Technical Complaints - External – Miscellaneous
- Mobile CapTel – Technical Complaints - General
- Mobile CapTel – Technical Complaints – Unable to call
- Web Captel – Service Complaints - Captions stop during call
- Web Captel – Service Complaints – Connection Issues
- Web Captel – Service Complaints – Service - General
- Web Captel – Technical Complaints – General
- Web CapTel – Technical Complaints - External Miscellaneous
- Web Captel – Technical Complaints – Unable to Call

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt.

Finally, Hamilton is separately filing, on a confidential basis, a summary including the total number of interstate calls by type of TRS.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor

David A. O'Connor

Counsel for Hamilton Relay, Inc.

Enclosure

Hamilton Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180629-000044	06/29/2018 03:16 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	06/29/2018 03:19 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180716-000005	07/15/2018 09:30 PM		STS	Emily	Emily	Customer stated their STS call was handled improperly. Customer refused to provide call details.	07/16/2018 08:29 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180716-000007	07/16/2018 09:26 AM		Voice	Tyna	Tyna	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	07/16/2018 09:30 AM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
180716-000044	07/16/2018 02:49 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	07/16/2018 02:51 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180820-000036	08/20/2018 02:13 PM		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls not through the Relay.	08/20/2018 02:13 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180830-000068	08/30/2018 07:18 PM		Voice	Dan	Dan	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	08/30/2018 07:19 PM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous

Hamilton Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181004-000033	10/04/2018 01:34 PM		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	10/04/2018 01:40 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181015-000031	10/15/2018 11:37 AM		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the relay.	10/15/2018 11:39 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious / Harassment Call
181220-000054	12/20/2018 04:22 PM		TTY	Tyna	Tyna	Customer provided a general complaint against the Relay and CAs.	12/26/2018 03:40 PM	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
190119-000004	01/19/2019 06:42 AM		Voice	Celeste	Celeste	Customer stated the Supervisor and CA provided the incorrect information.	01/19/2019 10:47 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	CA Gave Wrong Information

Hamilton Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190216-000000	02/15/2019 11:20 PM	9090F	Voice	Jen	Dan	Customer stated the CA did not follow policy/procedure.	02/16/2019 10:29 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
190227-000174	02/27/2019 06:30 PM		Voice	Kris	Bill	Customer stated the CA was not processing their call correctly.	03/06/2019 01:53 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	CA Accuracy/Spelling/Verbatim
190313-000060	03/13/2019 04:21 PM		Voice	Jenn	Jenn	Customer stated when dialing a specific number through Relay they are reaching a busy signal.	03/13/2019 04:22 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
190319-000004	03/19/2019 08:51 AM		STS	Jenn	Jenn	Customer stated their STS call was handled improperly and the CA was not understanding them.	03/19/2019 08:52 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems

Hamilton Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190319-000007	03/19/2019 09:00 AM		STS	Jenn	Jenn	Customer stated their STS call was handled improperly and the CA was not understanding them.	03/19/2019 09:00 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
190411-000051	04/11/2019 05:20 PM		TTY	Bill	Bill	Customer stated the CA did not keep them informed while processing the call.	04/18/2019 11:29 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	CA Did not Keep User Informed
190416-000008	04/12/2019 11:43 AM		Voice	Tina	Tina	GTL representative stated that an inmate has said they are unable to process a collect call properly from the facility.	05/24/2019 12:43 PM	Compliance Coordinator requested facility information and verified that the profile was set correctly on the facility number. GTL representative is going to call back with the Telephone Technician from the facility. There has been no further contact from the facility in regards to this issue.	External Complaints	Miscellaneous

Hamilton Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190502-000019	04/26/2019 02:58 PM	5283	Voice	Mary	Mary	Customer stated the CA did not follow policy/procedure by transferring them to a recording instead of processing their call to a Relay user.	05/06/2019 02:50 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
190426-000035	04/26/2019 02:58 PM	1344	Voice	Mary	Mary	Customer stated the CA did not follow policy/procedure by transferring them to a recording instead of processing their call to a Relay user.	05/03/2019 10:32 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure

Hamilton Web CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180606-000036	06/06/2018 12:50 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	06/06/2018 01:01 PM	Customer Care requested additional information to provide further assistance; which was unsuccessful. There has been no further contact from the customer. Customer Care was able to determine customer is successfully making calls with their Hamilton CapTel account.	Technical Complaints	Tech - Unable to Call
180607-000014	06/07/2018 11:45 AM		Jacob	Jacob	Customer stated several connection issues during the call.	06/19/2018 12:22 PM	Customer Care requested additional information to provide further assistance; which was unsuccessful. There has been no further contact from the customer. Customer Care was able to determine customer is successfully making calls with their Hamilton CapTel account.	Service Complaints	Connection Issues
180614-000029	06/14/2018 03:28 PM		Mary	Mary	Customer stated they were receiving an "internal server error" message when attempting to use Hamilton Web CapTel.	06/14/2018 03:39 PM	Customer Care provided troubleshooting tips; which determined the issue was with the customer's internet service. Customer Care referred customer to their internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180618-000054	06/18/2018 02:56 PM		Mary	Mary	Customer stated several connection issues during the call.	06/20/2018 01:38 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which reset the customer's account and resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
180630-000018	06/30/2018 04:54 PM		Tyna	Tyna	Customer stated they are unable to place a captioned call.	07/02/2018 11:33 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which reset the customer's account and resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
180720-000033	07/20/2018 01:42 PM		Mary	Mary	Customer stated they are unable to log into Hamilton Web CapTel.	07/25/2018 03:56 PM	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer Care acquired the call detail information. Information was forwarded to the technical department; which reset the customer's account and resolved the issue. Customer was notified, was able to successfully login, and was satisfied.	Technical Complaints	Tech - General
180816-000018	08/16/2018 11:22 AM		Mary	Mary	Customer stated they were experiencing issues with their internet connection.	08/16/2018 04:27 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their internet service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180816-000080	08/16/2018 08:48 PM		Dan	Dan	Customer stated several connection issues during the call.	08/16/2018 09:18 PM	Customer Care provided troubleshooting tips; however, the customer disconnected before confirming if troubleshooting had resolved the issue.	Service Complaints	Connection Issues
180822-000047	08/22/2018 04:00 PM		Tyna	Tyna	Customer stated several connection issues when attempting to place calls.	08/22/2018 04:05 PM	Customer Care attempted to obtain additional information; which was unsuccessful. Customer was unable to hear and disconnected.	Service Complaints	Connection Issues
180919-000059	09/19/2018 03:03 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	09/19/2018 03:16 PM	Customer Care attempted to provide troubleshooting tips; which were unsuccessful. Customer disconnected before the issue could be resolved.	Service Complaints	Service -- General
181022-000112	10/22/2018 02:19 PM		Mary	Mary	Customer made a complaint that their internet service provider was not assisting them with setting up a wireless router for their Hamilton CapTel for PC, Mac and Smartphone.	10/22/2018 02:51 PM	Customer Care referred the customer to their internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181123-000077	11/23/2018 02:38 PM		Tyna	Tyna	Customer stated receiving an "session not valid" error message.	11/23/2018 02:42 PM	Customer Care verified the customer and attempted to provide troubleshooting tips; which were unsuccessful. Customer disconnected before any additional information could be obtained or provided.	Technical Complaints	Tech - General

Hamilton Web CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181203-000031	12/03/2018 11:19 AM		Tyna	Tyna	Customer stated they are unable to place a captioned call to a specific toll-free number.	12/04/2018 03:35 PM	Customer Care attempted troubleshooting; which was unsuccessful. Customer Care verified the customer and information was forwarded to the technical department; who added the toll-free prefix to the database, which resolved the issue. Customer was notified and satisfied.	Technical Complaints	Tech - Unable to Call
190207-000025	02/07/2019 12:03 PM		Jacob	Jacob	Customer stated several connection issues during the call.	03/15/2019 02:57 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Connection Issues
190528-000029	05/28/2019 12:06 PM		Jenn	Jenn	Customer stated captions stop in the middle of their call.	05/28/2019 12:06 PM	Customer Care explained why the captions may stop during a call. Customer Care provided several troubleshooting tips; which did resolved the issue. Customer was satisfied.	Service Complaints	Captions - Stop During Call
190529-000043	05/29/2019 02:44 PM		Tyna	Tyna	Customer stated when placing a call through Hamilton WebCapTel is getting message "Waiting for CapTel Opr".	05/30/2019 08:00 AM	Customer Care attempted to provide troubleshooting tips; which were unsuccessful. Customer disconnected during assistance. Customer Care identified an issue with customer's account; which was resolved. Customer was successfully placing/receiving calls and satisfied.	Technical Complaints	Tech - General
190530-000017	05/30/2019 11:51 AM		Mary	Mary	Customer stated they are unable to place a captioned call using Hamilton Web CapTel.	06/07/2019 09:57 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which identified and resolved a queuing issue. Customer Care confirmed the customer is able to place outgoing calls. Customer was satisfied.	Technical Complaints	Tech - Unable to Call

