



July 2, 2018

VIA ECFS AND HAND DELIVERY

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

**Re: ClearCaptions, LLC Annual Summary of Consumer Complaints
Covering June 1, 2017 – May 31, 2018 and
Request for Confidential Treatment
CG Docket No. 03-123**

Dear Ms. Dortch:

ClearCaptions, LLC (“ClearCaptions” or “Company”) hereby respectfully submits its annual summary of consumer complaints for its Internet Protocol Captioned Telephone Service (“IP CTS”) in accordance with section 64.604(c)(1) of the Commission’s rules¹ and the Public Notice² released on June 15, 2018. The attached summary in **Exhibit 1** includes all complaints made by consumers to ClearCaptions received between June 1, 2017 and May 31, 2018 that allege violations of the federal telecommunications relay services (“TRS”) minimum standards.

The Public Notice also requires TRS providers to supply the total number of interstate relay calls. ClearCaptions provides that information in **Exhibit 2**. ClearCaptions requests confidential treatment of the information in Exhibit 2 pursuant to the applicable Protective Order and sections 0.457 and 0.459 of the Commission’s rules.³ ClearCaptions is also submitting a redacted version of this filing pursuant to the Protective Order.⁴

¹ 47 C.F.R. § 64.604(c)(1).

² *Reminder to States and Interstate Telecommunications Relay Services Providers That The Annual Summary Of Consumer Complaints Is Due By July 2, 2018; Reminder of Ongoing Obligation to Report Contact Information and Substantive Changes in TRS Programs*, Public Notice, DA 18-630 (rel. Jun. 15, 2018) (“Public Notice”).

³ *See Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Protective Order, CG Docket Nos. 10-51 and 03-123, DA 12-402, 27 FCC Rcd 2557 (rel. Mar. 14, 2012) (“Protective Order”); 47 C.F.R. §§ 0.457, 0.459.

⁴ Protective Order ¶ 9. As instructed in the Public Notice ClearCaptions has filed the redacted version of this filing in CG Docket No. 03-123 only.



ClearCaptions hereby requests that all of the information contained after the heading *****BEGIN CONFIDENTIAL INFORMATION***** and before the heading *****END CONFIDENTIAL INFORMATION***** be treated as Confidential Information under the Protective Order.⁵ As described below, the information contained between those headings is proprietary commercial and business information that is not customarily disclosed to the public or within the industry and is subject to Exemption 4 under the Freedom of Information Act (“FOIA”).⁶ The confidential information has been redacted from the version electronically filed with the Commission.

1. Identification of the specific information for which confidential treatment is sought.

ClearCaptions requests confidential treatment of all information contained after the heading *****BEGIN CONFIDENTIAL INFORMATION***** and before the heading *****END CONFIDENTIAL INFORMATION*****.

2. Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission.

The information provided is required to be submitted in CG Docket No. 03-123 by section 64.604(c)(1) of the Commission’s rules and the Public Notice .⁷

3. Explanation of the degree to which the information is commercial or financial or contains a trade secret or is privileged.

The confidential information contains competitively sensitive ClearCaptions IP CTS information that would cause harm to ClearCaptions if disclosed. This information is properly designated as Confidential Information under paragraph 2 of the Protective Order.⁸ In addition, this information constitutes proprietary commercial and business information under Exemption 4 of the FOIA.⁹ Accordingly, ClearCaptions requests that such information be treated as Confidential Information under the Protective Order and not be made routinely available for public inspection.

4. Explanation of the degree to which the information concerns a service that is subject to competition.

⁵ Protective Order ¶ 2.

⁶ 5 U.S.C. § 552(b)(4).

⁷ 47 C.F.R. § 64.604(c)(1); Public Notice at 1.

⁸ Protective Order ¶ 2.

⁹ 5 U.S.C. ¶ 552(b)(4).



The confidential information concerns IP CTS, a nationwide competitive service.

5. Explanation of how disclosure of the information could result in substantial competitive harm.

Disclosure of the confidential information would cause substantial competitive harm to ClearCaptions because it would provide competitors with insight into ClearCaptions' confidential information that is not generally available in the market, which would work to ClearCaptions' severe competitive disadvantage.

6. Identification of any measures taken by the submitting party to prevent unauthorized disclosure.

ClearCaptions routinely treats the confidential information as confidential and exercises significant care to ensure that such information is not inadvertently disclosed to its competitors or the public.

7. Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

ClearCaptions does not make the confidential information available to the public, and this information is not generally disclosed to third parties.

8. Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.

ClearCaptions requests that the confidential information be treated as confidential on an indefinite basis as it cannot identify a date certain on which this information could be disclosed without causing competitive harm to ClearCaptions.

If a request is submitted for disclosure of this information, please provide sufficient notice to the undersigned to allow ClearCaptions to take appropriate steps to safeguard the confidentiality of the information. In addition, should this request for confidentiality be denied, ClearCaptions requests that this information be returned by the Commission without consideration.

In accordance with section 64.604(c)(1)(i), ClearCaptions maintains a log of all consumer complaints that it receives. The summary contained in Exhibit 1 is based on this log.

In addition, ClearCaptions has provided the information required by section 64.604(c)(1)(2) regarding contact persons. There has been no change in the information previously provided to the Commission.

Please contact the undersigned if you have any questions or concerns regarding this matter.



Respectfully submitted,

/s/ Michael Strecker

Michael Strecker
Vice President of Regulatory and
Strategic Policy
ClearCaptions, LLC
3001 Lava Ridge Court
Suite 100
Roseville, CA 95661
(916) 274-8429
mike.strecker@clearcaptions.com

