

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

July 1, 2019



VIA ECFS

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

**Re: TRS Consumer Complaint Log Summaries for June 1, 2018 through May 31, 2019
CG DOCKET NO. 03-123**

Dear Ms. Dortch:

The California Public Utilities Commission respectfully submits the attached complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, is under contract with the State of California to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of California. California's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via a toll-free telephone number, e-mail, web-site, in person, in writing or via Live Chat. We strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

California Relay has received a total of 189 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2018 through May 31, 2019. In addition, California Relay has received a total of 115 CTS complaints in violation of FCC minimum standards for the same time period.

Of the 189 total TRS complaints in California, 19 were expressed from one relay user and 3 were expressed from another relay user, both of whom have had difficulty understanding what relay is and how to best use the relay. Customer Care personnel and Hamilton Relay Management have spoken with these users on several occasions to assist, but these customers still do not fully understand telecommunications relay service. Customer Care will continue to work with these relay users.

Please feel free to contact me at (916) 327-6772 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

/s/ Lisa-Marie G. Clark
Attorney

Attachments

ATTACHMENTS



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 19-502

Released: May 31, 2019

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS
RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF
CONSUMER COMPLAINTS IS DUE BY JULY 1, 2019**

**REMINDER OF ONGOING OBLIGATION TO REPORT
CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS**

CG DOCKET NO. 03-123

Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)¹ that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2018 through May 31, 2019, on or before Monday, July 1, 2019.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.² State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both state and interstate TRS providers must file summaries of their respective complaint logs with the Commission annually.³ These summaries are intended to provide an indication to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.⁴

Complaint log summaries shall pertain to complaints received from June 1, 2018, through May 31, 2019, and include at a minimum, the total number of interstate relay calls by type of TRS (i.e., traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP relay service

¹ Providers of interstate TRS service include all Internet-based TRS providers.

² See 47 CFR § 64.604(c)(1)(i); see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145, para. 9 (2000) (*Improved TRS Order*).

³ 47 CFR § 64.604(c)(1)(ii).

⁴ *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

(IP Relay), and video relay service (VRS)), the number of complaints alleging a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.⁵

Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW., Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW., Washington DC 20554.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service.⁶ The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.⁷

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs or interstate TRS providers, or both, should be sent to TRS_POC@fcc.gov.

⁵ See 47 CFR § 64.604(c)(1).

⁶ 47 CFR § 64.604(c)(2).

⁷ *Id.*

We also remind certified state TRS programs that they must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal mandatory minimum standards after implementing the substantive change.⁸ Similarly, providers of VRS, IP Relay and IP CTS certified under section 64.606 of the Commission's rules⁹ must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change.¹⁰ Notices of substantive changes in TRS Programs must reference **CG Docket No. 03-123**.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <https://www.fcc.gov/general/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <https://www.fcc.gov/general/internet-based-trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. Filings also may be found by searching on the Commission's ECFS at: <http://apps.fcc.gov/ecfs/> (insert **CG Docket No. 03-123** into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to: fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at: (202) 418-0530 (voice) or (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <https://www.fcc.gov/general/disability-rights-office>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, (202) 418-2247 (voice) or email: Dana.Wilson@fcc.gov.

-FCC-

⁸ 47 CFR § 64.606(f)(1).

⁹ 47 CFR § 64.606.

¹⁰ 47 CFR § 64.606(f)(2).

DDTP California Relay Service Customer Log - TRS
 June 1, 2018 - May 31, 2019

Date of Incident	Description	FCC Standard	Modality	Date Closed	Description of Resolution
11/01/18	CRS user left several voicemails with CPUC and stated Hamilton was unable to resolve their issues. Complaint was unclear but included details that may pertain to both possible CRS and equipment issues.	N/A	TTY	11/01/18	The complaint was referred to CTAP Customer care as Hamilton was unable to resolve the issues and customer has a history of equipment replacement. Maria Chavez in Customer Care made several attempts to reach this customer, leaving messages with both the customer and their neighbor who is an alternate contact. No further contact has been made by customer.
12/07/18	CRS VCO user stated she was frustrated that businesses disconnect her Relay calls.	N/A	VCO	12/07/18	Field Advisor documented complaint. It was also suggested the CA could be asked to introduce the Relay call, but the customer said they don't have time before the business hangs up. Customer was urged to document call details in the future, to allow for follow-up with business. Customer understood.
01/17/19	A DDTP Field Advisor reported that when on an in-home visit, they were not connected to the STS User Training Line as had requested. The STS relay operator offered to make test calls with the caller, but could not provide any training or useful information. The CA could not understand the caller and covered up their challenges by stating that the customer's voice was "breaking up". The CA was able to hear the customer's brother and the DDTP Field Advisor's voice without issue.	N/A	STS UTL	02/03/19	Hamilton acknowledged issues and implemented changes. Hamilton provided response: "Although we provide all STS CAs training materials related to STS UTL calls, we have found that the CAs involved did not have adequate practice on STS UTL. We are re-training all STS CAs on UTL calls, including practice calls, and will ensure that our training going forward includes UTL practice calls."
02/01/19	Customer complained to Field staff that a Mobile Home office she calls sometimes hangs up or her call goes to an answering machine. Field staff advised the consumer they could ask the CA to introduce her call, or they could speak directly with someone at the office. The consumer requested for a Relay representative to follow up on her behalf.	N/A		04/08/19	Hamilton outreach staff called the facility several times and finally spoke with staff on April 8th. Hamilton's representative offered training about the service and offered a training on Relay but the staff declined, stating they are familiar with it already. No further contact from consumer.
05/14/19	As part of providing training on STS to CTAP staff, attempted to call into the STS UTL, but was transferred to various call centers numerous times and placed in the queue for STS relay. After over 8 minutes of not connecting with a qualified person at the STS UTL, they could no longer wait and hung up. It was clearly established that no one at Hamilton could provide STS information and assistance and support the STS UTL. Phone number (916) 719-2559 dialed (877) 632-9095 and requested the STS training. A call placed to the STS UTL a day prior was an immediately success.	N/A	STS UTL	05/28/19	Love submitted complaint about STS UTL experience in DDTP data system. CRS staff escalated issue to CRS Account Manager. Hamilton's response: "Although we provide all STS CAs training materials related to STS UTL calls, we have found that the CAs involved in this call did not have adequate practice on STS UTL. We are re-training all STS CAs on UTL calls, including practice calls, and will ensure that our training going forward includes UTL practice calls." CRS depl. will continue to monitor situation.

DDTP California Relay Service Customer Log - CTS
June 1, 2018 - May 31, 2019

Date of Incident	Description	FCC Standard	Modality	Date Closed	Description of Resolution
07/19/18	Customer was upset that she would have to get certified for the Federal CapTel program. Getting to the doctor is very difficult for her. Customer doesn't understand why DDTP cannot communicate with the Federal Program to share certification information for the convenience of the customer.	Not Applicable	CapTel	07/27/19	DDTP contacted WCI on customer's behalf and found out that customer was already certified as an internet CapTel user back in 2014 and also had received a 840i at that time. Field Advisor followed up with customer and provided this information to her and also the contact information for WCI.

FCC Summary Log
For
California Relay Service
June 1, 2018 to May 31, 2019

Deaf & Disabled Telecommunications Program
(DDTP)

TRS, STS, & CTS Complaints Received from June 1, 2018 to May 31, 2019

	June '18	July '18	Aug '18	Sept '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	TOTALS
TRS	0	0	0	0	0	1	1	0	1	0	0	0	3
STS	0	0	0	0	0	0	0	1	0	0	0	1	2
CTS	0	1	0	0	0	0	0	0	0	0	0	0	1
TOTALS	0	1	0	0	0	1	1	1	1	0	0	1	6

**The total Number of Complaints for this reporting period was 6.
Complaints are followed up and resolved in a timely manner.**

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180601-000002	06/01/2018 08:55 AM		STS	Mary	Mary	Customer provided a general complaint against the Relay Supervisors.	06/05/2018 10:51 AM	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
180603-000004	06/02/2018 07:05 PM	1428	Voice	Jennifer	Jennifer	Customer stated the CA and Supervisor were rude while processing the call.	06/13/2018 06:15 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Rude
180603-000019	06/03/2018 06:39 PM	9373	STS	Mary	Mary	Customer stated the CA hung up on them.	06/13/2018 01:56 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Hung Up on Caller

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180605-000001	06/05/2018 12:55 AM	9429	STS	Erica	Erica	^Customer stated the wrong number was dialed despite the CA entering the correct number to dial.	06/12/2018 06:04 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Technical Complaints	Miscellaneous
180606-000080	06/06/2018 07:13 PM		STS	Erica	Erica	Customer stated when they dial the toll-free number for VA-STs, they are routed to a STS CA that does not have VA-STs capabilities.	06/13/2018 04:40 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified multiple CAs had processed calls. Information was forwarded to management and the CAs received refresher training in regard to this issue. Customer was satisfied.	Technical Complaints	Tech Issues VA STS Problem
180607-000025	06/07/2018 01:11 PM		STS	May	May	Customer stated the CA did not follow their instructions to speak more clearly.	06/18/2018 10:06 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 regard to the call the customer was referring to.	Service Complaints	Didn't Follow Instructions
180607-000034	06/07/2018 02:38 PM		Voice	Jacob	Jacob	Customer stated their STS call was handled improperly. Customer refused to provide call details.	06/07/2018 02:41 PM	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 regard to the call the customer was referring to. Customer disconnected.	Service Complaints	STS Call Handling Problems
180607-000057	06/07/2018 07:09 PM	9034	STS	Erica	Erica	^Customer provided a general complaint against a CA.	06/18/2018 10:27 PM	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180611-000011	06/11/2018 11:48 AM		STS	Mary	Mary	Customer made a general complaint stating the CAs are rude and argumentative.	06/12/2018 10:03 AM	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
180611-000052	06/11/2018 04:19 PM		VCO	Jacob	Jacob	Customer stated their prison facility will not allow them to make more than one call at a time.	06/11/2018 04:39 PM	Customer Care referred customer to the facility's telephone service administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180611-000061	06/11/2018 05:45 PM		Voice	Dan	Dan	Voice customer called on behalf of a VCO user to report that the VCO user was receiving a lot of garbage during the call.	06/11/2018 05:47 PM	Customer Care provided several tips for clearing garbage during a call. Customer understood.	Technical Complaints	Garbiling
180614-000025	06/14/2018 02:55 PM		Voice	Mary	Mary	Customer stated they are unable to place a collect call through Relay from their prison facility.	06/28/2018 11:50 AM	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180615-000041	06/15/2018 02:35 PM	1216	STS	Jennifer	Jennifer	Customer stated the CA was rude while processing the call be caused they yelled at the customer and disrespected them.	06/27/2018 01:30 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Rude
180618-000002	06/18/2018 08:34 AM		STS	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	06/19/2018 08:31 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 regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180619-000042	06/19/2018 01:27 PM		Voice	Jenn	Jenn	Customer stated the CA hung up on them.	06/19/2018 01:27 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. Customer was notified.	Service Complaints	CA Hung Up on Caller
180619-000065	06/19/2018 04:07 PM		STS	Jenn	Jenn	Customer made a general complaint against the Relay CAs.	06/19/2018 04:08 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
180619-000072	06/19/2018 05:42 PM		VCO	Erica	Erica	Customer stated the CA did not follow policy/procedure.	06/27/2018 04:48 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
180621-000038	06/21/2018 05:17 PM		Voice	Dan	Dan	Customer stated when connecting to the Relay, they were not receiving a response.	06/27/2018 04:24 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.	Technical Complaints	Miscellaneous