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180601-000036	06/01/2018 03:05 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/01/2018 03:19 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180603-000009	06/03/2018 01:02 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/03/2018 05:44 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180604-000008	06/04/2018 10:39 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/04/2018 10:41 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180604-000091	06/04/2018 09:01 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/04/2018 09:13 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180606-000015	06/06/2018 10:57 AM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/06/2018 11:14 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180607-000059	06/07/2018 08:08 PM		Dan	Dan	Customer stated several connection issues during the call.	06/07/2018 08:20 PM	Customer Care provided troubleshooting tips; which determined the issue was the customer's internet connection. Customer Care referred customer to their mobile/internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180608-000028	06/08/2018 02:35 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/08/2018 02:36 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180609-000003	06/09/2018 11:09 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/09/2018 11:11 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180609-000016	06/09/2018 02:42 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/09/2018 02:42 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180613-000010	06/13/2018 10:56 AM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/13/2018 11:18 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180613-000012	06/13/2018 11:12 AM		Jacob	Jacob	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/13/2018 12:32 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180613-000019	06/13/2018 11:51 AM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/13/2018 11:54 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180614-000006	06/14/2018 10:03 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/14/2018 10:03 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180614-000052	06/14/2018 05:01 PM		Sam	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/15/2018 12:02 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180618-000026	06/16/2018 10:23 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/18/2018 12:55 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180618-000032	06/18/2018 01:05 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/18/2018 01:11 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180618-000062	06/18/2018 03:57 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/18/2018 04:00 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180619-000003	06/19/2018 09:39 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/19/2018 09:40 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180619-000055	06/19/2018 02:37 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/19/2018 02:37 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180621-000004	06/21/2018 10:42 AM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/21/2018 10:49 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180621-000030	06/21/2018 04:17 PM		Jacob	Jacob	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/21/2018 04:17 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180622-000010	06/22/2018 11:45 AM		Jenn	Jenn	Customer stated they were experiencing issues with their Smartphone and were unable to place a call through the Hamilton CapTel Mobile App.	06/22/2018 11:45 AM	Customer Care provided troubleshooting tips; which determined the issue was with the customer's mobile service. Customer Care referred the customer to their telephone service provider for further assistance.	Technical Complaints	External - Miscellaneous
180622-000023	06/22/2018 02:18 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	06/26/2018 02:23 PM	Customer Care attempted to provide assistance; which was unsuccessful. Customer stated they were unable to hear Customer Care, would have to call back later and disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call
180627-000035	06/25/2018 01:53 PM		Mitchell	Mitchell	Customer stated they are unable to receive captioned calls through the Hamilton CapTel Mobile App.	06/25/2018 05:00 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Through troubleshooting, it was determined the issue was not with the Hamilton CapTel Mobile App. Customer Care referred the customer to their mobile phone service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180627-000034	06/27/2018 01:42 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	06/27/2018 01:54 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180629-000022	06/29/2018 12:21 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/29/2018 12:21 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180629-000033	06/29/2018 02:22 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	06/29/2018 02:22 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180703-000021	07/03/2018 11:21 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/03/2018 11:23 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180703-000058	07/03/2018 06:53 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/03/2018 06:53 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180707-000009	07/07/2018 02:00 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/07/2018 02:09 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180709-000017	07/09/2018 11:41 AM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/09/2018 11:55 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180709-000037	07/09/2018 02:42 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/09/2018 03:19 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180710-000048	07/10/2018 03:13 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/10/2018 03:49 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180710-000071	07/10/2018 10:57 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/10/2018 11:05 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180712-000078	07/12/2018 09:46 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/12/2018 09:46 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180713-000054	07/13/2018 04:18 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/13/2018 04:54 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180713-000061	07/13/2018 05:19 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/13/2018 05:20 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180714-000004	07/14/2018 11:50 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/14/2018 11:51 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180716-000011	07/15/2018 03:36 PM		Mary	Mary	Customer stated they are unable to place a captioned call.	07/20/2018 04:45 PM	Customer Care provided troubleshooting tips; which determined the issue was with the customer's Smartphone. Customer Care referred customer to their Smartphone manufacturer for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180720-000004	07/20/2018 09:10 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	07/20/2018 09:13 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180720-000042	07/20/2018 03:12 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/20/2018 03:12 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180723-000082	07/23/2018 06:59 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/23/2018 07:09 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180730-000047	07/30/2018 04:43 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	07/30/2018 04:44 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180801-000073	08/01/2018 05:09 PM		Erica	Erica	Customer stated they are unable to place a captioned call.	08/01/2018 05:32 PM	Customer Care attempted to provide troubleshooting tips; however, customer disconnected before assistance could be provided.	Technical Complaints	Tech - Unable to Call
180801-000075	08/01/2018 05:21 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/01/2018 05:21 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180802-000057	08/02/2018 05:03 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/02/2018 05:15 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180803-000059	08/03/2018 05:28 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/03/2018 05:30 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180805-000001	08/04/2018 07:32 PM		Dan	Dan	Customer stated they were experiencing audio issues during the call.	08/07/2018 06:43 PM	Customer Care referred the customer to their mobile service for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180805-000009	08/05/2018 04:12 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/05/2018 04:19 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180808-000024	08/08/2018 11:59 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/08/2018 12:01 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180808-000043	08/08/2018 02:18 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/08/2018 02:36 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180808-000053	08/08/2018 03:00 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/08/2018 03:01 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180808-000058	08/08/2018 03:51 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/08/2018 04:17 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180810-000042	08/10/2018 02:07 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/10/2018 02:15 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180810-000056	08/10/2018 05:03 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/10/2018 05:12 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180814-000073	08/14/2018 08:13 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/14/2018 08:16 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180816-000070	08/16/2018 05:51 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/16/2018 05:59 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180817-000013	08/17/2018 11:21 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/17/2018 11:21 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180821-000029	08/21/2018 01:01 PM		Jacob	Jacob	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/21/2018 01:38 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180822-000025	08/22/2018 01:02 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/22/2018 01:06 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180823-000002	08/22/2018 11:22 PM		Geoff	Tyna	Customer stated several connection issues during the call.	08/23/2018 08:59 AM	Customer Care attempted to contact the customer; which was unsuccessful. Customer Care reached customer's voicemail and provided the toll-free access number for Customer Care. There has been no further contact from the customer.	Service Complaints	Connection Issues
180827-000005	08/27/2018 08:50 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/27/2018 08:50 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180828-000037	08/28/2018 01:59 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	08/28/2018 02:07 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180829-000001	08/29/2018 09:21 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	08/29/2018 09:26 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180907-000065	09/07/2018 09:28 PM		Dan	Dan	Customer stated their CapTel App is not working on their device. Customer stated they are receiving captions, but cannot be heard by their party.	09/07/2018 10:11 PM	Customer Care determined the customer does not have a Hamilton CapTel account. Customer Care explained that we would be unable to assist them if they are not using our service. Customer understood.	Technical Complaints	External - Miscellaneous
180913-000046	09/13/2018 04:52 PM		Erica	Erica	Customer requested steps to check their Android operating system.	09/13/2018 05:15 PM	Customer Care referred the customer to their wireless provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180917-000014	09/17/2018 10:14 AM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	09/17/2018 10:25 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180919-000011	09/18/2018 04:44 PM		Mary	Mary	Customer stated they are unable to receive captioned calls through the Hamilton CapTel Mobile App.	03/04/2019 02:20 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which verified there were no issue with the captioning service. Customer Care referred the customer to their cellular service provider for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180920-000074	09/20/2018 10:15 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 12.	09/20/2018 10:44 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180923-000010	09/23/2018 12:00 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/23/2018 12:13 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180923-000019	09/23/2018 06:45 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/23/2018 06:58 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180924-000007	09/24/2018 09:02 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	09/24/2018 09:04 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180924-000043	09/24/2018 12:29 PM		Tyna	Tyna	Customer stated issues placing call through Hamilton CapTel Mobile App for Android.	09/24/2018 02:06 PM	Customer Care provided troubleshooting tips; however customer disconnected during call. There was been no further contact from the customer.	Technical Complaints	Tech - General
180924-000063	09/24/2018 02:28 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/24/2018 02:29 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180924-000095	09/24/2018 05:44 PM		Jacob	Jacob	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/24/2018 06:00 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
180925-000003	09/25/2018 12:59 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/25/2018 08:38 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180925-000004	09/25/2018 08:47 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	10/03/2018 09:29 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180925-000022	09/25/2018 11:43 AM		Jacob	Jacob	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/25/2018 01:33 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180925-000066	09/25/2018 06:03 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/25/2018 06:28 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180925-000069	09/25/2018 06:30 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/25/2018 06:38 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180925-000076	09/25/2018 11:01 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/25/2018 11:12 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
180927-000065	09/27/2018 05:15 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	09/27/2018 05:54 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181002-000015	10/02/2018 11:01 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/02/2018 12:11 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181002-000024	10/02/2018 11:42 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/02/2018 11:51 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181003-000030	10/03/2018 01:04 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/03/2018 01:06 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181003-000034	10/03/2018 01:18 PM		Dan	Dan	Customer stated they are receiving a message that "Connection Failed" when trying to use the Hamilton CapTel Mobile App.	10/03/2018 01:22 PM	Customer Care provided the requirements for using the Hamilton CapTel Mobile App and referred customer to their mobile service regarding their network usage. Customer satisfied.	Service Complaints	Connection Issues
181003-000073	10/03/2018 07:50 PM		Erica	Erica	Customer stated they were unable to receive incoming calls on their Call Me #.	10/04/2018 09:45 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which reset their account which resolved the issue. Customer was able to receive incoming calls on their Call Me #. Customer was satisfied.	Technical Complaints	Tech - General
181003-000077	10/03/2018 10:35 PM		Erica	Erica	Customer stated they were unable to receive incoming calls on their Call Me #.	10/04/2018 09:49 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which reset their account which resolved the issue. Customer was able to receive incoming calls on their Call Me #. Customer was satisfied.	Technical Complaints	Tech - General
181004-000003	10/04/2018 09:15 AM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/04/2018 09:17 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181004-000075	10/04/2018 06:41 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/04/2018 06:51 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181006-000017	10/06/2018 03:49 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/07/2018 11:57 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181009-000084	10/09/2018 04:24 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/09/2018 04:26 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181011-000092	10/11/2018 04:40 PM		Erica	Erica	Customer stated they are unable to place a captioned call.	10/19/2018 12:57 AM	Customer Care provided troubleshooting tips; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call
181012-000078	10/12/2018 02:40 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	10/12/2018 02:46 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181015-000146	10/15/2018 08:13 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/15/2018 08:17 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181017-000091	10/17/2018 04:35 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/17/2018 04:43 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181022-000089	10/22/2018 03:51 PM		Tyna	Tyna	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/22/2018 03:57 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181025-000018	10/25/2018 11:33 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	10/25/2018 11:34 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181026-000000	10/26/2018 12:20 AM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 12.	10/26/2018 12:21 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
181029-000028	10/29/2018 11:30 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.		Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181031-000009	10/31/2018 09:38 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	10/31/2018 09:39 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181031-000022	10/31/2018 10:59 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	10/31/2018 10:59 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181104-000033	11/04/2018 09:06 AM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	11/04/2018 04:56 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181104-000041	11/04/2018 05:58 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	11/04/2018 06:13 PM	Customer Care attempted to provide troubleshooting tips; however, customer disconnected before assistance could be provided. There has been no further contact from this customer regarding this issue.	Technical Complaints	Tech - Unable to Call
181112-000015	11/12/2018 09:45 AM		Erica	Erica	Customer stated they are not receiving captions of recordings once the call is completed.	11/12/2018 10:01 AM	Customer Care explained how captions are generated with Hamilton CapTel. Customer understood.	Service Complaints	Complaints
181113-000089	11/13/2018 04:13 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	11/13/2018 04:14 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181118-000000	11/18/2018 10:40 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	11/18/2018 10:41 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181119-000045	11/19/2018 12:46 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	11/19/2018 12:54 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181126-000005	11/26/2018 08:58 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	11/26/2018 08:58 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181128-000002	11/28/2018 09:15 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	11/28/2018 09:16 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181129-000019	11/29/2018 11:06 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	11/29/2018 11:07 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181130-000064	11/30/2018 05:12 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	11/30/2018 05:18 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181207-000024	12/07/2018 11:48 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	12/07/2018 11:48 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
181209-000004	12/09/2018 02:00 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	12/09/2018 02:27 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181213-000015	12/13/2018 10:19 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	12/13/2018 10:22 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
181218-000008	12/18/2018 09:52 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	01/15/2019 03:45 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
181218-000012	12/18/2018 10:05 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	12/18/2018 10:06 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
181222-000009	12/22/2018 11:40 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	12/22/2018 11:41 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190101-000020	01/01/2019 12:33 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	01/01/2019 12:36 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190103-000009	01/03/2019 09:52 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	01/03/2019 09:52 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190104-000005	01/04/2019 09:19 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	01/04/2019 09:19 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190111-000059	01/11/2019 04:07 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	01/11/2019 04:10 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190112-000011	01/12/2019 01:34 PM		Elijah	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	01/12/2019 02:12 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190113-000014	01/13/2019 01:50 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	01/13/2019 02:10 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190116-000066	01/16/2019 05:35 PM		Dan	Dan	Customer requested information on getting automatic messages when someone leaves them a voicemail.	01/16/2019 05:58 PM	Customer Care advised this is not a feature of the Hamilton CapTel Mobile App. Customer understood.	Technical Complaints	External - Miscellaneous
190125-013282	01/24/2019 05:59 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	01/31/2019 12:51 PM	Customer Care made multiple attempts to reach the customer to provide assistance; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190205-000015	02/05/2019 10:09 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	02/05/2019 10:10 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190219-000011	02/19/2019 10:08 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	02/19/2019 10:08 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190219-000018	02/19/2019 10:58 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	02/19/2019 11:01 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190219-000044	02/19/2019 01:22 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	02/19/2019 01:29 PM	Customer Care attempted to provide troubleshooting tips; however, customer disconnected before the issue could be resolved.	Technical Complaints	Tech - Unable to Call
190221-000077	02/21/2019 04:19 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	02/21/2019 04:20 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190224-000014	02/24/2019 05:35 PM		Jacob	Jacob	Customer stated they are unable to access automated menu options/extensions.	02/24/2019 05:35 PM	Customer Care provided instructions for accessing automated menu options/extensions when using the Hamilton CapTel Mobile App; which was unsuccessful. Customer Care referred the customer to their mobile service provider for further assistance.	Technical Complaints	External - Miscellaneous
190628-000002	03/05/2019 04:42 PM		Erica	Erica	Customer reported to MTAP that they are unable to use the Hamilton CapTel Mobile App on Android OS 8. MTAP sent this to Hamilton on 6/26/2019.	03/05/2019 04:45 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190308-000036	03/08/2019 02:16 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	03/08/2019 02:17 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190310-000005	03/10/2019 01:57 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	03/10/2019 01:58 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190313-000011	03/13/2019 09:57 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	03/13/2019 10:14 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190319-000012	03/19/2019 10:24 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	03/19/2019 10:25 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190326-000023	03/26/2019 12:15 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	03/26/2019 12:16 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190328-000054	03/28/2019 09:44 PM		Bill	Bill	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	03/28/2019 09:51 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190628-000004	03/29/2019 10:17 AM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	03/29/2019 10:30 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190401-000039	04/01/2019 01:48 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	04/01/2019 02:03 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190402-000070	04/02/2019 10:14 PM		Bill	Bill	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	04/02/2019 10:15 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190403-000007	04/03/2019 08:53 AM		Jen	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	04/04/2019 12:33 PM	Customer Care attempted to obtain information; which was unsuccessful. There had been no further contact from the customer.	Technical Complaints	Tech - General
190405-000000	04/05/2019 08:43 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	04/05/2019 09:43 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190407-000009	04/07/2019 04:14 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	04/07/2019 04:19 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190408-000070	04/08/2019 09:14 PM		Bill	Bill	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	04/08/2019 09:42 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190418-000020	04/18/2019 12:48 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	04/18/2019 12:57 PM	Customer Care provided troubleshooting tips; however, customer disconnected before additional assistance could be provided.	Technical Complaints	Tech - Unable to Call
190419-000000	04/19/2019 09:06 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	04/19/2019 09:07 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190424-000045	04/24/2019 07:11 PM		Jacob	Jacob	Customer stated they are unable to place a captioned call.	04/24/2019 07:14 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Troubleshooting determined that the issue was with the mobile connection. Customer Care referred the caller to their cell phone provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190425-000022	04/25/2019 01:00 PM		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	04/25/2019 01:05 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190429-000044	04/29/2019 01:29 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 12.	04/29/2019 01:36 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190503-000033	05/03/2019 05:17 PM		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	05/03/2019 05:26 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190510-000003	05/10/2019 10:24 AM		Tyna	Tyna	Customer stated calls to their Call Me # are ringing busy after their IT department changed their call routing.	05/10/2019 11:08 AM	Customer Care verified the customer and determined calls were showing connecting properly through our system. Customer Care provided information for how calls are received to the Call Me # and referred the customer to their IT department regarding the call routing with their CBN. Customer understood and was satisfied.	Technical Complaints	External - Miscellaneous
190513-000057	05/13/2019 05:13 PM		Bill	Bill	Customer stated they are unable to place a Spanish captioned call.	05/13/2019 10:10 PM	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department identified and resolved a call routing issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints	Tech - Unable to Call (Span)
190513-000067	05/13/2019 06:54 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	05/13/2019 07:07 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care suggested the customer check their Internet connection and try the call again. Customer stated they would contact us again if there were any further issues.	Technical Complaints	Tech - Unable to Call
190514-000019	05/14/2019 01:27 PM		Mary	Mary	Customer stated they are unable to use the Hamilton CapTel Mobile App on their Smartphone.	05/14/2019 01:36 PM	Customer Care attempted to assist but there was no response from the customer. Customer disconnected.	Technical Complaints	Tech - General
190517-000042	05/17/2019 02:15 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	05/17/2019 02:15 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General