cc: Eliot Greenwald
TRSRpts@fcc.gov

EXHIBIT 1

**Annual Summary of Consumer Complaints Covering June 1, 2017 – May 31,
2018**

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00060532	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060515	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060422	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060433	6/1/17	6/3/17	Captions	Not working/starting	Customer retraining provided
00060418	6/1/17	6/9/17	Phone	Can?t make and/or receive calls	No Trouble Found
00060544	6/1/17	6/1/17	Captions	Not accurate	No Trouble Found
00060457	6/1/17	6/1/17	Captions	Not working/starting	Router/modem rebooted
00060490	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060472	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060499	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00060412	6/1/17	6/20/17	Phone	Answering machine won?t play messages	Router/modem rebooted
00060549	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	Router/modem rebooted
00060469	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	Router/modem rebooted
00060419	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	Router/modem rebooted
00060571	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00060555	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	Router/modem rebooted
00060411	6/1/17	6/1/17	Phone	Caller ID not working	No Trouble Found
00060404	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00060445	6/1/17	6/16/17	Captions	Not working/starting	Router/modem rebooted
00060493	6/1/17	6/1/17	Phone	Can?t make and/or receive calls	Router/modem rebooted
00060559	6/1/17	6/1/17	Phone	Can?t make and/or receive calls	Router/modem rebooted
00060504	6/1/17	6/1/17	Phone	Can?t make and/or receive calls	Router/modem rebooted
00060413	6/1/17	6/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00060517	6/1/17	6/8/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00060520	6/1/17	6/1/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00060479	6/1/17	6/1/17	Phone	Caller ID not working	Customer retraining provided
00060403	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00060557	6/1/17	6/1/17	Phone	Can?t make and/or receive calls	Router/modem rebooted
00060408	6/1/17	6/1/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00060736	6/2/17	6/2/17	Captions	Not working/starting	No Trouble Found
00060594	6/2/17	6/2/17	Captions	Not working/starting	Router/modem rebooted
00060647	6/2/17	6/2/17	Phone	Screen unresponsive	Phone setting adjusted
00060592	6/2/17	6/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060675	6/2/17	6/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060768	6/2/17	6/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00060663	6/2/17	6/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060715	6/2/17	6/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060586	6/2/17	6/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060691	6/2/17	6/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060721	6/2/17	6/2/17	Captions	Not accurate	No Trouble Found
00060581	6/2/17	6/5/17	Captions	Not working/starting	Customer retraining provided
00060611	6/2/17	6/2/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00060782	6/2/17	6/2/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00060692	6/2/17	6/2/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00060640	6/2/17	6/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00060809	6/3/17	6/3/17	Captions	Not working/starting	No Trouble Found
00060840	6/3/17	6/3/17	Captions	Not working/starting	Phone setting adjusted
00060814	6/3/17	6/3/17	Captions	Not working/starting	Phone setting adjusted
00060799	6/3/17	6/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00060823	6/3/17	6/3/17	Phone	Answering machine won?t play messages	Phone rebooted
00060815	6/3/17	6/10/17	Captions	Not working/starting	Phone setting adjusted
00060810	6/3/17	6/3/17	Captions	Not working/starting	Phone setting adjusted
00060825	6/3/17	6/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060822	6/3/17	6/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060837	6/3/17	6/3/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00060833	6/3/17	6/3/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00060816	6/3/17	6/3/17	Captions	Not working/starting	Customer retraining provided
00060830	6/3/17	6/3/17	Phone	Answering machine won?t play messages	No Trouble Found
00060849	6/4/17	6/4/17	Captions	Not working/starting	No Trouble Found
00060842	6/4/17	6/4/17	Captions	Not working/starting	Phone setting adjusted
00060847	6/4/17	6/4/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00060904	6/5/17	6/8/17	Captions	Not working/starting	Phone setting adjusted
00060987	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060978	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060898	6/5/17	6/5/17	Captions	Not working/starting	No Trouble Found
00060907	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060924	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060965	6/5/17	6/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060956	6/5/17	6/5/17	Phone	Answering machine won?t play messages	Phone rebooted
00061017	6/5/17	6/5/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00061044	6/5/17	6/5/17	Phone	Answering machine won?t play messages	Phone rebooted
00061036	6/5/17	6/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060983	6/5/17	6/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00060952	6/5/17	6/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00060997	6/5/17	6/5/17	Captions	Not accurate	No Trouble Found
00060892	6/5/17	6/7/17	Captions	Not working/starting	No Trouble Found
00060995	6/5/17	6/5/17	Captions	Not working/starting	No Trouble Found
00061007	6/5/17	6/5/17	Phone	Answering machine won?t play messages	No Trouble Found
00061205	6/6/17	6/6/17	Captions	Not working/starting	Phone setting adjusted
00061133	6/6/17	6/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061255	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061074	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061215	6/6/17	6/6/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00061167	6/6/17	6/6/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00061153	6/6/17	6/6/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00061161	6/6/17	6/6/17	Captions	Not working/starting	Customer retraining provided
00061127	6/6/17	6/6/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061119	6/6/17	6/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061195	6/6/17	6/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061129	6/6/17	6/12/17	Phone	Caller ID not working	Phone setting adjusted
00061160	6/6/17	6/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061060	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061250	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061100	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061091	6/6/17	6/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061270	6/6/17	6/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061238	6/6/17	6/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061282	6/7/17	6/7/17	Captions	Not working/starting	Phone setting adjusted
00061368	6/7/17	6/7/17	Captions	Not working/starting	No Trouble Found
00061408	6/7/17	6/16/17	Captions	Not working/starting	Phone setting adjusted
00061348	6/7/17	6/8/17	Captions	Not working/starting	No Trouble Found
00061287	6/7/17	6/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061449	6/7/17	6/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061333	6/7/17	6/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061437	6/7/17	6/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00061452	6/7/17	6/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00061468	6/7/17	6/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061462	6/7/17	6/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061386	6/7/17	6/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061402	6/7/17	6/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061466	6/7/17	6/7/17	Phone	Screen unresponsive	Phone setting adjusted
00061447	6/7/17	6/7/17	Captions	Not working/starting	Phone setting adjusted
00061390	6/7/17	6/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061315	6/7/17	7/3/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061345	6/7/17	6/7/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061385	6/7/17	6/7/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061439	6/7/17	6/7/17	Phone	Screen unresponsive	Customer retraining provided
00061442	6/7/17	6/7/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061341	6/7/17	6/12/17	Phone	Is stuck on the boot up screen	Customer retraining provided
00061365	6/7/17	6/7/17	Captions	Not working/starting	No Trouble Found
00061310	6/7/17	6/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061448	6/7/17	6/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061339	6/7/17	6/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061485	6/8/17	6/8/17	Captions	Not working/starting	Phone setting adjusted
00061650	6/8/17	6/12/17	Captions	Not working/starting	Phone setting adjusted
00061498	6/8/17	6/8/17	Captions	Not working/starting	Phone setting adjusted
00061570	6/8/17	6/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061600	6/8/17	6/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061618	6/8/17	6/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00061488	6/8/17	6/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061585	6/8/17	6/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00061597	6/8/17	6/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061612	6/8/17	6/9/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061620	6/8/17	6/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061524	6/8/17	6/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061548	6/8/17	6/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061476	6/8/17	6/8/17	Captions	Not working/starting	No Trouble Found
00061575	6/8/17	6/8/17	Phone	Screen unresponsive	Phone setting adjusted
00061475	6/8/17	6/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061579	6/8/17	6/11/17	Phone	Caller ID not working	Phone setting adjusted
00061769	6/9/17	6/9/17	Captions	Not working/starting	Customer retraining provided
00061670	6/9/17	6/9/17	Captions	Not working/starting	Customer retraining provided
00061735	6/9/17	6/9/17	Captions	Not working/starting	Customer retraining provided
00061804	6/9/17	6/10/17	Captions	Not working/starting	Customer retraining provided
00061668	6/9/17	6/9/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061790	6/9/17	6/9/17	Phone	Can?t make and/or receive calls	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00061802	6/9/17	6/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061665	6/9/17	6/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061801	6/9/17	6/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061765	6/9/17	6/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061758	6/9/17	6/10/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061679	6/9/17	6/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061813	6/10/17	6/10/17	Captions	Not working/starting	No Trouble Found
00061826	6/10/17	6/10/17	Phone	Screen unresponsive	No Trouble Found
00061852	6/10/17	6/10/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061851	6/10/17	6/10/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061834	6/10/17	6/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061815	6/10/17	6/10/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061817	6/10/17	6/10/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061809	6/10/17	6/10/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061870	6/11/17	6/11/17	Captions	Not working/starting	Phone setting adjusted
00061863	6/11/17	6/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061876	6/11/17	6/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061886	6/11/17	6/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00061864	6/11/17	6/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062094	6/12/17	6/12/17	Captions	Not working/starting	Customer retraining provided
00062105	6/12/17	6/16/17	Captions	Not working/starting	Customer retraining provided
00061968	6/12/17	6/12/17	Captions	Not working/starting	Customer retraining provided
00062120	6/12/17	6/13/17	Captions	Not working/starting	Customer retraining provided
00062006	6/12/17	6/23/17	Captions	Not working/starting	Customer retraining provided
00062018	6/12/17	6/12/17	Captions	Not working/starting	Customer retraining provided
00062087	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062073	6/12/17	6/12/17	Captions	Not accurate	Customer retraining provided
00062066	6/12/17	6/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061937	6/12/17	6/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062103	6/12/17	6/23/17	Phone	Answering machine won?t play messages	Phone rebooted
00062101	6/12/17	6/12/17	Phone	Caller ID not working	Phone setting adjusted
00062118	6/12/17	6/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062114	6/12/17	6/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061930	6/12/17	6/13/17	Phone	Screen unresponsive	Phone setting adjusted
00061960	6/12/17	6/13/17	Phone	Screen unresponsive	Phone setting adjusted
00061912	6/12/17	6/20/17	Phone	Answering machine won?t play messages	Phone rebooted
00062013	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061901	6/12/17	6/12/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00061991	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00061955	6/12/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062110	6/12/17	6/21/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062028	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062075	6/12/17	6/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061961	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062046	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062091	6/12/17	6/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061967	6/12/17	6/12/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00061906	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062032	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00061950	6/12/17	6/12/17	Captions	Not accurate	Phone setting adjusted
00061956	6/12/17	6/12/17	Captions	Not accurate	Phone setting adjusted
00062047	6/12/17	6/12/17	Captions	Not working/starting	No Trouble Found
00062008	6/12/17	6/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00061963	6/12/17	6/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061994	6/12/17	6/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00061926	6/12/17	6/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00062355	6/13/17	6/14/17	Captions	Not working/starting	Customer retraining provided
00062318	6/13/17	6/14/17	Captions	Not accurate	Customer retraining provided
00062187	6/13/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062208	6/13/17	6/13/17	Captions	Not accurate	Customer retraining provided
00062330	6/13/17	6/13/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00062371	6/13/17	6/13/17	Phone	Answering machine won?t play messages	Customer retraining provided
00062169	6/13/17	6/13/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00062359	6/13/17	6/20/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00062269	6/13/17	6/13/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00062372	6/13/17	6/14/17	Phone	Caller ID not working	Customer retraining provided
00062351	6/13/17	7/11/17	Captions	Not working/starting	Customer retraining provided
00062245	6/13/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062343	6/13/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062153	6/13/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062365	6/13/17	6/14/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062282	6/13/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062317	6/13/17	6/13/17	Phone	Can?t make and/or receive calls	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00062137	6/13/17	6/13/17	Captions	Not working/starting	Customer retraining provided
00062151	6/13/17	6/13/17	Captions	Not working/starting	Customer retraining provided
00062211	6/13/17	6/13/17	Captions	Stopping during calls	Customer retraining provided
00062293	6/13/17	6/29/17	Captions	Not working/starting	Customer retraining provided
00062248	6/13/17	6/13/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00062266	6/13/17	6/19/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00062390	6/14/17	6/14/17	Captions	Not working/starting	Customer retraining provided
00062482	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062386	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062534	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062469	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062422	6/14/17	6/14/17	Captions	Not working/starting	Phone setting adjusted
00062548	6/14/17	6/14/17	Phone	Screen unresponsive	Phone setting adjusted
00062424	6/14/17	6/14/17	Captions	Not working/starting	Phone setting adjusted
00062500	6/14/17	6/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00062380	6/14/17	6/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062490	6/14/17	6/19/17	Phone	Answering machine won?t play messages	No Trouble Found
00062510	6/14/17	6/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062536	6/14/17	6/15/17	Phone	Is stuck on the boot up screen	No Trouble Found
00062405	6/14/17	6/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062443	6/14/17	6/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062442	6/14/17	6/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062439	6/14/17	6/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062485	6/14/17	6/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00062409	6/14/17	6/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00062646	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062721	6/15/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00062612	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062773	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062611	6/15/17	6/15/17	Captions	Stopping during calls	Phone setting adjusted
00062660	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062644	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062762	6/15/17	6/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00062639	6/15/17	6/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00062620	6/15/17	6/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062578	6/15/17	6/15/17	Phone	Screen unresponsive	Phone setting adjusted
00062640	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062570	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062668	6/15/17	6/22/17	Phone	Screen unresponsive	Phone setting adjusted
00062656	6/15/17	6/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062588	6/15/17	6/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00062718	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062595	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062581	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062661	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062747	6/15/17	6/16/17	Captions	Stopping during calls	Phone setting adjusted
00062571	6/15/17	6/20/17	Captions	Not working/starting	Phone setting adjusted
00062572	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062569	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062614	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062605	6/15/17	6/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00062599	6/15/17	6/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062632	6/15/17	6/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062935	6/16/17	6/16/17	Captions	Not working/starting	Phone setting adjusted
00062887	6/16/17	6/27/17	Captions	Not working/starting	No Trouble Found
00062900	6/16/17	6/16/17	Captions	Not working/starting	No Trouble Found
00062858	6/16/17	6/16/17	Phone	Answering machine won?t play messages	Phone rebooted
00062859	6/16/17	7/9/17	Phone	Caller ID not working	No Trouble Found
00062847	6/16/17	6/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062837	6/16/17	6/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062853	6/16/17	6/20/17	Phone	Caller ID not working	Phone setting adjusted
00062808	6/16/17	6/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00062905	6/16/17	6/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062895	6/16/17	6/23/17	Phone	Caller ID not working	No Trouble Found
00062907	6/16/17	6/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062829	6/16/17	6/16/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00062832	6/16/17	6/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062880	6/16/17	6/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00062782	6/16/17	6/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062909	6/16/17	6/16/17	Phone	Screen unresponsive	Phone setting adjusted
00062790	6/16/17	6/16/17	Captions	Not accurate	Phone setting adjusted
00062910	6/16/17	6/16/17	Phone	Answering machine won?t play messages	Phone rebooted
00062889	6/16/17	6/16/17	Phone	Answering machine isn?t taking messages	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00062903	6/16/17	6/16/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00062783	6/16/17	6/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062787	6/16/17	6/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00062984	6/17/17	6/17/17	Captions	Not working/starting	Phone setting adjusted
00062980	6/17/17	6/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062992	6/17/17	6/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00062955	6/17/17	6/17/17	Captions	Not working/starting	No Trouble Found
00062952	6/17/17	6/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063002	6/18/17	6/18/17	Captions	Not working/starting	Phone setting adjusted
00062998	6/18/17	6/18/17	Captions	Not working/starting	Phone setting adjusted
00063011	6/18/17	6/26/17	Phone	Screen unresponsive	No Trouble Found
00063007	6/18/17	6/18/17	Captions	Not working/starting	No Trouble Found
00062999	6/18/17	6/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063198	6/19/17	6/19/17	Captions	Not working/starting	Phone setting adjusted
00063209	6/19/17	6/19/17	Captions	Not working/starting	Phone setting adjusted
00063021	6/19/17	6/19/17	Captions	Not working/starting	No Trouble Found
00063023	6/19/17	7/7/17	Captions	Not working/starting	No Trouble Found
00063029	6/19/17	6/19/17	Captions	Not working/starting	No Trouble Found
00063024	6/19/17	6/19/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00063037	6/19/17	6/19/17	Phone	Answering machine won?t play messages	No Trouble Found
00063102	6/19/17	6/19/17	Captions	Not working/starting	Customer retraining provided
00063167	6/19/17	6/19/17	Captions	Not accurate	Customer retraining provided
00063110	6/19/17	6/22/17	Captions	Not working/starting	Customer retraining provided
00063267	6/19/17	6/19/17	Phone	Answering machine won?t play messages	Customer retraining provided
00063154	6/19/17	6/19/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00063245	6/19/17	6/19/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00063131	6/19/17	6/23/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063035	6/19/17	6/19/17	Phone	Answering machine won?t play messages	No Trouble Found
00063138	6/19/17	6/19/17	Phone	Caller ID not working	Customer retraining provided
00063163	6/19/17	6/19/17	Phone	Screen unresponsive	Customer retraining provided
00063172	6/19/17	6/19/17	Phone	Screen unresponsive	Customer retraining provided
00063068	6/19/17	6/19/17	Phone	Screen unresponsive	Customer retraining provided
00063119	6/19/17	6/22/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063052	6/19/17	6/19/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063258	6/19/17	6/26/17	Phone	Screen unresponsive	Customer retraining provided
00063201	6/19/17	7/3/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063156	6/19/17	6/19/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063148	6/19/17	7/3/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063044	6/19/17	6/19/17	Phone	Can?t make and/or receive calls	No Trouble Found
00063049	6/19/17	6/20/17	Captions	Not working/starting	No Trouble Found
00063036	6/19/17	7/12/17	Captions	Not working/starting	No Trouble Found
00063092	6/19/17	6/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063415	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063457	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063384	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063301	6/20/17	6/26/17	Captions	Not working/starting	Customer retraining provided
00063425	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063499	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063434	6/20/17	6/26/17	Captions	Not working/starting	Customer retraining provided
00063437	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063450	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063345	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063432	6/20/17	6/20/17	Captions	Not accurate	Customer retraining provided
00063293	6/20/17	6/20/17	Phone	Caller ID not working	Customer retraining provided
00063467	6/20/17	6/20/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00063329	6/20/17	6/20/17	Phone	Screen unresponsive	No Trouble Found
00063289	6/20/17	7/7/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00063452	6/20/17	6/22/17	Phone	Screen unresponsive	Customer retraining provided
00063369	6/20/17	6/20/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063342	6/20/17	6/20/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063336	6/20/17	6/20/17	Phone	Answering machine won?t play messages	Customer retraining provided
00063408	6/20/17	6/20/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063455	6/20/17	6/20/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063370	6/20/17	6/20/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063433	6/20/17	6/23/17	Captions	Not working/starting	Customer retraining provided
00063379	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063295	6/20/17	6/20/17	Phone	Can?t make and/or receive calls	No Trouble Found
00063375	6/20/17	6/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00063314	6/20/17	6/20/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00063366	6/20/17	6/20/17	Phone	Answering machine won?t play messages	No Trouble Found
00063566	6/21/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063556	6/21/17	7/5/17	Captions	Not working/starting	Customer retraining provided
00063598	6/21/17	6/21/17	Captions	Not working/starting	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00063511	6/21/17	6/22/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00063532	6/21/17	6/21/17	Phone	Answering machine isn?t taking messages	Customer retraining provided
00063690	6/21/17	6/21/17	Phone	Answering machine won?t play messages	Customer retraining provided
00063562	6/21/17	6/24/17	Phone	Screen unresponsive	Customer retraining provided
00063638	6/21/17	6/21/17	Phone	Can?t make and/or receive calls	No Trouble Found
00063627	6/21/17	6/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063620	6/21/17	6/21/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00063515	6/21/17	6/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063602	6/21/17	6/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063622	6/21/17	7/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063642	6/21/17	6/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063607	6/21/17	6/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00063516	6/21/17	6/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00063535	6/21/17	7/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063649	6/21/17	6/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063628	6/21/17	6/21/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00063883	6/22/17	6/23/17	Captions	Not working/starting	No Trouble Found
00063893	6/22/17	6/22/17	Captions	Not working/starting	No Trouble Found
00063901	6/22/17	6/22/17	Captions	Stopping during calls	No Trouble Found
00063856	6/22/17	6/22/17	Phone	Answering machine won?t play messages	No Trouble Found
00063762	6/22/17	6/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00063832	6/22/17	6/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00063719	6/22/17	6/22/17	Phone	Answering machine won?t play messages	Phone rebooted
00063913	6/22/17	6/22/17	Phone	Can?t make and/or receive calls	No Trouble Found
00063877	6/22/17	6/22/17	Phone	Can?t make and/or receive calls	No Trouble Found
00063714	6/22/17	6/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063750	6/22/17	6/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00063743	6/22/17	6/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063790	6/22/17	6/26/17	Phone	Caller ID not working	Phone setting adjusted
00063884	6/22/17	6/22/17	Phone	Screen unresponsive	No Trouble Found
00063833	6/22/17	6/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063730	6/22/17	6/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063892	6/22/17	6/28/17	Phone	Answering machine won?t play messages	No Trouble Found
00063840	6/22/17	6/22/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00063921	6/23/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00063920	6/23/17	6/23/17	Captions	Not working/starting	No Trouble Found
00064045	6/23/17	7/3/17	Captions	Not working/starting	Phone setting adjusted
00064059	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00063978	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00064040	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00064009	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00063949	6/23/17	6/23/17	Phone	Answering machine won?t play messages	Phone rebooted
00064029	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00064020	6/23/17	6/23/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064066	6/23/17	7/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064010	6/23/17	6/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063968	6/23/17	6/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064039	6/23/17	7/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063962	6/23/17	6/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00063926	6/23/17	6/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064082	6/23/17	6/23/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064071	6/23/17	6/23/17	Phone	Can?t make and/or receive calls	No Trouble Found
00063930	6/23/17	6/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064139	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064132	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064099	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064112	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064096	6/24/17	6/24/17	Captions	Not working/starting	No Trouble Found
00064150	6/25/17	6/25/17	Captions	Not working/starting	Phone setting adjusted
00064153	6/25/17	6/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064152	6/25/17	6/25/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064185	6/26/17	7/3/17	Captions	Stopping during calls	Phone setting adjusted
00064170	6/26/17	6/26/17	Captions	Not working/starting	No Trouble Found
00064290	6/26/17	8/3/17	Captions	Not working/starting	Phone setting adjusted
00064379	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064370	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064315	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064284	6/26/17	6/26/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064302	6/26/17	6/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064194	6/26/17	6/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064265	6/26/17	6/26/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064238	6/26/17	6/26/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064190	6/26/17	6/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00064223	6/26/17	6/26/17	Phone	Answering machine won't play messages	No Trouble Found
00064189	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064326	6/26/17	7/7/17	Phone	Screen unresponsive	Phone setting adjusted
00064309	6/26/17	7/3/17	Phone	Screen unresponsive	Phone setting adjusted
00064270	6/26/17	6/26/17	Phone	Can't make and/or receive calls	No Trouble Found
00064369	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064342	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064237	6/26/17	6/26/17	Phone	Can't make and/or receive calls	No Trouble Found
00064203	6/26/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064174	6/26/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064193	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064383	6/26/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064289	6/26/17	7/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00064168	6/26/17	7/5/17	Captions	Not working/starting	No Trouble Found
00064218	6/26/17	6/26/17	Captions	Not working/starting	No Trouble Found
00064329	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064274	6/26/17	6/26/17	Captions	Not working/starting	No Trouble Found
00064306	6/26/17	6/26/17	Captions	Stopping during calls	Phone setting adjusted
00064362	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064592	6/27/17	6/27/17	Captions	Not accurate	Phone setting adjusted
00064447	6/27/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00064442	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064512	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064455	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064522	6/27/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00064416	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064544	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064562	6/27/17	6/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064402	6/27/17	6/29/17	Phone	Answering machine won't play messages	Phone rebooted
00064492	6/27/17	6/27/17	Phone	Answering machine won't play messages	Phone rebooted
00064437	6/27/17	6/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064443	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064601	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064567	6/27/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064474	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064396	6/27/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064602	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064532	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064433	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064494	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064575	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064453	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064389	6/27/17	6/27/17	Captions	Not working/starting	No Trouble Found
00064577	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064573	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064439	6/27/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00064467	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064591	6/27/17	6/27/17	Phone	Screen unresponsive	Phone setting adjusted
00064515	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064589	6/27/17	8/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064450	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064769	6/28/17	6/28/17	Captions	Not working/starting	Phone setting adjusted
00064671	6/28/17	6/28/17	Captions	Not working/starting	No Trouble Found
00064664	6/28/17	6/28/17	Captions	Not working/starting	No Trouble Found
00064605	6/28/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064669	6/28/17	6/28/17	Phone	Answering machine won't play messages	No Trouble Found
00064772	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064679	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064738	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064809	6/28/17	7/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064687	6/28/17	6/28/17	Phone	Caller ID not working	No Trouble Found
00064771	6/28/17	6/28/17	Phone	Screen unresponsive	Phone setting adjusted
00064735	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064697	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064843	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064831	6/28/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064618	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064808	6/28/17	7/17/17	Captions	Stopping during calls	Phone setting adjusted
00064689	6/28/17	7/31/17	Phone	Screen unresponsive	No Trouble Found
00064656	6/28/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064840	6/28/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064834	6/28/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064609	6/28/17	7/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00064761	6/28/17	6/28/17	Captions	Not accurate	Phone setting adjusted
00064719	6/28/17	6/28/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064832	6/28/17	6/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00064797	6/28/17	6/28/17	Phone	Screen unresponsive	Phone setting adjusted
00064715	6/28/17	6/28/17	Phone	Can?t make and/or receive calls	No Trouble Found
00064654	6/28/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00064829	6/28/17	6/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064781	6/28/17	6/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064713	6/28/17	6/28/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064999	6/29/17	6/29/17	Captions	Not working/starting	No Trouble Found
00064928	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064966	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064960	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064919	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00065027	6/29/17	6/29/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00064883	6/29/17	6/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064949	6/29/17	6/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064902	6/29/17	6/29/17	Phone	Answering machine won?t play messages	Phone rebooted
00065000	6/29/17	6/29/17	Phone	Screen unresponsive	No Trouble Found
00064859	6/29/17	7/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064909	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064938	6/29/17	7/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064891	6/29/17	6/29/17	Phone	Answering machine won?t play messages	Phone rebooted
00064917	6/29/17	6/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00064932	6/29/17	6/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064849	6/29/17	6/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00064980	6/29/17	6/29/17	Phone	Can?t make and/or receive calls	No Trouble Found
00064987	6/29/17	6/29/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065017	6/29/17	6/29/17	Phone	Answering machine won?t play messages	No Trouble Found
00064948	6/29/17	6/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065188	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065077	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065082	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065126	6/30/17	6/30/17	Captions	Not working/starting	Phone setting adjusted
00065079	6/30/17	6/30/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065180	6/30/17	6/30/17	Captions	Stopping during calls	Phone setting adjusted
00065218	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065110	6/30/17	8/22/17	Phone	Caller ID not working	No Trouble Found
00065174	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065204	6/30/17	7/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065047	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065162	6/30/17	7/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065099	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065185	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065202	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065170	6/30/17	7/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065175	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065215	6/30/17	6/30/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065151	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065164	6/30/17	6/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065064	6/30/17	6/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065050	6/30/17	8/25/17	Phone	Answering machine won?t play messages	No Trouble Found
00065228	7/1/17	7/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00065227	7/1/17	7/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065223	7/1/17	7/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065235	7/1/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065253	7/1/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065275	7/2/17	7/2/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065274	7/2/17	7/2/17	Captions	Not working/starting	Phone setting adjusted
00065266	7/2/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065320	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065293	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065327	7/3/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00065378	7/3/17	7/3/17	Captions	Not accurate	Phone setting adjusted
00065315	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065416	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065346	7/3/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065331	7/3/17	8/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065419	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065397	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065312	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065392	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065396	7/3/17	7/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00065314	7/3/17	7/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065355	7/3/17	7/3/17	Phone	Screen unresponsive	Phone setting adjusted
00065433	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065322	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065434	7/3/17	7/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065290	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065413	7/3/17	7/3/17	Captions	Not working/starting	Phone setting adjusted
00065415	7/3/17	7/3/17	Captions	Not working/starting	Phone setting adjusted
00065302	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065308	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065288	7/3/17	7/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065429	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065382	7/3/17	7/3/17	Phone	Answering machine won?t play messages	Phone rebooted
00065422	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065461	7/5/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00065528	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065514	7/5/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00065488	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065527	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065534	7/5/17	7/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065568	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065523	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065575	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065468	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065550	7/5/17	7/5/17	Captions	Not working/starting	No Trouble Found
00065508	7/5/17	7/5/17	Captions	Not accurate	Phone setting adjusted
00065584	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065453	7/5/17	7/5/17	Captions	Not working/starting	No Trouble Found
00065520	7/5/17	7/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065589	7/5/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065440	7/5/17	7/5/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065635	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065622	7/6/17	7/6/17	Captions	Not working/starting	No Trouble Found
00065626	7/6/17	7/6/17	Captions	Not working/starting	No Trouble Found
00065800	7/6/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00065605	7/6/17	7/14/17	Captions	Not working/starting	No Trouble Found
00065596	7/6/17	7/8/17	Captions	Not working/starting	Phone setting adjusted
00065737	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065766	7/6/17	7/6/17	Phone	Screen unresponsive	Phone setting adjusted
00065728	7/6/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065732	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065690	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065651	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065735	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065714	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065756	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065600	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065773	7/6/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065627	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065748	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065609	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065770	7/6/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065671	7/6/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00065638	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065698	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065599	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065602	7/6/17	7/7/17	Phone	Answering machine won?t play messages	No Trouble Found