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180621-000042	06/21/2018 05:43 PM		VCO	Dan	Dan	Customer stated when placing a call to a specific number it rings busy.	06/21/2018 05:54 PM	Customer Care referred customer to the telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180621-000048	06/21/2018 06:59 PM		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	06/21/2018 07:05 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180622-000054	06/22/2018 08:04 PM		VCO	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	06/22/2018 08:08 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 99% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
180627-000059	06/27/2018 03:24 PM	1188	TTY	Mary	Mary	Customer stated the CA did not follow policy/procedure.	06/28/2018 12:53 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	Didn't Follow Policy/Procedure
180627-000058	06/27/2018 03:24 PM	1775	TTY	Mary	Mary	Customer stated the CA did not follow policy/procedure.	06/28/2018 12:53 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	Didn't Follow Policy/Procedure

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180627-000061	06/27/2018 03:24 PM	1444	TTY	Mary	Mary	Customer stated the CA did not follow policy/procedure.	06/28/2018 12:53 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	Didn't Follow Policy/Procedure
180627-000060	06/27/2018 03:24 PM	1023	TTY	Mary	Mary	Customer stated the CA did not follow policy/procedure.	06/28/2018 12:53 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	Didn't Follow Policy/Procedure
180627-000048	06/27/2018 03:24 PM	1983	TTY	Mary	Mary	Customer stated the CA did not follow policy/procedure.	06/28/2018 12:54 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	Didn't Follow Policy/Procedure
180628-000032	06/28/2018 01:27 PM		Voice	Jenn	Jenn	Customer requested information for filing a complaint against a business that hesitated to take their call.	06/29/2018 09:27 AM	Customer Care referred the customer to the FCC, provided their toll-free access number and website. Customer was satisfied.	External Complaints	Miscellaneous
180705-000000	07/05/2018 08:18 AM		STS	Mary	Mary	Customer provided a general complaint against the Relay CAs for being rude and the Relay Supervisors for not correcting them.	07/09/2018 10:21 AM	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

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180707-000000	07/07/2018 10:24 AM		STS	Brandon	Brandon	Customer stated their STS call was handled improperly. Customer refused to provide call details.	07/07/2018 10:38 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 regard to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180707-000014	07/07/2018 04:47 PM	1247 and Supervisor	VCO	Dan	Dan	Customer stated the CA and Supervisor did not follow policy/procedure.	07/30/2018 05:02 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and had requested a Supervisor during the call. Information was forwarded to management and the CA and Supervisor received refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
180708-000005	07/08/2018 12:29 PM		STS	Dan	Dan	Customer stated when attempting to connect to VA STS, they are being routed to Spanish representatives instead.	08/01/2018 01:15 PM	The director of account management/compliance manager is in direct contact with Customer. The Technical Department discovered that there was a routing issue for VA STS calls during periods of queue. This issue has been corrected and Customer has been notified. Customer was satisfied.	Technical Complaints	Tech Issues VA STS Problem
180709-000009	07/09/2018 10:40 AM	9063	STS	Mary	Mary	Customer stated the CA was rude while processing the call by being argumentative with the customer.	07/10/2018 10:22 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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Rude

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180710-000032	07/10/2018 01:04 PM		TTY	May	May	Customer requested billing information for Relay calls made from their prison facility with a calling card.	07/10/2018 01:24 PM	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180711-000009	07/11/2018 10:53 AM		STS	May	May	Customer made a general complaint stating the CAs are rude and that the Relay is not trying to help them.	07/13/2018 12:45 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
180717-000013	07/17/2018 10:21 AM		Voice	Jenn	Jenn	Customer made a general complaint stating the CAs are rude and that the Relay is not trying to help them.	07/17/2018 10:21 AM	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
180717-000033	07/17/2018 02:45 PM		VCO	Tyna	Tyna	Customer stated the Supervisor did not follow policy/procedure.	07/30/2018 08:25 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the supervisor had processed the call. Information was forwarded to management and operations; which determined the supervisor followed proper procedure.	Service Complaints	Didn't Follow Policy/Procedure

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
180717-000062	07/17/2018 05:46 PM		STS	Mary	Mary	Customer made a general complaint stating the CAs are rude and do not follow their profile instructions.	07/26/2018 10:15 AM	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
180719-000050	07/19/2018 07:32 PM		STS	Dan	Dan	Customer stated the CA was rude while processing the call. Customer stated the CA was arguing with them.	07/19/2018 07:44 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	CA Rude
180722-000011	07/22/2018 11:40 AM	9034	STS	Mary	Mary	Customer stated the CA was rude while processing the call by acting disrespectfully toward the customer.	07/27/2018 10:37 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	CA Rude
180723-000076	07/23/2018 05:54 PM	1313	VCO	Erica	Erica	Customer stated the CA did not follow policy/procedure.	08/01/2018 06:25 PM	Customer Care explained the policy/procedure and thanked the customer for their suggestion which would be forwarded to management. Information was forwarded to management; whom acknowledged receipt and confirmed that this procedure was established by the facility and cannot be changed.	Service Complaints	Didn't Follow Policy/Procedure

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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
180724-000006	07/24/2018 10:38 AM		STS	Jenn	Jenn	Customer stated the Supervisor was rude while processing the call.	07/27/2018 11:37 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had processed the call. Information was forwarded to management and Supervisor received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
180724-000011	07/24/2018 11:17 AM		STS	Tyna	Tyna	Customer stated their STS call was handled improperly. The CA was not listening or placing customer's call.	07/24/2018 11:32 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 regard to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180727-000014	07/27/2018 12:20 PM		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through Relay.	07/27/2018 12:23 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180727-000047	07/27/2018 04:47 PM		VCO	Jacob	Jacob	Customer stated their prison facility will not allow them to make more than one call at a time.	07/27/2018 05:08 PM	Customer Care referred customer to the facility's telephone service administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180730-000024	07/30/2018 12:11 PM		STS	Mary	Mary	Customer stated the Supervisor was disrespectful while responding to a call.	08/02/2018 06:14 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had been requested. Information was forwarded to management and the Supervisor received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Miscellaneous

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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
180805-000002	08/04/2018 09:23 PM		STS	Ryan	Ryan	Customer stated the CA upset them by indicating there was background noise on their end of the line.	08/05/2018 11:30 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
180807-000000	08/07/2018 12:32 AM		STS	Erica	Erica	Customer stated their STS call was handled improperly. Customer refused to provide call details.	08/07/2018 12:32 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 regard to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180807-000017	08/07/2018 10:32 AM		STS	Mary	Mary	Customer made a general complaint stating the CAs are rude, interrupt them, and yell at them.	08/09/2018 02:02 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
180807-000069	08/07/2018 04:33 PM		Voice	Jenn	Jenn	Customer stated when dialing the California Relay toll-free access number from their facility it is routing to another business.	08/07/2018 04:33 PM	Customer Care provided troubleshooting; which found no issues with Relay toll-free access numbers and referred customer to their facility's telephone administrator. Customer was satisfied.	External Complaints	Miscellaneous
180808-000032	08/08/2018 12:50 PM		STS	Mary	Mary	Customer stated complaints regarding Customer Care and STS Relay.	08/08/2018 12:57 PM	Customer Care apologized and attempted to acquire details; which was unsuccessful. Customer was argumentative, refused, and disconnected.	General Information	Miscellaneous

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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
180808-000001	08/08/2018 07:52 AM		STS	Ryan	Ryan	<Customer stated their STS call was handled improperly. The CA was arguing with customer.	08/08/2018 08:11 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 regard to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180808-000003	08/08/2018 08:06 AM		STS	Breanna	Breanna	<Customer stated their STS call was handled improperly. Customer refused to provide call details.	08/08/2018 08:19 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 regard to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180808-000004	08/08/2018 08:16 AM		STS	Ryan	Ryan	<Customer stated their STS call was handled improperly. Customer refused to provide call details.	08/08/2018 08:26 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 regard to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180808-000005	08/08/2018 08:48 AM		STS	Tyna	Tyna	<Customer stated several complaints regarding STS Relay services.	08/08/2018 09:01 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
180808-000077	08/08/2018 06:33 PM		Voice	Jacob	Jacob	Customer stated they have been receiving suspicious telephone calls through Relay.	08/08/2018 06:34 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	Service Complaints	Suspicious / Harassment Call

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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
180810-000069	08/10/2018 09:29 PM		STS	Erica	Erica	Customer requested to speak with a specific member of upper management.	08/13/2018 04:32 PM	Customer Care apologized and advised information would be forwarded to management. Information was forwarded to management; who acknowledged it's receipt and provided follow up with customer. Customer's issues and concerns were addressed and resolved. Customer was satisfied.	General Information	Consumer Education
180815-000048	08/15/2018 04:01 PM		VCO	Dan	Dan	Customer stated they were receiving a lot of garbage during the call.	08/15/2018 04:19 PM	Customer Care provided several tips for clearing garbage during a call. Customer understood.	Technical Complaints	Garbaging
180816-000002	08/16/2018 09:29 AM		STS	Jenn	Jenn	Customer made a general complaint stating the CAS interrupt them and yell at them.	08/16/2018 09:40 AM	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
180816-000082	08/16/2018 08:50 PM		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	08/16/2018 08:53 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	Service Complaints	Suspicious / Harassment Call
180819-000012	08/19/2018 04:38 PM		VCO	Tyna	Tyna	Customer stated Hamilton Relay is not following policy/procedure regarding calls made from a correctional facility.	08/19/2018 05:10 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the CAS had processed the calls. Information was forwarded to management and CA's and Supervisors received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Miscellaneous

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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
180822-000069	08/22/2018 03:00 PM		STS	David	David	Customer stated their STS call was handled improperly because the CA was angry with the customer, they refused to answer the customer, and would not help when requested.	08/29/2018 05:11 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	STS Call Handling Problems
180822-000046	08/22/2018 03:51 PM		Voice	Mary	Mary	Telephone administrator stated inmates are unable to make collect calls through Relay from their prison facility.		Customer Care attempted to obtain call detail information; which was unsuccessful. Customer was unable to provide call detail information and advised they would contact Customer Care when information was obtained. Information was forwarded to management; who acknowledged its receipt. Management made multiple attempts to reach the facility; which were unsuccessful. As of 08/31/2018 there has been no further contact by the customer or facility.	Technical Complaints	Long Distance/Billing Issues
180824-000050	08/22/2018 11:16 PM		TTY	Jen	Erica	Customer stated they were unable to call collect from a correctional facility.	08/24/2018 04:47 PM	Customer Care forwarded information to management; whom acknowledged receipt, provided follow-up with the facility and resolved the issue. Customer was satisfied.	Technical Complaints	Miscellaneous
180824-000056	08/24/2018 05:19 PM		TTY	Erica	Erica	Customer stated they are unable to place calls from their correctional facility.	08/24/2018 05:51 PM	Customer Care apologized and obtained customer's information; which was forwarded to management. Management acknowledged its receipt and provided follow-up with the facility regarding their calling preferences through the Relay. As of 08/31/2018 the calling preferences have not yet been verified and there has been no further contact by the facility.	Technical Complaints	Miscellaneous