Hamilton Mobile CapTel FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190523-000031	05/23/2019 02:24 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	05/23/2019 02:25 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190530-000035	05/30/2019 02:26 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	05/30/2019 02:28 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of iOS and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care informed them that we will contact them once the App is available and to check their email for updates. Customer was satisfied.	Technical Complaints	Tech - General
190531-000012	05/31/2019 10:01 AM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	05/31/2019 10:35 AM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General
190531-000056	05/31/2019 03:21 PM		Jenn	Jenn	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	05/31/2019 03:24 PM	Customer Care thanked the customer for calling, shared that Hamilton is currently working on a version of the app that is compatible with newer versions of Android and shared that Hamilton Web CapTel is an option that can be used in the meantime. Customer Care gave them a website to sign up on to be notified when the App is available. Customer was satisfied.	Technical Complaints	Tech - General

Internet Captioned Phone FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180602-000002	06/02/2018 11:03 AM		Mary	Mary	Customer stated they are unable to place a captioned call.	06/02/2018 11:14 AM	Customer Care attempted troubleshooting tips; which did not resolve the issue. Customer was not with their CapTel device and requested a call back from Customer Care at a later time.	Technical Complaints	Tech - Unable to Call
180602-000005	06/02/2018 11:03 AM		Mary	Mary	Customer stated they are unable to place a captioned call.	06/06/2018 01:28 PM	Customer Care made multiple attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call
180618-000022	06/16/2018 02:54 PM		Mary	Mary	Customer emailed and stated after updating their home Internet system the CapTel 840i device will not reboot properly.	06/18/2018 12:30 PM	Customer Care replied with some troubleshooting tips and stated if the issue was not resolved the customer should contact CTI. Customer Care provided their toll-free access number and website information for CTI. There has been on further reply from the customer.	Technical Complaints	External - Miscellaneous
180703-000043	07/03/2018 03:17 PM		Dan	Dan	Customer stated that captions on their call were incorrect.	07/04/2018 03:36 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Accuracy of Captions
180704-000004	07/04/2018 12:50 AM		Jen	Jacob	Customer stated their Hamilton CapTel phone was not working.	07/10/2018 04:32 PM	Customer Care made multiple attempts to reach the customer to provide the requested assistance; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - General
180704-000025	07/04/2018 12:23 PM		Jacob	Jacob	Customer stated the CapTel device does not have a dial tone and is not working.	07/04/2018 12:25 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180705-000020	07/04/2018 11:25 PM		Celeste	Erica	Customer stated their captions is not working.	07/05/2018 06:30 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer stated they would call CTI the next day. Customer was satisfied.	Service Complaints	Captions - No Captions
180713-000015	07/13/2018 11:40 AM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	07/13/2018 11:54 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
180730-000013	07/30/2018 10:52 AM		Tyna	Tyna	Customer stated their CapTel phone is not working due to lightning strike at their home.	07/30/2018 10:58 AM	Customer Care referred customer to WCI regarding a replacement CapTel phone, provided their toll-free access number and transferred the call. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180804-000008	08/04/2018 01:40 PM		Dan	Dan	~Customer stated that captions on their call were incorrect.	08/04/2018 01:57 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Accuracy of Captions
180806-000080	08/06/2018 11:41 PM		Erica	Erica	Customer stated their Hamilton CapTel phone was not working.	08/06/2018 11:48 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
180821-000038	08/21/2018 01:41 PM		Mary	Mary	Customer stated that their CapTel phone is not working properly and all the lights on the phone are just blinking really fast. Customer has attempted to unplug the device and left it unplugged for an hour before plugging it back in.	08/21/2018 01:50 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number, and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180823-000023	08/23/2018 01:23 PM		Dan	Dan	Customer stated their CapTel Phone is not working.	08/23/2018 01:25 PM	Customer Care attempted to provide assistance; which was unsuccessful. Customer stated they would need to call back and disconnected.	Technical Complaints	Tech - General
180828-000000	08/28/2018 01:02 AM		Jen	Jen	Customer stated their CapTel phone will not dial out.	08/28/2018 08:02 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
180829-000024	08/29/2018 12:43 PM		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	08/29/2018 12:47 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
180903-000009	09/03/2018 10:15 AM		Jenn	Jenn	Customer stated their CapTel device is not working properly and the screen will not light up so they can place a call.	09/03/2018 10:16 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
180903-000012	09/03/2018 10:42 AM		Sam	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	09/03/2018 10:42 AM	Customer Care provided troubleshooting tips; customer disconnected. There has been no further contact from this customer.	Service Complaints	Dial Tone - Not Heard
180903-000017	09/03/2018 11:41 AM		Jenn	Jenn	Customer stated that their CapTel device is not longer working after a bad storm in the area.	09/03/2018 11:41 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180903-000034	09/03/2018 12:02 PM		Sam	Jacob	Customer stated the CapTel device shorted out and now it does not have a dial tone. When the CapTel device is unplugged the other phones in the home will get a dial tone and work properly.	09/03/2018 01:47 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
180903-000027	09/03/2018 12:35 PM		Jacob	Jacob	Customer stated the CapTel device does not have a dial tone and is not working.	09/03/2018 12:38 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
180903-000039	09/03/2018 01:53 PM		Jacob	Jacob	Customer stated they were not getting any power to their CapTel device.	09/03/2018 02:03 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
180903-000077	09/03/2018 08:18 PM		Jacob	Jacob	Customer stated their CapTel device is not working properly and they are not receive captions.	09/03/2018 08:18 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Captions - No Captions
180904-000004	09/04/2018 01:26 AM		Jen	Jen	Customer stated the caption button would not turn on and there were not captions of their calls.	09/04/2018 08:29 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
180904-000022	09/04/2018 11:35 AM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	09/04/2018 11:44 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