00065870	7/7/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00065881	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065956	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065816	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065838	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00066000	7/7/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00065999	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065818	7/7/17	7/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065952	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065829	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065968	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065962	7/7/17	7/26/17	Phone	Screen unresponsive	Phone setting adjusted
00065909	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065932	7/7/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065976	7/7/17	7/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065864	7/7/17	7/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00065958	7/7/17	7/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065906	7/7/17	7/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065848	7/7/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065940	7/7/17	7/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065888	7/7/17	7/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00066028	7/8/17	7/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066004	7/8/17	7/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066011	7/8/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066022	7/8/17	7/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00066050	7/9/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00066043	7/9/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066042	7/9/17	7/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066047	7/9/17	7/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00066046	7/9/17	7/9/17	Captions	Not working/starting	No Trouble Found
00066252	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066245	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066258	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066067	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066144	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066235	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066129	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066210	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066081	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066061	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066213	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066096	7/10/17	7/10/17	Phone	Answering machine won't play messages	Phone rebooted
00066094	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066097	7/10/17	7/10/17	Captions	Not accurate	Phone setting adjusted
00066198	7/10/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066249	7/10/17	7/10/17	Captions	Not accurate	Phone setting adjusted
00066206	7/10/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066180	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066190	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066168	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066059	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066264	7/10/17	7/11/17	Captions	Not accurate	Phone setting adjusted
00066072	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066083	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066226	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066403	7/11/17	7/11/17	Captions	Stopping during calls	Phone setting adjusted
00066327	7/11/17	7/14/17	Captions	Stopping during calls	Phone setting adjusted
00066366	7/11/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00066274	7/11/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00066382	7/11/17	7/11/17	Captions	Stopping during calls	Phone setting adjusted
00066385	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066406	7/11/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00066344	7/11/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00066348	7/11/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00066275	7/11/17	7/15/17	Captions	Not working/starting	Phone setting adjusted
00066368	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066448	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066461	7/11/17	7/11/17	Captions	Stopping during calls	Phone setting adjusted
00066316	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066372	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066290	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066343	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066464	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066414	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066363	7/11/17	7/11/17	Phone	Answering machine won't play messages	Phone rebooted
00066292	7/11/17	7/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066337	7/11/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00066467	7/11/17	7/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066304	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066466	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066482	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066440	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066394	7/11/17	7/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066335	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066423	7/11/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066392	7/11/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00066393	7/11/17	7/11/17	Phone	Screen unresponsive	Phone setting adjusted
00066615	7/12/17	7/12/17	Captions	Not accurate	Phone setting adjusted
00066608	7/12/17	7/17/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00066494	7/12/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00066560	7/12/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00066653	7/12/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066518	7/12/17	7/27/17	Captions	Not working/starting	Phone setting adjusted
00066564	7/12/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00066665	7/12/17	7/12/17	Captions	Not accurate	Phone setting adjusted
00066558	7/12/17	7/12/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00066575	7/12/17	7/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066605	7/12/17	7/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066583	7/12/17	7/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00066654	7/12/17	7/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066591	7/12/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00066659	7/12/17	7/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066502	7/12/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066600	7/12/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066557	7/12/17	7/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00066621	7/12/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066547	7/12/17	7/12/17	Captions	Not working/starting	No Trouble Found
00066505	7/12/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066582	7/12/17	7/27/17	Phone	Screen unresponsive	No Trouble Found
00066689	7/13/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066866	7/13/17	7/13/17	Captions	Not working/starting	No Trouble Found
00066701	7/13/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00066885	7/13/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00066783	7/13/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00066881	7/13/17	7/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066731	7/13/17	7/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00066770	7/13/17	7/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066809	7/13/17	7/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066718	7/13/17	7/13/17	Phone	Answering machine won?t play messages	Phone rebooted
00066721	7/13/17	7/27/17	Phone	Screen unresponsive	Phone setting adjusted
00066833	7/13/17	7/13/17	Phone	Screen unresponsive	Phone setting adjusted
00066869	7/13/17	7/13/17	Phone	Screen unresponsive	Phone setting adjusted
00066802	7/13/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00066837	7/13/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066796	7/13/17	7/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066741	7/13/17	9/6/17	Phone	Screen unresponsive	Phone setting adjusted
00066822	7/13/17	7/13/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00066846	7/13/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066887	7/13/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066797	7/13/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066851	7/13/17	7/13/17	Captions	Not working/starting	No Trouble Found
00066704	7/13/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00066720	7/13/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066861	7/13/17	7/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067009	7/14/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00066999	7/14/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00067054	7/14/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00067049	7/14/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00066942	7/14/17	7/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067035	7/14/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066912	7/14/17	8/14/17	Captions	Stopping during calls	Phone setting adjusted
00066986	7/14/17	7/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067072	7/14/17	7/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00066898	7/14/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066927	7/14/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066928	7/14/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00066958	7/14/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067074	7/14/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066957	7/14/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067028	7/14/17	7/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066909	7/14/17	7/14/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00066910	7/14/17	7/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00066905	7/14/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00066931	7/14/17	7/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00066955	7/14/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067052	7/14/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067106	7/15/17	7/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067079	7/15/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067100	7/15/17	7/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067098	7/15/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067096	7/15/17	7/17/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067082	7/15/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00067080	7/15/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067145	7/16/17	7/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067143	7/16/17	7/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067148	7/16/17	7/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067313	7/17/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00067167	7/17/17	7/17/17	Captions	Not working/starting	No Trouble Found
00067317	7/17/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00067173	7/17/17	7/17/17	Captions	Not working/starting	No Trouble Found
00067271	7/17/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00067203	7/17/17	7/18/17	Captions	Not working/starting	No Trouble Found
00067218	7/17/17	8/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067268	7/17/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067261	7/17/17	7/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067343	7/17/17	7/17/17	Captions	Not working/starting	No Trouble Found
00067160	7/17/17	7/19/17	Captions	Not working/starting	No Trouble Found
00067237	7/17/17	7/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067303	7/17/17	7/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067332	7/17/17	7/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067341	7/17/17	7/27/17	Phone	Is stuck on the boot up screen	No Trouble Found
00067200	7/17/17	7/17/17	Phone	Is stuck on the boot up screen	No Trouble Found
00067291	7/17/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067196	7/17/17	7/27/17	Phone	Caller ID not working	No Trouble Found
00067270	7/17/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067206	7/17/17	7/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067287	7/17/17	7/18/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067247	7/17/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067243	7/17/17	8/4/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067320	7/17/17	7/21/17	Phone	Can?t make and/or receive calls	Phone rebooted
00067321	7/17/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067293	7/17/17	7/24/17	Captions	Not accurate	Phone setting adjusted
00067164	7/17/17	7/25/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067323	7/17/17	7/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067215	7/17/17	7/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067420	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067552	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067400	7/18/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067558	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067521	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067371	7/18/17	7/18/17	Captions	Not working/starting	No Trouble Found
00067467	7/18/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067480	7/18/17	7/18/17	Phone	Answering machine won?t play messages	Phone rebooted
00067496	7/18/17	7/18/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00067557	7/18/17	7/18/17	Phone	Answering machine won?t play messages	Phone rebooted
00067530	7/18/17	7/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067415	7/18/17	7/27/17	Phone	Caller ID not working	Phone setting adjusted
00067487	7/18/17	7/18/17	Phone	Answering machine won?t play messages	Phone rebooted
00067384	7/18/17	7/18/17	Phone	Screen unresponsive	No Trouble Found
00067422	7/18/17	7/19/17	Phone	Screen unresponsive	Phone setting adjusted
00067410	7/18/17	7/18/17	Captions	Not accurate	Phone setting adjusted
00067401	7/18/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067526	7/18/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067532	7/18/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067411	7/18/17	7/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067527	7/18/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067501	7/18/17	7/18/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067459	7/18/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067404	7/18/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067492	7/18/17	7/18/17	Captions	Not working/starting	No Trouble Found
00067753	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067701	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067664	7/19/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067707	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067653	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067602	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067713	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067700	7/19/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067703	7/19/17	7/19/17	Phone	Answering machine won?t play messages	Phone rebooted
00067739	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067738	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067733	7/19/17	7/19/17	Phone	Answering machine won?t play messages	Phone rebooted
00067741	7/19/17	7/19/17	Phone	Answering machine won?t play messages	Phone rebooted
00067671	7/19/17	7/27/17	Phone	Answering machine won?t play messages	Phone rebooted
00067691	7/19/17	7/19/17	Phone	Answering machine won?t play messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00067663	7/19/17	7/19/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067696	7/19/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067725	7/19/17	7/19/17	Captions	Not accurate	Phone setting adjusted
00067612	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067689	7/19/17	7/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067607	7/19/17	7/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067731	7/19/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067579	7/19/17	7/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067631	7/19/17	7/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067767	7/19/17	7/19/17	Captions	Not accurate	Phone setting adjusted
00067679	7/19/17	7/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067598	7/19/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067750	7/19/17	7/22/17	Phone	Caller ID not working	No Trouble Found
00067892	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067786	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067781	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067939	7/20/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00067901	7/20/17	7/24/17	Captions	Stopping during calls	Phone setting adjusted
00067904	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067985	7/20/17	7/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067837	7/20/17	7/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067918	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067962	7/20/17	7/20/17	Captions	Not working/starting	No Trouble Found
00067950	7/20/17	7/20/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00067890	7/20/17	7/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00067937	7/20/17	7/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067936	7/20/17	7/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067861	7/20/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067868	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067967	7/20/17	8/10/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067854	7/20/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067940	7/20/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067975	7/20/17	7/29/17	Phone	Can?t make and/or receive calls	No Trouble Found
00067919	7/20/17	7/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067981	7/20/17	8/2/17	Captions	Not working/starting	No Trouble Found
00067788	7/20/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00067927	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067973	7/20/17	8/1/17	Captions	Not working/starting	No Trouble Found
00067971	7/20/17	7/20/17	Captions	Not working/starting	No Trouble Found
00067836	7/20/17	7/20/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067883	7/20/17	7/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067801	7/20/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067944	7/20/17	7/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00067947	7/20/17	7/24/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00068086	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068111	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068023	7/21/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00068002	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068003	7/21/17	8/1/17	Captions	Stopping during calls	Phone setting adjusted
00068132	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068088	7/21/17	7/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068041	7/21/17	7/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00068128	7/21/17	7/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00068000	7/21/17	7/24/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00068125	7/21/17	7/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00068071	7/21/17	7/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00067999	7/21/17	8/18/17	Phone	Answering machine won?t play messages	No Trouble Found
00068047	7/21/17	7/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00068022	7/21/17	7/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068040	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068091	7/21/17	7/21/17	Phone	Answering machine won?t play messages	No Trouble Found
00068217	7/22/17	7/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068204	7/22/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068232	7/22/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068220	7/22/17	7/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068224	7/22/17	7/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068214	7/22/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068199	7/22/17	7/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068429	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068318	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068342	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068376	7/24/17	7/24/17	Phone	Screen unresponsive	Phone setting adjusted
00068346	7/24/17	7/24/17	Phone	Screen unresponsive	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00068421	7/24/17	8/9/17	Phone	Screen unresponsive	Phone setting adjusted
00068288	7/24/17	8/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068431	7/24/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068399	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068278	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068349	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068292	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068325	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068373	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068267	7/24/17	7/24/17	Captions	Not working/starting	No Trouble Found
00068286	7/24/17	7/24/17	Captions	Not working/starting	No Trouble Found
00068371	7/24/17	7/24/17	Captions	Not working/starting	No Trouble Found
00068434	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068394	7/24/17	7/24/17	Captions	Stopping during calls	Phone setting adjusted
00068439	7/24/17	7/27/17	Phone	Answering machine won?t play messages	Phone rebooted
00068400	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068464	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068498	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068519	7/25/17	7/25/17	Captions	Stopping during calls	Phone setting adjusted
00068632	7/25/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068654	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068460	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068477	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068542	7/25/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068623	7/25/17	7/25/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068618	7/25/17	7/25/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068500	7/25/17	7/25/17	Phone	Screen unresponsive	Phone setting adjusted
00068638	7/25/17	7/25/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00068552	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068572	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068505	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068571	7/25/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068660	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068652	7/25/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068637	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068614	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068463	7/25/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068458	7/25/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068646	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068446	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068522	7/25/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068584	7/25/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068513	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068593	7/25/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068540	7/25/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00068524	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068631	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068647	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068579	7/25/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068447	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068735	7/26/17	7/26/17	Captions	Not working/starting	Caption Service
00068843	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068710	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068684	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068664	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068793	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068678	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068776	7/26/17	7/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068729	7/26/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068845	7/26/17	7/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00068680	7/26/17	7/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068737	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068814	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068842	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068670	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068781	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068782	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068682	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068666	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068734	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068739	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068841	7/26/17	7/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00068977	7/27/17	7/27/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00069005	7/27/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00068881	7/27/17	7/27/17	Captions	Not working/starting	Phone setting adjusted
00068935	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068898	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068900	7/27/17	8/3/17	Captions	Not working/starting	Phone setting adjusted
00068860	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068936	7/27/17	7/27/17	Phone	Answering machine won?t play messages	Phone rebooted
00069018	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068920	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068982	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069030	7/27/17	8/1/17	Phone	Can?t make and/or receive calls	Phone rebooted
00068961	7/27/17	8/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068938	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069009	7/27/17	8/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068987	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068993	7/27/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068859	7/27/17	7/27/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00068866	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068962	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068970	7/27/17	8/9/17	Captions	Not working/starting	No Trouble Found
00068907	7/27/17	7/27/17	Captions	Not working/starting	Phone setting adjusted
00068966	7/27/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069047	7/28/17	7/28/17	Captions	Not working/starting	Phone setting adjusted
00069144	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069060	7/28/17	7/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069148	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069075	7/28/17	7/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069102	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069133	7/28/17	7/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00069082	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069072	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069192	7/28/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069061	7/28/17	7/28/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00069106	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069172	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069105	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069115	7/28/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069126	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069101	7/28/17	7/28/17	Captions	Not working/starting	No Trouble Found
00069074	7/28/17	7/28/17	Captions	Not working/starting	Phone setting adjusted
00069171	7/28/17	7/28/17	Captions	Not working/starting	Phone setting adjusted
00069095	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069179	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069245	7/29/17	7/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069216	7/29/17	7/29/17	Phone	Answering machine won?t play messages	Phone rebooted
00069262	7/29/17	7/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069249	7/29/17	7/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069239	7/29/17	7/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069275	7/30/17	7/30/17	Captions	Not working/starting	Phone setting adjusted
00069265	7/30/17	7/30/17	Captions	Not working/starting	Phone setting adjusted
00069269	7/30/17	7/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069278	7/30/17	7/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069266	7/30/17	7/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069270	7/30/17	7/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069276	7/30/17	7/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069302	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069475	7/31/17	8/7/17	Captions	Not working/starting	Phone setting adjusted
00069316	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069419	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069308	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069321	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069334	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069311	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069357	7/31/17	8/9/17	Phone	Answering machine won?t play messages	Phone rebooted
00069463	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069460	7/31/17	8/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069287	7/31/17	7/31/17	Phone	Answering machine won?t play messages	Phone rebooted
00069349	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069312	7/31/17	7/31/17	Phone	Answering machine won?t play messages	Phone rebooted
00069286	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069407	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069434	7/31/17	8/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069432	7/31/17	7/31/17	Phone	Screen unresponsive	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00069307	7/31/17	7/31/17	Phone	Screen unresponsive	Phone setting adjusted
00069318	7/31/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00069303	7/31/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069328	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069300	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069439	7/31/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069331	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069477	7/31/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069362	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069319	7/31/17	9/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069469	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069456	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069531	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069609	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069516	8/1/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00069489	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069484	8/1/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00069555	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069605	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069606	8/1/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00069636	8/1/17	8/4/17	Captions	Not accurate	Phone setting adjusted
00069483	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069646	8/1/17	8/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00069640	8/1/17	8/1/17	Phone	Screen unresponsive	Phone setting adjusted
00069553	8/1/17	8/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00069595	8/1/17	8/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00069612	8/1/17	8/14/17	Phone	Caller ID not working	Phone setting adjusted
00069559	8/1/17	8/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069603	8/1/17	8/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069550	8/1/17	8/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069505	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069743	8/2/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00069763	8/2/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00069738	8/2/17	8/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00069781	8/2/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069723	8/2/17	8/2/17	Phone	Screen unresponsive	Phone setting adjusted
00069686	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069734	8/2/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069666	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069667	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069794	8/2/17	8/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069725	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069700	8/2/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069809	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069681	8/2/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00069803	8/2/17	8/2/17	Captions	Not working/starting	No Trouble Found
00069663	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069758	8/2/17	9/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069878	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069854	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069820	8/3/17	8/3/17	Captions	Not working/starting	Phone setting adjusted
00069908	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069947	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069938	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069859	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069923	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069825	8/3/17	8/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069888	8/3/17	8/4/17	Phone	Answering machine won?t play messages	Phone rebooted
00069864	8/3/17	8/10/17	Phone	Screen unresponsive	No Trouble Found
00069925	8/3/17	8/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069852	8/3/17	8/4/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069847	8/3/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069886	8/3/17	8/4/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069851	8/3/17	8/10/17	Captions	Not working/starting	No Trouble Found
00069879	8/3/17	8/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069817	8/3/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069916	8/3/17	8/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069824	8/3/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070067	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070082	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070079	8/4/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070038	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070015	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00069967	8/4/17	8/22/17	Captions	Not working/starting	No Trouble Found
00069961	8/4/17	8/4/17	Captions	Not working/starting	No Trouble Found
00069974	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00069971	8/4/17	8/4/17	Captions	Not working/starting	No Trouble Found
00070041	8/4/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00069975	8/4/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00070053	8/4/17	8/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069980	8/4/17	8/15/17	Phone	Screen unresponsive	Phone setting adjusted
00070091	8/4/17	8/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069964	8/4/17	8/4/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00069995	8/4/17	8/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070065	8/4/17	8/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070014	8/4/17	8/21/17	Phone	Screen unresponsive	Phone setting adjusted
00070080	8/4/17	8/4/17	Phone	Screen unresponsive	Phone setting adjusted
00070061	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070040	8/4/17	8/4/17	Captions	Not accurate	Phone setting adjusted
00070046	8/4/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070100	8/4/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070074	8/4/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070017	8/4/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069994	8/4/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070000	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00069965	8/4/17	8/4/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00070136	8/5/17	8/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070137	8/5/17	8/7/17	Phone	Screen unresponsive	Phone setting adjusted
00070120	8/5/17	8/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070139	8/5/17	8/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070119	8/5/17	8/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070147	8/6/17	8/6/17	Captions	Not working/starting	Phone setting adjusted
00070143	8/6/17	8/6/17	Captions	Not working/starting	Phone setting adjusted
00070156	8/6/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070154	8/6/17	8/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070309	8/7/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070188	8/7/17	8/7/17	Captions	Not working/starting	Phone setting adjusted
00070275	8/7/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070230	8/7/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00070267	8/7/17	8/21/17	Captions	Not working/starting	No Trouble Found
00070347	8/7/17	8/10/17	Captions	Not working/starting	No Trouble Found
00070290	8/7/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070208	8/7/17	8/14/17	Captions	Not accurate	Phone setting adjusted
00070344	8/7/17	8/8/17	Captions	Not accurate	No Trouble Found
00070236	8/7/17	8/7/17	Phone	Caller ID not working	No Trouble Found
00070200	8/7/17	8/7/17	Phone	Screen unresponsive	Phone setting adjusted
00070326	8/7/17	8/15/17	Captions	Not working/starting	No Trouble Found
00070313	8/7/17	8/8/17	Captions	Not accurate	No Trouble Found
00070262	8/7/17	8/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00070237	8/7/17	8/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00070345	8/7/17	8/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00070321	8/7/17	8/23/17	Phone	Can?t make and/or receive calls	No Trouble Found
00070197	8/7/17	8/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070276	8/7/17	8/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00070302	8/7/17	8/7/17	Captions	Not accurate	No Trouble Found
00070182	8/7/17	8/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070416	8/8/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00070403	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070442	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070504	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070365	8/8/17	8/8/17	Captions	Not working/starting	No Trouble Found
00070450	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070461	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070499	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070358	8/8/17	8/10/17	Captions	Not working/starting	No Trouble Found
00070565	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070545	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070551	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070553	8/8/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070402	8/8/17	8/8/17	Phone	Caller ID not working	Phone setting adjusted
00070554	8/8/17	8/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070417	8/8/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070543	8/8/17	8/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00070573	8/8/17	8/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00070488	8/8/17	8/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00070492	8/8/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00070557	8/8/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070570	8/8/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070385	8/8/17	8/8/17	Phone	Can?t make and/or receive calls	No Trouble Found
00070511	8/8/17	8/9/17	Phone	Screen unresponsive	Phone setting adjusted
00070387	8/8/17	8/8/17	Captions	Not working/starting	No Trouble Found
00070552	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070644	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070721	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070716	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070686	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070689	8/9/17	8/9/17	Captions	Not accurate	Phone setting adjusted
00070599	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070626	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070585	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070678	8/9/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00070755	8/9/17	8/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070639	8/9/17	8/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070655	8/9/17	8/29/17	Phone	Screen unresponsive	Phone setting adjusted
00070719	8/9/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070743	8/9/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070745	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070649	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070756	8/9/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070608	8/9/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070764	8/9/17	8/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00070849	8/10/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00070928	8/10/17	9/1/17	Captions	Not working/starting	No Trouble Found
00070959	8/10/17	8/18/17	Captions	Not working/starting	No Trouble Found
00070802	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070767	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070830	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070788	8/10/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00070966	8/10/17	8/11/17	Captions	Not working/starting	No Trouble Found
00070963	8/10/17	8/22/17	Captions	Not working/starting	No Trouble Found
00070855	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070874	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070897	8/10/17	8/10/17	Captions	Not working/starting	No Trouble Found
00070819	8/10/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070962	8/10/17	8/10/17	Phone	Answering machine won?t play messages	No Trouble Found
00070969	8/10/17	8/11/17	Phone	Screen unresponsive	No Trouble Found
00070876	8/10/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00070770	8/10/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070774	8/10/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070843	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070817	8/10/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070894	8/10/17	8/10/17	Phone	Screen unresponsive	No Trouble Found
00070858	8/10/17	8/10/17	Phone	Screen unresponsive	Phone setting adjusted
00070975	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00071025	8/11/17	8/16/17	Captions	Not working/starting	No Trouble Found
00071008	8/11/17	8/11/17	Captions	Not working/starting	No Trouble Found
00070978	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00070999	8/11/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071068	8/11/17	8/11/17	Captions	Stopping during calls	Phone setting adjusted
00070977	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00071096	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00071156	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071085	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071026	8/11/17	8/11/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00070980	8/11/17	8/11/17	Phone	Screen unresponsive	Phone setting adjusted
00071087	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071000	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070985	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071153	8/11/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071046	8/11/17	8/11/17	Captions	Not working/starting	No Trouble Found
00071005	8/11/17	8/11/17	Captions	Not working/starting	No Trouble Found
00071132	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071109	8/11/17	8/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071219	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071250	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071216	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071221	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071234	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071240	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