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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
180824-000061	08/24/2018 06:17 PM		VCO	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	10/03/2018 04:37 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had not processed the call. The CA did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
180827-000007	08/25/2018 05:31 PM		STS	Jennifer	Jennifer	Customer stated they are experiencing issues dialing the toll-free access number for Directory Assistance.	08/27/2018 08:57 AM	Customer Care provided troubleshooting tips and referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180826-000001	08/26/2018 11:18 AM		STS	Jenn	Jenn	Customer stated they are unable to dial directory assistance using a specific area code.	08/26/2018 11:19 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 regard to the call the customer was referring to.	Technical Complaints	Miscellaneous
180828-000025	08/28/2018 12:04 PM		TTY	Tyna	Tyna	Customer stated issues with placing Relay calls from their facility.	08/28/2018 12:35 PM	Customer Care apologized and obtained customer's information; which was forwarded to management. Management acknowledged its receipt and provided follow-up with the facility regarding their calling preferences through the Relay. As of 08/31/2018 the calling preferences have not yet been verified and there has been no further contact by the facility.	External Complaints	Miscellaneous
180830-000067	08/30/2018 07:04 PM		VCO	Jacob	Jacob	Customer stated they have experienced a long hold time/delay when connecting to Relay.	09/04/2018 12:08 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 99% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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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
180831-000036	08/31/2018 03:08 PM	5002	Voice	Jenn	Jenn	Customer stated the CA hung up on them.	09/06/2018 08:48 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 Hung Up on Caller
180831-000051	08/31/2018 04:28 PM		TTY	Mary	Mary	Customer stated issues with placing Relay calls from their facility.	10/29/2018 10:30 AM	Customer Care apologized and obtained customer's information; which was forwarded to the Compliance Coordinator. They acknowledged its receipt and provided follow-up with the facility regarding their calling preferences through Relay. Customer Care updated the facility's profiles on 10/10/2018. Customer was satisfied.	External Complaints	Miscellaneous
180831-000057	08/31/2018 06:10 PM		STS	Erica	Erica	Customer stated they were blocked from calling Directory Assistance.	08/31/2018 06:11 PM	Customer Care referred the customer to their telephone service provider for assistance. Customer understood.	External Complaints	Miscellaneous
180903-000002	09/02/2018 07:03 PM	1208	STS	Ryan	Jenn	Customer stated the CA was too quiet and was difficult to hear.	10/03/2018 09:28 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	Miscellaneous

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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
180905-000040	09/05/2018 03:44 PM	Sup Christina	STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated they were having trouble with the Supervisor.	09/05/2018 03:47 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	STS Call Handling Problems
180905-000061	09/05/2018 11:39 PM		TTY	Erica	Erica	Customer stated they were receiving a lot of garble during the call.	09/05/2018 11:53 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
180907-000058	09/07/2018 06:15 PM		TTY	Dan	Dan	Customer stated their calls were dropping when calling through Relay.	09/07/2018 06:38 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.	Technical Complaints	Miscellaneous
180912-000070	09/12/2018 05:44 PM	9063	STS	Dan	Dan	Customer stated the CA was rude while processing the call. Customer stated the CA was interrupting them and arguing with them.	09/17/2018 03:58 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	CA Rude
180917-000003	09/16/2018 11:21 PM	1243	VCO	Kristin	Kristin	Customer stated the CA hung up on them.	09/28/2018 02:34 PM	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 Hung Up on Caller

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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
180920-000009	09/19/2018 02:44 PM	9063	STS	David	David	Customer stated the CA was rude while processing the call.	09/21/2018 02:04 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	CA Rude
180924-000022	09/23/2018 07:05 PM		STS	Jennifer	Mary	Customer left a message stating that when dialing a specific number through Relay they are reaching a busy signal.	09/26/2018 12:57 PM	Customer Care made multiple attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	External Complaints	Miscellaneous
181005-000046	10/05/2018 04:11 PM	1344	Voice	Jenn	Jenn	Customer stated the CA was too quiet and difficult to hear.	10/29/2018 12:26 PM	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	Miscellaneous
181006-000007	10/06/2018 12:01 PM		Voice	Stephanie	Jenn	Voice customer stated that the CA had to ask the customer to repeat several times. The CA was not able to keep up with the customer's speech.	10/22/2018 01:10 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 Typing Speed
181009-000032	10/09/2018 11:53 AM		TTY	Mary	Mary	Customer stated they are receiving a no answer whenever they dial into Relay.	10/19/2018 07:04 PM	Customer Care apologized and stated information would be forwarded to the technical department; which discovered there were not issues with Relay. Customer was notified. Relay answered 99% within 10 for the day.	Technical Complaints	Busy Signal/Blockage

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181010-000043	10/10/2018 12:55 PM	female	STS	Mary	Mary	Customer stated their STS call was handled improperly because the CA had a bad attitude and was not paying attention.	10/16/2018 12:50 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	STS Call Handling Problems
181010-000040	10/10/2018 12:55 PM	9299	STS	Mary	Mary	Customer stated their STS call was handled improperly because the CA was speaking too loudly.	10/22/2018 11:26 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	STS Call Handling Problems
181015-000005	10/14/2018 11:54 PM	1102	VCO	Jen	Jen	Customer stated the CA did not follow their instructions.	10/24/2018 09:19 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Instructions
181014-000025	10/14/2018 06:19 PM	1345	Voice	Mary	Mary	Customer stated that they could not understand the CA.	10/23/2018 01:40 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	Poor Vocal Clarity/Enunciation

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181014-000026	10/14/2018 06:19 PM		Voice	Mary	Mary	Customer stated they have experienced a long hold time/delay when connecting to Relay.	10/18/2018 06:00 AM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 88% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
181016-000131	10/16/2018 06:43 PM	9056	STS	Dan	Dan	Customer stated the CA did not follow policy/procedure.	10/23/2018 10:02 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	Didn't Follow Policy/Procedure
181020-000004	10/20/2018 01:20 AM		Voice	Jen	Erica	Customer stated they are receiving charges for Relay usage to their cell phone.	10/20/2018 11:03 AM	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
181023-000041	10/23/2018 12:25 PM		Voice	Mary	Mary	Customer stated their Deaf friend is being harassed by someone.	10/23/2018 12:27 PM	Customer Care suggested that the customer report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181023-000082	10/23/2018 03:56 PM		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	10/23/2018 03:58 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181029-000030	10/29/2018 11:32 AM		STS	Mary	Mary	Customer stated the CA was unable to transfer them to Relay Customer Care.	11/05/2018 10:53 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Miscellaneous

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181030-000077	10/30/2018 03:16 PM		Voice	Jenn	Jenn	Customer dislikes Relay policy/procedure regarding the California language notifying them that their call may be monitored.	10/30/2018 03:16 PM	Customer Care explained the policy/procedure in which California Relay calls may be monitored from time to time in an effort to provide relay users with a quality experience and for training purposes. Notification of such monitoring has been implemented in order to comply with California Public Utilities requirements. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
181101-000078	11/01/2018 02:18 PM		STS	Dan	Dan	Customer stated they were unable to place a call to several toll-free numbers.	11/02/2018 10:31 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which identified the issue and confirmed it has been resolved. Customer was satisfied.	Technical Complaints	Miscellaneous
181101-000119	11/01/2018 05:35 PM		VCO	Dan	Dan	Customer stated they were unable to place a call to several toll-free numbers.	11/08/2018 10:31 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which identified the issue and confirmed it has been resolved. Customer was satisfied.	Technical Complaints	Miscellaneous
181116-000095	11/16/2018 11:10 PM		VCO	Dan	Dan	Customer dislikes Relay policy/procedure regarding the California language notifying them that their call may be monitored.	11/17/2018 12:21 AM	Customer Care explained the policy/procedure in which California Relay calls may be monitored from time to time in an effort to provide relay users with a quality experience and for training purposes. Notification of such monitoring has been implemented in order to comply with California Public Utilities requirements. Customer was satisfied.	Service Complaints	Cust Dislikes Policy/Procedure

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18118-000009	11/18/2018 01:53 PM		STS	Jenn	Jenn	Customer stated the Customer Care Representative spoke too quickly when leaving a voicemail and requested a callback from a specific member of management.	11/18/2018 02:12 PM	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 regard to the call the customer was referring to. Management provided follow up with customer and discussed customer's concerns. Customer Care Representative received refresher training regarding issue. Customer was satisfied.	Service Complaints	Miscellaneous
181124-000020	11/24/2018 05:57 PM		Voice	Mary	Mary	Customer stated several connection issues during the call.	11/27/2018 04:29 PM	Customer Care provided troubleshooting tips; which determined the issue was with customer's telephone line. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
181130-000083	11/30/2018 11:23 PM	9071	VCO	Dan	Dan	Customer stated their call dropped while using Relay.	12/10/2018 01:34 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined a technical issue caused the call to disconnect.	Technical Complaints	Miscellaneous
181203-000097	12/03/2018 07:58 PM		STS	Dan	Dan	Customer stated multiple CAs are making fun of them. Customer was unable to provide call details.	12/03/2018 08:08 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 calls the customer was referring to.	Service Complaints	Miscellaneous

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181206-000026	12/06/2018 01:27 PM	1395	STS	Mary	Mary	Customer stated the CA was rude while processing the call. Customer stated the CA was acting inappropriately by yelling at and mocking the customer.	12/17/2018 03:43 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	CA Rude
181206-000043	12/06/2018 01:27 PM		STS	Mary	Mary	Customer made a general complaint stating that overnight Customer Care is not helpful and that certain Relay Supervisors do not pay attention.	12/10/2018 06:36 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
181206-000048	12/06/2018 02:39 PM		VCO	Elijah	Elijah	Customer dislikes Relay policy/procedure where the CA must inform the other party that the Relay customer is an inmate.	12/06/2018 04:00 PM	Customer Care referred the customer to their facilities telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
181207-000041	12/07/2018 01:38 PM		Voice	Tyna	Tyna	Customer stated they were receiving a lot of garbage during the call.	12/07/2018 02:18 PM	Customer Care provided several tips for clearing garbage during a call. Customer understood.	Technical Complaints	Garbaling
190422-000019	12/10/2018 11:42 AM	1344	Voice	Erica	Erica	Customer stated the CA did not follow policy/procedure.	04/30/2019 10:05 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	Didn't Follow Policy/Procedure

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181217-000092	12/12/2018 08:30 PM	1250F	VCCO	Dan	Dan	Customer stated the CA hung up on them.	12/27/2018 06:06 PM	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 Hung Up on Caller
181214-000039	12/14/2018 12:42 PM	9025	STS	Jacob	Jacob	Customer stated the CA did not follow their instructions.	12/27/2018 06:04 PM	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	Didn't Follow Instructions
181217-000038	12/17/2018 12:53 PM		STS	Jenn	Jenn	Customer made a general complaint stating the CAs do not follow their profile instructions.	12/17/2018 12:53 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
181221-000048	12/21/2018 03:21 PM	9381	STS	Mary	Mary	Customer stated the CA did not follow their profiled instructions regarding how to speak to the customer.	01/03/2019 02:15 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Instructions