Internet Captioned Phone FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180913-000029	09/13/2018 02:08 PM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	09/13/2018 02:10 PM	Customer Care provided troubleshooting tips; which the customer stated they had already attempted. Customer requested to speak directly to CTI. Customer Care provided the CTI Customer Service toll-free number. Customer disconnected.	Service Complaints	Dial Tone - Not Heard
180921-000066	09/21/2018 06:48 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	09/21/2018 07:08 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number website. Customer was satisfied.	Technical Complaints	Tech - General
181013-000002	10/13/2018 09:39 AM		Ryan	Mary	Customer stated their Hamilton CapTel phone was not working.	10/14/2018 12:47 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181019-000062	10/19/2018 03:00 PM		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	10/19/2018 03:03 PM	Customer Care provided troubleshooting tips; however, customer disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - General
181030-000098	10/30/2018 05:29 PM		Erica	Erica	Customer stated the CapTel device does not have a dial tone.	10/30/2018 05:46 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181101-000065	11/01/2018 01:53 PM		Mary	Mary	Customer stated people could not hear them when using their Hamilton CapTel phone.	11/01/2018 04:04 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181105-000051	11/05/2018 11:39 AM		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	11/05/2018 11:47 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181105-000109	11/05/2018 02:56 PM		Mary	Mary	Customer stated the CapTel 840i began to have lines in the screen and then just stopped working.	11/05/2018 03:04 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181107-000059	11/07/2018 12:58 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	11/07/2018 12:59 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181108-000107	11/08/2018 06:54 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	11/08/2018 06:56 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181109-000009	11/09/2018 09:12 AM		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	11/09/2018 10:15 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181109-000027	11/09/2018 12:00 PM		Mary	Mary	Customer stated their CapTel 2400i device keeps freezing and will not work properly.	11/09/2018 12:08 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181120-000097	11/20/2018 11:07 PM		Dan	Dan	Customer stated their CapTel phone was not working.	11/20/2018 11:18 PM	Customer Care referred the customer to CTI and provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181123-000019	11/23/2018 10:07 AM		Erica	Erica	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 10:10 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000020	11/23/2018 10:11 AM		Tyna	Tyna	Customer stated they are unable to place a captioned call.	11/23/2018 10:15 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
181123-000022	11/23/2018 10:31 AM		Tyna	Tyna	Customer stated the CapTel device does not have a dial tone and is not working.	11/23/2018 10:33 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181123-000032	11/23/2018 11:09 AM		Jacob	Jacob	Customer stated the CapTel device does not have a dial tone and is not working.	11/23/2018 11:13 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181123-000034	11/23/2018 11:12 AM		Tyna	Tyna	Customer stated they did not receive captions during their calls.	11/23/2018 11:16 AM	Customer Care attempted to provide troubleshooting tips; which did not resolve the issue. Customer was unable to hear Customer Care and disconnected.	Service Complaints	Captions - No Captions
181123-000063	11/23/2018 01:24 PM		Tyna	Tyna	Customer stated their CapTel phone does not have internet.	11/23/2018 01:25 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their internet service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181123-000071	11/23/2018 01:59 PM		Tyna	Tyna	Customer stated issues with the volume button and audio of CapTel phone.	11/23/2018 02:02 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000073	11/23/2018 02:07 PM		Erica	Erica	Customer stated the CapTel device does not have a dial tone and is not working.	11/23/2018 02:08 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181123-000079	11/23/2018 02:46 PM		Erica	Erica	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 02:46 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000087	11/23/2018 03:18 PM		Tyna	Tyna	Customer stated their phone keeps cutting off calls.	11/23/2018 03:26 PM	Customer Care explained this could be an issue with the phone line. Customer Care provided a few things to check on the CapTel device; which did not resolve the issue. Customer Care referred the customer to their telephone provider. Customer Care also provided information to reach CTI, on the next business day, if they needed further assistance with the CapTel device. Customer was satisfied.	Technical Complaints	External - Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181123-000098	11/23/2018 03:54 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 03:54 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000101	11/23/2018 04:08 PM		Tyna	Tyna	Customer stated receiving an error message Ethernet cord not connected even after reconnecting all cords to the device.	11/23/2018 04:12 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000104	11/23/2018 04:27 PM		Erica	Erica	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 04:27 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000110	11/23/2018 04:34 PM		Erica	Erica	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 04:41 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000114	11/23/2018 04:38 PM		Dan	Dan	Customer stated their device is flashing and will not stop.	11/23/2018 04:41 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000116	11/23/2018 04:42 PM		Erica	Erica	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 04:44 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000119	11/23/2018 04:57 PM		Jacob	Jacob	Customer stated the CapTel device does not have a dial tone.	11/23/2018 05:07 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181123-000123	11/23/2018 05:13 PM		Dan	Dan	Customer receiving a network error message and then after unplugging the CapTel device it would not power back on.	11/23/2018 05:21 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000128	11/23/2018 05:45 PM		Dan	Dan	Customer stated their device was giving an error code 52.	11/23/2018 05:49 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181123-000130	11/23/2018 05:50 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 05:50 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000131	11/23/2018 05:55 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 05:56 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000133	11/23/2018 06:00 PM		Dan	Dan	Customer stated they were having issues with their device.	11/23/2018 06:07 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181123-000137	11/23/2018 06:11 PM		Dan	Dan	Customer stated the CapTel device does not have a dial tone and is not working.	11/23/2018 06:12 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181123-000160	11/23/2018 09:08 PM		Elijah	Elijah	Customer stated their Hamilton CapTel phone was not working.	11/23/2018 09:53 PM	Customer Care attempted to provide troubleshooting tips; however, customer disconnected before any assistance could be provided.	Technical Complaints	Tech - General
181123-000158	11/23/2018 09:31 PM		Dan	Dan	Customer stated that sometimes when they go to place a call there is no dial tone, and sometimes they are not on the phone and people calling them will get a busy signal.	11/23/2018 09:33 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181124-000000	11/24/2018 12:04 AM		Dan	Dan	Customer stated the button on their Hamilton CapTel device are not working properly.	11/24/2018 12:06 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181124-000001	11/24/2018 12:20 AM		Dan	Dan	Customer stated there was an Error Code - 02 on their CapTel device.	11/24/2018 12:21 AM	Customer Care apologized as this was not a code they were familiar with. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181124-000002	11/24/2018 12:31 AM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	11/24/2018 12:32 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181203-000032	12/03/2018 11:25 AM		Jenn	Jenn	Customer stated their Hamilton CapTel phone was not working.	12/04/2018 02:13 PM	Customer Care attempted to provide troubleshooting tips to the customer; which was unsuccessful. There has been no further contact from this customer.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181224-000008	12/24/2018 09:33 AM		Tyna	Tyna	Customer receiving "internet connection" error.	12/24/2018 09:35 AM	Customer Care attempted to provide troubleshooting tips to clear the error; which customer refused. Customer stated they did not have time to sit on the phone. Customer Care attempted to provide contact information CTI. Customer disconnected.	Technical Complaints	External - Miscellaneous
181224-000009	12/24/2018 09:36 AM		Tyna	Tyna	Customer stated receiving "internet connection" error message.	12/24/2018 09:39 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their internet service provider for assistance. Customer Care provided CTI's toll-free access number and website. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181224-000017	12/24/2018 10:23 AM		Tyna	Tyna	Customer stated that Caller ID is no longer appearing on their device and the calls are not making it to the answering machine.	12/24/2018 10:37 AM	Customer Care explained where to check in the menu to ensure answering machine feature was on. Customer Care referred to their telephone service provider for assistance with the features of their telephone line. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181224-000018	12/24/2018 10:39 AM		Tyna	Tyna	Customer states their CapTel caption screen is frozen.	12/24/2018 10:51 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181224-000020	12/24/2018 11:10 AM		Tyna	Tyna	Customer stated their phone was not connecting to the internet.	12/24/2018 11:33 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer their internet service provider for assistance with resolving the internet connection issue. Customer Care provided CTI's toll-free access number and website for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181224-000026	12/24/2018 11:26 AM		Mary	Mary	Customer stated the CapTel device does not have a dial tone and is not working.	12/24/2018 11:42 AM	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181224-000032	12/24/2018 11:52 AM		Mary	Mary	Customer stated the CapTel device does not have a dial tone and is not working.	12/24/2018 12:02 PM	Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181224-000037	12/24/2018 12:36 PM		Tyna	Tyna	Customer stated unable to make/receive calls from a specific telephone number.	12/24/2018 01:08 PM	Customer Care referred customer to their telephone service provided for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181224-000043	12/24/2018 01:02 PM		Mary	Mary	Customer stated that people they call say that sometimes it is hard to hear them when they reply.	12/24/2018 01:14 PM	Customer Care provided troubleshooting tips. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181224-000052	12/24/2018 01:35 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	12/24/2018 01:36 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181224-000057	12/24/2018 01:58 PM		Jennifer	Tyna	Customer stated that they are unable to make or receive a call on their new CapTel device.	12/24/2018 02:34 PM	Customer Care verified the CapTel phone was connected properly and had power. Customer Care referred customer to their telephone service provider. Customer Care provided CTI's toll-free access number if further assistance was needed. Customer was satisfied.	Technical Complaints	External - Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181224-000056	12/24/2018 02:16 PM		Mary	Mary	Customer stated the CapTel device does not have a dial tone.	12/24/2018 02:27 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181224-000058	12/24/2018 02:25 PM		Tyna	Tyna	Customer stated caption button will not remain on.	12/24/2018 02:35 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181224-000088	12/24/2018 05:13 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	12/24/2018 05:13 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181224-000120	12/24/2018 08:04 PM		Erica	Erica	Customer stated their CapTel device was displaying partial numbers.	12/24/2018 08:05 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181224-000125	12/24/2018 10:29 PM		Erica	Erica	Customer stated their CapTel phone is not working.	12/24/2018 10:32 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181225-000012	12/25/2018 01:38 PM		Tyna	Tyna	Customer stated receiving a "connection error" message.	12/25/2018 01:41 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181225-000020	12/25/2018 03:42 PM		Tyna	Tyna	Customer receiving a connection error message on the device.	12/25/2018 03:55 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181225-000022	12/25/2018 03:49 PM		Mary	Mary	Customer stated the CapTel device has a network connection error message. Customer can reset the phone, but then in a couple of days the error message will return.	12/25/2018 04:04 PM	Customer Care explained that this could be an internet connection issue and referred the customer to their internet service provider for assistance with the internet. Customer Care provided CTI's toll-free access number if further assistance was needed. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181226-000004	12/26/2018 08:31 AM		Ryan	Ryan	Customer stated they are not receiving captions during their calls.	12/26/2018 08:36 AM	Customer Care returned a call to the customer and left a voice mail about how to reset their CapTel device. Customer Care provided CTI's toll-free access number if further assistance was needed. Customer was satisfied.	Service Complaints	Captions - No Captions
181231-000004	12/31/2018 02:11 AM		Celeste	Celeste	Customer stated their CapTel device is frozen and they cannot turn on captions. Customer stated there is a black spot in the right hand corner.	01/02/2019 11:01 AM	Customer Care provided troubleshooting tips to assist with resetting; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181231-000008	12/31/2018 09:16 AM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 09:17 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000010	12/31/2018 09:23 AM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 09:24 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000012	12/31/2018 09:36 AM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 09:37 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000029	12/31/2018 11:06 AM		Tyna	Tyna	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 11:08 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000048	12/31/2018 12:18 PM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 12:18 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000057	12/31/2018 12:31 PM		Jacob	Jacob	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 12:33 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000071	12/31/2018 01:11 PM		Tyna	Tyna	Customer stated they are unable to receive incoming calls.	12/31/2018 01:18 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181231-000078	12/31/2018 01:30 PM		Tyna	Tyna	Customer stated they are receiving an internet connection error message.	12/31/2018 01:37 PM	Customer Care explained this could be an issue with their internet. Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their internet service provider for assistance with their internet connect. Customer provided CTI's toll-free access number and website if further assistance was needed. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181231-000079	12/31/2018 01:33 PM		Tyna	Tyna	Customer stated the captions were slow or delayed during their call.	12/31/2018 01:37 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
181231-000084	12/31/2018 01:39 PM		Tyna	Tyna	Customer stated they did not receive captions during their call.	12/31/2018 01:50 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Service Complaints	Captions - No Captions