[illegible]

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00071189	8/12/17	8/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071281	8/12/17	8/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071192	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071188	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071207	8/12/17	8/12/17	Captions	Not working/starting	No Trouble Found
00071176	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071193	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071209	8/12/17	8/12/17	Captions	Not working/starting	No Trouble Found
00071212	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071208	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071184	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071202	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071201	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071215	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071191	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071304	8/13/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071508	8/14/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00071513	8/14/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071475	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071447	8/14/17	8/14/17	Captions	Not working/starting	No Trouble Found
00071510	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071366	8/14/17	8/14/17	Captions	Not working/starting	No Trouble Found
00071324	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071443	8/14/17	8/15/17	Captions	Not working/starting	No Trouble Found
00071487	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071325	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071373	8/14/17	8/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00071471	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071360	8/14/17	8/14/17	Captions	Not working/starting	No Trouble Found
00071452	8/14/17	8/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00071359	8/14/17	8/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00071514	8/14/17	8/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00071509	8/14/17	8/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00071470	8/14/17	8/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071466	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071329	8/14/17	9/13/17	Phone	Screen unresponsive	Phone setting adjusted
00071464	8/14/17	8/21/17	Captions	Not accurate	Phone setting adjusted
00071451	8/14/17	8/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00071457	8/14/17	8/21/17	Phone	Can?t make and/or receive calls	No Trouble Found
00071486	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071326	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071507	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071504	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071442	8/14/17	8/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00071463	8/14/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071327	8/14/17	8/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071349	8/14/17	8/14/17	Phone	Caller ID not working	No Trouble Found
00071341	8/14/17	9/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071638	8/15/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00071676	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071529	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071551	8/15/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071573	8/15/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00071689	8/15/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071654	8/15/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071661	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071701	8/15/17	8/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071603	8/15/17	8/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071651	8/15/17	8/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071547	8/15/17	8/21/17	Captions	Stopping during calls	Phone setting adjusted
00071605	8/15/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00071642	8/15/17	8/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071705	8/15/17	8/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071685	8/15/17	8/15/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00071597	8/15/17	8/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071694	8/15/17	8/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071619	8/15/17	8/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071645	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071704	8/15/17	8/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071881	8/16/17	8/16/17	Captions	Not accurate	Phone setting adjusted
00071709	8/16/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00071760	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071836	8/16/17	9/1/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00071713	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071715	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071726	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071818	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071718	8/16/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071749	8/16/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071838	8/16/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071727	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071786	8/16/17	8/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071806	8/16/17	8/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071799	8/16/17	8/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071739	8/16/17	8/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071732	8/16/17	8/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071810	8/16/17	8/16/17	Phone	Screen unresponsive	Phone setting adjusted
00071848	8/16/17	8/16/17	Phone	Screen unresponsive	Phone setting adjusted
00071772	8/16/17	8/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071890	8/16/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071797	8/16/17	8/16/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00071875	8/16/17	8/25/17	Phone	Caller ID not working	Phone setting adjusted
00071840	8/16/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071878	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071790	8/16/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071886	8/16/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071736	8/16/17	8/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00071809	8/16/17	8/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071930	8/17/17	8/17/17	Captions	Stopping during calls	Phone setting adjusted
00071966	8/17/17	8/17/17	Captions	Stopping during calls	Phone setting adjusted
00071933	8/17/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00071996	8/17/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00072071	8/17/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071894	8/17/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00072099	8/17/17	8/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072098	8/17/17	8/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00071968	8/17/17	8/22/17	Phone	Screen unresponsive	Phone setting adjusted
00071972	8/17/17	8/28/17	Phone	Screen unresponsive	Phone setting adjusted
00072073	8/17/17	8/17/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00072078	8/17/17	8/17/17	Phone	Can?t make and/or receive calls	No Trouble Found
00072037	8/17/17	8/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072023	8/17/17	8/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072091	8/17/17	8/17/17	Phone	Caller ID not working	Phone setting adjusted
00072218	8/18/17	8/30/17	Captions	Not working/starting	No Trouble Found
00072155	8/18/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00072275	8/18/17	8/18/17	Captions	Not working/starting	No Trouble Found
00072175	8/18/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00072170	8/18/17	8/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072187	8/18/17	9/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00072184	8/18/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072231	8/18/17	8/18/17	Phone	Screen unresponsive	No Trouble Found
00072117	8/18/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072159	8/18/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072158	8/18/17	8/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072138	8/18/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072311	8/19/17	8/22/17	Phone	Answering machine won?t play messages	Phone rebooted
00072312	8/19/17	8/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072298	8/19/17	8/19/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00072505	8/21/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00072374	8/21/17	8/21/17	Captions	Not working/starting	No Trouble Found
00072458	8/21/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00072492	8/21/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072361	8/21/17	8/21/17	Phone	Screen unresponsive	No Trouble Found
00072373	8/21/17	8/21/17	Phone	Screen unresponsive	No Trouble Found
00072451	8/21/17	8/21/17	Phone	Screen unresponsive	Phone setting adjusted
00072473	8/21/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00072470	8/21/17	8/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072499	8/21/17	8/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072463	8/21/17	8/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072442	8/21/17	8/23/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00072484	8/21/17	8/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072498	8/21/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00072480	8/21/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00072358	8/21/17	8/21/17	Captions	Not accurate	No Trouble Found
00072356	8/21/17	8/21/17	Captions	Not working/starting	No Trouble Found
00072417	8/21/17	8/21/17	Phone	Can?t make and/or receive calls	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00072445	8/21/17	8/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072413	8/21/17	8/21/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00072493	8/21/17	8/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00072468	8/21/17	8/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072464	8/21/17	8/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072675	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072592	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072726	8/22/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00072722	8/22/17	8/22/17	Captions	Stopping during calls	Phone setting adjusted
00072534	8/22/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072584	8/22/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072630	8/22/17	8/22/17	Phone	Screen unresponsive	Phone setting adjusted
00072600	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072638	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072590	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072595	8/22/17	8/23/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00072608	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072565	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072627	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072546	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072629	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072656	8/22/17	8/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072529	8/22/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072681	8/22/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072561	8/22/17	8/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072712	8/22/17	8/22/17	Phone	Screen unresponsive	Phone setting adjusted
00072552	8/22/17	8/22/17	Phone	Caller ID not working	Phone setting adjusted
00072858	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072900	8/23/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00072804	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072786	8/23/17	8/23/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072837	8/23/17	8/23/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072742	8/23/17	8/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072830	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072887	8/23/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00072899	8/23/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072824	8/23/17	9/7/17	Phone	Screen unresponsive	Phone setting adjusted
00072760	8/23/17	8/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072880	8/23/17	8/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072883	8/23/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00072820	8/23/17	8/28/17	Captions	Not accurate	Phone setting adjusted
00072854	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072908	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072802	8/23/17	8/24/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00072913	8/24/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073147	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00072934	8/24/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00073013	8/24/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00072940	8/24/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00072993	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073134	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073109	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073110	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073101	8/24/17	8/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00072927	8/24/17	8/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073092	8/24/17	9/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00072925	8/24/17	9/6/17	Phone	Screen unresponsive	Phone setting adjusted
00072980	8/24/17	8/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073129	8/24/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00073142	8/24/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073040	8/24/17	9/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00073053	8/24/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072959	8/24/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073039	8/24/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00073024	8/24/17	9/20/17	Captions	Not working/starting	No Trouble Found
00072938	8/24/17	8/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073057	8/24/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00072985	8/24/17	8/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073107	8/24/17	8/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073219	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073232	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073223	8/25/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00073217	8/25/17	8/28/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00073166	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073196	8/25/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00073273	8/25/17	8/25/17	Phone	Answering machine won?t play messages	Phone rebooted
00073216	8/25/17	9/11/17	Phone	Screen unresponsive	Phone setting adjusted
00073220	8/25/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073331	8/25/17	8/29/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00073241	8/25/17	8/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073307	8/25/17	8/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073164	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073182	8/25/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073333	8/26/17	8/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073374	8/26/17	8/26/17	Captions	Not working/starting	No Trouble Found
00073351	8/26/17	8/26/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00073349	8/26/17	8/26/17	Phone	Answering machine won?t play messages	No Trouble Found
00073398	8/27/17	8/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073397	8/27/17	8/27/17	Captions	Not accurate	Phone setting adjusted
00073387	8/27/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073380	8/27/17	8/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00073458	8/28/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073411	8/28/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00073455	8/28/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073564	8/28/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00073539	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073423	8/28/17	8/28/17	Phone	Screen unresponsive	Phone setting adjusted
00073451	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073418	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073516	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073424	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073438	8/28/17	9/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073407	8/28/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00073518	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073597	8/28/17	8/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073530	8/28/17	9/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073449	8/28/17	8/28/17	Phone	Screen unresponsive	Phone setting adjusted
00073596	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073483	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073581	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073615	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073445	8/28/17	8/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073523	8/28/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073555	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073504	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073405	8/28/17	8/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00073733	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073751	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073648	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073668	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073752	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073793	8/29/17	8/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073662	8/29/17	9/5/17	Phone	Answering machine won?t play messages	Phone rebooted
00073631	8/29/17	8/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073665	8/29/17	8/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073724	8/29/17	8/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073744	8/29/17	9/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073764	8/29/17	9/5/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00073743	8/29/17	8/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073809	8/29/17	8/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073731	8/29/17	8/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073903	8/30/17	10/2/17	Captions	Stopping during calls	No Trouble Found
00073815	8/30/17	8/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073853	8/30/17	8/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073893	8/30/17	8/30/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00073935	8/30/17	9/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073837	8/30/17	8/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00073865	8/30/17	9/16/17	Phone	Screen unresponsive	No Trouble Found
00073931	8/30/17	8/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073962	8/30/17	8/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073932	8/30/17	8/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073868	8/30/17	8/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00073909	8/30/17	8/31/17	Phone	Can?t make and/or receive calls	No Trouble Found
00073976	8/30/17	9/6/17	Captions	Not working/starting	Phone setting adjusted
00073959	8/30/17	8/31/17	Captions	Not working/starting	No Trouble Found
00073861	8/30/17	8/30/17	Phone	Answering machine isn?t taking messages	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00073822	8/30/17	8/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00073936	8/30/17	8/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00073878	8/30/17	9/20/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00073847	8/30/17	8/30/17	Phone	Answering machine won?t play messages	Phone rebooted
00073973	8/30/17	8/31/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074105	8/31/17	9/6/17	Captions	Not working/starting	Phone setting adjusted
00074019	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074023	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074121	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074128	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074169	8/31/17	8/31/17	Phone	Answering machine won?t play messages	Phone rebooted
00074125	8/31/17	8/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074039	8/31/17	9/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074060	8/31/17	8/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074179	8/31/17	8/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074088	8/31/17	9/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074045	8/31/17	8/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074136	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074022	8/31/17	8/31/17	Captions	Not accurate	Phone setting adjusted
00074181	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074096	8/31/17	8/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074259	9/1/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074241	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074293	9/1/17	9/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074323	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074264	9/1/17	9/1/17	Captions	Not accurate	Phone setting adjusted
00074318	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074214	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074317	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074217	9/1/17	9/1/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074328	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074242	9/1/17	9/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074281	9/1/17	9/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074260	9/1/17	9/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074238	9/1/17	9/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074314	9/1/17	9/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074195	9/1/17	9/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00074355	9/2/17	9/2/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00074347	9/2/17	9/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074335	9/2/17	9/8/17	Phone	Caller ID not working	No Trouble Found
00074348	9/2/17	9/2/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00074358	9/3/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00074364	9/3/17	9/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074459	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074385	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074409	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074530	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074446	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074473	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074412	9/5/17	9/5/17	Phone	Answering machine won?t play messages	Phone rebooted
00074501	9/5/17	9/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074380	9/5/17	9/5/17	Phone	Screen unresponsive	Phone setting adjusted
00074509	9/5/17	9/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074466	9/5/17	9/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074488	9/5/17	9/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074394	9/5/17	9/5/17	Phone	Answering machine won?t play messages	Phone rebooted
00074499	9/5/17	9/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074448	9/5/17	9/5/17	Phone	Screen unresponsive	Phone setting adjusted
00074445	9/5/17	9/5/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00074381	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074471	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074383	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074511	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074457	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074397	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074460	9/5/17	9/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074439	9/5/17	9/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074666	9/6/17	9/6/17	Captions	Not working/starting	No Trouble Found
00074585	9/6/17	9/6/17	Captions	Not working/starting	Phone setting adjusted
00074631	9/6/17	9/18/17	Captions	Not working/starting	No Trouble Found
00074615	9/6/17	9/6/17	Captions	Not working/starting	No Trouble Found
00074564	9/6/17	9/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074595	9/6/17	9/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00074647	9/6/17	9/22/17	Phone	Screen unresponsive	No Trouble Found
00074551	9/6/17	9/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074685	9/6/17	9/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074662	9/6/17	9/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074705	9/6/17	9/19/17	Captions	Not working/starting	No Trouble Found
00074553	9/6/17	9/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074613	9/6/17	9/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074542	9/6/17	9/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074552	9/6/17	9/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074791	9/7/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00074843	9/7/17	9/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074740	9/7/17	9/7/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00074724	9/7/17	9/7/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00074784	9/7/17	9/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00074766	9/7/17	9/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074733	9/7/17	9/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074797	9/7/17	9/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074725	9/7/17	9/26/17	Phone	Can?t make and/or receive calls	No Trouble Found
00074855	9/7/17	9/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074773	9/7/17	9/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074845	9/7/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00074775	9/7/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00074788	9/7/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00074856	9/7/17	9/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074805	9/7/17	9/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074968	9/8/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00074908	9/8/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00074888	9/8/17	9/18/17	Captions	Not working/starting	Phone setting adjusted
00074872	9/8/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00074999	9/8/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00074896	9/8/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00074881	9/8/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00074941	9/8/17	9/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074955	9/8/17	11/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00074910	9/8/17	9/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00074877	9/8/17	9/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075015	9/8/17	9/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075010	9/8/17	9/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074870	9/8/17	9/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074882	9/8/17	9/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074927	9/8/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075002	9/8/17	9/8/17	Phone	Screen unresponsive	Phone setting adjusted
00075023	9/8/17	9/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00074924	9/8/17	9/8/17	Phone	Screen unresponsive	No Trouble Found
00075040	9/9/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00075052	9/9/17	9/9/17	Captions	Not working/starting	Phone setting adjusted
00075045	9/9/17	9/9/17	Captions	Not working/starting	Phone setting adjusted
00075036	9/9/17	9/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075047	9/9/17	9/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075048	9/9/17	9/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075051	9/9/17	9/12/17	Phone	Screen unresponsive	Phone setting adjusted
00075069	9/9/17	9/12/17	Phone	Screen unresponsive	Phone setting adjusted
00075056	9/9/17	9/9/17	Phone	Answering machine won?t play messages	Phone rebooted
00075146	9/11/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075124	9/11/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00075228	9/11/17	10/2/17	Captions	Not working/starting	No Trouble Found
00075226	9/11/17	9/11/17	Captions	Not working/starting	No Trouble Found
00075213	9/11/17	9/11/17	Phone	Answering machine won?t play messages	No Trouble Found
00075100	9/11/17	9/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00075179	9/11/17	9/19/17	Phone	Caller ID not working	No Trouble Found
00075154	9/11/17	9/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075186	9/11/17	9/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075147	9/11/17	9/12/17	Captions	Not working/starting	No Trouble Found
00075223	9/11/17	9/22/17	Captions	Not working/starting	No Trouble Found
00075234	9/11/17	9/11/17	Captions	Not working/starting	No Trouble Found
00075192	9/11/17	9/20/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075300	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075323	9/12/17	9/12/17	Captions	Both sides of the conversation	Phone setting adjusted
00075445	9/12/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075404	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075302	9/12/17	9/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00075290	9/12/17	9/12/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00075422	9/12/17	9/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00075326	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075442	9/12/17	9/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075315	9/12/17	9/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075369	9/12/17	9/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075409	9/12/17	9/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075306	9/12/17	9/14/17	Phone	Screen unresponsive	Phone setting adjusted
00075431	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075259	9/12/17	9/20/17	Captions	Not working/starting	No Trouble Found
00075328	9/12/17	9/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075506	9/13/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075502	9/13/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075496	9/13/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00075509	9/13/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00075514	9/13/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075609	9/13/17	9/13/17	Captions	Not working/starting	No Trouble Found
00075511	9/13/17	9/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075536	9/13/17	9/13/17	Phone	Answering machine won?t play messages	No Trouble Found
00075467	9/13/17	9/25/17	Captions	Stopping during calls	Phone setting adjusted
00075488	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075472	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075588	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075558	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075465	9/13/17	10/6/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00075600	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075561	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075500	9/13/17	9/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075530	9/13/17	9/13/17	Captions	Not working/starting	No Trouble Found
00075505	9/13/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00075552	9/13/17	10/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075537	9/13/17	9/13/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00075556	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075517	9/13/17	9/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075731	9/14/17	10/25/17	Captions	Not working/starting	Phone setting adjusted
00075696	9/14/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075639	9/14/17	9/14/17	Captions	Not working/starting	Phone setting adjusted
00075618	9/14/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00075629	9/14/17	9/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075612	9/14/17	9/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075734	9/14/17	9/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075667	9/14/17	9/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075759	9/14/17	9/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00075646	9/14/17	9/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00075615	9/14/17	9/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075742	9/14/17	9/14/17	Phone	Answering machine won?t play messages	Phone rebooted
00075728	9/14/17	9/14/17	Phone	Screen unresponsive	Phone setting adjusted
00075656	9/14/17	9/14/17	Captions	Not working/starting	Phone setting adjusted
00075664	9/14/17	9/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075640	9/14/17	9/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075775	9/14/17	9/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075620	9/14/17	9/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075864	9/15/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00075936	9/15/17	9/22/17	Captions	Stopping during calls	Phone setting adjusted
00075983	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075829	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075915	9/15/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00075843	9/15/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00075966	9/15/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00075884	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075880	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075967	9/15/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00075823	9/15/17	9/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075898	9/15/17	9/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075837	9/15/17	9/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00075840	9/15/17	9/25/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075900	9/15/17	9/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00075856	9/15/17	9/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075933	9/15/17	9/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075817	9/15/17	9/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075831	9/15/17	9/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00075830	9/15/17	9/15/17	Captions	Not accurate	Phone setting adjusted
00075982	9/15/17	9/15/17	Phone	Can?t make and/or receive calls	No Trouble Found
00075819	9/15/17	9/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00076042	9/16/17	9/16/17	Phone	Answering machine won?t play messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00075987	9/16/17	9/16/17	Phone	Answering machine won't play messages	Phone rebooted
00076009	9/16/17	9/29/17	Phone	Screen unresponsive	Phone setting adjusted
00075997	9/16/17	9/22/17	Phone	Caller ID not working	Phone setting adjusted
00076014	9/16/17	9/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075998	9/16/17	9/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075985	9/16/17	9/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076033	9/16/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075995	9/16/17	9/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00076046	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076055	9/17/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076050	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076060	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076051	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076285	9/18/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076075	9/18/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00076181	9/18/17	9/18/17	Captions	Not working/starting	Phone setting adjusted
00076281	9/18/17	9/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076226	9/18/17	9/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076117	9/18/17	9/18/17	Phone	Screen unresponsive	Phone setting adjusted
00076222	9/18/17	9/18/17	Phone	Screen unresponsive	Phone setting adjusted
00076107	9/18/17	9/19/17	Phone	Screen unresponsive	Phone setting adjusted
00076145	9/18/17	12/11/17	Phone	Can't make and/or receive calls	Phone rebooted
00076246	9/18/17	10/9/17	Captions	Both sides of the conversation	Phone setting adjusted
00076178	9/18/17	9/18/17	Phone	Screen unresponsive	Phone setting adjusted
00076109	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076092	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076134	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076120	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076273	9/18/17	9/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076184	9/18/17	9/20/17	Phone	Caller ID not working	Phone setting adjusted
00076121	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076104	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076236	9/18/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00076234	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076287	9/18/17	9/18/17	Phone	Answering machine won't play messages	Phone rebooted
00076286	9/18/17	9/18/17	Phone	Caller ID not working	Phone setting adjusted
00076195	9/18/17	9/18/17	Phone	Can't make and/or receive calls	No Trouble Found
00076419	9/19/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00076320	9/19/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00076306	9/19/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00076353	9/19/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00076425	9/19/17	9/19/17	Phone	Can't make and/or receive calls	No Trouble Found
00076458	9/19/17	10/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00076448	9/19/17	10/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00076311	9/19/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076407	9/19/17	9/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076422	9/19/17	9/22/17	Captions	Not working/starting	No Trouble Found
00076340	9/19/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076327	9/19/17	9/19/17	Phone	Answering machine won't play messages	Phone rebooted
00076421	9/19/17	9/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076633	9/20/17	10/5/17	Captions	Not working/starting	Phone setting adjusted
00076522	9/20/17	9/20/17	Captions	Not accurate	Phone setting adjusted
00076664	9/20/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00076564	9/20/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00076502	9/20/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00076490	9/20/17	9/20/17	Captions	Not working/starting	No Trouble Found
00076567	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076498	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076485	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076637	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076475	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076608	9/20/17	10/3/17	Phone	Screen unresponsive	Phone setting adjusted
00076477	9/20/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00076679	9/20/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076513	9/20/17	11/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076673	9/20/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076482	9/20/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00076568	9/20/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076478	9/20/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00076540	9/20/17	9/20/17	Captions	Not accurate	Phone setting adjusted
00076579	9/20/17	9/20/17	Phone	Screen unresponsive	Phone setting adjusted
00076550	9/20/17	9/20/17	Phone	Caller ID not working	Phone setting adjusted
00076510	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00076847	9/21/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00076708	9/21/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076793	9/21/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076720	9/21/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076765	9/21/17	9/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076850	9/21/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076780	9/21/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076874	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076814	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076748	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076761	9/21/17	9/21/17	Phone	Caller ID not working	Phone setting adjusted
00076693	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076795	9/21/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076876	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076701	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076771	9/21/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076756	9/21/17	10/10/17	Captions	Not accurate	Phone setting adjusted
00076857	9/21/17	9/21/17	Captions	Not accurate	Phone setting adjusted
00076746	9/21/17	9/21/17	Captions	Not working/starting	No Trouble Found
00076879	9/21/17	10/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076800	9/21/17	9/21/17	Phone	Answering machine won't play messages	Phone rebooted
00076806	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076877	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076715	9/21/17	9/21/17	Phone	Answering machine won't play messages	Phone rebooted
00076894	9/22/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00076897	9/22/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00076911	9/22/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00076886	9/22/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00077040	9/22/17	9/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077014	9/22/17	9/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076980	9/22/17	10/14/17	Phone	Screen unresponsive	Phone setting adjusted
00076948	9/22/17	10/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076990	9/22/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076983	9/22/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077037	9/22/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077034	9/22/17	10/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076913	9/22/17	9/22/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00077025	9/22/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076893	9/22/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00076881	9/22/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00076932	9/22/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076953	9/22/17	9/22/17	Phone	Answering machine won't play messages	Phone rebooted
00077070	9/23/17	9/24/17	Captions	Not working/starting	Phone setting adjusted
00077060	9/23/17	10/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077096	9/23/17	9/23/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077069	9/23/17	9/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077066	9/23/17	9/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077103	9/23/17	9/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077132	9/24/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077130	9/24/17	9/24/17	Phone	Answering machine won't play messages	Phone rebooted
00077133	9/24/17	9/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077138	9/24/17	9/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077342	9/25/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00077190	9/25/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00077278	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077204	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077245	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077323	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077304	9/25/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077156	9/25/17	10/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077200	9/25/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077175	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077337	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077320	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077350	9/25/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077346	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077309	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077303	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077248	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077167	9/25/17	9/25/17	Phone	Screen unresponsive	Phone setting adjusted
00077302	9/25/17	9/25/17	Captions	Not working/starting	No Trouble Found
00077312	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077282	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00077237	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077244	9/25/17	9/25/17	Phone	Answering machine won't play messages	Phone rebooted
00077571	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077570	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077575	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077410	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077429	9/26/17	9/26/17	Phone	Answering machine won't play messages	Phone rebooted
00077432	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077553	9/26/17	9/26/17	Phone	Caller ID not working	Phone setting adjusted
00077362	9/26/17	9/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077444	9/26/17	10/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077458	9/26/17	9/28/17	Phone	Screen unresponsive	Phone setting adjusted
00077406	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077557	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077369	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077379	9/26/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077562	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077428	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077387	9/26/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077404	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077454	9/26/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077417	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077412	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077572	9/26/17	9/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077696	9/27/17	9/27/17	Captions	Not working/starting	Phone setting adjusted
00077705	9/27/17	9/27/17	Captions	Not working/starting	Phone setting adjusted
00077652	9/27/17	9/27/17	Captions	Not working/starting	No Trouble Found
00077719	9/27/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077677	9/27/17	10/17/17	Phone	Caller ID not working	Phone setting adjusted
00077777	9/27/17	10/4/17	Phone	Caller ID not working	Phone setting adjusted
00077728	9/27/17	10/2/17	Phone	Screen unresponsive	Phone setting adjusted
00077651	9/27/17	9/27/17	Captions	Not working/starting	No Trouble Found
00077611	9/27/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077766	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077691	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077726	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077711	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077590	9/27/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077626	9/27/17	9/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00077615	9/27/17	10/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00077797	9/27/17	10/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077681	9/27/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077685	9/27/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077811	9/27/17	9/27/17	Captions	Not working/starting	Phone setting adjusted
00077588	9/27/17	9/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077621	9/27/17	9/27/17	Phone	Answering machine won't play messages	No Trouble Found
00077761	9/27/17	9/27/17	Phone	Answering machine won't play messages	Phone rebooted
00077866	9/28/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00077826	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077886	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077836	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077900	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077934	9/28/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00077910	9/28/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00077870	9/28/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077993	9/28/17	9/28/17	Phone	Answering machine won't play messages	Phone rebooted