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181224-000034	12/24/2018 12:26 PM		Voice	Tyna	Tyna	Customer stated their hearing impaired party is reaching TTY tones when dialing their number.	12/24/2018 01:07 PM	Customer Care explained Relay and referred customer to their telephone service provider for assistance. Customer was satisfied.	External Complaints	Miscellaneous
181226-000002	12/25/2018 09:26 PM		STS	Ryan	Ryan	Customer stated the CA was impatient.	12/26/2018 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
181231-000188	12/31/2018 09:26 PM	9063	STS	Elijah	Elijah	Customer stated their STS call was handled improperly. Customer stated the CA was "rushing".	12/31/2018 09:27 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	STS Call Handling Problems
190102-000043	01/02/2019 11:42 AM		STS	Mary	Mary	Customer stated the CA did not provide their correct CA number during the call.	01/04/2019 01:16 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	Didn't Give CA Number
190102-000048	01/02/2019 11:42 AM		STS	Mary	Mary	Customer made a general complaint stating the CAs do not follow their profile instructions.	01/17/2019 12:07 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

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190110-000060	01/10/2019 03:31 PM		STS	Jacob	Jacob	Customer stated the CA provided the incorrect information.	01/22/2019 05:56 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined that there were no calls made to relay by the customer on that date.	Service Complaints	CA Gave Wrong Information
190115-000065	01/15/2019 03:24 PM		STS	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	02/04/2019 12:51 PM	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	Didn't Follow Policy/Procedure
190117-000047	01/17/2019 02:57 PM		STS	Jacob	Jacob	Customer dislikes Relay procedure where CA requests the number to dial before taking a message for the call.	01/17/2019 04:36 PM	Customer Care explained the policy/procedure and thanked the customer for their suggestion. Customer Care stated that their suggestion would be forwarded to management. Customer was satisfied and information was forwarded to management.	Service Complaints	Cust Dislikes Policy/Procedure
190119-000000	01/19/2019 10:57 PM		VCO	Celeste	Celeste	Customer dislikes Relay California language notifying them that their call may be monitored.	01/19/2019 12:18 AM	Customer Care explained the policy/procedure in which California Relay calls may be monitored from time to time in an effort to provide relay users with a quality experience and for training purposes. Notification of such monitoring has been implemented in order to comply with California Public Utilities requirements. Customer was satisfied.	Service Complaints	Cust Dislikes Policy/Procedure

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190122-000105	01/22/2019 08:03 PM		STS	Dan	Dan	Customer stated when dialing 7-1-1, they are not being routed to STS.	02/01/2019 05:33 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer was notified and was able to successfully connect to STS Relay and place calls.	Technical Complaints	Tech Issues STS Problem
190122-000107	01/22/2019 09:23 PM		TTY	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	01/22/2019 09:31 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
190124-000022	01/24/2019 10:27 AM		STS	Celeste	Celeste	Customer provided a general complaint against the Relay Supervisors, CA 9063 and all female CAs.	01/24/2019 08:10 AM	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
190124-000019	01/24/2019 10:27 AM	9299	STS	Mary	Mary	Customer stated their STS call was handled improperly because the CA did not understand them.	01/29/2019 01:38 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	STS Call Handling Problems
190124-000020	01/24/2019 10:27 AM		STS	Mary	Mary	Customer made a general complaint stating the CAs do not follow their profile instructions.	01/30/2019 10:07 AM	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

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190124-000022	01/24/2019 10:27 AM		STS	Mary	Mary	Customer provided a general complaint against the Relay Supervisors for being rude.	01/30/2019 10:09 AM	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
190124-000019	01/24/2019 10:27 AM	9299	STS	Mary	Mary	Customer stated their STS call was handled improperly because the CA did not understand them.	01/29/2019 01:38 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	STS Call Handling Problems
190124-000050	01/24/2019 01:38 PM	5004	VCO	Mary	Mary	Customer stated the CA did not follow policy/procedure by not announcing the Relay to the other party.	01/29/2019 02:56 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
190124-0006162	01/24/2019 06:24 PM	1346	VCO	Dan	Dan	Customer stated they are unable to place an International call through relay when using a cell phone.	01/31/2019 08:28 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department who continues to work on this issue as of January 31, 2019.	Technical Complaints	Long Distance/Billing Issues

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190203-000015	02/03/2019 05:56 PM	1243	STS	Mary	Mary	Customer stated the CA released their call to Relay Customer Care improperly. Customer stated they had instructed the CA to process their call.	02/12/2019 10:18 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	Improper Use of Call Release
190205-000014	02/05/2019 10:04 AM		STS	Tyna	Tyna	Customer stated they did not like the CA previously on the call or their attitude.	02/05/2019 10:12 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
190205-000017	02/05/2019 10:22 AM	9299	STS	Jenn	Jenn	Customer stated the CA was mocking them while processing their call.	02/21/2019 08:17 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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
190205-000045	02/05/2019 12:24 PM		STS	Mary	Mary	Customer stated they are unable to dial into California Relay Customer Care.	02/11/2019 03:31 PM	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the California Relay Customer Care toll-free access number. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

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190206-000031	02/06/2019 12:40 PM		STS	Jenn	Jenn	Customer made strong general complaints regarding the California Relay Service and stated that the Relay CAs are impatient, interrupt, and are very rude.	02/06/2019 02:10 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
190214-000072	02/14/2019 05:06 PM	1396	Voice	Mary	Mary	Customer stated the CA was rude while processing the call.	02/26/2019 10:02 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	CA Rude
190220-000033	02/20/2019 11:38 AM		HCO	Mary	Mary	Customer made a general complaint stating the CAs do not follow their profile instructions.	02/21/2019 01:30 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
190220-000052	02/20/2019 03:06 PM		Voice	Tyna	Tyna	Customer stated there was a loud noise on the line when placing a call through Relay.	02/25/2019 02:45 PM	Customer Care acquired call detail information. Information was forwarded to the technical department; which verified there were no issues with Relay. Customer was satisfied.	Technical Complaints	Miscellaneous

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190226-000014	02/26/2019 10:34 AM		STS	Jenn	Jenn	Customer stated the CA was arguing and mocking them during their call.	02/28/2019 10:21 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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
190228-000069	02/28/2019 09:44 PM	1189	VCO	Bill	Bill	Customer stated the CA did not follow their instructions.	03/06/2019 09:48 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	Didn't Follow Instructions
190422-000017	02/28/2019 06:00 PM	5001, 1189	Voice	Erica	Erica	Customer stated the CA did not follow policy/procedure.	04/30/2019 10:01 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CAs had processed the call. Information was forwarded to management and CAs received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
190228-000064	02/28/2019 06:35 PM	9030MT	Voice	Dan	Dan	Voice customer stated they were helping a VCO user and called to report that they were receiving a hotkey from the CA multiple times.	03/06/2019 10:10 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.	Technical Complaints	Miscellaneous

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190304-000040	03/04/2019 01:05 PM		STS	Erica	Erica	Customer stated the CA did not follow policy/procedure.	03/05/2019 09:14 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which were unable to locate any call details from the originating phone number for the date provided.	Service Complaints	Didn't Follow Policy/Procedure
190304-000081	03/04/2019 07:10 PM		Voice	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to Relay.	03/04/2019 07:13 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 97% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
190305-000058	03/05/2019 03:20 PM		STS	Jenn	Jen	Customer made a general complaint stating that some CAs are rude to them.	03/05/2019 03:21 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; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	CA Rude
190311-000056	03/11/2019 03:28 PM	9070	Email	Erica	Erica	Customer stated their VA STS call was handled improperly. Customer stated the CA made a comment and disconnected the call.	03/12/2019 11:22 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	VA STS Call Handling Problems

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190311-000075	03/11/2019 08:05 PM		STS	Bill	Bill	Customer made a general complaint stating that some CAS are unable to understand them.	03/11/2019 08:05 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	Miscellaneous
190313-000050	03/13/2019 03:20 PM		STS	Jenn	Jenn	Customer stated the CA was rude while processing their call and interrupted them.	03/19/2019 08:45 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
190313-000054	03/13/2019 03:57 PM		STS	Jenn	Jenn	Customer stated the CA was rude while processing their call and interrupted them.	03/13/2019 03:57 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
190313-000071	03/13/2019 07:10 PM		Email	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	03/14/2019 12:16 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	Didn't Follow Policy/Procedure

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190314-000033	03/14/2019 01:35 PM		TTY	Tyna	Tyna	Customer stated when placing a call through Relay from an airport terminal payphone they are being asked for a billing method.	03/14/2019 02:07 PM	Customer Care apologized and provided billing methods available for placing a Relay call from a payphone. Customer became displeasent and requested a supervisor. Customer Care Supervisor provided customer with same information, Customer disconnected the call.	Technical Complaints	Miscellaneous
190318-000054	03/18/2019 03:20 PM		TTY	Jennifer	Jennifer	Customer stated they are unable to place an International call through Relay when using a cell phone.	04/02/2019 01:53 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department who continues to work on this issue.	Technical Complaints	Long Distance/Billing Issues
190320-000017	03/20/2019 11:48 AM		Voice	Jacob	Jacob	Customer stated they are unable to dial a specific phone number through Relay.	03/20/2019 11:56 AM	Customer Care acquired the call detail information. Information was forwarded to the technical department, which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	Miscellaneous
190323-000020	03/23/2019 03:37 PM	9063	STS	Mary	Mary	Customer stated their STS call was handled improperly because the CA was rude, argumentative, and did not follow profiled instructions.	03/28/2019 02:04 PM	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, which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
190328-000013	03/28/2019 10:37 AM		VCO	Mary	Mary	Customer stated they are unable to place an International call through relay when using a cell phone.		Customer Care apologized and acquired call detail information. Information was forwarded to the technical department who continues to work on this issue.	Technical Complaints	Long Distance/Billing Issues

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190328-000036	03/28/2019 02:25 PM		Voice	Erica	Erica	Customer stated the CA did not follow policy/procedure.	04/01/2019 05:09 PM	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	Didn't Follow Policy/Procedure
190329-000028	03/29/2019 01:31 PM		STS	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	03/29/2019 01:34 PM	Customer Care apologized and acquired call detail information. 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	Didn't Follow Policy/Procedure
190402-000006	04/02/2019 10:21 AM		TTY	Mary	Mary	Customer stated they were receiving a lot of garble during the call.	04/03/2019 04:36 PM	Customer Care apologized, provided several tips for clearing garble during a call, and acquired call detail information. Information was forwarded to the technical department, who verified there were no issues with Relay. Customer was not satisfied and wanted to escalate this complaint. Customer Care referred the customer to California Telecommunications Access Program for further assistance with their equipment and provided their telephone number. Customer was satisfied.	Technical Complaints	Garbling

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190410-000035	04/10/2019 02:44 PM		Voice	Tyna	Tyna	A Sergeant from a correctional facility (California Department of Corrections and Rehabilitation, CDCR, California Men's Colony) reported that an inmate was able to process a call without a billing requirement. The Sergeant understood that there is an FCC waiver for free calls but indicated that all calls from a prison facility must be billed.	05/10/2019 08:36 AM	Customer Care confirmed that the Sergeant is correct and obtained the ANI of the facility. Customer Care indicated that our Compliance Coordinator would research Call Detail Records to determine if we have a correctional facility profile in place and to determine that the facility is sending the appropriate correctional facility identification codes (ANI II digits). Compliance Coordinator determined that the facility is not sending the appropriate ANI II digits to identify the call as a correctional facility call and updated the ANI with the appropriate prison profile to require billing for all calls. Compliance Coordinator called the Sergeant and left a voicemail with this information. Compliance Coordinator will follow up once more to ensure the Sergeant understands that we have resolved this by placing a profile on the ANI and to request that the facility send the appropriate ANI II digits with each call. Compliance Coordinator provided a final follow up via voicemail to remind the Sergeant of the ANI II digit request. There has been no further contact from this facility.	General Information	Consumer Education
190411-000055	04/11/2019 06:22 PM		Voice	Mary	Mary	Customer stated they were receiving a lot of garble during the call.	04/11/2019 06:42 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling