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181231-000092	12/31/2018 02:08 PM		Tyna	Tyna	Customer stated the CapTel device does not have a dial tone nor do the other phones in their home.	12/31/2018 02:13 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181231-000108	12/31/2018 02:41 PM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 02:41 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000110	12/31/2018 02:43 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	12/31/2018 02:52 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000112	12/31/2018 02:48 PM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 02:48 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000122	12/31/2018 03:37 PM		Tyna	Tyna	Customer stated a CapTel users phone was not working.	12/31/2018 03:40 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181231-000128	12/31/2018 03:43 PM		Tyna	Tyna	Customer stated receiving an connection error message on their CapTel phone.	12/31/2018 03:46 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
181231-000132	12/31/2018 03:47 PM		Tyna	Tyna	Customer stated that their telephone provider updated their phone system and now the CapTel device is not working properly.	12/31/2018 03:59 PM	Customer Care provided troubleshooting tips; which confirmed an issue with the phone cord to the CapTel device. Customer Care referred the customer their telephone service provider. Customer was satisfied.	Technical Complaints	External - Miscellaneous
181231-000143	12/31/2018 04:21 PM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	12/31/2018 04:22 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
181231-000151	12/31/2018 04:55 PM		Dan	Dan	Customer stated the cord of their Hamilton CapTel Phone is not working properly.	12/31/2018 04:56 PM	Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000152	12/31/2018 04:59 PM		Dan	Dan	Customer stated the handset of their Hamilton CapTel Phone is not working properly.	12/31/2018 05:02 PM	Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000169	12/31/2018 06:22 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	12/31/2018 06:23 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181231-000173	12/31/2018 06:46 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	12/31/2018 06:47 PM	Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000185	12/31/2018 08:13 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	12/31/2018 08:14 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000186	12/31/2018 08:23 PM		Dan	Dan	Customer stated they were receiving an network error message, but their internet is working just fine.	12/31/2018 08:25 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000189	12/31/2018 08:30 PM		Elijah	Dan	Customer stated that they were receiving an error message on their CapTel device.	12/31/2018 09:48 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
181231-000193	12/31/2018 11:00 PM		Dan	Dan	Customer stated none of the phones in their home have a dial tone.	12/31/2018 11:03 PM	Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
190101-000001	01/01/2019 12:49 AM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	01/01/2019 12:52 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190101-000003	01/01/2019 09:32 AM		Jenn	Jenn	Customer stated the CapTel device does not have a dial tone and is not working.	01/01/2019 09:32 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
190101-000004	01/01/2019 09:38 AM		Jenn	Jenn	Customer stated the CapTel device is not working.	01/01/2019 09:38 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190101-000009	01/01/2019 11:12 AM		Jenn	Jenn	Customer stated the CapTel device is not working.	01/01/2019 11:13 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190101-000018	01/01/2019 12:14 PM		Jenn	Jenn	Customer stated the CapTel device is not working properly.	01/01/2019 12:15 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190101-000041	01/01/2019 03:07 PM		Jenn	Jenn	Customer stated the CapTel device is not working.	01/01/2019 03:07 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190101-000043	01/01/2019 03:28 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	01/01/2019 03:29 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190102-000001	01/02/2019 01:58 AM		Jen	Tyna	Customer stated the CapTel device does not have a dial tone and is not working.	01/03/2019 09:02 AM	Customer Care attempted to reach customer; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	Dial Tone - Not Heard
190108-000002	01/08/2019 04:29 AM		Celeste	Tyna	Customer stated the CapTel device does not have a dial tone and is not working, but other phones in the house are working just fine.	01/08/2019 08:34 AM	Customer Care attempted to reach customer and provide troubleshooting tips; which was unsuccessful. Customer Care reached customer's voicemail and referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
190108-000028	01/08/2019 12:00 PM		Jacob	Jacob	Customer stated the CapTel device does not have a dial tone and is not working, but the other phones in the house are working just fine.	01/08/2019 12:13 PM	Customer Care attempted to reach customer and provide troubleshooting tips; which was unsuccessful. Customer Care reached customer's voicemail and referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
190112-000026	01/12/2019 05:57 PM		Dan	Dan	Customer stated their CapTel device is not working properly.	01/12/2019 06:23 PM	Customer Care attempted to reach customer and provide troubleshooting tips; which was unsuccessful. Customer Care referred the customer CTI, and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
190204-000016	02/04/2019 08:59 AM		Breanna	Tyna	Customer stated their CapTel for Business registration has timed out.	02/04/2019 10:03 AM	Customer Care apologized and referred customer to their telephone administrator for further assistance for their CapTel for Business registration. Customer understood.	Technical Complaints	External - Miscellaneous
190205-000060	02/05/2019 01:49 PM		Tyna	Tyna	Customer stated a CapTel User is experiencing issues with their CapTel phone.	02/05/2019 01:55 PM	Customer Care attempted to obtain information to provided assistance; which was unsuccessful. Customer did not have information to provide. Customer Care referred customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
190219-000033	02/19/2019 12:43 PM		Dan	Dan	Customer stated they are unable to place a captioned call.	02/19/2019 12:52 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
190305-000061	03/05/2019 03:59 PM		Mary	Mary	Customer stated the CapTel device does not have a dial tone and is not working.	03/05/2019 04:09 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard
190325-000031	03/25/2019 12:06 PM		Jennifer	Tyna	Customer stated audio/connection issues with a CapTel phone.	03/25/2019 01:12 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190327-000002	03/27/2019 08:47 AM		Tyna	Tyna	Customer requested technical support for Hamilton CapTel for Business.	03/27/2019 08:51 AM	Customer Care referred customer to Hamilton CapTel for Business technical support assistance and transferred the call. Customer was satisfied.	Technical Complaints	Tech - General
190404-000007	04/04/2019 09:34 AM		Jenn	Jenn	Customer stated their Hamilton CapTel phone causing other standard phones not to work.	04/04/2019 09:41 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number, and website. Customer was satisfied.	Technical Complaints	Tech - General
190501-000059	05/01/2019 04:16 PM		Lesly	Dan	Customer stated they are not getting any audio through their CapTel device.	05/01/2019 08:22 PM	Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
190507-000051	05/07/2019 03:52 PM		Dan	Dan	Customer stated their CapTel phone needs to be replaced.	05/07/2019 03:55 PM	Customer Care referred the customer to CTI. Customer disconnected before any contact information could be provided.	Technical Complaints	Tech - General
190507-000058	05/07/2019 04:50 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	05/07/2019 04:57 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number, and website. Customer was satisfied.	Technical Complaints	Tech - General
190524-000016	05/24/2019 12:42 PM		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	05/24/2019 12:54 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided their toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
190527-000014	05/27/2019 10:40 AM		Jennifer	Tyna	Customer stated after heavy storms their 2 CapTel 840i phones are not working.	05/27/2019 11:57 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000008	05/27/2019 11:07 AM		Tyna	Tyna	Customer stated an error message regarding internet and ethernet cord appearing on CapTel Phone.	05/27/2019 11:17 AM	Customer Care provided troubleshooting tips and referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000010	05/27/2019 11:14 AM		Tyna	Tyna	Customer stated the date/time were wrong on their CapTel phone and inquired if Customer Care could reset it remotely.	05/27/2019 11:39 PM	Customer Care provided steps for setting time/date on their CapTel phone. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000013	05/27/2019 11:24 AM		Tyna	Tyna	Customer stated when on the CapTel phone call and second line rings the callers picture appears and the captions disappear.	05/27/2019 11:37 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000016	05/27/2019 12:02 PM		Tyna	Tyna	Customer stated the CapTel device does not have a dial tone and is not working.	05/27/2019 12:09 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Dial Tone - Not Heard

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190527-000021	05/27/2019 01:25 PM		Tyna	Tyna	Customer stated CapTel and regular phones are not working and do not have dial tones.	05/27/2019 02:21 PM	Customer Care provided troubleshooting tips and referred customer to the telephone/internet service provider for further assistance. Customer understood and was satisfied.	Technical Complaints	External - Miscellaneous
190527-000024	05/27/2019 01:33 PM		Tyna	Tyna	Customer stated unable to retrieve the saved captions of a previous phone conversation.	05/27/2019 02:25 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000025	05/27/2019 01:34 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 01:37 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000026	05/27/2019 01:41 PM		Tyna	Tyna	Customer stated receiving an error message on their CapTel phone.	05/27/2019 02:16 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000028	05/27/2019 02:05 PM		Dan	Dan	Customer stated they are experiencing issues connecting their Hamilton CapTel phone to the internet.	05/27/2019 02:07 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their internet service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
190527-000031	05/27/2019 03:08 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 03:12 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000033	05/27/2019 03:19 PM		Tyna	Tyna	Customer stated issues with leaving a message and requested to speak with a specific person from CTI, which assisted them last week.	05/27/2019 03:34 PM	Customer Care attempted to provide troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day. Customer refused and disconnected.	Technical Complaints	Tech - General
190527-000034	05/27/2019 03:20 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 03:25 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000037	05/27/2019 03:57 PM		Dan	Dan	Customer stated CapTel and regular phones are not working and do not have dial tones.	05/27/2019 03:59 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider regarding their service. Customer was satisfied.	Technical Complaints	External - Miscellaneous
190527-000038	05/27/2019 04:07 PM		Tyna	Tyna	Customer stated the CapTel device does not have a dial tone and is not working.	05/27/2019 04:20 PM	Customer Care attempted to provide troubleshooting tips; which did not resolve the issue. Customer refused and stated would have someone come over to look at it and disconnected. There has been no further contact from the customer.	Service Complaints	Dial Tone - Not Heard