00077889	9/28/17	9/28/17	Phone	Answering machine won't play messages	Phone rebooted
00077855	9/28/17	9/28/17	Phone	Answering machine won't play messages	Phone rebooted
00077938	9/28/17	9/29/17	Phone	Screen unresponsive	Phone setting adjusted
00077978	9/28/17	10/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077992	9/28/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077890	9/28/17	9/28/17	Phone	Screen unresponsive	Phone setting adjusted
00077858	9/28/17	10/11/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00077941	9/28/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077995	9/28/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077918	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00078027	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077888	9/28/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078025	9/28/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077871	9/28/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078028	9/28/17	10/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078156	9/29/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00078197	9/29/17	11/21/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00078063	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078091	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078109	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078075	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078225	9/29/17	10/2/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078143	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078116	9/29/17	9/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078104	9/29/17	9/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078100	9/29/17	9/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078114	9/29/17	10/5/17	Phone	Screen unresponsive	Phone setting adjusted
00078182	9/29/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078183	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078141	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078181	9/29/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078212	9/29/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078041	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078045	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078206	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078119	9/29/17	9/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078159	9/29/17	9/29/17	Phone	Answering machine won?t play messages	Phone rebooted
00078255	9/30/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078271	9/30/17	9/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078292	9/30/17	10/8/17	Captions	Not working/starting	No Trouble Found
00078323	10/1/17	10/1/17	Captions	Not working/starting	Phone setting adjusted
00078309	10/1/17	10/1/17	Captions	Not working/starting	Phone setting adjusted
00078308	10/1/17	10/1/17	Phone	Screen unresponsive	Phone setting adjusted
00078311	10/1/17	10/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078320	10/1/17	10/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078459	10/2/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00078343	10/2/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00078340	10/2/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00078375	10/2/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00078504	10/2/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078455	10/2/17	10/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078398	10/2/17	10/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00078433	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078384	10/2/17	10/2/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00078483	10/2/17	10/2/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078490	10/2/17	10/29/17	Phone	Answering machine won?t play messages	Phone rebooted
00078432	10/2/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078439	10/2/17	10/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078472	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078505	10/2/17	10/3/17	Phone	Screen unresponsive	Phone setting adjusted
00078511	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078485	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078442	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078337	10/2/17	10/3/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00078404	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078488	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078374	10/2/17	10/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078498	10/2/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00078420	10/2/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00078431	10/2/17	10/2/17	Phone	Screen unresponsive	Phone setting adjusted
00078540	10/3/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078626	10/3/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078732	10/3/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078724	10/3/17	10/5/17	Captions	Not working/starting	Phone setting adjusted
00078630	10/3/17	10/4/17	Captions	Not working/starting	Phone setting adjusted
00078667	10/3/17	10/4/17	Captions	Both sides of the conversation	Phone setting adjusted
00078578	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078665	10/3/17	10/3/17	Phone	Answering machine won?t play messages	Phone rebooted
00078663	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078719	10/3/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078562	10/3/17	10/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078733	10/3/17	10/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078648	10/3/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078657	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078595	10/3/17	10/11/17	Phone	Screen unresponsive	Phone setting adjusted
00078727	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078538	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078577	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078737	10/3/17	10/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078726	10/3/17	10/3/17	Captions	Not accurate	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00078721	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078633	10/3/17	10/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078621	10/3/17	10/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078915	10/4/17	10/4/17	Captions	Not working/starting	Phone setting adjusted
00078785	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078817	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078804	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078822	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078854	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00078897	10/4/17	10/4/17	Phone	Answering machine won?t play messages	Phone rebooted
00078751	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078806	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078807	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078797	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078786	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078767	10/4/17	10/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078890	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078942	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078801	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078874	10/4/17	10/4/17	Captions	Not working/starting	No Trouble Found
00078836	10/4/17	10/11/17	Captions	Not working/starting	No Trouble Found
00078945	10/4/17	10/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078808	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078754	10/4/17	10/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00078743	10/4/17	10/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078991	10/5/17	10/5/17	Captions	Not working/starting	No Trouble Found
00079033	10/5/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00079150	10/5/17	10/5/17	Captions	Not working/starting	No Trouble Found
00078998	10/5/17	10/5/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00079110	10/5/17	10/5/17	Phone	Screen unresponsive	Phone setting adjusted
00079079	10/5/17	10/25/17	Captions	Not working/starting	Phone setting adjusted
00078971	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079024	10/5/17	10/25/17	Phone	Caller ID not working	Phone setting adjusted
00079050	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079036	10/5/17	10/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078985	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079133	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079068	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078953	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079101	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00078982	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079143	10/5/17	12/7/17	Phone	Is stuck on the boot up screen	No Trouble Found
00079114	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00078958	10/5/17	10/5/17	Captions	Not working/starting	No Trouble Found
00079049	10/5/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00078954	10/5/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079153	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079155	10/5/17	10/9/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00079104	10/5/17	10/5/17	Phone	Caller ID not working	No Trouble Found
00079094	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079131	10/5/17	10/5/17	Phone	Answering machine won?t play messages	No Trouble Found
00079008	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00078999	10/5/17	10/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079269	10/6/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00079244	10/6/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079174	10/6/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079204	10/6/17	10/6/17	Captions	Not working/starting	No Trouble Found
00079207	10/6/17	10/17/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079265	10/6/17	10/6/17	Phone	Answering machine won?t play messages	Phone rebooted
00079213	10/6/17	10/15/17	Phone	Answering machine won?t play messages	No Trouble Found
00079188	10/6/17	10/6/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00079263	10/6/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079198	10/6/17	10/23/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079236	10/6/17	10/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079281	10/6/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079224	10/6/17	10/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079305	10/6/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079208	10/6/17	10/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079160	10/6/17	10/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079299	10/6/17	10/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079297	10/6/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00079250	10/6/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00079291	10/6/17	10/6/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00079275	10/6/17	10/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079252	10/6/17	10/6/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00079327	10/8/17	10/8/17	Captions	Not working/starting	Phone setting adjusted
00079331	10/8/17	10/8/17	Captions	Not working/starting	Phone setting adjusted
00079334	10/8/17	10/8/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079398	10/9/17	11/1/17	Captions	Not accurate	Phone setting adjusted
00079481	10/9/17	10/9/17	Captions	Not working/starting	No Trouble Found
00079571	10/9/17	10/9/17	Captions	Not working/starting	Phone setting adjusted
00079362	10/9/17	10/27/17	Captions	Not working/starting	No Trouble Found
00079389	10/9/17	10/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079419	10/9/17	10/9/17	Phone	Answering machine won?t play messages	Phone rebooted
00079544	10/9/17	10/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079438	10/9/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079465	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079482	10/9/17	10/19/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079460	10/9/17	10/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079451	10/9/17	10/25/17	Phone	Caller ID not working	Phone setting adjusted
00079373	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079529	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079392	10/9/17	10/9/17	Phone	Caller ID not working	Phone setting adjusted
00079379	10/9/17	10/23/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00079501	10/9/17	10/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079521	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079409	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079505	10/9/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079363	10/9/17	10/9/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00079568	10/9/17	10/9/17	Phone	Screen unresponsive	Phone setting adjusted
00079442	10/9/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079551	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079558	10/9/17	10/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079541	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079495	10/9/17	10/9/17	Phone	Can?t make and/or receive calls	No Trouble Found
00079473	10/9/17	10/9/17	Phone	Answering machine won?t play messages	No Trouble Found
00079795	10/10/17	11/1/17	Captions	Not accurate	Phone setting adjusted
00079788	10/10/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00079741	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079658	10/10/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00079590	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079775	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079678	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079640	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079791	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079593	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079808	10/10/17	10/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00079633	10/10/17	10/10/17	Phone	Answering machine won?t play messages	Phone rebooted
00079651	10/10/17	10/10/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079776	10/10/17	10/10/17	Phone	Caller ID not working	Phone setting adjusted
00079735	10/10/17	10/18/17	Captions	Not working/starting	Phone setting adjusted
00079604	10/10/17	10/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079617	10/10/17	10/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079743	10/10/17	10/10/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00079688	10/10/17	10/10/17	Phone	Answering machine won?t play messages	Phone rebooted
00079701	10/10/17	10/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079601	10/10/17	10/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079664	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079723	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079607	10/10/17	10/10/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079744	10/10/17	10/10/17	Phone	Answering machine won?t play messages	No Trouble Found
00080000	10/11/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00079962	10/11/17	10/11/17	Captions	Not working/starting	Phone setting adjusted
00079876	10/11/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00079827	10/11/17	10/11/17	Captions	Not working/starting	Phone setting adjusted
00079879	10/11/17	10/11/17	Captions	Not working/starting	Phone setting adjusted
00079988	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079912	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079948	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079857	10/11/17	10/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00079874	10/11/17	10/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079853	10/11/17	10/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079877	10/11/17	10/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00079855	10/11/17	10/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080018	10/11/17	10/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00079990	10/11/17	10/15/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00079998	10/11/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00079995	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079867	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079894	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079960	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079979	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079940	10/11/17	10/11/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00080024	10/11/17	10/25/17	Captions	Not working/starting	Phone setting adjusted
00080038	10/11/17	10/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079925	10/11/17	10/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00080026	10/11/17	10/11/17	Phone	Answering machine won?t play messages	No Trouble Found
00080126	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080094	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080261	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080205	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080177	10/12/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00080077	10/12/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00080160	10/12/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080164	10/12/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080196	10/12/17	10/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00080052	10/12/17	10/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080242	10/12/17	10/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00080200	10/12/17	10/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080169	10/12/17	10/18/17	Phone	Caller ID not working	Phone setting adjusted
00080075	10/12/17	12/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080172	10/12/17	11/16/17	Phone	Screen unresponsive	Phone setting adjusted
00080142	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080129	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080063	10/12/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080043	10/12/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080267	10/12/17	10/13/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00080234	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080269	10/12/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080247	10/12/17	10/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080147	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080329	10/13/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080354	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080306	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080403	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080338	10/13/17	10/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080391	10/13/17	11/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080466	10/13/17	10/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080388	10/13/17	10/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080427	10/13/17	10/13/17	Phone	Screen unresponsive	Phone setting adjusted
00080378	10/13/17	10/14/17	Captions	Not working/starting	Phone setting adjusted
00080420	10/13/17	10/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080321	10/13/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080390	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080467	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080446	10/13/17	10/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080402	10/13/17	10/17/17	Captions	Not working/starting	No Trouble Found
00080472	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080380	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080368	10/13/17	10/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080363	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080481	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080482	10/13/17	10/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080424	10/13/17	10/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080443	10/13/17	10/13/17	Phone	Screen unresponsive	Phone setting adjusted
00080312	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080553	10/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00080500	10/14/17	10/14/17	Captions	Not working/starting	No Trouble Found
00080532	10/14/17	10/27/17	Phone	Screen unresponsive	No Trouble Found
00080497	10/14/17	11/7/17	Captions	Not working/starting	No Trouble Found
00080533	10/14/17	10/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080575	10/15/17	10/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00080564	10/15/17	10/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080574	10/15/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080603	10/16/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080794	10/16/17	10/16/17	Captions	Not working/starting	No Trouble Found
00080606	10/16/17	10/18/17	Captions	Not working/starting	Phone setting adjusted
00080634	10/16/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00080620	10/16/17	11/20/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00080686	10/16/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080586	10/16/17	11/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080792	10/16/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080811	10/16/17	10/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080799	10/16/17	10/16/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00080831	10/16/17	10/16/17	Phone	Answering machine won?t play messages	Phone rebooted
00080631	10/16/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080760	10/16/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080652	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080727	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080661	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080717	10/16/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080616	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080808	10/16/17	10/18/17	Captions	Not accurate	No Trouble Found
00080653	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080589	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080723	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080650	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081073	10/17/17	10/20/17	Captions	Not working/starting	No Trouble Found
00080859	10/17/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00080900	10/17/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00080840	10/17/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080936	10/17/17	10/17/17	Phone	Answering machine won?t play messages	No Trouble Found
00081033	10/17/17	10/17/17	Phone	Screen unresponsive	No Trouble Found
00080839	10/17/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080901	10/17/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080970	10/17/17	10/19/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081026	10/17/17	10/17/17	Captions	Not working/starting	No Trouble Found
00080912	10/17/17	10/17/17	Phone	Answering machine won?t play messages	No Trouble Found
00081041	10/17/17	10/17/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00080967	10/17/17	10/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081127	10/18/17	11/10/17	Captions	Not working/starting	No Trouble Found
00081097	10/18/17	10/18/17	Captions	Not working/starting	No Trouble Found
00081255	10/18/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081084	10/18/17	10/18/17	Phone	Answering machine won?t play messages	No Trouble Found
00081187	10/18/17	10/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081092	10/18/17	10/18/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00081143	10/18/17	10/18/17	Phone	Caller ID not working	No Trouble Found
00081083	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081126	10/18/17	10/20/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081215	10/18/17	10/18/17	Phone	Screen unresponsive	Phone setting adjusted
00081224	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081170	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081176	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081155	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081098	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081136	10/18/17	11/7/17	Captions	Not accurate	No Trouble Found
00081079	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081082	10/18/17	10/18/17	Phone	Answering machine won?t play messages	No Trouble Found
00081132	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081295	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081455	10/19/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00081423	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081357	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081426	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081448	10/19/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00081283	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081447	10/19/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00081289	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081441	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081428	10/19/17	10/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00081343	10/19/17	10/19/17	Phone	Answering machine won?t play messages	Phone rebooted
00081378	10/19/17	11/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00081277	10/19/17	11/20/17	Captions	Not working/starting	Phone rebooted
00081354	10/19/17	10/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081294	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081415	10/19/17	10/19/17	Phone	Screen unresponsive	Phone setting adjusted
00081293	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081269	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081406	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081427	10/19/17	11/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081307	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081387	10/19/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00081309	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081454	10/19/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081431	10/19/17	10/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081444	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081459	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081315	10/19/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00081446	10/19/17	10/19/17	Phone	Answering machine won?t play messages	Phone rebooted
00081634	10/20/17	10/24/17	Captions	Stopping during calls	Phone setting adjusted
00081499	10/20/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00081503	10/20/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00081638	10/20/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00081531	10/20/17	10/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081615	10/20/17	10/20/17	Phone	Answering machine won?t play messages	Phone rebooted
00081492	10/20/17	10/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081528	10/20/17	11/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081620	10/20/17	11/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081551	10/20/17	10/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081515	10/20/17	10/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081506	10/20/17	10/28/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00081574	10/20/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00081663	10/21/17	10/31/17	Captions	Not working/starting	Phone setting adjusted
00081693	10/21/17	10/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081673	10/21/17	11/21/17	Phone	Screen unresponsive	Phone setting adjusted
00081669	10/21/17	10/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081705	10/21/17	10/21/17	Phone	Screen unresponsive	No Trouble Found
00081722	10/22/17	10/22/17	Captions	Not accurate	Phone setting adjusted
00081741	10/22/17	10/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081747	10/22/17	10/22/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081727	10/22/17	10/23/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00081733	10/22/17	10/22/17	Phone	Answering machine won?t play messages	No Trouble Found
00081750	10/22/17	10/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081749	10/22/17	10/22/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081721	10/22/17	10/22/17	Phone	Can?t make and/or receive calls	No Trouble Found
00082019	10/23/17	10/23/17	Captions	Not working/starting	No Trouble Found
00081917	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081910	10/23/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00081884	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081858	10/23/17	10/27/17	Captions	Not working/starting	Phone setting adjusted
00081941	10/23/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00081945	10/23/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00081793	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081766	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081785	10/23/17	11/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081908	10/23/17	10/27/17	Captions	Not working/starting	Phone setting adjusted
00081925	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081947	10/23/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00081936	10/23/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00081971	10/23/17	10/28/17	Captions	Not working/starting	Phone setting adjusted
00081944	10/23/17	10/28/17	Captions	Not working/starting	Phone setting adjusted
00081912	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081928	10/23/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00081969	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081984	10/23/17	10/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00081792	10/23/17	10/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081782	10/23/17	10/23/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081920	10/23/17	10/23/17	Phone	Answering machine won?t play messages	Phone rebooted
00081886	10/23/17	11/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081894	10/23/17	10/23/17	Phone	Screen unresponsive	Phone setting adjusted
00081833	10/23/17	10/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081899	10/23/17	10/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081844	10/23/17	10/28/17	Phone	Screen unresponsive	Phone setting adjusted
00081800	10/23/17	10/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081980	10/23/17	11/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081776	10/23/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00082003	10/23/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081803	10/23/17	10/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081876	10/23/17	11/11/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00081974	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00082018	10/23/17	10/24/17	Captions	Not working/starting	No Trouble Found
00082004	10/23/17	10/23/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00081852	10/23/17	10/23/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00082095	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082253	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00082175	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082172	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082136	10/24/17	11/10/17	Captions	Not accurate	Phone setting adjusted
00082106	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082029	10/24/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00082040	10/24/17	11/7/17	Captions	Not working/starting	No Trouble Found
00082141	10/24/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00082192	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082098	10/24/17	10/24/17	Phone	Answering machine won't play messages	Phone rebooted
00082117	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082198	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082057	10/24/17	10/24/17	Phone	Screen unresponsive	Phone setting adjusted
00082212	10/24/17	10/31/17	Captions	Not working/starting	Phone setting adjusted
00082041	10/24/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082160	10/24/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082186	10/24/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082127	10/24/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082237	10/24/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00082033	10/24/17	10/24/17	Captions	Not working/starting	No Trouble Found
00082123	10/24/17	11/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00082100	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082256	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082244	10/24/17	11/13/17	Phone	Screen unresponsive	No Trouble Found
00082225	10/24/17	10/24/17	Phone	Caller ID not working	Phone setting adjusted
00082496	10/25/17	12/8/17	Captions	Not working/starting	Phone setting adjusted
00082449	10/25/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00082298	10/25/17	10/25/17	Phone	Answering machine won't play messages	Phone rebooted
00082301	10/25/17	11/2/17	Phone	Screen unresponsive	Phone setting adjusted
00082293	10/25/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082353	10/25/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082377	10/25/17	11/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082372	10/25/17	11/17/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00082270	10/25/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082433	10/25/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082376	10/25/17	11/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00082282	10/25/17	10/25/17	Phone	Screen unresponsive	Phone setting adjusted
00082278	10/25/17	11/2/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00082268	10/25/17	10/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082487	10/25/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082478	10/25/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082431	10/25/17	10/25/17	Phone	Caller ID not working	Phone setting adjusted
00082603	10/26/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00082541	10/26/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00082688	10/26/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00082581	10/26/17	10/31/17	Captions	Not working/starting	Phone setting adjusted
00082545	10/26/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00082533	10/26/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00082593	10/26/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00082643	10/26/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00082614	10/26/17	10/28/17	Captions	Not working/starting	Phone setting adjusted
00082698	10/26/17	10/26/17	Phone	Answering machine won't play messages	Phone rebooted
00082657	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082633	10/26/17	10/26/17	Phone	Caller ID not working	Phone setting adjusted
00082627	10/26/17	10/26/17	Phone	Answering machine won't play messages	Phone rebooted
00082689	10/26/17	10/26/17	Phone	Screen unresponsive	Phone setting adjusted
00082597	10/26/17	10/26/17	Phone	Screen unresponsive	Phone setting adjusted
00082629	10/26/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082694	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082662	10/26/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082647	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082667	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082710	10/26/17	10/26/17	Phone	Caller ID not working	Phone setting adjusted
00082672	10/26/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082814	10/27/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00082749	10/27/17	10/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082836	10/27/17	10/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082742	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082723	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082876	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082776	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082802	10/27/17	10/27/17	Phone	Answering machine won't play messages	Phone rebooted
00082844	10/27/17	10/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082725	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00082780	10/27/17	10/27/17	Phone	Answering machine won't play messages	No Trouble Found
00082890	10/27/17	10/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082915	10/28/17	10/28/17	Phone	Caller ID not working	Phone setting adjusted
00082938	10/28/17	10/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082926	10/28/17	10/28/17	Phone	Screen unresponsive	Phone setting adjusted
00082961	10/28/17	10/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082918	10/28/17	11/13/17	Phone	Screen unresponsive	Phone setting adjusted
00082982	10/28/17	10/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083004	10/29/17	10/29/17	Captions	Not working/starting	Phone setting adjusted
00082990	10/29/17	11/3/17	Captions	Not working/starting	Phone setting adjusted
00082998	10/29/17	10/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082993	10/29/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083008	10/29/17	10/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083358	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083339	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083321	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083320	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083313	10/30/17	11/13/17	Captions	Not working/starting	No Trouble Found
00083306	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083296	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083265	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083249	10/30/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083208	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083218	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083331	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083260	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083213	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083206	10/30/17	11/20/17	Captions	Not working/starting	No Trouble Found
00083336	10/30/17	11/14/17	Captions	Not working/starting	No Trouble Found
00083110	10/30/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00083230	10/30/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083267	10/30/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083167	10/30/17	10/30/17	Captions	Not working/starting	No Trouble Found
00083120	10/30/17	11/7/17	Phone	Caller ID not working	No Trouble Found
00083299	10/30/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083366	10/30/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083038	10/30/17	11/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083043	10/30/17	11/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083117	10/30/17	10/30/17	Phone	Answering machine won't play messages	Phone rebooted
00083112	10/30/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083338	10/30/17	11/3/17	Phone	Is stuck on the boot up screen	No Trouble Found
00083301	10/30/17	10/31/17	Phone	Can't make and/or receive calls	No Trouble Found
00083106	10/30/17	11/9/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00083179	10/30/17	10/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00083283	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083279	10/30/17	10/30/17	Captions	Not working/starting	No Trouble Found
00083255	10/30/17	11/8/17	Captions	Not working/starting	No Trouble Found
00083055	10/30/17	10/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083199	10/30/17	10/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083040	10/30/17	10/30/17	Phone	Screen unresponsive	Phone setting adjusted
00083630	10/31/17	11/3/17	Captions	Both sides of the conversation	No Trouble Found
00083625	10/31/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083377	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083507	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083582	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083458	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083484	10/31/17	11/14/17	Captions	Not working/starting	Customer retraining provided
00083376	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083500	10/31/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083410	10/31/17	10/31/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083561	10/31/17	11/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083385	10/31/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083418	10/31/17	2/6/18	Captions	Not working/starting	No Trouble Found
00083445	10/31/17	11/14/17	Phone	Answering machine won't play messages	No Trouble Found
00083493	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083434	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083469	10/31/17	10/31/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083525	10/31/17	11/1/17	Phone	Can't make and/or receive calls	No Trouble Found
00083718	11/1/17	11/20/17	Captions	Not working/starting	No Trouble Found
00083779	11/1/17	11/1/17	Captions	Not working/starting	Customer retraining provided
00083820	11/1/17	11/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083650	11/1/17	11/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083653	11/1/17	11/1/17	Phone	Screen unresponsive	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00083647	11/1/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083738	11/1/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00083712	11/1/17	11/1/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083709	11/1/17	11/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083763	11/1/17	11/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083633	11/1/17	11/1/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083654	11/1/17	11/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083747	11/1/17	11/3/17	Phone	Can?t make and/or receive calls	Customer retraining provided
00083721	11/1/17	11/1/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083693	11/1/17	11/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083744	11/1/17	11/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083826	11/1/17	11/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083807	11/1/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00083743	11/1/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00083788	11/1/17	11/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00083734	11/1/17	11/1/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083776	11/1/17	11/1/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00083825	11/1/17	11/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00083968	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00084037	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00084036	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083877	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083931	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00084022	11/2/17	11/2/17	Captions	Stopping during calls	Phone setting adjusted
00083838	11/2/17	11/2/17	Phone	Answering machine won?t play messages	No Trouble Found
00083880	11/2/17	11/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00083896	11/2/17	11/2/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00083875	11/2/17	11/2/17	Phone	Answering machine won?t play messages	No Trouble Found
00083855	11/2/17	11/2/17	Phone	Answering machine won?t play messages	No Trouble Found
00083839	11/2/17	11/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083914	11/2/17	11/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083999	11/2/17	11/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083849	11/2/17	11/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083986	11/2/17	11/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083955	11/2/17	11/8/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00084035	11/2/17	11/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083853	11/2/17	11/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084034	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083926	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083889	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083919	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083872	11/2/17	11/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00083959	11/2/17	11/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00083954	11/2/17	11/2/17	Phone	Answering machine won?t play messages	No Trouble Found
00084042	11/2/17	11/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00084009	11/2/17	11/7/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084167	11/3/17	11/12/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084134	11/3/17	11/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084137	11/3/17	11/3/17	Phone	Screen unresponsive	No Trouble Found
00084062	11/3/17	11/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084130	11/3/17	11/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084065	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084111	11/3/17	11/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084057	11/3/17	11/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00084217	11/3/17	11/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00084205	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084097	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084099	11/3/17	11/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084163	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084206	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084147	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084143	11/3/17	11/9/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084060	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084064	11/3/17	11/20/17	Captions	Not working/starting	No Trouble Found
00084124	11/3/17	11/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084116	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084180	11/3/17	11/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084171	11/3/17	11/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00084098	11/3/17	11/6/17	Phone	Answering machine won?t play messages	No Trouble Found
00084287	11/4/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00084273	11/4/17	11/4/17	Captions	Not working/starting	Phone setting adjusted
00084250	11/4/17	11/4/17	Captions	Not working/starting	Phone setting adjusted
00084237	11/4/17	11/7/17	Captions	Not accurate	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00084301	11/5/17	11/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084390	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084529	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084492	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084461	11/6/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00084495	11/6/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00084310	11/6/17	11/6/17	Captions	Not accurate	Phone setting adjusted
00084463	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084414	11/6/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084421	11/6/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00084325	11/6/17	11/6/17	Phone	Answering machine won't play messages	Phone rebooted
00084430	11/6/17	11/6/17	Phone	Screen unresponsive	Phone setting adjusted
00084543	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084485	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084387	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084503	11/6/17	11/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084539	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084308	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084338	11/6/17	11/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084532	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084436	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084538	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084546	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084309	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084408	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084371	11/6/17	11/8/17	Phone	Screen unresponsive	Phone setting adjusted