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190415-000041	04/15/2019 02:28 PM		STS	Tyna	Tyna	<Customer stated their STS call was handled improperly the Cas kept interrupting the customer.	04/15/2019 02:40 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	STS Call Handling Problems
190415-000070	04/15/2019 08:05 PM	1243	STS	Dan	Dan	Customer stated the CA did not follow policy/procedure.	04/20/2019 12:32 PM	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; which determined the CA followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
190417-000017	04/17/2019 11:35 AM		STS	Mary	Mary	<Customer stated the Customer Care representative was rude and kept cutting them off.	04/23/2019 03:35 PM	Customer Care apologized and acquired call detail information. Information was forwarded to management; which determined the Customer Care representative followed proper procedure. The Customer Care representative did not receive refresher training in regard to this issue.	Service Complaints	Miscellaneous
190422-000077	04/22/2019 09:43 PM	1387FT	VCO	Bill	Bill	Customer stated the CA hung up on them.	04/30/2019 07:06 PM	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 Hung Up on Caller

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190424-000059	04/24/2019 11:45 PM	1205	STS	Jessica	Bill	<Customer stated the CA did not follow policy/procedure.	05/07/2019 09:53 PM	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	Didn't Follow Policy/Procedure
190426-000018	04/26/2019 12:26 PM		STS	Jenn	Jenn	<Customer stated their STS call was handled improperly by not revoking for them correctly.	04/26/2019 12:28 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	STS Call Handling Problems
190429-000033	04/29/2019 12:17 PM		Voice	Erica	Erica	Customer stated they have been receiving suspicious telephone calls not through the Relay.	04/29/2019 12:17 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190429-000070	04/29/2019 05:07 PM	9063M	STS	Bill	Bill	Customer stated their STS call was handled improperly	05/09/2019 08:30 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	STS Call Handling Problems
190430-000002	04/30/2019 01:16 AM		STS	Celeste	Tyna	<Customer stated their STS call was handled improperly. The CA kept asking customer to repeat because they were unable to hear them.	05/01/2019 12:06 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	STS Call Handling Problems

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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
190430-000003	04/30/2019 08:32 AM		STS	Tyna	Tyna	<Customer stated their STS call was handled improperly the CAs are not listening to them.	04/30/2019 08:40 AM	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	STS Call Handling Problems
190430-000004	04/30/2019 08:55 AM		STS	Tyna	Tyna	<Customer stated is very upset.	04/30/2019 09:16 AM	Customer Care apologized and attempted to assist customer; which was unsuccessful. Customer was argumentative and disconnected.	Service Complaints	Miscellaneous
190430-000016	04/30/2019 11:34 AM		Voice	Jacob	Jacob	Customer stated that the CA was not providing correct type or language while processing the call.	05/02/2019 03:16 PM	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Accuracy/Spelling/V erbation
190502-000021	05/02/2019 01:35 PM	9430	TTY	Mary	Mary	Customer stated the CA repeated their call greeting 4 times and did not follow call dialling instructions.	05/07/2019 12:02 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	Miscellaneous
190503-000041	05/03/2019 09:22 PM		Voice	Dan	Dan	Customer stated they have been having issues reaching Customer Care at the toll-free number.	05/03/2019 09:49 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
190506-000031	05/06/2019 03:56 PM	5166	STS	Mary	Mary	Customer stated the CA did not follow their instructions. Customer stated the CA refused to access their remote profile.	05/07/2019 12:09 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 Instructions
190507-000067	05/07/2019 09:24 PM	9063	STS	April	Bill	<Customer stated their STS call was handled improperly the CAs are not listening to them.	05/10/2019 07:36 PM	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 regards to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
190507-000020	05/07/2019 12:27 PM		STS	Tyna	Tyna	<Customer stated their STS call was handled improperly. Customer refused to provide call details.	05/07/2019 12:30 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	STS Call Handling Problems
190507-000023	05/07/2019 12:36 PM		STS	Jacob	Jacob	<Customer stated their STS call was handled improperly. Customer refused to provide call details.	05/07/2019 12:43 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	STS Call Handling Problems

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
190507-000067	05/07/2019 09:24 PM	9063M	STS	April	Bill	<Customer stated their STS call was handled improperly the CAs are not listening to them.	05/10/2019 07:36 PM	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	STS Call Handling Problems
190513-000043	05/13/2019 03:46 PM		STS	Tyna	Tyna	Customer stated they received a fast busy signal when they dialed the toll-free access number for California Relay Customer Care from a payphone.	05/13/2019 04:13 PM	Customer Care apologized and attempted to obtain call detail information; which was unsuccessful. Customer stated would try again and disconnected.	Technical Complaints	Busy Signal/Blockage
190514-000049	05/14/2019 05:18 PM		Voice	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	05/21/2019 06:38 PM	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	Didn't Follow Policy/Procedure
190517-000000	05/17/2019 01:13 AM		Voice	Jen	Tyna	A non-Relay customer stated their telephone number is registered as a TTY account.	05/20/2019 12:02 PM	Customer Care attempted to reach customer; which was unsuccessful. Customer Care left a voice message referring customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
190517-000024	05/17/2019 10:18 AM		STS	Mary	Mary	<Customer made a general complaint stating the Cas do not follow their profile instructions and are argumentative.	05/28/2019 01:49 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 operators; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
190520-000013	05/20/2019 10:37 AM		STS	Jenn	Jenn	<Customer made strong general complaints regarding the California Relay Service and stated that the Relay Cas are not patient or helpful.	05/20/2019 10:38 AM	Customer Care apologized and forwarded customer's complaint to management and operators; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
190520-000026	05/20/2019 12:04 PM		Voice	Jacob	Jacob	Customer stated issues when attempting to use the Relay.	05/20/2019 12:12 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.	Technical Complaints	Miscellaneous
190520-000061	05/20/2019 04:02 PM		TTY	Mary	Mary	Customer stated they are unable to place a collect call through Relay from their prison facility.	05/20/2019 04:15 PM	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
190524-000044	05/24/2019 05:28 PM		Voice	Mary	Mary	Customer made a general complaint stating the Cas do not properly announce the connection mode when assisting a Relay user.	05/28/2019 01:50 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 operators; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

California Relay 2018 - 2019 TRS FCC Complaint Report

June 2018 - 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
190525-000004	05/25/2019 12:37 PM		STS	Tyna	Tyna	<Customer stated is having problems with T-Mobile and they will not answer their calls made through Relay.	05/25/2019 01:06 PM	Customer Care apologized and referred customer to T-Mobile to report the incident. Customer requested information be forwarded to the Customer Care Supervisor for they are aware of the customer's situation. Customer Care forwarded customer's information to the Customer Care Supervisor; who acknowledged its receipt. Customer was satisfied.	External Complaints	Miscellaneous
190527-000017	05/27/2019 12:10 PM		STS	Tyna	Tyna	< Customer made general complaints stating the STS CAs will not answer their calls right away are not nice and are laughing at them.	05/27/2019 12:22 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
190528-000000	05/27/2019 10:28 PM		STS	Ryan	Jenn	Customer stated the CA would not provide assistance with the call.	05/28/2019 08:12 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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous

California CapTel FCC Complaints 6/1/2018 to 5/31/019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
909678	06/04/2018 08:08pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported seeing "speaker breaking up" on the CapTel 840.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	06/04/2018 08:14pm	Within 24 Hours	PY
910720	06/07/2018 02:00pm	Phone	Setup	N/A	Customer's assistant reported being unable to make and receive calls from the CapTel 840.	Investigation by CSR revealed that the customer does not have active telephone service. CSR explained that the CapTel requires active telephone service in order to be used successfully with captions.	06/07/2018 02:20pm	Within 24 Hours	CE
912192	06/12/2018 04:33pm	Phone	Setup	N/A	Customer's son reported being unable to connect to captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel 840 was sharing a telephone line splitter with an extension phone and that only the extension phone was receiving a dial tone. After further troubleshooting, CSR learned that the splitter being used with the CapTel was faulty and advised installing a duplex jack to allow both phones access to telephone service at the same telephone wall jack since they only have one telephone line. CSR placed test calls and confirmed that the CapTel was receiving captions successfully after the telephone cord was connected directly to the available wall jack without the use of the telephone line splitter.	06/12/2018 04:49pm	Within 24 Hours	DG
912578	06/13/2018 04:54pm	CapTel	Setup	N/A	CSR noted a drop in audio and loud buzzing when customer called using the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VoIP telephone service. CSR advised customer that the CapTel 840 is not designed for VoIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/13/2018 05:04pm	Within 24 Hours	RN
912584	06/13/2018 05:06pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer stated that she was unable to receive captions on incoming calls placed to the CapTel 840 in 1-Line mode.	Further discussion revealed that the customer's callers may not have been dialing through the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. CSR placed a test call to the CapTel 840 in 1-Line mode, and the customer confirmed they were successfully receiving captions.	06/13/2018 05:19pm	Within 24 Hours	MG
912669	06/14/2018 11:59pm	CapTel	Service	11126	Customer reporting incorrect captions.	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 met with the CA and the CA stated there they captioned what they heard verbatim including swear words. The CA's supervisor increased monitoring of this CA to ensure compliance with captioning standards.	06/18/2018 09:46am	Over 48 hours	CM
913310	06/15/2018 03:36pm	Phone	Setup	N/A	Customer's friend reported no dial tone on the CapTel 840.	CSR's investigation revealed a defective phone jack was preventing the CapTel from receiving a dial tone. CSR advised connecting the CapTel to a different phone jack in the home as well as contacting the telephone service provider for further assistance with repairing the faulty phone jack. CSR offered continued assistance upon request.	06/18/2018 12:01pm	Over 48 hours	BCS

California CapTel FCC Complaints 6/1/2018 to 5/31/019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
913646	06/17/2018 12:32pm	Phone	Info/Referral/ Consumer Ed	N/A	Caller to the CapTel customer reported not being able to call them with captions.	CSR's investigation revealed that the caller to the CapTel user was not calling through the toll-free captioning service number properly. CSR provided the caller with the correct procedure for calling through the toll-free captioning service number. CSR subsequently confirmed that the customer was successfully receiving captioned calls.	06/18/2018 04:22pm	Within 48 Hours	TJ
913664	06/17/2018 01:43pm	Phone	Setup	N/A	Customer's telephone technician reported caption connection problems on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's telephone technician that the CapTel 840 is not designed for VOIP telephone use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/17/2018 01:53pm	Within 24 Hours	JC
914726	06/20/2018 12:46pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported being hung up on during a recent call.	CSR's investigation revealed the customer was hung up on due to significant delay in their response time. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.	06/20/2018 12:52pm	Within 24 Hours	TW
914914	06/20/2018 05:44pm	CapTel	Setup	N/A	The customer reported audio dropping on the CapTel 800 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service, which is causing the audio to be dropped. CSR advised the customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR then referred the customer to the national distributor for further assistance with obtaining an internet model CapTel phone.	06/20/2018 05:58pm	Within 24 Hours	PZ
916635	06/26/2018 01:07pm	Phone	Setup	N/A	The customer's neighbor reported that the customer has digital cable phone lines for the CapTel 840 in 2-Line Mode.	CSR advised the customer's neighbor that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/26/2018 01:43pm	Within 24 Hours	PZ
916619	06/26/2018 01:21pm	Phone	Setup	N/A	Customer's son reported the CapTel 200 could not make or receive calls with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for use with this type of service and recommended switching the CapTel to IP Mode.	06/26/2018 01:35pm	Within 24 Hours	SAB
919799	07/06/2018 06:43pm	CapTel	Setup	N/A	Customer reported captions did not appear on incoming calls on the CapTel 800.	CSR's investigation revealed that the CapTel was installed with two separate telephone lines but 2-Line mode had not been enabled in the unit's menu. CSR assisted with enabling 2-Line mode. CSR confirmed this resolved the customer's experience.	07/06/2018 08:40pm	Within 24 Hours	RG
920871	07/10/2018 04:11pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported that callers do not wait for her to respond and hang up while speaking on the CapTel 840.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR conducted test call with customer to practice above tips.	07/10/2018 04:19pm	Within 24 Hours	EEJ
921252	07/11/2018 02:37pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported no captions on incoming calls to the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that frequent callers are not using the captioning service number despite knowledge to do so. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR also discussed the option of obtaining internet service and an internet model CapTel that would use the internet to support the captions, which would allow captions to connect without use of the captioning service number.	07/11/2018 02:54pm	Within 24 Hours	HL