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190527-000039	05/27/2019 04:25 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 04:27 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000040	05/27/2019 04:31 PM		Ryan	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 05:33 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000041	05/27/2019 05:04 PM		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 05:17 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000042	05/27/2019 05:05 PM		Jessica	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 06:06 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000044	05/27/2019 05:11 PM		Jessica	Dan	Customer stated their Hamilton CapTel phone was not working.	05/27/2019 05:54 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000046	05/27/2019 07:16 PM		Dan	Dan	Customer stated they have been unable to reach Customer Care.	05/27/2019 07:19 PM	Customer Care referred the customer to their telephone service provider regarding their service. Customer understood.	Technical Complaints	External - Miscellaneous
190527-000051	05/27/2019 08:21 PM		Dan	Dan	Customer requested assistance adjusting the time on their Hamilton CapTel Phone.	05/27/2019 08:25 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190527-000052	05/27/2019 08:28 PM		Ryan	Dan	Customer stated their Hamilton CapTel Phone's answering machine was not working.	05/31/2019 08:43 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190528-000038	05/27/2019 09:02 PM		Jessica	Erica	Customer stated their Hamilton CapTel phone was not working.	05/28/2019 12:40 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
190528-000039	05/27/2019 09:28 PM		Jessica	Erica	Customer stated their Hamilton CapTel phone was not working.	05/28/2019 12:43 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190529-000062	05/29/2019 05:55 PM		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	05/29/2019 06:04 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number, and website. Customer was satisfied.	Technical Complaints	Tech - General
911764	06/11/2018 02:25pm	12177	KK	KK	Customer reported that the captions were appearing inaccurately on the CapTel 2400i.	06/20/2018 12:57pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
914529	06/19/2018 08:55pm	N/A	LA	LA	Customer's daughter reported seeing "Waiting for CapTel Operator" while answering an incoming Spanish CapTel call.	06/19/2018 08:56pm	CSR determined that the daughter had hung up during the affected call and then redialed the number and successfully connected to captions the second time. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR confirmed that the customer is now receiving Spanish captions successfully.	Service	
915187	06/21/2018 01:44pm	10637	CBe	CBe	Customer reported captions stopped mid call on the CapTel 840i and they subsequently disconnected the call.	07/03/2018 02:42pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 future calls.	Service	
915255	06/21/2018 03:14am	12267	CF	CF	Customer reported inaccurate captions on the CapTel 2400iBT.	07/02/2018 01:37pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
915788	06/23/2018 01:52pm	N/A	ELS	ELS	Customer reported inaccuracy in captions on the CapTel 2400i.	06/23/2018 03:00pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer said they would report back if they have any specifics to share.	Service	
915894	06/24/2018 10:07am	N/A	KK	KK	Customer reported seeing an inaccurately captioned word on the CapTel 840i.	06/26/2018 12:51pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR later followed up with the customer's husband by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
916739	06/26/2018 04:23pm	1440	MR	MR	Customer reported inaccurate captions on the CapTel 840i.	07/09/2018 01:45pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor arranged for coaching and additional mentoring to ensure the CA is following captioning quality guidelines.	Service	
916726	06/26/2018 04:45pm	N/A	BCS	BCS	Customer's daughter reported experiencing inaccurate captions when using the CapTel 840i.	07/05/2018 04:08pm	CSR apologized and thanked the customer's daughter for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer's daughter was unable to provide further information. On multiple test calls the captions were clear. The CSR followed up and spoke to the customer who said all was well. CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are noticed so that we may take specific action with the CA captioning the call. Customer thanked the CSR for their follow up and said they would contact us if needed.	Service	
918488	07/02/2018 01:33pm	11139	CF	CF	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	07/10/2018 10:02am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
920522	07/09/2018 05:35pm	10738	SO	SO	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 880i.	07/18/2018 05:49pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
920743	07/10/2018 12:22pm	2464	CC	CC	Customer reported an extended delay in the captions on their CapTel 2400iBT.	07/10/2018 03:07pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer and shared action taken on their behalf.	Service	
921141	07/11/2018 11:20am	14380	AK	AK	Customer reported inaccurate captions on the CapTel 840i.	07/18/2018 05:43pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA received additional coaching to help maximize the CA's performance. The customer requested no follow-up on the matter.	Service	
922242	07/14/2018 01:38pm	1827	ST	ST	Customer reported that some calls have significant delay in captions behind the spoken words.	07/15/2018 10:08am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR's investigation found a recent call with caption delay. CSR sent call details of a call in question to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA on the call documented a trouble ticket for static and distortion on the particular call. This audio difficulty notably affected captioning. The CA's supervisor also increased monitoring and coaching to optimize the CA's captioning performance to ensure timely captioning.	Service	
923204	07/17/2018 04:57pm	14358	GT	GT	Customer reported delayed captions behind the spoken words on the CapTel 840i.	07/25/2018 02:45pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
923205	07/17/2018 04:46pm	11148	CE	CE	Customer reported an inaccurate conversation captioned on the CapTel 840i.	07/26/2018 10:00am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies and sent call details to the appropriate supervisory staff for further follow-up. The CA's supervisor met with the CA and provided coaching as well as increased monitoring to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
923357	07/17/2018 04:29pm	N/A	ES	ES	Customer emailed and reported experiencing inaccurate captions during answering machine messages on the CapTel 2400i.	07/26/2018 10:09am	CSR followed up by phone. CSR apologized for their experience and attempted to gather details about any specific answering machine messages with caption inaccuracies. The customer was unable to provide any further information. CSR recommended the customer review the messages to gather examples that we can take specific action on with the CA captioning the call. Customer said she would do so. CSR followed up with customer by phone at a later date to gather specifics, but customer stated she found she deleted the answering machine messages. CSR reiterated we would be happy to follow up given details needed to investigate further for her. Customer thanked CSR for the follow up efforts.	Service	
923420	07/18/2018 10:57am	10014	CBe	CBe	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400i.	07/26/2018 02:26pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR later spoke with the customer by phone reporting follow up action taken.	Service	
924022	07/19/2018 05:00pm	10568	PZ	PZ	The customer's daughter reported inaccurate captions on the CapTel 2400iBT.	07/25/2018 02:43pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The customer's daughter previously stated that no further follow up with the customer was necessary. CSR therefore offered further assistance upon request.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
924879	07/23/2018 11:36am	N/A	CBe	CBe	Customer reported on a previous call, they hadn't seen the captions for .com, / or @ and wondered if they should.	07/26/2018 10:50am	CSR apologized and confirmed they should see the missing characters noted in captions. CSR attempted to gather details regarding the call with these omissions, but the customer stated they did not want to provide further information as they were just wondering if that should be captioned or not. After explaining how captions are produced and advising on what factors may contribute to captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon follow up, customer stated they were happy with the phone's performance, and stated they would contact customer service as necessary.	Service	
925173	07/24/2018 07:59am	11016	TJ	TJ	Customer reported a delay in captions behind the spoken words on a specific call.	07/26/2018 02:42pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
925434	07/24/2018 03:53pm	N/A	PZ	PZ	The customer's wife sent in a brief note sharing general feedback regarding the captions on some calls on the CapTel 840i.	08/02/2018 02:33pm	CSR attempted to reach the customer by phone in order to gather details about any specific calls with caption inaccuracies, but CSR was unable to successfully reach the customer. CSR sent a letter, apologizing and thanking the customer's wife for bringing their experience to our attention. CSR provided a form and self addressed envelop so the customer can provide specifics for us to follow up on with Call Center personnel. This letter was sent after 3 failed attempts to connect by phone.	Service	
926756	07/28/2018 09:49am	1278	PL	PL	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	08/06/2018 05:36pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR further investigated and identified the call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor will provide coaching and increased monitoring.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
927068	07/30/2018 08:43am	10700	CBe	CBe	Customer reported delayed captions behind the spoken words on the CapTel 2400i.	08/03/2018 11:22am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed they would increase monitoring and coaching to optimize the CA's captioning performance.	Service	
927406	07/30/2018 06:37pm	6487	PZ	PZ	The customer reported a delay in captions behind the spoken word.	07/31/2018 12:06pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
927414	07/30/2018 07:26pm	10607	AB	AB	Customer's husband reported captions stopping scrolling during a lengthy call on the CapTel 840i.	08/08/2018 12:21pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with captions that stopped scrolling. CSR sent call details to the appropriate supervisory staff for further follow-up. Investigation found there was a trouble ticket documented by the CA for audio difficulty on the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
928077	08/01/2018 01:44pm	10525	BP	BP	Customer reported that captions were delayed behind the spoken words on their last call on the CapTel 2400iBT.	08/14/2018 02:16pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Investigation identified a trouble ticket noting technical difficulty was logged by the CA on the call. The CA's supervisor coached the CA when technical difficulties are experienced. CSR also received additional monitoring oversight to assist the CA in optimizing their captioning quality. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
927920	08/01/2018 08:28am	10713	EJ	EJ	Customer's husband reported inaccurate captions on a call.	08/10/2018 08:57am	CSR apologized and thanked the customer's husband for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor providing coaching and increased monitoring to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
927536	08/01/2018 09:00am	1087	CC	CC	Customer reported that the end of their conversation was not contained in their conversation memory on their CapTel 2400iBT.	08/01/2018 09:00pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR explored if possibly the customer hung up before all text was received in their CapTel memory. CSR also sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance, especially with timely captions.	Service	
928671	08/03/2018 08:11am	1940	BCS	BCS	Customer reported experiencing a delay of captions behind the spoken words when using the CapTel 2400iBT.	08/16/2018 03:46pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR later sent a letter to the customer with information provided from the call center in regards to the call that was reported and offering further assistance upon request.	Service	
928695	08/03/2018 08:55am	N/A	JAA	JAA	Customer's daughter reported seeing "Waiting for CapTel Operator" on the CapTel 840i.	08/03/2018 12:18pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR found that this added answer time was a result of higher Spanish call volume in our call center. CSR confirmed that the customer is now able to make and receive Spanish captioned calls successfully.	Service	
928719	08/03/2018 09:28am	6610	AS	AS	Customer's husband reported experiencing "garbled" captions when using the CapTel 2400iBT.	08/14/2018 01:11pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Investigation also identified several trouble tickets documented for audio difficulties on the customer's calls. Also, the CA's supervisor increased monitoring and coaching to help optimize the CA's captioning performance. CSR followed up with the customer's husband by phone, reporting the action taken.	Service	
930075	08/03/2018 09:28am	1446	AS	AS	Customer's husband reported seeing "garbled" captions when using the CapTel 2400iBT.	08/13/2018 02:24pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption garble, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's husband with the feedback from the captioning supervisor. Customer's husband confirmed having no further questions.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
930222	08/08/2018 10:46am	12031	MMo	MMo	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	08/23/2018 10:13am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Investigation found that the CA reported on that particular call, there were multiple speakers on that call which contributed to the delay. CSR subsequently advised customer upon follow-up that it appears there were multiple speakers on the call which contributed to the delay and that the CA's supervisor will increase monitoring and coaching to optimize the CA's captioning performance.	Service	
930242	08/08/2018 10:52am	10726	SAB	SAB	Customer reported a delay in captions behind the spoken words on the CapTel 2400iBT.	08/16/2018 10:50am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
930244	08/08/2018 10:52am	12024	SAB	SAB	Customer reported a delay in captions behind the spoken words on the CapTel 2400iBT.	08/10/2018 09:03am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
930747	08/09/2018 01:43pm	3122	CF	CF	Customer reported a delay in captions behind the spoken words on a specific call.	08/14/2018 10:30am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email to the customer sharing action take.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
930969	08/10/2018 09:27am	10001	ES	ES	Customer called and was upset over an inaccurate word that displayed during a call on the CapTel 840i.	08/16/2018 12:00pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.	Service	
931962	08/13/2018 06:11pm	10154	MG	MG	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	09/01/2018 03:53pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer to report action taken, and offer ongoing assistance, if desired.	Service	
931972	08/13/2018 06:53pm	11093	SB	SB	Customer reported a delay in the appearance of captions behind the spoken words on a previous call.	08/24/2018 10:32am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
932172	08/13/2018 07:24pm	4220	AB	AB	Customer reported captions lagging too far behind spoken word on the CapTel 840i.	08/17/2018 03:58pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
932114	08/14/2018 10:57am	6105	BCS	BCS	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	08/14/2018 02:17pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR later followed up with the customer to provide them with the information received from the call center and offered further assistance upon request.	Service	
933867	08/19/2018 10:42pm	N/A	SO	SO	Customer reported not seeing captions on the screen of the CapTel 2400i although the call connected to the captioning service and a CA was on the call.	08/22/2018 02:20pm	CSR's investigation revealed the CA on the call documented a trouble ticket noting the CA's headset had no audio causing them to not hear the caller. CSR followed up with the customer and apologized for the experience and let the customer know it was most likely a one-time issue. CSR further explained that customer may press the captions button twice to begin a new captioning session should a similar situation ever arise. CSR confirmed the customer has been receiving captions successfully since that one call.	Service	
934065	08/20/2018 01:06pm	6195	CC	CC	Customer reported a delay in captions behind the spoken words on their CapTel 840i.	08/21/2018 03:40pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR placed a follow up call and shared action taken. Customer expressed appreciation for the follow up.	Service	
933980	08/20/2018 10:56am	14378	BJB	BJB	Customer reported a delay in the captions behind the spoken words on a specific call on the CapTel 2400iBT.	08/29/2018 10:58am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and provided coaching strategies and additional monitoring to optimize the CA's captioning performance and minimize delay of captions.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
933998	08/20/2018 11:48am	6116	BP	BP	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 800i.	08/23/2018 10:16am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 future calls.	Service	
934769	08/21/2018 05:52pm	2057	JS	JS	Customer's daughter reported seeing a similar sounding word captioned wrong on a call.	09/04/2018 09:09am	CSR apologized for the experience and was able to obtain specific details of the call in question. CSR determined the error in question involved a homophone and the wrong spelling of the "like-sounding" word was used. CSR advised the customer's daughter that the details as provided were sent to the Call Center management for further review with the CA. CSR sent an email to the customer's daughter regarding the matter.	Service	
934374	08/21/2018 11:42am	14340	CE	CE	Customer reported a delay in captions on the CapTel 840i.	09/07/2018 03:58pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
936252	08/27/2018 01:52pm	N/A	JAA	JAA	Customer reported seeing inaccurate captions when on the CapTel 2400i, but had no call specifics or examples.	08/31/2018 04:45pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer was also having audio issues and had their CapTel phone replaced and set up by an outreach representative. Upon subsequent contact, customer indicated no further caption inaccuracies have appeared since the time of initial contact and set up of the new unit.	Service	
936477	08/28/2018 10:17am	12031	CF	CF	Customer reported experiencing inaccurate captions of a voice mail message when using the CapTel 2400iBT.	09/07/2018 03:39pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
936487	08/28/2018 10:17am	14387	CF	CF	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	09/07/2018 03:49pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
938733	09/05/2018 12:14pm	N/A	CF	CF	Customer reported experiencing inaccurate captions when using the CapTel 880i but had no specific calls or examples.	09/11/2018 03:43pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR followed up with the customer, and they still had no specifics to share.	Service	
940036	09/09/2018 02:09pm	11046	PL	PL	Customer reported experiencing a delay in captions on the CapTel 2400iBT.	09/13/2018 02:20pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
941049	09/12/2018 12:22pm	11192	DO	DO	Customer reported experiencing a call with inaccurate captions on the CapTel 2400iBT.	09/14/2018 04:23pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies and sent call details to the appropriate supervisory staff for further follow-up. Supervisory staff subsequently advised that the CA has been counseled on habits designed to maximize overall captioning accuracy. Additionally, the CA will receive additional quality assurance oversight in order to ensure that they are consistently meeting CapTel's quality standards. CSR followed up with customer and left a detailed message acknowledging actions taken to improve the quality of captions.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