00084339	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084413	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084311	11/6/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084519	11/6/17	11/6/17	Phone	Answering machine won't play messages	Phone rebooted
00084396	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084386	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084702	11/7/17	12/1/17	Captions	Not working/starting	No Trouble Found
00084719	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084780	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084746	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084743	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084758	11/7/17	11/11/17	Captions	Not working/starting	No Trouble Found
00084782	11/7/17	11/8/17	Captions	Not accurate	Customer retraining provided
00084721	11/7/17	11/7/17	Phone	Answering machine won't play messages	No Trouble Found
00084714	11/7/17	11/7/17	Phone	Answering machine won't play messages	No Trouble Found
00084760	11/7/17	11/7/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084622	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084552	11/7/17	11/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084781	11/7/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084776	11/7/17	11/8/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084557	11/7/17	11/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084680	11/7/17	11/9/17	Phone	Caller ID not working	No Trouble Found
00084589	11/7/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084554	11/7/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084570	11/7/17	11/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084573	11/7/17	11/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084681	11/7/17	11/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00084784	11/7/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084765	11/7/17	11/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00084600	11/7/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084597	11/7/17	11/8/17	Captions	Stopping during calls	Phone setting adjusted
00084753	11/7/17	11/14/17	Captions	Not working/starting	No Trouble Found
00084563	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084735	11/7/17	11/14/17	Phone	Answering machine won't play messages	No Trouble Found
00084595	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084693	11/7/17	12/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084560	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084632	11/7/17	11/7/17	Phone	Caller ID not working	No Trouble Found
00084938	11/8/17	11/21/17	Captions	Not working/starting	No Trouble Found
00084796	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084836	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084858	11/8/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00084946	11/8/17	11/8/17	Captions	Not working/starting	No Trouble Found
00084789	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084828	11/8/17	11/13/17	Captions	Stopping during calls	Phone setting adjusted
00084856	11/8/17	11/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084934	11/8/17	12/13/17	Phone	Answering machine isn't taking messages	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00084904	11/8/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084881	11/8/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084907	11/8/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084792	11/8/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084798	11/8/17	12/13/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00084913	11/8/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084922	11/8/17	11/8/17	Phone	Caller ID not working	No Trouble Found
00084794	11/8/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084875	11/8/17	11/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084860	11/8/17	12/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00084797	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084948	11/8/17	11/8/17	Captions	Not working/starting	No Trouble Found
00084930	11/8/17	11/8/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00084871	11/8/17	11/8/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00084801	11/8/17	12/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085112	11/9/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085050	11/9/17	11/9/17	Captions	Not working/starting	Phone setting adjusted
00085122	11/9/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085103	11/9/17	11/9/17	Captions	Not working/starting	Phone setting adjusted
00085038	11/9/17	11/20/17	Captions	Not working/starting	No Trouble Found
00085023	11/9/17	11/9/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00085101	11/9/17	11/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085084	11/9/17	12/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085052	11/9/17	11/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085040	11/9/17	12/4/17	Phone	Screen unresponsive	No Trouble Found
00085144	11/9/17	11/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085124	11/9/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085027	11/9/17	11/9/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085051	11/9/17	11/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085135	11/9/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085163	11/9/17	11/9/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085162	11/9/17	11/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085076	11/9/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00085104	11/9/17	11/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085294	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085305	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085330	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085242	11/10/17	11/10/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085187	11/10/17	11/15/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00085205	11/10/17	12/11/17	Phone	Answering machine won?t play messages	No Trouble Found
00085258	11/10/17	11/20/17	Captions	Not accurate	Phone setting adjusted
00085218	11/10/17	11/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085174	11/10/17	11/13/17	Phone	Is stuck on the boot up screen	No Trouble Found
00085288	11/10/17	11/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085265	11/10/17	12/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085309	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085234	11/10/17	11/10/17	Phone	Answering machine won?t play messages	Phone rebooted
00085302	11/10/17	11/10/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00085396	11/11/17	11/11/17	Captions	Not working/starting	No Trouble Found
00085437	11/11/17	11/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085398	11/11/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085370	11/11/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085377	11/11/17	12/11/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085476	11/12/17	11/12/17	Captions	Not working/starting	Phone setting adjusted
00085470	11/12/17	11/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085473	11/12/17	11/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085474	11/12/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085517	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085491	11/13/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00085716	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085493	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085630	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085514	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085672	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085600	11/13/17	11/13/17	Phone	Answering machine won?t play messages	Phone rebooted
00085508	11/13/17	12/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085564	11/13/17	11/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085714	11/13/17	11/29/17	Captions	Not working/starting	No Trouble Found
00085638	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085574	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085486	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085507	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085597	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00085639	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085713	11/13/17	12/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085618	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085511	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085696	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085711	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085715	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085708	11/13/17	11/21/17	Captions	Not working/starting	No Trouble Found
00085691	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085539	11/13/17	11/13/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00085571	11/13/17	11/13/17	Phone	Answering machine won?t play messages	Phone rebooted
00085515	11/13/17	11/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085649	11/13/17	11/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00085916	11/14/17	12/7/17	Captions	Not working/starting	No Trouble Found
00085838	11/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085914	11/14/17	11/14/17	Captions	Not working/starting	No Trouble Found
00085802	11/14/17	11/14/17	Captions	Not working/starting	No Trouble Found
00085738	11/14/17	11/14/17	Captions	Not working/starting	No Trouble Found
00085851	11/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085845	11/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085730	11/14/17	11/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00085919	11/14/17	11/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085723	11/14/17	11/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00085791	11/14/17	11/15/17	Phone	Screen unresponsive	No Trouble Found
00085879	11/14/17	11/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00085867	11/14/17	11/27/17	Phone	Screen unresponsive	Phone setting adjusted
00085785	11/14/17	11/20/17	Captions	Not working/starting	No Trouble Found
00085719	11/14/17	11/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00085796	11/14/17	11/14/17	Phone	Answering machine won?t play messages	No Trouble Found
00086104	11/15/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00086099	11/15/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00086039	11/15/17	12/5/17	Captions	Not working/starting	No Trouble Found
00085941	11/15/17	11/15/17	Captions	Not working/starting	No Trouble Found
00086122	11/15/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00085946	11/15/17	11/16/17	Captions	Not working/starting	No Trouble Found
00085947	11/15/17	12/1/17	Phone	Caller ID not working	No Trouble Found
00085963	11/15/17	11/15/17	Phone	Caller ID not working	No Trouble Found
00086101	11/15/17	11/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00086058	11/15/17	11/30/17	Phone	Screen unresponsive	No Trouble Found
00085977	11/15/17	11/30/17	Phone	Screen unresponsive	No Trouble Found
00085940	11/15/17	11/15/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086065	11/15/17	11/20/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086049	11/15/17	11/15/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086012	11/15/17	12/4/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086062	11/15/17	11/15/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086010	11/15/17	11/22/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086131	11/15/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00085976	11/15/17	11/27/17	Captions	Not working/starting	No Trouble Found
00085948	11/15/17	11/15/17	Phone	Can?t make and/or receive calls	No Trouble Found
00086333	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086195	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086277	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086211	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086169	11/16/17	11/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086155	11/16/17	11/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086157	11/16/17	11/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086331	11/16/17	12/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086232	11/16/17	11/16/17	Captions	Not working/starting	No Trouble Found
00086339	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086353	11/16/17	11/16/17	Phone	Answering machine won?t play messages	No Trouble Found
00086431	11/17/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086437	11/17/17	11/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086439	11/17/17	11/17/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086393	11/17/17	12/12/17	Phone	Screen unresponsive	Phone setting adjusted
00086387	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086362	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086457	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086366	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086361	11/17/17	12/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086505	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086388	11/17/17	11/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086379	11/17/17	11/17/17	Phone	Screen unresponsive	Phone setting adjusted
00086517	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00086533	11/17/17	11/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086391	11/17/17	12/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086566	11/18/17	11/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086598	11/18/17	11/21/17	Captions	Stopping during calls	Phone rebooted
00086621	11/18/17	11/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086590	11/18/17	11/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086648	11/19/17	11/19/17	Captions	Not working/starting	Phone setting adjusted
00086628	11/19/17	11/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086633	11/19/17	11/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086644	11/19/17	11/27/17	Captions	Not accurate	Phone setting adjusted
00086642	11/19/17	11/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086646	11/19/17	11/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086635	11/19/17	11/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086680	11/20/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00086749	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086811	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086721	11/20/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00086735	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086798	11/20/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00086688	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086659	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086787	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086827	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086682	11/20/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086779	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086748	11/20/17	11/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086876	11/20/17	11/22/17	Phone	Screen unresponsive	Phone setting adjusted
00086886	11/20/17	11/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086732	11/20/17	12/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086817	11/20/17	11/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086660	11/20/17	11/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086716	11/20/17	11/20/17	Phone	Caller ID not working	Phone setting adjusted
00086665	11/20/17	11/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086849	11/20/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086800	11/20/17	11/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086847	11/20/17	12/23/17	Phone	Screen unresponsive	Phone setting adjusted
00086860	11/20/17	11/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086864	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086784	11/20/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00086793	11/20/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00086978	11/21/17	11/27/17	Captions	Not working/starting	No Trouble Found
00087049	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086914	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00087034	11/21/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00086902	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086897	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00087008	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086989	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086968	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00087061	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086913	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086982	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086962	11/21/17	11/21/17	Captions	Both sides of the conversation	No Trouble Found
00086941	11/21/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086906	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00087045	11/21/17	11/27/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00086954	11/21/17	11/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00087093	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086986	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00087005	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086987	11/21/17	11/21/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00086900	11/21/17	11/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00087048	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086979	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00086899	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00086959	11/21/17	11/21/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00087032	11/21/17	11/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00086965	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	No Trouble Found
00087035	11/21/17	11/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00087182	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087117	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087208	11/22/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087113	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00087146	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087244	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087171	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087124	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087123	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087174	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087170	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087143	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087191	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087125	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087151	11/22/17	11/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087178	11/22/17	11/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087164	11/22/17	11/22/17	Phone	Answering machine won't play messages	Phone rebooted
00087180	11/22/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087177	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087109	11/22/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087102	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087154	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087159	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087241	11/22/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087217	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087183	11/22/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087233	11/22/17	12/18/17	Phone	Answering machine won't play messages	No Trouble Found
00087251	11/23/17	12/20/17	Phone	Screen unresponsive	Phone setting adjusted
00087267	11/25/17	11/25/17	Captions	Not working/starting	Phone setting adjusted
00087298	11/25/17	11/25/17	Captions	Not working/starting	Phone setting adjusted
00087291	11/25/17	12/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00087271	11/25/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087259	11/25/17	12/15/17	Phone	Screen unresponsive	Phone setting adjusted
00087288	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087305	11/25/17	11/27/17	Phone	Screen unresponsive	Phone setting adjusted
00087280	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087289	11/25/17	11/25/17	Phone	Answering machine won't play messages	Phone rebooted
00087287	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087306	11/25/17	11/25/17	Phone	Answering machine isn't taking messages	No Trouble Found
00087263	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087310	11/26/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087320	11/26/17	11/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087318	11/26/17	11/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087436	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087498	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087417	11/27/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00087403	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087512	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087476	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087390	11/27/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087511	11/27/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087468	11/27/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087356	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087528	11/27/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087524	11/27/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087405	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087406	11/27/17	12/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087375	11/27/17	11/28/17	Phone	Screen unresponsive	Phone setting adjusted
00087343	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087381	11/27/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087462	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087447	11/27/17	11/27/17	Phone	Caller ID not working	Phone setting adjusted
00087516	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087471	11/27/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087449	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087442	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087330	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087347	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087341	11/27/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00087494	11/27/17	11/27/17	Captions	Not accurate	Phone setting adjusted
00087550	11/27/17	11/29/17	Phone	Answering machine won't play messages	Phone rebooted
00087479	11/27/17	11/27/17	Phone	Screen unresponsive	Phone setting adjusted
00087497	11/27/17	11/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087781	11/28/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00087762	11/28/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00087730	11/28/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00087698	11/28/17	11/29/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00087554	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087651	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087552	11/28/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00087778	11/28/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087714	11/28/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00087750	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087756	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087612	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087740	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087671	11/28/17	12/20/17	Phone	Answering machine won't play messages	Phone rebooted
00087769	11/28/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087722	11/28/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00087646	11/28/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00087596	11/28/17	11/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087763	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087709	11/28/17	11/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087618	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087566	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087561	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087624	11/28/17	12/8/17	Phone	Screen unresponsive	Phone setting adjusted
00087749	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087771	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087620	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087597	11/28/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087741	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087774	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087765	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087777	11/28/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00087783	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087672	11/28/17	11/28/17	Captions	Not accurate	Phone setting adjusted
00087670	11/28/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00087683	11/28/17	11/28/17	Captions	Not accurate	Phone setting adjusted
00087770	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087719	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087720	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087997	11/29/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00087810	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087980	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087947	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087787	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087794	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087902	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087811	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087789	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087992	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087852	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087803	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087970	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087846	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087922	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087879	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087940	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087991	11/29/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00087860	11/29/17	11/29/17	Phone	Caller ID not working	Phone setting adjusted
00087807	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087817	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087847	11/29/17	11/29/17	Phone	Caller ID not working	Phone setting adjusted
00087802	11/29/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087978	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087819	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087965	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087909	11/29/17	12/5/17	Phone	Screen unresponsive	Phone setting adjusted
00087924	11/29/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087900	11/29/17	12/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087824	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087976	11/29/17	11/29/17	Captions	Not accurate	Phone setting adjusted
00087823	11/29/17	11/29/17	Captions	Not accurate	Phone setting adjusted
00087788	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087892	11/29/17	11/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087869	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088158	11/30/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088105	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088141	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00088201	11/30/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00088228	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088076	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088095	11/30/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088080	11/30/17	12/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088219	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088052	11/30/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088187	11/30/17	11/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088093	11/30/17	11/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088039	11/30/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088008	11/30/17	11/30/17	Phone	Can?t make and/or receive calls	No Trouble Found
00088143	11/30/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088057	11/30/17	12/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088033	11/30/17	12/19/17	Phone	Caller ID not working	No Trouble Found
00088075	11/30/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088097	11/30/17	12/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088006	11/30/17	11/30/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00088102	11/30/17	11/30/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00088372	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088385	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088387	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088342	12/1/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00088361	12/1/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088289	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088376	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088250	12/1/17	12/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088357	12/1/17	12/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00088232	12/1/17	12/1/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088252	12/1/17	12/1/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088382	12/1/17	12/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00088233	12/1/17	12/1/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088268	12/1/17	12/15/17	Phone	Screen unresponsive	Phone setting adjusted
00088263	12/1/17	12/1/17	Phone	Screen unresponsive	Phone setting adjusted
00088255	12/1/17	12/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088389	12/1/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088302	12/1/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088270	12/1/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088358	12/1/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088359	12/1/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00088355	12/1/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088315	12/1/17	12/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088318	12/1/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088293	12/1/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088304	12/1/17	12/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088375	12/1/17	12/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088417	12/2/17	12/2/17	Captions	Not working/starting	Phone setting adjusted
00088411	12/2/17	12/2/17	Captions	Not working/starting	No Trouble Found
00088399	12/2/17	12/2/17	Phone	Answering machine won?t play messages	No Trouble Found
00088427	12/2/17	12/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088395	12/2/17	12/2/17	Captions	Not accurate	No Trouble Found
00088408	12/2/17	12/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00088420	12/2/17	12/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00088441	12/3/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088457	12/4/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00088459	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088548	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088562	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088530	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088549	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088503	12/4/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088604	12/4/17	12/12/17	Phone	Caller ID not working	Phone setting adjusted
00088467	12/4/17	12/4/17	Phone	Answering machine won?t play messages	Phone rebooted
00088536	12/4/17	12/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088595	12/4/17	12/4/17	Phone	Answering machine won?t play messages	Phone rebooted
00088610	12/4/17	12/5/17	Phone	Screen unresponsive	Phone setting adjusted
00088544	12/4/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088508	12/4/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088564	12/4/17	12/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088484	12/4/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088626	12/4/17	12/4/17	Captions	Not working/starting	No Trouble Found
00088579	12/4/17	12/4/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00088583	12/4/17	12/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00088526	12/4/17	12/4/17	Phone	Screen unresponsive	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00088729	12/5/17	12/5/17	Captions	Not working/starting	No Trouble Found
00088748	12/5/17	12/6/17	Captions	Not working/starting	No Trouble Found
00088702	12/5/17	12/7/17	Captions	Not working/starting	No Trouble Found
00088727	12/5/17	12/6/17	Captions	Not working/starting	No Trouble Found
00088806	12/5/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088811	12/5/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088765	12/5/17	12/5/17	Captions	Not working/starting	No Trouble Found
00088643	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088809	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088812	12/5/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088682	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088724	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088656	12/5/17	12/5/17	Phone	Screen unresponsive	No Trouble Found
00088730	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00088728	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088794	12/5/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088779	12/5/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088776	12/5/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088717	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088803	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088653	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088966	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00089032	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088815	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088837	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088872	12/6/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089043	12/6/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088816	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088820	12/6/17	12/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089044	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088852	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088978	12/6/17	12/6/17	Phone	Answering machine won't play messages	Phone rebooted
00088878	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088923	12/6/17	2/5/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00088933	12/6/17	12/15/17	Phone	Screen unresponsive	Phone setting adjusted
00088926	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00089000	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088817	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089027	12/6/17	12/19/17	Phone	Screen unresponsive	Phone setting adjusted
00088985	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088952	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088986	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088898	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088895	12/6/17	12/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088885	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088989	12/6/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00089046	12/6/17	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00088931	12/6/17	12/20/17	Phone	Answering machine won't play messages	Phone rebooted
00088982	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089104	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089118	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089137	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089130	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089184	12/7/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089252	12/7/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00089078	12/7/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089149	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089083	12/7/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089054	12/7/17	1/11/18	Captions	Not working/starting	Phone setting adjusted
00089139	12/7/17	12/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089250	12/7/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089063	12/7/17	12/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089217	12/7/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089231	12/7/17	12/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089100	12/7/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089059	12/7/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089069	12/7/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089189	12/7/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089245	12/7/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089124	12/7/17	12/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089233	12/7/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089193	12/7/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089090	12/7/17	12/12/17	Phone	Screen unresponsive	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00089113	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089228	12/7/17	12/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089123	12/7/17	12/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089280	12/8/17	2/5/18	Caption Phone	Is stuck on the boot up screen	No Trouble Found
00089351	12/8/17	12/8/17	Captions	Not working/starting	Phone setting adjusted
00089282	12/8/17	12/8/17	Captions	Not working/starting	No Trouble Found
00089376	12/8/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089291	12/8/17	12/19/17	Captions	Not working/starting	No Trouble Found
00089254	12/8/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089319	12/8/17	12/8/17	Phone	Can?t make and/or receive calls	No Trouble Found
00089265	12/8/17	12/19/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089392	12/8/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00089368	12/8/17	12/8/17	Captions	Not working/starting	Phone setting adjusted
00089343	12/8/17	12/8/17	Phone	Can?t make and/or receive calls	No Trouble Found
00089382	12/8/17	12/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089297	12/8/17	12/8/17	Phone	Can?t make and/or receive calls	No Trouble Found
00089308	12/8/17	12/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00089335	12/8/17	12/8/17	Phone	Can?t make and/or receive calls	No Trouble Found
00089395	12/8/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089310	12/8/17	12/8/17	Phone	Caller ID not working	No Trouble Found
00089411	12/8/17	12/8/17	Phone	Answering machine won?t play messages	Phone rebooted
00089336	12/8/17	12/19/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00089435	12/8/17	12/18/17	Phone	Answering machine won?t play messages	No Trouble Found
00089306	12/8/17	12/8/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00089440	12/9/17	1/16/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089447	12/9/17	12/9/17	Captions	Not working/starting	Phone setting adjusted
00089463	12/9/17	12/9/17	Captions	Not working/starting	Phone setting adjusted
00089458	12/9/17	12/9/17	Captions	Not accurate	Phone setting adjusted
00089479	12/9/17	12/12/17	Phone	Screen unresponsive	No Trouble Found
00089477	12/9/17	12/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089471	12/9/17	12/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089456	12/9/17	12/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089468	12/9/17	12/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089444	12/9/17	12/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089467	12/9/17	12/9/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089473	12/9/17	12/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089496	12/10/17	12/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089501	12/10/17	12/10/17	Phone	Caller ID not working	No Trouble Found
00089604	12/11/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00089555	12/11/17	12/17/17	Captions	Not working/starting	Phone setting adjusted
00089566	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089600	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089503	12/11/17	12/11/17	Captions	Not working/starting	No Trouble Found
00089632	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089610	12/11/17	12/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089625	12/11/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089511	12/11/17	12/12/17	Phone	Can?t make and/or receive calls	No Trouble Found
00089515	12/11/17	12/11/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00089563	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089587	12/11/17	12/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089532	12/11/17	12/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089522	12/11/17	12/13/17	Phone	Screen unresponsive	Phone setting adjusted
00089510	12/11/17	1/5/18	Phone	Screen unresponsive	No Trouble Found
00089570	12/11/17	12/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089616	12/11/17	12/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089658	12/11/17	12/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089635	12/11/17	12/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089588	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089516	12/11/17	12/11/17	Captions	Not working/starting	No Trouble Found
00089543	12/11/17	12/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089633	12/11/17	12/11/17	Phone	Caller ID not working	Phone setting adjusted
00089607	12/11/17	12/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089830	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089776	12/12/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089719	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089834	12/12/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00089773	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089792	12/12/17	12/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089851	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089801	12/12/17	12/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089824	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089789	12/12/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089800	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00089846	12/12/17	12/12/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00089825	12/12/17	12/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089813	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089706	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089878	12/12/17	12/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089761	12/12/17	12/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089853	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089837	12/12/17	12/19/17	Captions	Not accurate	Phone setting adjusted
00089832	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089724	12/12/17	12/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089732	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089805	12/12/17	12/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089946	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00089992	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00089952	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090054	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090052	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090024	12/13/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00089960	12/13/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090042	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00089936	12/13/17	1/2/18	Captions	Not working/starting	Phone setting adjusted
00089910	12/13/17	12/13/17	Phone	Screen unresponsive	Phone setting adjusted
00089913	12/13/17	12/13/17	Phone	Answering machine won?t play messages	Phone rebooted
00090003	12/13/17	12/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090059	12/13/17	12/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090056	12/13/17	12/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090064	12/13/17	12/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00089907	12/13/17	12/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090063	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090061	12/13/17	12/13/17	Captions	Not working/starting	No Trouble Found
00089996	12/13/17	12/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00089903	12/13/17	12/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00090134	12/14/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00090247	12/14/17	12/14/17	Captions	Not working/starting	No Trouble Found
00090155	12/14/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00090153	12/14/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00090069	12/14/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090189	12/14/17	12/15/17	Captions	Not working/starting	No Trouble Found
00090160	12/14/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00090138	12/14/17	12/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00090121	12/14/17	12/14/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00090188	12/14/17	12/20/17	Phone	Answering machine won?t play messages	No Trouble Found
00090265	12/14/17	12/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00090206	12/14/17	12/14/17	Phone	Answering machine won?t play messages	No Trouble Found
00090207	12/14/17	12/18/17	Phone	Screen unresponsive	No Trouble Found
00090065	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00090200	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00090263	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090164	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090086	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00090238	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00090251	12/14/17	12/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090170	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090156	12/14/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00090101	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00090182	12/14/17	12/14/17	Phone	Caller ID not working	No Trouble Found
00090253	12/14/17	12/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00090299	12/15/17	1/8/18	Phone	Answering machine won??t play messages	Phone rebooted
00090304	12/15/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090372	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090282	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090277	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090289	12/15/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090403	12/15/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00090373	12/15/17	12/16/17	Phone	Answering machine won?t play messages	Phone rebooted
00090321	12/15/17	12/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00090322	12/15/17	12/15/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00090356	12/15/17	12/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00090325	12/15/17	12/15/17	Captions	Not accurate	Phone setting adjusted
00090268	12/15/17	12/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090309	12/15/17	12/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090293	12/15/17	12/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090387	12/15/17	12/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00090412	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090280	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090329	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090369	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090407	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090413	12/15/17	1/5/18	Phone	Screen unresponsive	Phone setting adjusted