California CapTel FCC Complaints 6/1/2018 to 5/31/019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
921280	07/11/2018 03:24pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported no captions during a previous call on the CapTel 840 in 1-Line mode.	CSR found the other party was speaking a foreign language during the previous call. CSR explained that if a foreign language is spoken by the other party extensively, a "foreign language prompt and eventual warning of disconnection is sent by a Supervisor at the Call Center.	07/11/2018 03:31pm	Within 24 Hours	JAA
922759	07/16/2018 03:39pm	CapTel	Setup	N/A	Customer reported no captions on the CapTel 800 in 2-Line mode.	CSR's investigation revealed that the phone cord connected to the "Line 2" jack was not securely plugged in to the CapTel 800 in 2-Line mode. CSR advised securely plugging in the phone cord for "Line 2". Customer subsequently confirmed that they were successfully connecting to captions.	07/16/2018 03:44pm	Within 24 Hours	TW
923708	07/18/2018 10:18pm	CapTel	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the phone cord for the CapTel 840 in 1-Line mode was not securely plugged into the wall jack. CSR advised securely reconnecting the phone cord to the wall jack. The customer's assistant then confirmed that the dial tone returned after they made this adjustment.	07/18/2018 10:35pm	Within 24 Hours	TW
924825	07/23/2018 10:17am	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported being hung up on during a recent call.	CSR's investigation revealed the customer was hung up on due to significant delay in their response time. CSR explained the use of the signal meter during calls and advised anticipating the other party's greeting and speaking sooner to avoid hang-ups. CSR sent the customer a letter reiterating these instructions and offering ongoing assistance upon request.	07/23/2018 10:45am	Within 24 Hours	JAA
925722	07/25/2018 11:23am	Phone	Setup	N/A	Customer reported being unable to connect to captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/25/2018 05:06pm	Within 24 Hours	CE
925823	07/25/2018 01:45pm	CapTel	Setup	N/A	The customer reported audio dropping on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/25/2018 01:59pm	Within 24 Hours	PZ
926053	07/26/2018 09:22am	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported callers were not hearing her when talking on the CapTel 840 in 1-Line mode.	CSR's investigation revealed callers were experiencing longer moments of silence as the customer was waiting for the captions to appear on the CapTel screen before making a response. Due to this experience, callers were informing the customer that they could not hear her. CSR explained the use of the signal meter during calls, also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR conducted test call with customer to practice above tips.	07/26/2018 09:42am	Within 24 Hours	TJ
926225	07/26/2018 02:29pm	CapTel	Setup	N/A	While troubleshooting incoming calls, CSR found the customer is using digital cable lines with the CapTel 840 in 1-Line Mode.	CSR sent a letter advising customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/26/2018 02:41pm	Within 24 Hours	CE
928898	07/27/2018 01:28pm	CapTel	Setup	N/A	Customer reported difficulties making and receiving calls with captions on the CapTel 840 P LUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 P LUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	07/27/2018 01:35pm	Within 24 Hours	CR

California CapTel FCC Complaints 6/1/2018 to 5/31/019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
927295	07/30/2018 02:29pm	Phone	Setup	N/A	Customer's assistant reported static and garbled captions on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that a faulty telephone cord was causing static and garbled captions on the CapTel. CSR advised using a new telephone cord that was known to be working without static on a different phone. The customer's assistant subsequently confirmed that the sound quality was clear and captions were connecting successfully.	07/30/2018 02:42pm	Within 24 Hours	SO
929264	08/05/2018 01:50pm	CapTel	Setup	N/A	Customer reported difficulties making calls on the CapTel 800 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 800 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/05/2018 02:16pm	Within 24 Hours	AB
929260	08/05/2018 01:53pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported that the party they were trying to call hung up on them every time when they were calling from the CapTel 840.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hangs. CSR conducted test call with customer to practice above tips.	08/05/2018 01:58pm	Within 24 Hours	BP
934380	08/12/2018 07:57pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported difficulty placing an international call using the CapTel 840 PLUS in Analog Mode and reported that homonyms were sometimes captioned incorrectly.	CSR's investigation revealed the customer does not have an international calling plan through the telephone service provider. CSR advised customer to use a calling card in order to place this international call using the CapTel. CSR additionally explained that, in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the intended spelling of a word that has a homonym. CSR further sent the customer a letter reiterating this information in detail and offering additional assistance on request.	08/29/2018 03:04pm	Over 48 hours	PL
932218	08/14/2018 01:25pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported seeing misspelled proper names in the captions when using the CapTel 840 in 1-Line mode.	CSR explained that in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. CSR advised that the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call. CSR later sent the customer a letter reiterating this information and offering continued assistance upon request.	08/19/2018 09:48am	Over 48 hours	BCS
932267	08/14/2018 02:49pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer's assistant reported being unable to receive captions on incoming calls on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that callers were not calling the customer through the toll-free captioning service number. CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	08/14/2018 02:55pm	Within 24 Hours	GT
932658	08/15/2018 03:08pm	CapTel	Service	8163	Customer's assistant reported inaccurate captions on the CapTel 840 in 1-Line mode.	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.	08/16/2018 07:31pm	Within 48 Hours	JAA
933054	08/16/2018 03:11pm	Phone	Info/Referral/ Consumer Ed	N/A	Customer's assistant reported the customer did not receive captions on an incoming call in 1-Line mode.	CSR's investigation revealed the assistant did not call through the Captioning Service Number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	08/16/2018 03:25pm	Within 24 Hours	TD

California CapTel FCC Complaints 6/1/2018 to 5/31/019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
933156	08/16/2018 07:33pm	Phone	Setup	N/A	Customer's assistant reported the CapTel 800 in 1-Line mode intermittently losing dial tone and locking up.	CSR's investigation revealed the CapTel's power cord may be connected to a faulty electrical outlet in the home. CSR advised the customer's assistant to connect the CapTel's power cord to a different electrical outlet and to test the phone to see if it continues locking up. CSR attempted to follow up on three separate occasions but was unsuccessful. CSR sent a letter offering ongoing assistance upon their request.	08/29/2018 05:52pm	Over 48 hours	MS
933342	08/17/2018 01:09pm	CapTel	Info/Referral/Consumer Ed	N/A	State program representative inquired about the delay of captions behind the spoken word on the CapTel 840 in 1-Line mode.	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, if the CA is captioning multiple parties on the call, or if the CA needs to make typed insertions.	08/17/2018 01:16pm	Within 24 Hours	EJ
933356	08/17/2018 01:36pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's assistant reported no captions for an incoming call on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the previous caller did not call through the toll-free captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service and provided the appropriate captioning service number.	08/17/2018 01:38pm	Within 24 Hours	ELS
934025	08/20/2018 12:31pm	CapTel	Setup	N/A	Customer reported they cannot dial out.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix and confirmed this adjustment resolved the experience.	08/20/2018 01:01pm	Within 24 Hours	TA
934639	08/22/2018 07:05am	Phone	Info/Referral/Consumer Ed	N/A	Customer's wife reported incoming calls to the CapTel in 1-Line mode are not being captioned.	CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. The customer's wife subsequently confirmed successful captions on CSR's test call through the captioning service.	08/22/2018 07:27am	Within 24 Hours	BMC
936181	08/27/2018 12:28pm	CapTel	Info/Referral/Consumer Ed	N/A	The customer reported callers hanging up on her at the beginning of calls on the CapTel 840 in 1-Line.	CSR found that the customer was not replying until the captions appeared which caused callers to hang up the line. CSR explained the use of the signal meter during calls, also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR offered further assistance upon request.	08/27/2018 12:39pm	Within 24 Hours	PZ
938420	09/04/2018 02:17pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported being hung up on by a business after being put on hold when using the CapTel 840 PLUS in Analog Mode.	CSR explained the use of the signal meter during calls, also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Customer practiced these tips on the call with CSR.	09/04/2018 02:26pm	Within 24 Hours	BM
938772	09/04/2018 07:42pm	CapTel	Setup	N/A	CSR noted that the customer is using a VOIP phone line with the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for VOIP use and recommended switching the CapTel to IP Mode.	09/11/2018 12:54pm	Over 48 hours	PZ
938579	09/04/2018 10:07pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported being unable to place an international call using the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed the customer does not have an international calling plan through the telephone service provider. CSR advised customer to use a calling card in order to place this international call using the CapTel.	09/04/2018 10:14pm	Within 24 Hours	LA

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
938949	09/05/2018 06:59pm	CapTel	Setup	N/A	Customer reported dropped calls, persons being unable to get through on the CapTel 840.	CSR's investigation revealed the customer was using an analog model CapTel phone on non-copper analog lines. The customer confirmed the CapTel worked when used on another service besides the one in their residence. CSR advised on the necessity of copper analog telephone lines to assure the call and caption quality with an analog model CapTel phone. CSR recommended looking into acquiring Internet service and an Internet model CapTel phone.	09/05/2018 07:11pm	Within 24 Hours	MCG
939572	09/07/2018 02:18pm	CapTel	Setup	N/A	Customer reported calls cutting out on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer's telephone cord was faulty. CSR advised the customer to obtain a different telephone cord. Customer subsequently confirmed that the audio was no longer cutting out on the CapTel 840 in 1-Line mode.	09/07/2018 02:42pm	Within 24 Hours	GT
940017	09/09/2018 01:49pm	Phone	Setup	N/A	Customer's assistant reported using digital cable lines on the CapTel 800 in 1-Line Mode.	CSR advised customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/10/2018 11:38am	Within 24 Hours	JLS
940071	09/09/2018 04:49pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported being unable to receive captions on incoming phone calls to the CapTel 800 in 1-Line mode.	CSR's investigation revealed that callers were not calling the customer through the toll-free captioning service number. CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	09/09/2018 05:04pm	Within 24 Hours	GT
940862	09/11/2018 05:25pm	Phone	Setup	N/A	Customer reported being unable to dial out with captions.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR later found the customer had disabled 2-Line mode in the menu of the CapTel phone and subsequently confirmed this resolved the customer's experience.	09/13/2018 05:15pm	Within 48 Hours	CBe
941106	09/12/2018 01:33pm	Phone	Setup	N/A	Customer's daughter reported being unable to dial out with captions on the CapTel 840 in 1-Line mode.	CSR's troubleshooting revealed the CapTel's telephone cord was plugged into a duplex jack that may be faulty. CSR advised connecting the CapTel directly into the wall jack. CSR followed up with the customer and customer's daughter by phone and email but was unsuccessful in reaching them. CSR sent the customer a letter providing additional troubleshooting steps and offering ongoing assistance upon request.	09/21/2018 02:10pm	Over 48 hours	JAA
941182	09/12/2018 02:54pm	CapTel	Setup	N/A	Customer reported being unable to connect to captions on the 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended using an internet model CapTel that would use the internet to support the captions.	09/17/2018 04:04pm	Over 48 hours	CE
941453	09/13/2018 12:20pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer's sister reported no captions for incoming calls on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	09/13/2018 12:24pm	Within 24 Hours	ELS
942006	09/14/2018 07:19pm	CapTel	Info/Referral/ Consumer Ed	N/A	CapTel 840 customer reported no captions on a call.	CSR's investigation revealed that the customer received a call from someone that did not call through the captioning service number. CSR advised the customer that callers had to call through the captioning service number in order for her to have captions on incoming calls. CSR also placed a test call through the captioning service number and the customer confirmed that she was getting captions.	09/14/2018 07:45pm	Within 24 Hours	AJ