941034	09/12/2018 12:55pm	N/A	CF	CF	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	09/12/2018 04:55pm	CSR's investigation revealed that the CA on this specific call documented a trouble ticket noting technical difficulties that affected the CA's ability to produce captions in a timely manner. The difficulty was resolved by Call Center personnel. CSR sent customer a letter explaining this finding. The CSR recommended the customer take note of the date, time, and CA# of any future calls they would like follow up on.	Service	
941420	09/13/2018 11:18am	10571	SAB	SAB	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	09/25/2018 09:09am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
942564	09/17/2018 01:59pm	10642	GT	GT	Customer reported experiencing a delay of captions behind the spoken words on the CapTel 2400iBT.	09/25/2018 09:17am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
943793	09/20/2018 01:43pm	N/A	CF	CF	Customer's daughter reported some instances of inaccurate captions and use of the (speaker unclear) macro on the CapTel 840i, but had no examples or specifics.	10/04/2018 10:40am	CSR apologized and thanked the customer's daughter for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer's daughter was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR attempted to follow up by phone unsuccessfully, then sent a letter with tips and offer to assist further in the future with specifics provided.	Service	
943950	09/20/2018 07:09pm	N/A	PZ	PZ	The customer reported inaccurate captions on the CapTel 2400iBT stating sometimes his first name is spelled wrong.	09/28/2018 07:21pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather specific call detail but the customer just shared his first name was spelled wrong. CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Then, after two follow up attempts by phone, CSR sent the customer a letter, reiterating the advice given. CSR also offered further assistance upon request.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
943640	09/20/2018 09:18am	N/A	RL	RL	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	09/20/2018 03:28pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed the CA experienced technical difficulties which contributed to poor audio quality and impacted the captioning quality. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
944501	09/22/2018 06:11pm	10519	LA	LA	Customer reported a delay in captions behind the spoken word when she called into an automated system.	10/02/2018 03:02pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor advised that the CA was no longer employed by the company.	Service	
945981	09/27/2018 10:29am	10562	JB	JB	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	10/04/2018 04:32pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
946640	09/29/2018 11:25am		TD	TD	Customer reported caption difficulty on a previous call on the CapTel 840i.	10/04/2018 01:25pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR explained how captions are produced and advising on what factors may contribute to caption difficulties. CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The CSR also discussed and had the customer implement a hard-wired connection to their modem instead of WiFi. CSR followed up with the customer by phone reporting action taken. The customer noted they see marked improvement just having changed their set up configuration.	Service	
947432	10/02/2018 10:44am	10628	CC	CC	Customer reported experiencing a delay in captions behind the spoken word on their CapTel 840i.	10/06/2018 12:13pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer to share action taken and offer any further assistance, if desired.	Service	
949980	10/09/2018 09:34am	N/A	AS	AS	Customer's daughter reported customer experiencing inaccurate captions when using the CapTel 2400iBT, but had no specific examples.	10/12/2018 12:41pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR later made a follow-up call to the customer who confirmed not having any captioning errors to report.	Service	
952531	10/11/2018 09:43am	6105	KK	KK	Customer shared feedback that the captions appear inaccurately on the CapTel 2400iBT.	10/22/2018 03:41pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
953015	10/16/2018 01:30pm	10671	MP	MP	Customer reported experiencing inaccurate captions during a call using the CapTel 2400iBT.	10/27/2018 11:28am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed that the CA has been coached on proper captioning procedure. CSR attempted follow up by phone unsuccessfully, so sent a letter detailing action taken. CSR offered further assistance if desired.	Service	
953321	10/17/2018 10:24am	6072	CBe	CBe	Customer reported experiencing inaccurate captions when using the CapTel 840i.	10/29/2018 04:13pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up to share action taken and left a message offering further assistance if desired.	Service	
956239	10/25/2018 11:12am	6978	AS	AS	Customer's son reported his mother experienced inaccurate captions when using the CapTel 840i.	10/30/2018 02:09pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
956707	10/26/2018 01:28pm	6150	CC	CC	An IT technician reported the customer estimated experiencing a delay of 3-5 minutes behind the spoken words on a fast paced meeting/call with multiple speakers on their CapTel 2400i.	11/01/2018 02:08pm	CSR apologized and gathered details about the call with caption lag time. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The CA was also coached on documenting technical difficulties with trouble tickets. CSR reported action taken on the customer's behalf and apologized for the experience.	Service	
956806	10/26/2018 05:19pm	6895	RN	RN	Customer reported seeing (Speaker Unclear) whenever the other party reads a prayer while speaking on the CapTel 840i.	11/06/2018 06:53pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
957534	10/29/2018 04:10pm	11066	ES	ES	Customer reported a specific call where she experienced a longer than normal delay of captions behind the spoken words on the CapTel 2400iBT.	11/05/2018 04:05pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.	Service	
958631	11/01/2018 01:32pm	12052	BCS	BCS	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	11/05/2018 10:17am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
959818	11/05/2018 01:27pm	14390	SS	SS	Customer reported experiencing delay of captions behind the spoken words when speaking to his daughter on the CapTel 840i.	11/13/2018 10:52am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
960777	11/07/2018 07:31pm	10620	AB	AB	Customer reported significant delay in captions on the CapTel 840i.	11/21/2018 07:18pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The Call Center connected with the CA and provided coaching and mentoring for optimal captioning performance. CSR followed up with the customer by phone reporting action taken.	Service	
961331	11/09/2018 12:46pm	N/A	RG	RG	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 840i.	12/03/2018 04:00pm	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. CSR confirmed that the customer was successfully connecting with captions. Further investigation revealed the customer's call connected with a CA, but then the network connection dropped. The development team took corrective action to remedy the circumstance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
963933	11/17/2018 04:17pm	N/A	BRM	BRM	Customer reported a call where the captions on the CapTel 2400iBT were inaccurate.	11/20/2018 06:22pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.	Service	
964219	11/19/2018 09:53am	10038	BP	BP	Customer reported that captions were delayed behind the spoken words on a previous call on the CapTel 2400iBT.	11/20/2018 09:58pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance.	Service	
964198	11/19/2018 10:03am	6408	SS	SS	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	11/19/2018 11:44am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
964527	11/20/2018 09:08am	10172	BCS	BCS	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	11/21/2018 09:53am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
967272	11/30/2018 10:00am	10525	EJ	EJ	Customer inquired about the delay of captions behind the spoken words on the CapTel 2400iBT.	12/04/2018 01:01pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
967779	12/02/2018 02:54pm	14358	PL	PL	Customer reported experiencing a delay in captions behind the spoken words on a previous call.	12/10/2018 04:17pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
968089	12/03/2018 02:08pm	1668	EJ	EJ	Customer's wife reported inaccurate number on an answering machine message on the CapTel 2400iBT.	12/04/2018 12:47pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor discussed the incident with the CA and provided additional coaching on inserting numbers.	Service	
968393	12/04/2018 12:44pm	N/A	AS	AS	Customer's daughter reported that the customer experienced inaccurate captions when using the CapTel 840i.	12/10/2018 12:41pm	CSR apologized and thanked the customer's daughter for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Six days later, CSR followed up with the customer who did not report any further inaccuracies in the captions. Customer did not wish to gather future examples, at this time.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
969640	12/07/2018 04:31pm	14329	BRM	BRM	Customer reported they had only received captions during part of a specified call on the CapTel 840i.	12/27/2018 12:12pm	CSR apologized, thanked the customer for bringing their experience to our attention, and then gathered details about the referenced call. After explaining how captions are produced, CSR sent call details to the appropriate captioning service supervisory staff so that further follow-up could be performed with the CA who assisted with the call. The CA's supervisor subsequently arranged for the CA to receive additional monitoring and coaching in order to optimize their captioning performance. CSR followed up with the customer by phone and relayed this information to the customer.	Service	
969952	12/09/2018 02:05pm	11054	SO	SO	Customer's son reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	12/11/2018 04:14pm	CSR apologized, thanked the caller for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer's son would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance on similar calls in the future. CSR left a voicemail for the customer's son to apprise him of the actions taken in response to his original report and offered further assistance upon request.	Service	
972281	12/17/2018 11:51am	N/A	PL	PL	Customer reported by email general feedback regarding the inaccuracy of captions on the CapTel 840i.	12/20/2018 03:32pm	CSR sent a reply to apologize for the experience and to thank the customer for bringing the matter to our attention. In the reply, CSR explained how captions are produced, advised on the factors that may contribute to inaccurate captions. CSR's reply further explained how to request a different captionist during the call, error corrections and how they will appear, and what to expect in captions. CSR's reply also attempted to gather details about any specific calls with caption inaccuracies, but, in further correspondence, the customer was unable to provide any specific information to follow up on. CSR advised the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.	Service	
972836	12/18/2018 04:26pm	N/A	ES	ES	Customer's son shared general feedback regarding inaccurate captions on the CapTel 840i.	12/26/2018 04:39pm	CSR apologized and thanked the customer's son and customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information and the son's review of call history only showed calls saved from 5 months ago. CSR followed up with the customer a week later and asked if they had had any unsatisfactory calls to share. The customer could not cite any. The CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. The customer said they understood and noted appreciation for the phone and service.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
973923	12/21/2018 06:34pm	12197	SB	SB	Customer reported experiencing a delay in the appearance of captions behind the spoken word while using the CapTel 2400i.	01/07/2019 04:28pm	CSR apologized, thanked the customer for bringing their experience to our attention. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent the customer a letter explaining that a call with caption delay beyond the norm was identified and that further follow up had been done by the call center staff. CSR offered ongoing support at the customer's request.	Service	
974064	12/22/2018 02:52pm	N/A	DG	DG	Customer shared general feedback regarding the inaccuracy of captions when using the CapTel 840i.	01/07/2019 01:17pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. On a follow-up call, the customer confirmed that she had no further details of any calls with inaccurate captions at this time.	Service	
974977	12/27/2018 02:58pm	1527	MP	MP	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	01/04/2019 10:23am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR attempted to follow up by phone and left a voice mail reporting action taken and offered further follow-up assistance, if desired.	Service	
976085	01/02/2019 02:17pm	14088	CBe	CBe	Customer reported experiencing inaccurate captions when using the CapTel 840i.	01/24/2019 05:26pm	CSR apologized and thanked the customer for bringing their experience to our attention. Customer initially did not have specifics to share. During a follow up call, the CSR gathered specifics and sent call detail to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. CSR later reached out and was able to re-connect with the customer. The CSR advised the customer that our general policy is to provide a CA with additional coaching and monitoring when a service complaint is reported, but we were unable to in this instance as the employee was no longer a CA.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
978238	01/09/2019 12:21pm	14418	LK	LK	Customer reported that captions stopped during a captioned call on the CapTel 2400iBT.	01/16/2019 09:44am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call. CSR sent call details to the appropriate supervisory staff for further review. Investigation found that the customer received a closing macro stating the call ended and was hung up. CSR sent an email noting the customer had mentioned seeing the "Hung up. Thank you. Bye" macro during the call in question. CSR confirmed the (Hung Up) Thank You Bye CA#XXXX" message is sent automatically when the other party disconnects the call from their end, and the CA no longer has any audio left to caption.	Service	
979220	01/12/2019 02:28pm	N/A	RN	RN	Customer reported inaccurate captions while speaking on the CapTel 2400iBT.	01/24/2019 02:45pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR subsequently attempted to follow up with the customer to obtain further information but the CSR was unable to reach them and sent a letter offering further assistance upon request.	Service	
980709	01/17/2019 12:52pm	14327	EJ	EJ	Customer reported experiencing a delay of captions behind the spoken words on the CapTel 2400iBT.	01/28/2019 12:13pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
981997	01/22/2019 10:10am	4563	JLS	JLS	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	01/30/2019 02:45pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
983039	01/25/2019 08:48am	N/A	BM	BM	Customer reported frequently seeing inaccurate captions on the CapTel 2400iBT, but had no specific examples.	01/29/2019 03:46pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon subsequent follow-up, customer still had no further call detail to provide regarding inaccurate captions. CSR reiterated the advice given and offered ongoing assistance upon request. Customer said they needed no further follow up.	Service	
984263	01/29/2019 02:36pm	N/A	CR	CR	Customer reported a swear word appeared that they do not think the other party said during a captioned call on the CapTel 2400iBT.	02/06/2019 11:46am	CSR apologized and thanked the customer for bringing their experience to our attention. The CSR attempted to gather call detail to report to the Call Center, but the customer was unable to provide further information except that it happened about 2 weeks ago and they didn't recall with who. After confirming the customer cleared the conversation memory, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Later the CSR followed up to check on the customer's experience since this call. A message was left offering further support, if desired.	Service	
985624	02/03/2019 12:44pm	12073	TS	TS	Customer reported significantly delayed captions on a recent call to the CapTel 2400iBT.	02/20/2019 11:04am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up but she would not like a follow up afterwards. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
993120	02/08/2019 04:22pm	N/A	ES	ES	Customer reported that she was experiencing inaccurate captions on the CapTel 840i.	02/27/2019 04:50pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR followed up with customer 3 separate times to collect call details and customer didn't have any specific call details to provide. CSR reiterated the call detail information that needs to be provided in order to investigate the calls.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
987700	02/09/2019 01:02pm	4016	EJ	EJ	Customer's daughter-in-law reported experiencing a delay of captions behind the spoken word when using the CapTel 840i.	02/12/2019 03:47pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
988051	02/11/2019 10:52am	N/A	CBe	CBe	Customer reported experiencing inaccurate captions when using the CapTel 2400i.	02/19/2019 09:45am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR attempted to follow up with the customer by phone to gather more details but was unsuccessful. CSR subsequently sent the customer an email with instructions offering further assistance upon request. CSR called in follow up on 3/6/19 but was unable to connect with the customer to learn if they had additional details.	Service	
989531	02/15/2019 12:30pm	14454	PZ	PZ	The customer's husband reported inaccurate captions on the CapTel 2400iBT.	02/22/2019 11:02am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
991153	02/21/2019 09:22am	4027	EDS	EDS	Customer reported missing and inaccurate captions on the CapTel 2400iBT while accessing an automated recording.	02/28/2019 09:22am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor later reported that the CA had experienced technical difficulties at their workstation which prevented them from captioning accurately and making corrections.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
993391	02/28/2019 02:34pm	N/A	PL	PL	Customer's assistant reported observing inaccurate captions on the CapTel 840i.	03/06/2019 10:54pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. After offering this advice, CSR attempted to follow-up on several separate occasions, but was not able to reach the assistant. CSR subsequently sent the customer a letter iterating this information in detail.	Service	
994391	03/04/2019 01:02pm	10742	SS	SS	Customer's son reported a delay in captions behind the spoken words when using the CapTel 2400iBT.	03/13/2019 01:34pm	CSR apologized, thanked the customer's son for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer's son would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's son by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
997225	03/13/2019 01:00pm	3750	AB	AB	Customer reported seeing inappropriate captioning on a very brief call on the CapTel 2400iBT, but could not hear the audio.	03/16/2019 08:04am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR's investigation found the CA entered a trouble ticket noting audio "soft". CSR also sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's Supervisor will work closely with the CA to ensure accurate and appropriate captions. CSR followed up with the customer by phone reporting action taken.	Service	
997907	03/15/2019 10:37am	N/A	OL	OL	Customer shared general feedback that she had experienced inaccuracies in captions when using the CapTel 2400iBT.	03/27/2019 09:53am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide any specifics. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon follow up, CSR confirmed the customer has not experienced further inaccuracies in captions. CSR offered ongoing assistance upon request.	Service	