00090281	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090375	12/15/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090419	12/16/17	12/16/17	Captions	Not working/starting	Phone setting adjusted
00090441	12/16/17	1/14/18	Captions	Not working/starting	Phone setting adjusted
00090439	12/16/17	12/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090434	12/16/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090420	12/16/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090427	12/16/17	12/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090432	12/16/17	12/18/17	Phone	Screen unresponsive	Phone setting adjusted
00090455	12/16/17	12/16/17	Captions	Not working/starting	No Trouble Found
00090451	12/16/17	12/16/17	Phone	Answering machine won't play messages	No Trouble Found
00090468	12/17/17	12/20/17	Phone	Screen unresponsive	Phone setting adjusted
00090512	12/18/17	1/22/18	Captions	Not working/starting	Phone setting adjusted
00090482	12/18/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090633	12/18/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090488	12/18/17	12/23/17	Captions	Not working/starting	Phone setting adjusted
00090585	12/18/17	12/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090565	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090613	12/18/17	12/20/17	Phone	Screen unresponsive	Phone setting adjusted
00090574	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090576	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090533	12/18/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090526	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090631	12/18/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090573	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090494	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090653	12/18/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090606	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090580	12/18/17	12/18/17	Phone	Screen unresponsive	Phone setting adjusted
00090517	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090809	12/19/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00090717	12/19/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090847	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090814	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090765	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090763	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090704	12/19/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090785	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090848	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090798	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090769	12/19/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00090822	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090771	12/19/17	12/19/17	Phone	Answering machine won't play messages	Phone rebooted
00090772	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090665	12/19/17	12/19/17	Phone	Caller ID not working	Phone setting adjusted
00090792	12/19/17	12/19/17	Phone	Screen unresponsive	Phone setting adjusted
00090726	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090676	12/19/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090680	12/19/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090844	12/19/17	12/19/17	Captions	Not accurate	Phone setting adjusted
00090691	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00090787	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090715	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00091003	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00091017	12/20/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00090985	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00090866	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00091012	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00091011	12/20/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00090902	12/20/17	12/26/17	Captions	Not working/starting	Phone setting adjusted
00090884	12/20/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091014	12/20/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090941	12/20/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090905	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090893	12/20/17	12/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090976	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090914	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00090989	12/20/17	12/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090904	12/20/17	1/9/18	Phone	Screen unresponsive	Phone setting adjusted
00090930	12/20/17	1/6/18	Captions	Not working/starting	Phone setting adjusted
00091007	12/20/17	12/20/17	Captions	Not working/starting	No Trouble Found
00090899	12/20/17	12/20/17	Phone	Answering machine won?t play messages	Phone rebooted
00090936	12/20/17	12/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00090954	12/20/17	12/20/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091033	12/21/17	12/21/17	Captions	Not working/starting	No Trouble Found
00091022	12/21/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00091049	12/21/17	1/8/18	Captions	Not working/starting	No Trouble Found
00091104	12/21/17	12/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00091161	12/21/17	12/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091122	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091097	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091090	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091121	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091072	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091021	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091139	12/21/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00091135	12/21/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00091027	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091045	12/21/17	12/21/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091030	12/21/17	12/21/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00091082	12/21/17	12/21/17	Phone	Answering machine won?t play messages	Phone rebooted
00091024	12/21/17	12/21/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091250	12/22/17	2/2/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091188	12/22/17	1/11/18	Phone	Answering machine won?t play messages	Phone rebooted
00091205	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091223	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091169	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091219	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091213	12/22/17	1/5/18	Captions	Not working/starting	Phone setting adjusted
00091275	12/22/17	1/26/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091269	12/22/17	12/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091272	12/22/17	12/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091206	12/22/17	12/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091192	12/22/17	12/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091186	12/22/17	12/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091179	12/22/17	12/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091210	12/22/17	12/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091184	12/22/17	12/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091225	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091230	12/22/17	12/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091306	12/23/17	12/23/17	Captions	Not working/starting	No Trouble Found
00091318	12/23/17	12/23/17	Captions	Not working/starting	No Trouble Found
00091301	12/23/17	12/23/17	Captions	Not working/starting	No Trouble Found
00091325	12/23/17	12/26/17	Captions	Stopping during calls	No Trouble Found
00091291	12/23/17	12/23/17	Captions	Not working/starting	Phone setting adjusted
00091316	12/23/17	12/23/17	Phone	Answering machine won?t play messages	No Trouble Found
00091281	12/23/17	12/23/17	Phone	Screen unresponsive	Phone setting adjusted
00091324	12/23/17	12/23/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091302	12/23/17	12/23/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091312	12/23/17	12/23/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00091300	12/23/17	12/23/17	Phone	Screen unresponsive	No Trouble Found
00091384	12/26/17	12/26/17	Captions	Not working/starting	Phone setting adjusted
00091385	12/26/17	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091374	12/26/17	12/26/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00091364	12/26/17	1/3/18	Phone	Screen unresponsive	No Trouble Found
00091340	12/26/17	1/5/18	Phone	Can?t make and/or receive calls	No Trouble Found
00091472	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091390	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091506	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091443	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091519	12/27/17	12/29/17	Captions	Not working/starting	No Trouble Found
00091492	12/27/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00091388	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091486	12/27/17	1/4/18	Captions	Not working/starting	Phone setting adjusted
00091480	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091457	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091518	12/27/17	1/12/18	Caption Phone	Can?t make and/or receive calls	No Trouble Found
00091467	12/27/17	12/27/17	Phone	Answering machine won?t play messages	Phone rebooted
00091425	12/27/17	12/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091409	12/27/17	12/27/17	Phone	Screen unresponsive	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00091396	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091511	12/27/17	12/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091479	12/27/17	12/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091436	12/27/17	12/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091414	12/27/17	12/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091477	12/27/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091508	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091516	12/27/17	12/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091505	12/27/17	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091631	12/28/17	1/8/18	Captions	Not working/starting	Phone setting adjusted
00091610	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091633	12/28/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00091526	12/28/17	12/28/17	Captions	Not working/starting	No Trouble Found
00091612	12/28/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00091587	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091642	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091528	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091533	12/28/17	12/28/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00091559	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091529	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091609	12/28/17	12/28/17	Phone	Screen unresponsive	Phone setting adjusted
00091532	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091613	12/28/17	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091561	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091661	12/28/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091530	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	No Trouble Found
00091540	12/28/17	1/8/18	Phone	Screen unresponsive	No Trouble Found
00091584	12/28/17	12/28/17	Captions	Not accurate	Phone setting adjusted
00091657	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091647	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091585	12/28/17	12/28/17	Phone	Caller ID not working	Phone setting adjusted
00091592	12/28/17	12/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091640	12/28/17	12/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091701	12/29/17	1/14/18	Captions	Not working/starting	Phone setting adjusted
00091767	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091716	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091798	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091792	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091667	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091748	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091742	12/29/17	1/4/18	Phone	Answering machine won?t play messages	Phone rebooted
00091668	12/29/17	12/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091733	12/29/17	1/2/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00091674	12/29/17	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091791	12/29/17	1/5/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091714	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091673	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091801	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091732	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091749	12/29/17	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091783	12/29/17	1/17/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091669	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091780	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091770	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091773	12/29/17	12/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00091784	12/29/17	12/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091819	12/30/17	12/30/17	Captions	Not working/starting	Phone setting adjusted
00091816	12/30/17	1/3/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091832	12/30/17	1/2/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091837	12/30/17	1/3/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091843	12/30/17	12/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091854	12/30/17	1/12/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091807	12/30/17	1/10/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091867	1/2/18	1/22/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091922	1/2/18	1/8/18	Phone	Screen unresponsive	Phone setting adjusted
00091944	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091959	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091886	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091885	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091941	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091953	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091882	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091879	1/2/18	1/2/18	Captions	Not working/starting	No Trouble Found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00091868	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091900	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091917	1/2/18	1/16/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091891	1/2/18	1/2/18	Phone	Answering machine won?t play messages	Phone rebooted
00091956	1/2/18	1/2/18	Phone	Answering machine won?t play messages	Phone rebooted
00091987	1/2/18	2/1/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091902	1/2/18	1/4/18	Phone	Screen unresponsive	Phone setting adjusted
00091932	1/2/18	1/2/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091975	1/2/18	1/2/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091873	1/2/18	1/2/18	Phone	Can?t make and/or receive calls	No Trouble Found
00091887	1/2/18	1/2/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091893	1/2/18	1/23/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091972	1/2/18	2/2/18	Captions	Not working/starting	Phone setting adjusted
00091957	1/2/18	1/25/18	Captions	Not working/starting	Phone setting adjusted
00091870	1/2/18	1/2/18	Captions	Not accurate	No Trouble Found
00091869	1/2/18	1/2/18	Captions	Not accurate	No Trouble Found
00091915	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091988	1/2/18	1/2/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00091940	1/2/18	1/3/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00091926	1/2/18	1/2/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00091967	1/2/18	1/2/18	Phone	Caller ID not working	Phone setting adjusted
00092048	1/3/18	1/8/18	Phone	Screen unresponsive	Phone setting adjusted
00092032	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092088	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092123	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092062	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092107	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092111	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092122	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092109	1/3/18	1/9/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00092035	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092000	1/3/18	1/3/18	Phone	Caller ID not working	Phone setting adjusted
00092102	1/3/18	1/3/18	Phone	Answering machine won?t play messages	Phone rebooted
00092074	1/3/18	1/3/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00092139	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092073	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092017	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092004	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092020	1/3/18	1/3/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092124	1/3/18	1/3/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092133	1/3/18	1/4/18	Phone	Is stuck on the boot up screen	Phone setting adjusted
00092095	1/3/18	1/3/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092068	1/3/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092034	1/3/18	1/3/18	Captions	Not working/starting	No Trouble Found
00092022	1/3/18	1/5/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092120	1/3/18	1/5/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00092205	1/4/18	1/11/18	Captions	Not working/starting	Phone setting adjusted
00092248	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092159	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092166	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092195	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092170	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092215	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092221	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092244	1/4/18	1/4/18	Phone	Answering machine won?t play messages	Phone rebooted
00092240	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092225	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092202	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092209	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092199	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092200	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092176	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092229	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092144	1/4/18	1/12/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092259	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092153	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092270	1/4/18	1/4/18	Phone	Answering machine won?t play messages	Phone rebooted
00092216	1/4/18	1/4/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00092239	1/4/18	1/4/18	Phone	Can?t make and/or receive calls	No Trouble Found
00092411	1/5/18	1/5/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00092410	1/5/18	1/6/18	Captions	Not working/starting	Phone setting adjusted
00092362	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092277	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00092399	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092382	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092289	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092376	1/5/18	1/11/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092398	1/5/18	1/6/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092393	1/5/18	1/11/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092360	1/5/18	1/9/18	Captions	Not working/starting	Phone setting adjusted
00092354	1/5/18	1/5/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092346	1/5/18	1/5/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092311	1/5/18	1/5/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00092388	1/5/18	1/5/18	Phone	Can?t make and/or receive calls	Phone setting adjusted
00092407	1/5/18	1/7/18	Captions	Not working/starting	Phone setting adjusted
00092308	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092285	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092373	1/5/18	1/5/18	Phone	Answering machine isn?t taking messages	Phone rebooted
00092431	1/6/18	1/6/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00092413	1/6/18	1/6/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00092418	1/6/18	1/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092415	1/6/18	1/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00092450	1/6/18	1/6/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00092449	1/6/18	1/6/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00092439	1/6/18	1/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092442	1/6/18	1/6/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00092455	1/6/18	1/23/18	Caption Phone	Can?t make and/or receive calls	DSL filters issues, resolved
00092426	1/6/18	1/8/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00092437	1/6/18	1/6/18	Captions	Other	Customer retraining provided
00092414	1/6/18	1/6/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00092466	1/7/18	1/7/18	Captions	Not working/starting	Phone rebooted
00092491	1/8/18	1/8/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092592	1/8/18	1/16/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00092572	1/8/18	1/8/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00092483	1/8/18	1/8/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00092548	1/8/18	1/23/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00092496	1/8/18	1/8/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092601	1/8/18	1/8/18	Caption Phone	Can?t make and/or receive calls	No issue found
00092557	1/8/18	1/8/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00092582	1/8/18	1/8/18	Caption Phone	Screen unresponsive	No issue found
00092476	1/8/18	1/8/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00092577	1/8/18	1/8/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00092516	1/8/18	1/8/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00092488	1/8/18	1/8/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00092598	1/8/18	1/8/18	Captions	Not working/starting	Phone rebooted
00092475	1/8/18	1/8/18	Captions	Not working/starting	Phone rebooted
00092571	1/8/18	1/8/18	Captions	Not working/starting	No issue found
00092489	1/8/18	1/10/18	Captions	Not working/starting	Router/modem cable reconnected
00092542	1/8/18	1/8/18	Captions	Not working/starting	Customer retraining provided
00092478	1/8/18	1/8/18	Captions	Not working/starting	Ethernet cable reconnected
00092604	1/8/18	1/8/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00092499	1/8/18	1/8/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00092754	1/9/18	1/28/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00092688	1/9/18	1/12/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00092700	1/9/18	1/9/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00092702	1/9/18	1/9/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092750	1/9/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092743	1/9/18	1/9/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00092709	1/9/18	1/9/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00092748	1/9/18	1/9/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092649	1/9/18	2/6/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00092642	1/9/18	1/9/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00092633	1/9/18	1/9/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092664	1/9/18	1/11/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00092662	1/9/18	1/15/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00092674	1/9/18	1/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00092687	1/9/18	1/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092753	1/9/18	1/12/18	Captions	Not working/starting	No issue found
00092618	1/9/18	1/9/18	Captions	Not working/starting	Phone rebooted
00092727	1/9/18	1/9/18	Captions	Not working/starting	Ethernet cable reconnected
00092784	1/10/18	1/10/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00092873	1/10/18	1/10/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00092887	1/10/18	1/25/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00092818	1/10/18	1/30/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00092857	1/10/18	1/10/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00092868	1/10/18	1/17/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00092773	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00092799	1/10/18	1/10/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00092775	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00092907	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092780	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00092911	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00092901	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092888	1/10/18	1/10/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00092828	1/10/18	1/10/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092819	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092800	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092867	1/10/18	1/17/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00092913	1/10/18	1/10/18	Captions	Not working/starting	Router/modem cable reconnected
00092866	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092785	1/10/18	1/10/18	Captions	Not working/starting	Phone rebooted
00092910	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092781	1/10/18	2/6/18	Captions	Stopping during calls	Wifi extender installed
00092934	1/11/18	1/11/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092968	1/11/18	1/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00093061	1/11/18	1/24/18	Caption Phone	Can?t make and/or receive calls	No issue found
00092925	1/11/18	1/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092993	1/11/18	1/11/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00093045	1/11/18	2/1/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00093067	1/11/18	1/11/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00092957	1/11/18	1/11/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00092962	1/11/18	1/11/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00093100	1/11/18	1/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00092940	1/11/18	1/18/18	Caption Phone	Caller ID not working	Phone rebooted
00092991	1/11/18	1/11/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00093102	1/11/18	1/11/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00093057	1/11/18	1/11/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00093015	1/11/18	1/11/18	Captions	Not working/starting	Phone rebooted
00092975	1/11/18	1/11/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093019	1/11/18	1/11/18	Captions	Not working/starting	Router/modem rebooted
00093081	1/11/18	1/11/18	Captions	Stopping during calls	Customer refused assistance to resolve
00092961	1/11/18	1/11/18	Captions	Not working/starting	Phone rebooted
00093088	1/11/18	1/11/18	Captions	Not working/starting	Router/modem rebooted
00093085	1/11/18	1/22/18	Captions	Not working/starting	No issue found
00093071	1/11/18	1/11/18	Captions	Not working/starting	Phone rebooted
00093005	1/11/18	1/25/18	Captions	Not working/starting	Router/modem cable reconnected
00093003	1/11/18	2/28/18	Captions	Not working/starting	Phone rebooted
00093074	1/11/18	1/12/18	Captions	Not working/starting	Router/modem rebooted
00093077	1/11/18	1/11/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093191	1/12/18	1/12/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00093232	1/12/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00093246	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00093166	1/12/18	1/19/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00093167	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00093112	1/12/18	1/12/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00093243	1/12/18	1/25/18	Caption Phone	Phone turns on and off by itself	No issue found
00093109	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00093105	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00093194	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00093280	1/12/18	1/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00093214	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00093182	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00093122	1/12/18	1/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00093175	1/12/18	1/16/18	Captions	Not working/starting	Device relocated (wifi issue)
00093265	1/12/18	1/12/18	Captions	Other	No issue found
00093233	1/12/18	1/30/18	Captions	Not working/starting	Customer retraining provided
00093140	1/12/18	1/29/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00093193	1/12/18	1/12/18	Captions	Not working/starting	Router/modem rebooted
00093218	1/12/18	1/14/18	Captions	Not working/starting	Router/modem rebooted
00093196	1/12/18	1/12/18	Captions	Not working/starting	Customer retraining provided
00093262	1/12/18	2/14/18	Captions	Not working/starting	No issue found
00093200	1/12/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093176	1/12/18	2/20/18	Captions	Not working/starting	Customer refused assistance to resolve
00093128	1/12/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093227	1/12/18	1/16/18	Captions	Not working/starting	Unable to contact customer to resolve
00093119	1/12/18	1/12/18	Captions	Not working/starting	No issue found
00093155	1/12/18	1/12/18	Captions	Not working/starting	Router/modem rebooted
00093348	1/13/18	1/13/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00093317	1/13/18	1/13/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00093342	1/13/18	1/13/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093339	1/13/18	1/13/18	Caption Phone	Answering machine won't play messages	Wifi reconnected (no reboot required)
00093329	1/13/18	1/13/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00093353	1/13/18	1/14/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093344	1/13/18	1/13/18	Captions	Not working/starting	Router/modem rebooted
00093355	1/13/18	1/15/18	Captions	Not working/starting	Router/modem rebooted
00093372	1/14/18	1/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093358	1/14/18	1/14/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00093368	1/14/18	1/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00093364	1/14/18	1/14/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093361	1/14/18	1/14/18	Captions	Not working/starting	Router/modem rebooted
00093451	1/15/18	1/15/18	Caption Phone	Caller ID not working	Customer retraining provided
00093436	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093464	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	No issue found
00093387	1/15/18	2/6/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00093463	1/15/18	1/16/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00093385	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093448	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093408	1/15/18	1/26/18	Caption Phone	Can't make and/or receive calls	No issue found
00093457	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093435	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	No issue found
00093437	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093400	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00093415	1/15/18	1/15/18	Captions	Not working/starting	Phone rebooted
00093441	1/15/18	1/17/18	Captions	Not working/starting	No issue found
00093377	1/15/18	1/15/18	Captions	Not working/starting	Ethernet cable reconnected
00093419	1/15/18	1/15/18	Captions	Not working/starting	Phone rebooted
00093550	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00093576	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00093465	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093510	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093546	1/16/18	1/18/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093521	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093487	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093555	1/16/18	1/30/18	Caption Phone	Phone turns on and off by itself	No issue found
00093514	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00093563	1/16/18	1/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00093538	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00093535	1/16/18	1/16/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00093494	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00093585	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093466	1/16/18	1/16/18	Captions	Not working/starting	Ethernet cable reconnected
00093577	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093470	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093486	1/16/18	1/16/18	Captions	Not working/starting	No issue found
00093547	1/16/18	1/17/18	Captions	Not working/starting	Router/modem rebooted
00093578	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093559	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093527	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093589	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093603	1/16/18	1/16/18	Captions	Not working/starting	Customer retraining provided
00093516	1/16/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093499	1/16/18	1/16/18	Captions	Not working/starting	Outage resolved
00093492	1/16/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093531	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093505	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093565	1/16/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093489	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093617	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093695	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093667	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093635	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00093619	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093794	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093656	1/17/18	1/17/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093681	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093698	1/17/18	1/29/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00093691	1/17/18	1/30/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00093745	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093649	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00093632	1/17/18	1/17/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00093694	1/17/18	1/17/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00093727	1/17/18	1/21/18	Caption Phone	Can't make and/or receive calls	No issue found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00093647	1/17/18	1/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00093738	1/17/18	1/17/18	Captions	Not working/starting	Phone rebooted
00093778	1/17/18	2/12/18	Captions	Not working/starting	Customer refused assistance to resolve
00093772	1/17/18	1/23/18	Captions	Not working/starting	Router/modem rebooted
00093725	1/17/18	1/17/18	Captions	Not working/starting	Customer retraining provided
00093700	1/17/18	1/17/18	Captions	Not working/starting	Router/modem rebooted
00093726	1/17/18	1/27/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00093717	1/17/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00093633	1/17/18	1/17/18	Captions	Not working/starting	Router/modem rebooted
00093796	1/17/18	1/29/18	Captions	Other	Unable to contact customer to resolve
00093797	1/17/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093701	1/17/18	1/17/18	Captions	Not working/starting	Customer retraining provided
00093613	1/17/18	1/17/18	Captions	Not working/starting	Phone rebooted
00093964	1/18/18	1/19/18	Caption Phone	Can?t make and/or receive calls	No issue found
00093845	1/18/18	1/18/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00093993	1/18/18	1/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00093806	1/18/18	1/20/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00093937	1/18/18	1/18/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00093986	1/18/18	1/18/18	Caption Phone	Answering machine isn?t taking messages	Phone line reconnected, resolved
00093914	1/18/18	1/25/18	Caption Phone	Can?t make and/or receive calls	No issue found
00093902	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093954	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093956	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093952	1/18/18	1/18/18	Captions	Not working/starting	Phone setting adjusted
00093984	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093969	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093847	1/18/18	1/20/18	Captions	Not working/starting	Phone rebooted
00093962	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093857	1/18/18	1/25/18	Captions	Not working/starting	Phone rebooted
00093887	1/18/18	1/19/18	Captions	Not working/starting	No issue found
00093894	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093803	1/18/18	1/23/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00093881	1/18/18	1/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093800	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093971	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093867	1/18/18	2/5/18	Captions	Not working/starting	Customer refused assistance to resolve
00093834	1/18/18	2/8/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00094018	1/19/18	1/22/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00094119	1/19/18	1/29/18	Caption Phone	Screen unresponsive	No issue found
00094041	1/19/18	1/19/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00094042	1/19/18	1/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00094138	1/19/18	2/13/18	Caption Phone	Turns on and off	No issue found
00094098	1/19/18	1/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00094051	1/19/18	1/26/18	Caption Phone	Can?t make and/or receive calls	No issue found
00094005	1/19/18	1/19/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00094132	1/19/18	1/19/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00094016	1/19/18	1/19/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00094073	1/19/18	1/23/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00094126	1/19/18	1/19/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00094043	1/19/18	1/19/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00094011	1/19/18	1/19/18	Captions	Not working/starting	Phone rebooted
00094144	1/19/18	1/19/18	Captions	Not working/starting	Router/modem rebooted
00094139	1/19/18	1/19/18	Captions	Not working/starting	Router/modem rebooted
00094140	1/19/18	1/19/18	Captions	Not working/starting	Router/modem cable reconnected
00094111	1/19/18	1/19/18	Captions	Not accurate	No issue found
00094082	1/19/18	1/19/18	Captions	Not working/starting	Phone rebooted
00094075	1/19/18	2/11/18	Captions	Not working/starting	Wifi password recovered
00094080	1/19/18	1/19/18	Captions	Not working/starting	Account Updated
00094078	1/19/18	2/6/18	Captions	Not working/starting	Wifi password recovered
00094177	1/20/18	1/20/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00094175	1/20/18	1/20/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00094167	1/20/18	1/20/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00094183	1/20/18	1/20/18	Captions	Not working/starting	Router/modem rebooted
00094159	1/20/18	1/20/18	Captions	Not working/starting	Phone rebooted
00094147	1/20/18	1/29/18	Captions	Not working/starting	Router/modem rebooted
00094160	1/20/18	1/20/18	Captions	Not working/starting	Router/modem rebooted
00094229	1/21/18	1/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00094223	1/21/18	1/21/18	Caption Phone	Caller ID not working	No issue found
00094218	1/21/18	2/14/18	Captions	Not working/starting	Phone rebooted
00094216	1/21/18	1/21/18	Captions	Not working/starting	Phone rebooted
00094378	1/22/18	2/2/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00094241	1/22/18	1/22/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00094243	1/22/18	1/22/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00094260	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094329	1/22/18	1/23/18	Caption Phone	Screen unresponsive	Customer retraining provided
00094278	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00094299	1/22/18	2/1/18	Caption Phone	Answering machine won't play messages	No issue found
00094295	1/22/18	1/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094352	1/22/18	1/31/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00094292	1/22/18	1/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094273	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00094402	1/22/18	1/28/18	Caption Phone	Can't make and/or receive calls	No issue found
00094403	1/22/18	1/23/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094247	1/22/18	1/22/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094387	1/22/18	1/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00094381	1/22/18	1/22/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094264	1/22/18	1/29/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00094397	1/22/18	1/24/18	Captions	Not working/starting	Customer retraining provided
00094287	1/22/18	1/22/18	Captions	Not working/starting	Router/modem rebooted
00094354	1/22/18	1/22/18	Captions	Not working/starting	Phone rebooted
00094379	1/22/18	1/29/18	Captions	Not working/starting	Ethernet cable reconnected
00094242	1/22/18	1/29/18	Captions	Not accurate	Return Kit/Postage Paid Mailing Label sent
00094334	1/22/18	1/23/18	Captions	Not accurate	Caption Issue escalated
00094325	1/22/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094372	1/22/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094501	1/23/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094411	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094414	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094437	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094448	1/23/18	2/6/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094564	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094450	1/23/18	1/23/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094409	1/23/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00094431	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094530	1/23/18	1/23/18	Caption Phone	Caller ID not working	Phone rebooted
00094498	1/23/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094451	1/23/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094434	1/23/18	1/31/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00094458	1/23/18	1/23/18	Captions	Not working/starting	Customer retraining provided
00094454	1/23/18	1/30/18	Captions	Not working/starting	Outage resolved
00094525	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094557	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094425	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094412	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094524	1/23/18	1/23/18	Captions	Not accurate	No issue found
00094522	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094482	1/23/18	1/23/18	Captions	Not working/starting	Router/modem rebooted
00094548	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094479	1/23/18	1/23/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00094598	1/24/18	1/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00094682	1/24/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094618	1/24/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094656	1/24/18	1/24/18	Caption Phone	Screen unresponsive	Phone rebooted
00094578	1/24/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094660	1/24/18	2/7/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094580	1/24/18	1/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094715	1/24/18	1/24/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00094731	1/24/18	1/24/18	Caption Phone	Can't make and/or receive calls	No issue found
00094608	1/24/18	1/24/18	Captions	Other	No issue found
00094574	1/24/18	1/24/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094606	1/24/18	1/30/18	Captions	Not working/starting	No issue found
00094693	1/24/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094621	1/24/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094583	1/24/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094613	1/24/18	1/24/18	Captions	Not working/starting	Environmental issue resolved
00094666	1/24/18	1/24/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094849	1/25/18	1/28/18	Caption Phone	Screen unresponsive	Software updated
00094758	1/25/18	1/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094886	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Wifi password recovered
00094860	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00094826	1/25/18	1/25/18	Caption Phone	Screen unresponsive	Phone rebooted
00094864	1/25/18	2/9/18	Caption Phone	Answering machine isn't taking messages	No issue found
00094831	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094892	1/25/18	1/25/18	Caption Phone	Phone turns on and off by itself	No issue found
00094798	1/25/18	1/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094891	1/25/18	2/6/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00094755	1/25/18	1/31/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094913	1/25/18	1/26/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00094863	1/25/18	2/1/18	Caption Phone	Can't make and/or receive calls	No issue found
00094890	1/25/18	1/25/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094835	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094902	1/25/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094915	1/25/18	1/25/18	Captions	Not working/starting	Router/modem rebooted
00094845	1/25/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094839	1/25/18	1/25/18	Captions	Not working/starting	Phone rebooted
00094753	1/25/18	1/25/18	Captions	Not working/starting	Customer refused assistance to resolve
00094907	1/25/18	1/31/18	Captions	Not working/starting	Phone rebooted
00094876	1/25/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094787	1/25/18	1/25/18	Captions	Not working/starting	Router/modem rebooted
00094889	1/25/18	2/5/18	Captions	Not working/starting	Caption Issue escalated
00095013	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00095076	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094921	1/26/18	1/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00095051	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094959	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094922	1/26/18	1/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00095008	1/26/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095035	1/26/18	1/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094993	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00095046	1/26/18	1/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00095014	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00094928	1/26/18	1/29/18	Captions	Not working/starting	Phone rebooted
00094934	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00095052	1/26/18	1/26/18	Captions	Not working/starting	Router/modem rebooted
00094971	1/26/18	1/26/18	Captions	Not working/starting	Wifi password recovered
00095024	1/26/18	1/26/18	Captions	Not working/starting	No issue found
00094978	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00094940	1/26/18	1/26/18	Captions	Not working/starting	Outage resolved
00095131	1/27/18	1/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095097	1/27/18	1/27/18	Captions	Not working/starting	Router/modem rebooted
00095160	1/28/18	2/5/18	Caption Phone	Can't make and/or receive calls	Changed customer equipment setting
00095146	1/28/18	2/1/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00095158	1/28/18	1/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095154	1/28/18	1/28/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00095149	1/28/18	1/28/18	Captions	Not working/starting	Customer retraining provided