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
942208	09/15/2018 08:53pm	CapTel	Setup	N/A	Customer's son reported no dial tone on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the phone cord used by the CapTel appeared to be plugged into a defective piece of equipment. CSR advised the customer's son to connect the phone cord into a functioning phone port. After multiple attempts to follow up with the customer, CSR sent a letter offering additional troubleshooting tips and ongoing assistance as needed.	09/25/2018 11:10am	Over 48 hours	MR
945345	09/25/2018 04:15pm	Phone	Setup	N/A	Customer's son reported the CapTel 840 is going to be used with digital cable telephone service.	CSR advised customer's son that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	09/25/2018 04:19pm	Within 24 Hours	BM
946221	09/27/2018 06:56pm	CapTel	Setup	N/A	Customer reported that there was no dial tone on the CapTel 840.	CSR's investigation revealed that the telephone service was not working on the CapTel 840 due to a telephone cord that was not plugged in securely. The customer was able to properly connect all cords to the CapTel 840 phone. CSR then confirmed that the CapTel 840 was working successfully with captions.	09/27/2018 07:27 pm	Within 24 Hours	PY
948315	10/04/2018 10:43am	CapTel	Info/Referral/ Consumer Ed	N/A	Customer inquired why there is a delay in captions when using the CapTel 800 in 1-Line mode.	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, if the CA is captioning multiple parties on the call, or if the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	10/04/2018 10:59am	Within 24 Hours	BM
948336	10/04/2018 11:00am	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported the other party hanging up on her, at the beginning of phone calls, on the CapTel 840.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR sent a letter to the customer with tips regarding signal meter use and advice about what to say to the other party on the line so they understand the customer's use of a captioning telephone.	10/04/2018 11:39am	Within 24 Hours	AS
948526	10/04/2018 03:40pm	CapTel	Setup	N/A	State equipment representative reported that the CapTel 840 in 1-Line mode had difficulty connecting with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	10/04/2018 03:52pm	Within 24 Hours	EEJ
948914	10/05/2018 02:26pm	CapTel	Setup	N/A	Customer reported difficulties making and receiving calls with captions on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	10/05/2018 02:37pm	Within 24 Hours	RL
951632	10/12/2018 12:09pm	CapTel	Setup	N/A	The customer reported not receiving captions when her daughter calls her on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised the customer that the CapTel 840 in 1-Line mode is not designed for digital cable use and recommended that the customer obtain an Internet model CapTel that would use the internet to support the captions.	10/12/2018 06:16pm	Within 24 Hours	PZ
952635	10/15/2018 01:24pm	Phone	Setup	N/A	Customer is using the CapTel 840 on digital cable phone lines.	CSR advised customer that the CapTel 840 in 1-Line mode is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	10/15/2018 02:10pm	Within 24 Hours	PZ

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
952841	10/15/2018 03:25pm	CapTel	Setup	N/A	Customer reported that audio and captions drop on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP and fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP and fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/15/2018 03:36pm	Within 24 Hours	JLS
953637	10/17/2018 06:03pm	CapTel	Info/Referral/ Consumer Ed	N/A	The customer asked if the captionist hears her audio on the CapTel 840 PLUS in Analog Mode.	CSR explained that the captionist does not hear the customer's audio and that the captionist can only hear the other party's audio.	10/17/2018 06:07pm	Within 24 Hours	PZ
955603	10/23/2018 04:21pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported the other party does not hear the outbound audio coming from the CapTel 840 in 1-Line mode.	CSR's investigation revealed the outbound audio was functioning properly, but the customer was just delayed in responding to the other party when reading the captions. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.	10/23/2018 04:24pm	Within 24 Hours	BM
956301	10/25/2018 01:31pm	Phone	Setup	N/A	Customer's assistant reported not being able to dial out on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/25/2018 01:40pm	Within 24 Hours	AB
956966	10/27/2018 03:04pm	CapTel	Setup	N/A	Customer reported captions and audio drop during captioned calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/27/2018 03:16pm	Within 24 Hours	BMC
958231	10/31/2018 12:50pm	CapTel	Setup	N/A	Customer has digital phone lines for the CapTel 840 PLUS in Analog Mode.	CSR advised the customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	10/31/2018 01:15pm	Within 24 Hours	PZ
958816	11/01/2018 07:46pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) in their captions.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	11/01/2018 08:00pm	Within 24 Hours	SO
959683	11/02/2018 01:12pm	Email	Setup	N/A	The customer reported callers hanging up and difficulty getting captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/05/2018 05:38pm	Over 48 hours	PZ
959989	11/05/2018 07:03pm	CapTel	Setup	N/A	Customer reported consistent difficulty making and receiving captioned calls on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/05/2018 07:20pm	Within 24 Hours	RN
961624	11/10/2018 02:32pm	CapTel	Setup	N/A	Customer's assistant reported no inbound audio on the CapTel 840 in 1-Line mode.	CSR attempted to provide over the phone troubleshooting assistance, but due to the audio dropping, customer's assistant advised they would have the customer's daughter call back later to troubleshoot. CSR later followed up with the customer's daughter, who confirmed she had replaced the curly cord in the handset and the phone is now working properly.	11/13/2018 01:48pm	Over 48 hours	BCS

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
963755	11/16/2018 05:22pm	Phone	Setup	N/A	Customer reported that the CapTel 840 will no longer connect with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended an Internet model CapTel that would use the Internet to support the captions. CSR referred the customer to the national distributor to start the process in obtaining a Internet model CapTel phone.	11/16/2018 05:30pm	Within 24 Hours	BUB
963838	11/17/2018 10:25am	CapTel	Setup	N/A	Customer inquired about using the CapTel 840 on a digital or VOIP phone line.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP or digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP or digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	11/17/2018 10:52am	Within 24 Hours	HL
966294	11/27/2018 02:53pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported not receiving captions on an incoming call on the CapTel 840 PLUS in Analog Mode.	CSR explained that in order for the CapTel 840 PLUS in Analog Mode to receive captions, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	11/27/2018 03:17pm	Within 24 Hours	BCS
967120	11/29/2018 03:55pm	CapTel	Setup	N/A	While assisting in another matter, CSR noted that the call audio periodically drops and captions temporarily halt with speaking on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the CapTel was being used with digital cable telephone service. CSR explained that the CapTel 840 PLUS is not designed for use with digital cable telephone service while in Analog Mode, and recommended obtaining Internet service and switching the CapTel to Internet mode.	11/29/2018 03:59pm	Within 24 Hours	RN
967926	12/03/2018 10:28am	Phone	Setup	N/A	Customer's assistant reported that they did not have a dial tone on the CapTel 840.	CSR's investigation revealed that the customer was in the middle of switching from one telephone service provider to another. CSR advised a technician for the customer's telephone service provider to connect the CapTel to their new telephone service. Upon follow up, customer indicated that the telephone service transfer was still in progress and opted to call CapTel Customer Service should further troubleshooting assistance be needed after the transfer.	12/13/2018 04:49pm	Over 48 hours	TS
967955	12/03/2018 11:07am	CapTel	Setup	N/A	Customer reported being unable to connect to captions on the CapTel 800 in 2-line mode.	CSR's investigation revealed that the CapTel had become disconnected from the second phone line. CSR advised customer's wife to reconnect the CapTel's second phone line. Customer's wife confirmed the CapTel is now able to connect to captions.	12/03/2018 11:22am	Within 24 Hours	CF
968891	12/05/2018 05:54pm	Phone	Setup	N/A	Customer's daughter reported that the customer is using VOIP telephone service to connect to captions on the CapTel 840 in 1-Line Mode.	CSR advised customer's assistant that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/05/2018 06:30pm	Within 24 Hours	MR
968945	12/09/2018 01:59pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported not receiving captions for incoming calls on the CapTel in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/09/2018 02:03pm	Within 24 Hours	EEJ

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
970337	12/10/2018 04:13pm	Phone	Setup	N/A	Customer's brother reported that they couldn't place or receive captioned calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions. CSR recommended contacting the state program to return the CapTel 840 and inquire about obtaining an internet model CapTel phone.	12/10/2018 04:37pm	Within 24 Hours	ES
970937	12/12/2018 12:15pm	CapTel	Setup	N/A	Customer reported outbound audio dropping, sometimes, on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP and fiber optic telephone service. CSR advised customer, through a letter, that the CapTel 840 is not designed for VOIP and fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/19/2018 02:40pm	Over 48 hours	AS
971389	12/13/2018 03:00pm	CapTel	Setup	N/A	Customer's daughter reported buzzing and difficulty connecting to captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel was installed using a faulty phone cord. CSR advised replacing the CapTel's phone cord. Customer subsequently confirmed that since replacing the CapTel's phone cord, the CapTel has been successfully connecting to captions and the buzzing is gone.	12/18/2018 11:30am	Over 48 hours	CR
976009	01/02/2019 12:35pm	Phone	Info/Referral/Consumer Ed	N/A	Customer's assistant reported difficulty placing outgoing calls on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the caller was first calling the toll-free captioning service number. CSR advised customer's assistant that in order to place an outgoing captioned call on the CapTel 840 in 1-Line mode, the CapTel user must first make certain the CAPTIONS button is lit prior to dialing, and then simply dial the phone number they would like to call.	01/02/2019 12:47pm	Within 24 Hours	AB
976506	01/03/2019 02:09pm	CapTel	Setup	N/A	While assisting with setup, CSR confirmed the customer is utilizing a digital phone service with the CapTel 840 in 1-Line Mode.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the internet to support the captions.	01/03/2019 02:15pm	Within 24 Hours	RL
976784	01/04/2019 12:23pm	Phone	Setup	N/A	Customer reported the CapTel 840 had no dial tone and was insistent upon a home visit.	After offering initial troubleshooting assistance, CSR facilitated a conference call between customer and the state issuing agency. State issuing agency subsequently approved a home visit for the customer or advised customer to take the phone to a local service center for testing.	01/04/2019 01:05pm	Within 24 Hours	MMo
978312	01/09/2019 01:40pm	CapTel	Setup	N/A	Customer reported the CapTel 840 will make a noise and shut itself off.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable usage and recommended obtaining an Internet model CapTel that would use the internet to support the captions. CSR sent customer further technical information via email and offered ongoing assistance.	01/09/2019 04:38pm	Within 24 Hours	MMo
978290	01/09/2019 02:03pm	CapTel	Setup	N/A	Customer reported that he cannot dial out with captions on the CapTel 840 and reaches a busy signal.	CSR offered to place an inbound captioned call to the phone to check the settings since CSR was unable to speak with customer/family member on another phone, located near the CapTel. Since the inbound call attempt was not successful, CSR provided customer with verbal and written instructions for checking the Dialing Prefix and Block Call Waiting menu settings to resolve the issue. Upon follow-up, customer stated that customer would do this in the near future and reported they would contact us if further assistance with the CapTel phone is needed.	01/10/2019 02:56pm	Within 48 Hours	MMo