Internet Captioned Phone FCC Complaint Report June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
999192	03/19/2019 06:21pm	12247	SO	SO	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	03/28/2019 04:26pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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 assistance, if desired.	Service	
1001848	03/28/2019 11:22am	14153	PZ	PZ	The customer reported that the captionist omitted the caller's name in the captions.	04/01/2019 09:42am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR then followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.	Service	
1002164	03/29/2019 09:41am	14054	PZ	PZ	The customer reported a delay in captions behind the spoken words on a call on the CapTel 2400iBT.	04/03/2019 11:12am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
1002909	04/01/2019 01:58pm	12079	BP	BP	Customer reported that some audio on a previous call appeared to not captioned on the CapTel 2400i.	04/09/2019 11:16am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Our investigation was unable to identify an audio/captioning gap. The CA's supervisor increased monitoring and coaching to ensure the CA's captioning performance included verbatim captioning. CSR followed up with the customer by phone to let him know what steps were taken and what the investigation by the call center had yielded.	Service	

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1003135	04/02/2019 09:36am	1252	JB	JB	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT to call a business.	04/08/2019 09:47am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
1004876	04/08/2019 10:00am	N/A	TS	TS	Customer inquired about receiving a message in the captions "(No further information. Your call will be disconnected.) (Hung up) Thank you. Bye. CA#C2477" on the CapTel 2400iBT.	04/23/2019 10:48am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call where the message was noted. CSR confirmed that the message in the captions was sent due to the CA receiving no audio from the other party. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Call Center personnel followed up with the CA and the Call floor supervisor to confirm procedure was followed appropriately. CSR sent a follow-up email to the customer reporting action taken and offered further follow-up assistance, if desired.	Service	
1005245	04/08/2019 11:03pm	N/A	ELS	ELS	Customer reported inaccurate captions on the CapTel 880i.	04/17/2019 01:47pm	At the time of initial contact, CSR was not able to gather details about any specific calls with caption inaccuracies. As CSR was not able to provide further assistance upon follow-up, CSR sent a letter advising the customer document the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.	Service	
1005669	04/10/2019 11:14am	11082	SO	SO	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	04/16/2019 01:45pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR explained how captions are produced, advising on what factors may contribute to caption delay, and advised that should the situation recur they can tap the captions button twice to start a new captioning session and request that the person they are speaking with speak more slowly. CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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, reiterating advice given, and offering further assistance as needed.	Service	

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1005679	04/10/2019 11:42am	12088	PZ	PZ	The customer reported a delay in captions behind the spoken word.	04/16/2019 10:14am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR followed up with the captioning service staff and confirmed that a technical difficulty on that call resulted in the delay in captions. CSR sent the customer a letter explaining the technical difficulty as well as giving the advice of turning captions off and on again during a call should there be extreme delay on a call, and offering further assistance upon request.	Service	
1005749	04/10/2019 01:25pm	10670	EJ	EJ	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	04/16/2019 01:16pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The customer stated that they did not wish for additional follow up from Customer Service on this matter.	Service	
1006091	04/11/2019 01:47pm	6353	SO	SO	Customer reported captions of some spoken words were not included in a conversation on the CapTel 2400iBT.	04/14/2019 10:27am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call where some spoken words were not included. CSR sent call details to the appropriate supervisory staff for further investigation. Investigation showed the CA documented a trouble ticket on the call noting a lack of incoming audio from the other party's end of the call at one point. This would explain the customer's experience. CA's Supervisor confirmed that the matter was not a technical incidence at our end. Customer had noted no follow up was desired.	Service	
1006538	04/12/2019 05:36pm	12067	ELS	ELS	Customer's assistant reported an inaccurate proper name in captions when retrieving an internal answering machine message on the CapTel 2400iBT.	04/30/2019 05:27pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The 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.	Service	
1007144	04/15/2019 03:11pm	12060	CF	CF	Customer's assistant called to ask if captions could be faster and noted experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	04/18/2019 01:38pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Upon meeting with the CA, the CA acknowledged the call reported was a fast paced call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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1007607	04/16/2019 09:05pm	11057	TL	TL	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	04/30/2019 07:00pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer declined any further follow up.	Service	
1008381	04/19/2019 12:32pm	11008	OL	OL	Customer reported inaccurate captions on the CapTel 880i.	05/01/2019 11:20am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR subsequently followed up with the customer reporting action taken and offered further follow-up assistance, if desired.	Service	
1008867	04/22/2019 09:19am	11016	EJ	EJ	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400IBT.	04/30/2019 05:30pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The customer confirmed that further follow up by CSR was not needed.	Service	
1011777	05/01/2019 04:09pm	12084	KK	KK	Customer reported delayed captions that appear behind the spoken words when talking on the CapTel 840i.	05/07/2019 02:31pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with delayed captions. After explaining how captions are produced and advising on what factors may contribute to delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	
1013710	05/08/2019 12:48pm	N/A	SO	SO	Customer reported captions had stopped during a previous call after seeing a message there was a local emergency and the CapTel user needed to re-establish a new connection to the Call Center.	05/08/2019 01:03pm	CSR's investigation revealed that there had been an evacuation drill at the call center which had caused the CA to send a message that they needed to end the call due to a local emergency and to hang up and dial their call again. CSR apologized for the circumstance and advised the customer that should something like this ever happen again they may press the CAPTIONS button twice to establish a new captioning session and continue the call.	Service	

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1013905	05/08/2019 11:11pm	11080	CM	CM	Customer reported captions appear behind the spoken words on the CapTel 840i.	05/15/2019 10:35am	CSR apologized, thanked the customer for bringing their experience to our attention. CSR identified call detail for a call right before calling CapTel Customer Service and sent details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
1014587	05/10/2019 04:43pm	1420	JAA	JAA	Customer shared general feedback, via mail, regarding the delay of their captioned calls.	05/24/2019 02:26pm	CSR mailed the customer a letter requesting additional details so that further follow-up can be performed with Call Center personnel. Upon follow up, CSR gathered details about the call with caption delay. After explaining what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
1014754	05/11/2019 02:42pm	N/A	RS	RS	Customer reported captions of names on internal answer machine messages on the CapTel 2400iBT are not always captioned accurately.	05/11/2019 03:04pm	CSR apologized for the experience and explained the captioning process. Given the CA cannot enter into the call, the CA cannot ask for clarification of name spellings or other words that may have been unclear. Customer recognized they cannot ask for clarification as they are not on the call when it comes in. CSR recommended the customer replay the message to see if another CA can hear the audio differently. Customer acknowledged this was a good tip to	Service	
1016959	05/20/2019 10:51am	14418	BP	BP	Customer reported delayed captions behind the spoken words on the CapTel 840i.	05/28/2019 03:38pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Captioning service personnel subsequently advised that they had arranged for additional coaching to be provided to the CA in order to bolster their ability to caption more quickly. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
1017371	05/21/2019 11:34am	5049	OL	OL	Customer reported inaccurate captions on the CapTel 2400i.	05/23/2019 02:08pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
1017662	05/22/2019 09:18am	1134	CBe	CBe	Customer reported experiencing inaccurate captions when using the CapTel 840i.	05/29/2019 09:14am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Captioning service personnel subsequently advised that they had arranged for the CA to receive additional coaching and mentoring to improve the quality of their captions. CSR later followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
1018777	05/26/2019 10:01am	6722	TS	TS	Customer reported getting inaccurate captions on a previous call to the CapTel 2400iBT.	06/04/2019 09:51am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	
1020347	05/31/2019 07:27pm	N/A	BMc	BMc	Customer's daughter reported inaccurate captions when using the CapTel 2400iBT.	06/04/2019 02:31pm	CSR apologized and thanked the customer's daughter for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer's daughter was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. In follow up, the customer shared with the CSR that everything is going "really good now" and there were no concerns to report.	Service	