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
978341	01/09/2019 02:46pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer's husband reported calls are not connecting through the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed the callers were not properly dialing through the toll-free captioning service number. CSR explained the proper dialing procedure when placing calls through the captioning service. The customer's husband subsequently confirmed that his wife had successfully received a captioned call using the instructions provided.	01/09/2019 03:20pm	Within 24 Hours	JN
981106	01/09/2019 03:05pm	Phone	Setup	N/A	Customer reported that the CapTel 840 PLUS in Analog Mode was not connecting with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital lines. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital use and recommended switching the CapTel to IP Mode. As CSR's attempts to follow up with the customer were unsuccessful, CSR sent customer a letter with information on how to contact the California Telephone Access Program to assist with switching the 840 PLUS in Analog Mode to IP Mode.	01/22/2019 03:42pm	Over 48 hours	BJB
978756	01/10/2019 04:00pm	CapTel	Setup	N/A	CSR noticed being unable to reach the customer on the CapTel 840 PLUS in Analog Mode when dialing through the Captioning Service.	Upon subsequent follow-up, CSR discovered there was static present on the customer's phone line. Customer reported having no difficulty using the CapTel, however, and opted to continue using the CapTel as is. CSR sent customer a letter providing instructions for troubleshooting the setup and for contacting the telephone service provider to address the static that is present on the line.	01/15/2019 11:51am	Over 48 hours	BM
980027	01/15/2019 02:08pm	Phone	Info/Referral/ Consumer Ed	N/A	Customer's caretaker reported no captions when she placed an incoming call to the customer's CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	01/15/2019 02:17pm	Within 24 Hours	SO
980271	01/16/2019 10:48am	CapTel	Setup	N/A	Customer reported she is unable to make outbound captioned calls from the CapTel 840 in 1-Line mode.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR assisted the customer with disabling 2-Line mode in the menu of the CapTel phone and confirmed this resolved the customer's experience.	01/16/2019 11:18am	Within 24 Hours	BMC
980731	01/17/2019 01:40pm	CapTel	Setup	N/A	Customer's daughter reported garbled captions on the CapTel 840 PLUS in Analog mode.	CSR found the customer's daughter called from another location. CSR discussed with customer's daughter that the phone line may not support the data connection it needs and discussed the possibility of obtaining Internet to have the phone switched to IP mode. Customer's daughter subsequently reported they will contact the state issuing agency to see about a possible home visit.	01/17/2019 01:52pm	Within 24 Hours	MP
980836	01/17/2019 04:44pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer's assistant reported no captions on the CapTel 840 in 1-Line Mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's assistant with the appropriate captioning service number.	01/17/2019 04:53pm	Within 24 Hours	SS
981013	01/18/2019 12:29pm	CapTel	Setup	N/A	A state program representative reported being unable to call out with captions on the CapTel 840 PLUS in Analog Mode.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the representative with removing the mistaken dialing prefix and confirmed this adjustment resolved the experience.	01/18/2019 12:40pm	Within 24 Hours	CF

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
983102	01/25/2019 11:11am	CapTel	Setup	N/A	A state program representative reported that the CapTel receives captions on incoming calls, but not on outbound calls.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/25/2019 11:23am	Within 24 Hours	PZ
983285	01/25/2019 05:50pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported not receiving captions on an incoming call placed to the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the business that called the customer was unaware they needed to dial the toll-free captioning service number before calling the customer. CSR explained that in order for the CapTel 840 PLUS to receive captions on incoming calls in Analog Mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. CSR placed a test call, and the customer confirmed they were receiving captions successfully on the CapTel 840 PLUS in Analog Mode.	01/25/2019 06:05pm	Within 24 Hours	RG
984298	01/29/2019 03:15pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported not getting captions during incoming calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that callers weren't dialing the toll-free caption service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	01/29/2019 03:33pm	Within 24 Hours	CR
984317	01/29/2019 03:43pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported not receiving captions on incoming calls on the CapTel 840 PLUS in Analog Mode.	CSR found that callers were not calling through the toll-free captioning service number before dialing the customer's phone number. CSR explained that in order for the CapTel 840 to receive captions in Analog Mode, callers must first dial through the toll-free captioning service number.	01/29/2019 04:04pm	Within 24 Hours	EDS
985139	02/01/2019 10:17am	Phone	Setup	N/A	Customer's daughter reported customer has garbled captions on the CapTel 840 PLUS in analog mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for fiber optic usage and recommended switching the CapTel to IP Mode. Customer's daughter reported they would contact us if further assistance is needed.	02/08/2019 05:34pm	Over 48 hours	MMO
985504	02/02/2019 02:56pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported being hung up on during a recent call to her daughter-in-law on the CapTel 840.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.	02/02/2019 03:03pm	Within 24 Hours	PFM
986060	02/04/2019 08:24pm	CapTel	Info/Referral/ Consumer Ed	N/A	Customer reported seeing unusual names or places misspelled in the captions while using the CapTel 840 PLUS in Analog Mode.	CSR explained that in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. CSR advised that the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call.	02/04/2019 08:35pm	Within 24 Hours	SB
995958	03/08/2019 08:34pm	Phone	Setup	N/A	Customer's reported no dial tone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the active phone line was connected to the Line 2 port instead of Line 1 port on the back of the CapTel. CSR advised connecting the telephone cord to the Line 1 port. CSR then placed test call. Customer's daughter confirmed that the dial tone was restored and that they were able to receive calls successfully on the CapTel 840.	03/08/2019 09:21pm	Within 24 Hours	LA

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
995962	03/08/2019 09:25pm	Phone	Setup	N/A	Customer's daughter reported being unable to connect to captions on the CapTel 840 in 1-Line mode.	CSR's investigation determined that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an Internet model CapTel that would use the internet to support the captions.	03/08/2019 09:47pm	Within 24 Hours	LA
996134	03/09/2019 07:49pm	Phone	Setup	N/A	Customer's son reported that the CapTel 840 PLUS in Analog mode was not working as intended.	CSR's investigation revealed that the CapTel 840 in Analog mode is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for VOIP use and recommended switching the CapTel to IP Mode or replacing the phone with an Internet model.	03/09/2019 08:25pm	Within 24 Hours	MTH
997299	03/13/2019 03:03pm	Phone	Setup	N/A	Customer reported the CapTel 840 PLUS was not getting phone service.	At the time of the initial call, discussion suggested the customer's telephone jack was damaged. CSR subsequently advised the customer to contact the telephone service provider for further assistance with restoring service. CSR subsequently confirmed the CapTel is connecting to phone calls with captions successfully.	03/14/2019 11:37am	Within 24 Hours	AK
999647	03/21/2019 10:47am	CapTel	Setup	N/A	Customer's daughter reported frequent difficulties connecting to captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel's phone cord may have become faulty. CSR advised replacing the CapTel's phone cord. As CSR's repeated attempts to follow-up with customer were unsuccessful, a letter was sent reiterating the advice given and offering further assistance as needed.	03/29/2019 01:17pm	Over 48 hours	CR
1001444	03/27/2019 10:34am	CapTel	Setup	N/A	Customer's assistant reported the CapTel 840 PLUS in Analog Mode is being used with digital cable phone lines.	CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode and acquiring Internet service.	03/27/2019 10:40am	Within 24 Hours	CR
1001653	03/27/2019 03:53pm	Phone	Setup	N/A	Customer's wife reported no dial tone on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed the phone cord connection was loose. CSR advised making sure the connections were secure. Customer confirmed the CapTel successfully connected with captions.	03/27/2019 04:37pm	Within 24 Hours	TJ
1007806	04/17/2019 02:48pm	Mail	Setup	N/A	Customer reported occasional dropped calls while speaking on the CapTel 840 PLUS.	CSR's investigation revealed that the customer is attempting to connect to captions using broadband telephone service. After multiple unsuccessful attempts to follow up, CSR sent a letter advising customer the CapTel 840 PLUS in Analog Mode is designed for a traditional analog service. CSR recommended switching the CapTel to IP Mode.	04/27/2019 05:28pm	Over 48 hours	DG
1009994	04/25/2019 11:40am	Phone	Setup	N/A	Customer reported being unable to connect the CapTel 840 to power.	CSR attempted to troubleshoot, however, customer was unable to communicate without captions. CSR contacted the state issuing agency and confirmed they would contact the customer to schedule an on-site visit. CSR attempted to reach the customer by phone but was unsuccessful. CSR sent customer a letter advising that the state issuing agency would be contacting them to schedule an on-site visit and offering ongoing assistance upon request.	05/03/2019 10:48am	Over 48 hours	JB
1011441	04/29/2019 05:47pm	CapTel	Setup	N/A	Customer's telephone technician reported the customer has VOIP telephone service.	CSR advised the technician that the CapTel 840 is not designed for VOIP telephone service and recommended obtaining an Internet model CapTel that would use the internet to support the captions.	04/29/2019 06:10pm	Within 24 Hours	JC

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Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1012287	05/03/2019 12:22pm	CapTel	Setup	N/A	Customer reported broken up audio and captions while speaking on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/08/2019 04:34pm	Over 48 hours	CF
1015274	05/13/2019 06:00pm	Phone	Setup	N/A	Customer's assistant reported garbled captions on the CapTel 840 PLUS in Analog mode.	CSR's investigation revealed that the CapTel's phone cord plugs into an extension phone, which then plugs into a nearby phone jack. CSR advised customer's assistant that the CapTel's phone cord should be plugged directly into a phone jack. The customer's assistant did not feel comfortable troubleshooting any further, and requested on-site assistance with investigating the CapTel's setup further. CSR arranged for the state program to make a home visit to adjust the setup. Upon follow up, the customer's assistant stated that she is working with the state program to arrange an appointment for on-site assistance, and she requires no further follow up from CapTel Customer Service.	05/17/2019 01:26pm	Over 48 hours	CF
1018475	05/24/2019 02:03pm	CapTel	Setup	N/A	Customer reported occasional dropped audio and dropped calls while speaking on the CapTel 840 PLUS in PSTN mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode. The customer subsequently stated she will contact her telephone service provider to obtain further information on Internet service options.	05/24/2019 02:20pm	Within 24 Hours	BMC
1018612	05/26/2019 01:01pm	CapTel	Service	N/A	Customer reported general feedback regarding inaccurate captions during calls on the CapTel 840.	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. 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 CSR's attempt to follow-up by phone was unsuccessful, a letter was sent offering troubleshooting tips and further assistance as needed.	05/28/2019 03:57pm	Over 48 hours	AB