00095147	1/28/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095151	1/28/18	1/28/18	Captions	Not working/starting	Phone setting adjusted
00095152	1/28/18	1/28/18	Captions	Not working/starting	Phone rebooted
00095214	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095320	1/29/18	1/29/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00095339	1/29/18	2/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095277	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00095191	1/29/18	1/29/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00095334	1/29/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00095306	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095196	1/29/18	1/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095243	1/29/18	2/26/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00095227	1/29/18	2/9/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00095186	1/29/18	1/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095167	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095287	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095344	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095182	1/29/18	1/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095323	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095312	1/29/18	1/31/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00095327	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00095300	1/29/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095316	1/29/18	1/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00095366	1/29/18	1/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095230	1/29/18	1/29/18	Captions	Not working/starting	Phone rebooted
00095231	1/29/18	1/29/18	Captions	Not working/starting	No issue found
00095201	1/29/18	1/29/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00095351	1/29/18	1/29/18	Captions	Not working/starting	No issue found
00095223	1/29/18	3/2/18	Captions	Not working/starting	Phone rebooted
00095350	1/29/18	1/29/18	Captions	Not accurate	No issue found
00095180	1/29/18	1/29/18	Captions	Not working/starting	Phone rebooted
00095336	1/29/18	1/29/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00095310	1/29/18	2/9/18	Captions	Not working/starting	No issue found
00095449	1/30/18	1/30/18	Caption Phone	Answering machine won't play messages	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00095511	1/30/18	2/10/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00095379	1/30/18	2/7/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00095465	1/30/18	1/30/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00095536	1/30/18	1/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095555	1/30/18	1/30/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00095506	1/30/18	1/30/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00095440	1/30/18	1/31/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00095371	1/30/18	1/30/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00095472	1/30/18	1/30/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00095479	1/30/18	2/8/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00095447	1/30/18	2/7/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00095526	1/30/18	1/30/18	Caption Phone	Can?t make and/or receive calls	Account Updated
00095460	1/30/18	1/30/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00095427	1/30/18	1/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095550	1/30/18	1/30/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00095397	1/30/18	1/30/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00095430	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095512	1/30/18	1/30/18	Captions	Not accurate	Customer retraining provided
00095521	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095490	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095543	1/30/18	1/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00095374	1/30/18	2/8/18	Captions	Not working/starting	No issue found
00095496	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095461	1/30/18	1/30/18	Captions	Not working/starting	Phone rebooted
00095494	1/30/18	1/30/18	Captions	Not accurate	Customer retraining provided
00095480	1/30/18	2/5/18	Captions	Stopping during calls	Router/modem rebooted
00095665	1/31/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00095724	1/31/18	1/31/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00095598	1/31/18	1/31/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00095563	1/31/18	2/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00095560	1/31/18	1/31/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00095615	1/31/18	1/31/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00095747	1/31/18	1/31/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00095687	1/31/18	1/31/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00095684	1/31/18	1/31/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00095681	1/31/18	1/31/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00095621	1/31/18	1/31/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00095737	1/31/18	1/31/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00095682	1/31/18	1/31/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00095629	1/31/18	1/31/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00095579	1/31/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00095694	1/31/18	2/9/18	Captions	Not working/starting	Router/modem rebooted
00095742	1/31/18	2/1/18	Captions	Not working/starting	Customer retraining provided
00095602	1/31/18	1/31/18	Captions	Not working/starting	No issue found
00095870	2/1/18	2/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095818	2/1/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095792	2/1/18	2/1/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00095910	2/1/18	2/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00095885	2/1/18	2/1/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00095911	2/1/18	2/1/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00095793	2/1/18	2/12/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00095826	2/1/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095880	2/1/18	2/1/18	Caption Phone	Answering machine isn?t taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00095899	2/1/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095902	2/1/18	2/8/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00095856	2/1/18	2/1/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00095840	2/1/18	2/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00095782	2/1/18	2/5/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00095749	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095920	2/1/18	2/11/18	Captions	Not working/starting	No issue found
00095841	2/1/18	2/1/18	Captions	Not working/starting	No issue found
00095754	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095918	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095823	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095760	2/1/18	2/6/18	Captions	Not working/starting	No issue found
00095921	2/1/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00095776	2/1/18	2/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00095952	2/2/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095943	2/2/18	2/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00095928	2/2/18	2/14/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00095994	2/2/18	2/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096011	2/2/18	2/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00095968	2/2/18	2/6/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00096045	2/2/18	2/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095951	2/2/18	2/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096036	2/2/18	2/2/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00096021	2/2/18	2/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095984	2/2/18	2/2/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00095944	2/2/18	2/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00095966	2/2/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096050	2/2/18	3/28/18	Captions	Not working/starting	No issue found
00095925	2/2/18	2/2/18	Captions	Not working/starting	Customer retraining provided
00095993	2/2/18	2/2/18	Captions	Not accurate	Phone rebooted
00096055	2/2/18	2/2/18	Captions	Not working/starting	Phone rebooted
00096054	2/2/18	2/2/18	Captions	Not working/starting	Phone rebooted
00095985	2/2/18	2/26/18	Captions	Not working/starting	Phone rebooted
00095953	2/2/18	2/6/18	Captions	Not working/starting	Changed Customer Equipment setting
00095942	2/2/18	2/2/18	Captions	Not working/starting	Environmental issue resolved
00095930	2/2/18	2/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096078	2/2/18	2/14/18	Captions	Other	Outage resolved
00096069	2/2/18	2/2/18	Captions	Not working/starting	Wifi password recovered
00096105	2/3/18	2/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096095	2/3/18	2/3/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00096127	2/3/18	2/3/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00096087	2/3/18	2/3/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00096088	2/3/18	2/9/18	Captions	Not working/starting	No issue found
00096084	2/3/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00096121	2/3/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00096132	2/3/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00096147	2/4/18	2/6/18	Caption Phone	Can?t make and/or receive calls	No issue found
00096149	2/4/18	2/4/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00096141	2/4/18	2/4/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00096188	2/5/18	2/8/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00096178	2/5/18	2/5/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00096246	2/5/18	2/5/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00096182	2/5/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096299	2/5/18	2/22/18	Caption Phone	Caller ID not working	Device relocated (wifi issue)
00096277	2/5/18	2/15/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00096285	2/5/18	2/5/18	Caption Phone	Answering machine isn?t taking messages	Wifi reconnected (no reboot required)
00096191	2/5/18	2/5/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00096263	2/5/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096300	2/5/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096317	2/5/18	2/6/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00096333	2/5/18	2/5/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00096180	2/5/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00096208	2/5/18	2/5/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00096275	2/5/18	2/5/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00096171	2/5/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096217	2/5/18	2/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096204	2/5/18	2/5/18	Caption Phone	Screen unresponsive	Phone rebooted
00096264	2/5/18	2/5/18	Captions	Not working/starting	Router/modem rebooted
00096155	2/5/18	2/5/18	Captions	Not working/starting	Customer refused assistance to resolve
00096254	2/5/18	2/5/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00096216	2/5/18	2/5/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096338	2/5/18	2/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096262	2/5/18	2/5/18	Captions	Not accurate	No issue found
00096160	2/5/18	2/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096207	2/5/18	2/5/18	Captions	Not working/starting	Phone rebooted
00096247	2/5/18	2/5/18	Captions	Not accurate	Customer retraining provided
00096176	2/5/18	2/16/18	Captions	Not working/starting	Unable to contact customer to resolve
00096185	2/5/18	2/5/18	Captions	Not working/starting	Phone rebooted
00096153	2/5/18	2/5/18	Captions	Not accurate	Customer retraining provided
00096358	2/6/18	2/6/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00096364	2/6/18	2/9/18	Caption Phone	Caller ID not working	Customer retraining provided
00096456	2/6/18	2/8/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096475	2/6/18	2/6/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00096485	2/6/18	2/6/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00096471	2/6/18	2/20/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00096504	2/6/18	2/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096344	2/6/18	2/6/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00096458	2/6/18	2/6/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00096474	2/6/18	2/6/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00096374	2/6/18	2/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00096348	2/6/18	2/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00096403	2/6/18	2/8/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00096408	2/6/18	2/7/18	Captions	Not working/starting	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00096407	2/6/18	2/15/18	Captions	Not working/starting	No issue found
00096435	2/6/18	2/13/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096369	2/6/18	2/6/18	Captions	Not working/starting	Router/modem rebooted
00096499	2/6/18	2/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096505	2/6/18	2/7/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096497	2/6/18	2/9/18	Captions	Not working/starting	Router/modem rebooted
00096436	2/6/18	2/26/18	Captions	Not working/starting	Unable to contact customer to resolve
00096398	2/6/18	2/22/18	Captions	Not working/starting	Device relocated (wifi issue)
00096375	2/6/18	2/6/18	Captions	Not working/starting	Router/modem rebooted
00096490	2/6/18	2/6/18	Captions	Not working/starting	Phone rebooted
00096460	2/6/18	2/6/18	Captions	Not working/starting	No issue found
00096488	2/6/18	2/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096562	2/7/18	2/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096590	2/7/18	3/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096557	2/7/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00096594	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096619	2/7/18	2/12/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00096575	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00096667	2/7/18	2/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00096540	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096687	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096608	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096628	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096544	2/7/18	2/7/18	Captions	Other	Customer retraining provided
00096647	2/7/18	2/7/18	Captions	Not working/starting	Router/modem rebooted
00096681	2/7/18	2/7/18	Captions	Not working/starting	Customer retraining provided
00096601	2/7/18	2/14/18	Captions	Not working/starting	Router/modem rebooted
00096690	2/7/18	2/7/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096591	2/7/18	2/7/18	Captions	Not working/starting	Customer refused assistance to resolve
00096589	2/7/18	2/8/18	Captions	Not working/starting	Router/modem cable reconnected
00096569	2/7/18	2/7/18	Captions	Not accurate	Phone rebooted
00096665	2/7/18	2/11/18	Captions	Not working/starting	No issue found
00096691	2/7/18	2/12/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096818	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096776	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	No issue found
00096856	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096828	2/8/18	2/8/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00096853	2/8/18	2/8/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096832	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00096737	2/8/18	2/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096754	2/8/18	2/8/18	Caption Phone	Screen unresponsive	Phone line reconnected, resolved
00096874	2/8/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096733	2/8/18	2/8/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096735	2/8/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096839	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00096854	2/8/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096699	2/8/18	2/8/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096764	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00096809	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096759	2/8/18	2/13/18	Captions	Not working/starting	Phone rebooted
00096703	2/8/18	2/8/18	Captions	Not working/starting	Router/modem rebooted
00096766	2/8/18	2/8/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096704	2/8/18	2/8/18	Captions	Not working/starting	No issue found
00096794	2/8/18	2/11/18	Captions	Not working/starting	Router/modem rebooted
00096719	2/8/18	3/13/18	Captions	Not accurate	Customer retraining provided
00096849	2/8/18	2/8/18	Captions	Not working/starting	Phone rebooted
00096718	2/8/18	2/8/18	Captions	Not working/starting	Phone rebooted
00096777	2/8/18	2/15/18	Captions	Not working/starting	Router/modem rebooted
00096943	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00096902	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097025	2/9/18	2/9/18	Caption Phone	Screen unresponsive	Phone rebooted
00097033	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096891	2/9/18	2/9/18	Caption Phone	Screen unresponsive	Phone rebooted
00096907	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096915	2/9/18	2/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096989	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097018	2/9/18	3/2/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00097050	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097052	2/9/18	2/11/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00097038	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00096971	2/9/18	2/15/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00097037	2/9/18	2/9/18	Captions	Not working/starting	Router/modem rebooted
00096937	2/9/18	2/9/18	Captions	Not working/starting	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00096930	2/9/18	2/9/18	Captions	Not working/starting	Phone rebooted
00097051	2/9/18	4/2/18	Captions	Not working/starting	Wifi password recovered
00097053	2/9/18	2/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096967	2/9/18	2/11/18	Captions	Not working/starting	Phone rebooted
00096888	2/9/18	2/10/18	Captions	Not working/starting	Router/modem rebooted
00097078	2/10/18	2/10/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097129	2/10/18	2/10/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097063	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097117	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	Router/modem cable reconnected
00097107	2/10/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00097112	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097132	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097140	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097069	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097133	2/10/18	2/10/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00097119	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097081	2/10/18	2/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097087	2/10/18	2/10/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097073	2/10/18	2/10/18	Captions	Not working/starting	Phone rebooted
00097091	2/10/18	2/10/18	Captions	Not working/starting	No issue found
00097149	2/11/18	2/11/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097159	2/11/18	2/11/18	Captions	Not working/starting	Ethernet cable reconnected
00097160	2/11/18	2/11/18	Captions	Not working/starting	No issue found
00097161	2/11/18	2/12/18	Captions	Not working/starting	No issue found
00097305	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00097168	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097171	2/12/18	2/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00097268	2/12/18	2/17/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00097308	2/12/18	2/14/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097289	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00097334	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097199	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00097280	2/12/18	2/12/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097244	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00097242	2/12/18	2/12/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00097201	2/12/18	2/21/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00097325	2/12/18	2/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097285	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097266	2/12/18	2/12/18	Captions	Not working/starting	Unable to contact customer to resolve
00097178	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097272	2/12/18	2/12/18	Captions	Not accurate	Caption Issue escalated
00097206	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097271	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097270	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097180	2/12/18	2/12/18	Captions	Not working/starting	No issue found
00097239	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097309	2/12/18	2/20/18	Captions	Not working/starting	Phone rebooted
00097292	2/12/18	2/14/18	Captions	Not working/starting	No issue found
00097330	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097281	2/12/18	2/12/18	Captions	Not working/starting	Customer retraining provided
00097265	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097486	2/13/18	2/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097408	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00097539	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097532	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097375	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097345	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097488	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097507	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00097347	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00097499	2/13/18	2/16/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097431	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00097367	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097480	2/13/18	2/13/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00097473	2/13/18	2/15/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00097424	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097443	2/13/18	2/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097527	2/13/18	2/14/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00097444	2/13/18	2/22/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00097463	2/13/18	2/13/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097374	2/13/18	2/13/18	Captions	Not working/starting	Account Updated
00097531	2/13/18	2/13/18	Captions	Not working/starting	Phone rebooted
00097516	2/13/18	2/21/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00097369	2/13/18	2/13/18	Captions	Not working/starting	Phone rebooted
00097513	2/13/18	3/5/18	Captions	Not working/starting	Wifi extender installed
00097358	2/13/18	2/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097522	2/13/18	2/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097425	2/13/18	2/13/18	Captions	Not working/starting	Router/modem rebooted
00097413	2/13/18	2/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097470	2/13/18	2/20/18	Captions	Not working/starting	Phone rebooted
00097579	2/14/18	2/14/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097551	2/14/18	2/14/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097619	2/14/18	2/14/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00097605	2/14/18	2/22/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097614	2/14/18	2/14/18	Caption Phone	Turns on and off	Phone rebooted
00097547	2/14/18	2/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00097616	2/14/18	2/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097556	2/14/18	2/26/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00097669	2/14/18	2/16/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097620	2/14/18	2/14/18	Caption Phone	Can??t make and/or receive calls	Wifi extender installed
00097663	2/14/18	2/15/18	Captions	Not working/starting	Environmental issue resolved
00097602	2/14/18	2/14/18	Captions	Not working/starting	Phone rebooted
00097601	2/14/18	2/20/18	Captions	Not working/starting	Customer retraining provided
00097595	2/14/18	2/14/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097545	2/14/18	2/14/18	Captions	Not working/starting	Phone rebooted
00097710	2/15/18	2/15/18	Caption Phone	Answering machine won?t play messages	Wifi password recovered
00097709	2/15/18	2/15/18	Caption Phone	Caller ID not working	Customer retraining provided
00097712	2/15/18	2/15/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00097690	2/15/18	2/15/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00097819	2/15/18	2/15/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00097698	2/15/18	2/16/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00097692	2/15/18	2/15/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097779	2/15/18	2/15/18	Caption Phone	Can?t make and/or receive calls	Unable to contact customer to resolve
00097838	2/15/18	2/15/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00097732	2/15/18	2/15/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00097844	2/15/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097721	2/15/18	2/22/18	Caption Phone	Can??t make and/or receive calls	Device relocated (wifi issue)
00097806	2/15/18	2/15/18	Caption Phone	Screen unresponsive	Phone rebooted
00097700	2/15/18	2/15/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00097767	2/15/18	2/15/18	Caption Phone	Can??t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097735	2/15/18	2/15/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00097678	2/15/18	2/23/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00097794	2/15/18	2/28/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097689	2/15/18	4/3/18	Captions	Not working/starting	Router/modem rebooted
00097757	2/15/18	2/15/18	Captions	Not working/starting	Phone rebooted
00097831	2/15/18	2/15/18	Captions	Not working/starting	Phone rebooted
00097775	2/15/18	2/15/18	Captions	Not working/starting	Router/modem rebooted
00097675	2/15/18	2/15/18	Captions	Other	Customer retraining provided
00097839	2/15/18	2/15/18	Captions	Not working/starting	DSL filters issues, resolved
00097760	2/15/18	2/15/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097833	2/15/18	2/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097835	2/15/18	2/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097739	2/15/18	2/15/18	Captions	Not working/starting	Phone rebooted
00097769	2/15/18	2/20/18	Captions	Not working/starting	Customer retraining provided
00097741	2/15/18	2/15/18	Captions	Not working/starting	Outage resolved
00097920	2/16/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00097901	2/16/18	2/23/18	Caption Phone	Screen unresponsive	Phone rebooted
00097858	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	DSL filters issues, resolved
00097852	2/16/18	3/2/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097910	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097922	2/16/18	2/16/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00097939	2/16/18	2/16/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098012	2/16/18	3/25/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097874	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097981	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097868	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00097882	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097909	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098013	2/16/18	2/22/18	Caption Phone	Can?t make and/or receive calls	No issue found
00097944	2/16/18	2/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00097926	2/16/18	2/16/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00097846	2/16/18	2/16/18	Captions	Not working/starting	No issue found
00097914	2/16/18	2/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097937	2/16/18	2/16/18	Captions	Not working/starting	Customer retraining provided
00097931	2/16/18	2/25/18	Captions	Not working/starting	Environmental issue resolved
00097891	2/16/18	2/16/18	Captions	Not working/starting	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00097867	2/16/18	2/16/18	Captions	Not working/starting	Phone rebooted
00097893	2/16/18	2/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097860	2/16/18	2/16/18	Captions	Not working/starting	Router/modem rebooted
00098092	2/17/18	2/17/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098116	2/17/18	2/17/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098045	2/17/18	2/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098126	2/17/18	2/17/18	Caption Phone	Screen unresponsive	Customer retraining provided
00098107	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098174	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098057	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098101	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098062	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098102	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098110	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098081	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098050	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098166	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098148	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098094	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098189	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098096	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098183	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098187	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098171	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098084	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098127	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098180	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098048	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098153	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098117	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098143	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098075	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098047	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098071	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098115	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098078	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098070	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098124	2/17/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098118	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098177	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098040	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098158	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098167	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098173	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098068	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098054	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098144	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098190	2/18/18	2/18/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00098209	2/18/18	2/18/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098201	2/18/18	2/23/18	Captions	Not working/starting	Phone setting adjusted
00098294	2/19/18	2/19/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00098253	2/19/18	2/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098235	2/19/18	2/19/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098268	2/19/18	2/19/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00098259	2/19/18	2/19/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00098315	2/19/18	2/26/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00098261	2/19/18	3/6/18	Caption Phone	Screen unresponsive	Phone rebooted
00098228	2/19/18	2/27/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098307	2/19/18	2/19/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00098321	2/19/18	2/19/18	Captions	Not working/starting	Outage resolved
00098340	2/19/18	2/23/18	Captions	Not working/starting	Phone rebooted
00098336	2/19/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098349	2/19/18	2/20/18	Captions	Not working/starting	Phone rebooted
00098313	2/19/18	2/19/18	Captions	Not working/starting	No issue found
00098320	2/19/18	2/19/18	Captions	Not working/starting	Phone rebooted
00098332	2/19/18	2/19/18	Captions	Not working/starting	Phone rebooted
00098342	2/19/18	2/20/18	Captions	Not accurate	Caption Issue escalated
00098529	2/20/18	2/20/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098356	2/20/18	3/2/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00098411	2/20/18	2/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098469	2/20/18	2/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098381	2/20/18	2/26/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00098497	2/20/18	2/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00098511	2/20/18	2/20/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00098434	2/20/18	2/28/18	Caption Phone	Can?t make and/or receive calls	No issue found
00098484	2/20/18	2/20/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098373	2/20/18	2/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098429	2/20/18	2/20/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00098477	2/20/18	2/20/18	Caption Phone	Screen unresponsive	Phone rebooted
00098380	2/20/18	2/20/18	Captions	Not working/starting	Phone rebooted
00098399	2/20/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098485	2/20/18	2/20/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00098410	2/20/18	2/20/18	Captions	Not working/starting	Phone setting adjusted
00098392	2/20/18	2/20/18	Captions	Not working/starting	Outage resolved
00098374	2/20/18	2/20/18	Captions	Not working/starting	Router/modem rebooted
00098358	2/20/18	2/20/18	Captions	Not working/starting	Phone rebooted
00098464	2/20/18	2/20/18	Captions	Not working/starting	Router/modem rebooted
00098447	2/20/18	2/20/18	Captions	Stopping during calls	ISP/Telco service issue, customer to follow up
00098729	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00098541	2/21/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098534	2/21/18	2/23/18	Caption Phone	Can??t make and/or receive calls	ISP/Telco service issue, customer to follow up
00098709	2/21/18	2/21/18	Caption Phone	Caller ID not working	Customer retraining provided
00098659	2/21/18	2/21/18	Caption Phone	Screen unresponsive	Customer retraining provided
00098723	2/21/18	2/21/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00098531	2/21/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098554	2/21/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098550	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00098563	2/21/18	2/23/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00098543	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Ethernet cable reconnected
00098658	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098617	2/21/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00098608	2/21/18	2/23/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00098625	2/21/18	2/21/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00098591	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098574	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00098570	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098556	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00098588	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00098647	2/21/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098561	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00098657	2/21/18	2/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098624	2/21/18	2/21/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00098666	2/21/18	2/21/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00098600	2/21/18	2/21/18	Caption Phone	Answering machine won?t play messages	No issue found
00098596	2/21/18	2/21/18	Captions	Other	No issue found
00098594	2/21/18	2/21/18	Captions	Not working/starting	Customer retraining provided
00098584	2/21/18	2/21/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00098661	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098579	2/21/18	2/21/18	Captions	Not working/starting	Router/modem rebooted
00098730	2/21/18	2/26/18	Captions	Not working/starting	Ethernet cable reconnected
00098719	2/21/18	2/21/18	Captions	Not working/starting	Customer retraining provided
00098695	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098551	2/21/18	2/25/18	Captions	Not working/starting	Router/modem rebooted
00098712	2/21/18	2/21/18	Captions	Not working/starting	Router/modem rebooted
00098724	2/21/18	2/21/18	Captions	Other	Outage resolved
00098623	2/21/18	2/21/18	Captions	Not working/starting	Router/modem rebooted
00098621	2/21/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098577	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098613	2/21/18	2/21/18	Captions	Not working/starting	No issue found
00098644	2/21/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098580	2/21/18	2/21/18	Captions	Not working/starting	No issue found
00098717	2/21/18	2/21/18	Captions	Not working/starting	Phone setting adjusted
00098693	2/21/18	3/3/18	Captions	Not accurate	Caption Issue escalated
00098690	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098605	2/21/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098606	2/21/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098890	2/22/18	2/22/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098860	2/22/18	2/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098930	2/22/18	2/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098826	2/22/18	2/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098876	2/22/18	2/22/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00098883	2/22/18	2/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00098767	2/22/18	3/5/18	Caption Phone	Can?t make and/or receive calls	No issue found
00098838	2/22/18	2/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00098858	2/22/18	2/27/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00098934	2/22/18	2/22/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00098848	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098790	2/22/18	2/22/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00098879	2/22/18	2/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00098787	2/22/18	2/22/18	Caption Phone	Answering machine won't play messages	Router/modem cable reconnected
00098827	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00098880	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098854	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098774	2/22/18	2/22/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098868	2/22/18	2/22/18	Captions	Not working/starting	Router/modem rebooted
00098783	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098894	2/22/18	3/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098788	2/22/18	2/22/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00098851	2/22/18	2/22/18	Captions	Not working/starting	Customer retraining provided
00098772	2/22/18	2/22/18	Captions	Not working/starting	No issue found
00098898	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098891	2/22/18	2/22/18	Captions	Not working/starting	Device relocated (wifi issue)
00098765	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098833	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098981	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098995	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00099033	2/23/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098948	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099031	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099001	2/23/18	2/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098941	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Ethernet cable reconnected
00098966	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098959	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00098987	2/23/18	2/23/18	Captions	Not working/starting	Router/modem rebooted
00099054	2/23/18	2/25/18	Captions	Not working/starting	No issue found
00099087	2/23/18	2/23/18	Captions	Not working/starting	Outage resolved
00099077	2/23/18	2/26/18	Captions	Other	Outage resolved
00099074	2/23/18	2/26/18	Captions	Other	Outage resolved
00099067	2/23/18	2/23/18	Captions	Not working/starting	Outage resolved
00099060	2/23/18	2/23/18	Captions	Not working/starting	Outage resolved
00099061	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099022	2/23/18	2/23/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099035	2/23/18	2/23/18	Captions	Not working/starting	Customer retraining provided
00099075	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099071	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099081	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099079	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099064	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099066	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099070	2/23/18	2/28/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00099084	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099018	2/23/18	3/27/18	Captions	Not working/starting	Phone rebooted
00099038	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00098975	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00099069	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099065	2/23/18	2/25/18	Captions	Not working/starting	Outage resolved
00099063	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00098991	2/23/18	2/23/18	Captions	Not working/starting	Customer retraining provided
00099118	2/24/18	3/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099122	2/24/18	2/24/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00099102	2/24/18	2/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099130	2/24/18	2/26/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00099115	2/24/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099108	2/24/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099126	2/24/18	2/26/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099138	2/24/18	2/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099129	2/24/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099111	2/24/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099142	2/25/18	2/27/18	Captions	Not working/starting	Router/modem rebooted
00099143	2/25/18	2/25/18	Captions	Not working/starting	Phone rebooted
00099148	2/25/18	2/25/18	Captions	Not working/starting	Phone rebooted
00099286	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099301	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099173	2/26/18	2/26/18	Caption Phone	Screen unresponsive	Phone rebooted
00099288	2/26/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099368	2/26/18	2/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099356	2/26/18	2/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00099366	2/26/18	2/26/18	Caption Phone	Turns on and off	Phone rebooted
00099359	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00099180	2/26/18	2/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099322	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099274	2/26/18	3/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099260	2/26/18	2/26/18	Captions	Not working/starting	Router/modem rebooted
00099193	2/26/18	2/26/18	Captions	Not working/starting	Router/modem rebooted
00099165	2/26/18	2/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099318	2/26/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099245	2/26/18	2/26/18	Captions	Not working/starting	Customer retraining provided
00099188	2/26/18	2/26/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099289	2/26/18	2/26/18	Captions	Not working/starting	Ethernet cable reconnected
00099358	2/26/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099181	2/26/18	2/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099164	2/26/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099362	2/26/18	2/26/18	Captions	Not accurate	Phone setting adjusted
00099415	2/27/18	2/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00099451	2/27/18	2/27/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00099426	2/27/18	3/5/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00099390	2/27/18	3/16/18	Caption Phone	Can't make and/or receive calls	No issue found
00099484	2/27/18	2/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099491	2/27/18	2/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099439	2/27/18	3/1/18	Caption Phone	Can't make and/or receive calls	No issue found
00099389	2/27/18	2/27/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099558	2/27/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099554	2/27/18	2/27/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00099418	2/27/18	2/27/18	Caption Phone	Turns on and off	Router/modem cable reconnected
00099534	2/27/18	2/27/18	Captions	Stopping during calls	Changed Customer Equipment setting
00099458	2/27/18	2/27/18	Captions	Not working/starting	No issue found
00099453	2/27/18	2/27/18	Captions	Not working/starting	Router/modem cable reconnected
00099393	2/27/18	2/27/18	Captions	Not working/starting	Phone rebooted
00099399	2/27/18	3/1/18	Captions	Not working/starting	Router/modem rebooted
00099392	2/27/18	3/5/18	Captions	Not working/starting	No issue found
00099437	2/27/18	2/27/18	Captions	Not working/starting	Replace cable, handset, accessory
00099573	2/28/18	3/1/18	Caption Phone	Answering machine isn't taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00099583	2/28/18	2/28/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00099572	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099617	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00099616	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00099727	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099599	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099694	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099594	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00099630	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099653	2/28/18	3/8/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00099722	2/28/18	3/1/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099604	2/28/18	2/28/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00099563	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	No issue found
00099730	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00099719	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099733	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099720	2/28/18	2/28/18	Caption Phone	Phone turns on and off by itself	Customer retraining provided
00099725	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099590	2/28/18	3/19/18	Captions	Not working/starting	Phone rebooted
00099702	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099718	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099602	2/28/18	3/19/18	Captions	Not working/starting	Phone rebooted
00099659	2/28/18	2/28/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099564	2/28/18	3/1/18	Captions	Not working/starting	No issue found
00099627	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099606	2/28/18	3/5/18	Captions	Not working/starting	Phone rebooted
00099703	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099737	2/28/18	3/7/18	Captions	Not working/starting	Router/modem rebooted
00099648	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099588	2/28/18	3/27/18	Captions	Other	No issue found
00099622	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099877	3/1/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00099761	3/1/18	3/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099803	3/1/18	3/5/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099827	3/1/18	3/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099850	3/1/18	3/13/18	Caption Phone	Screen unresponsive	Phone rebooted
00099798	3/1/18	3/21/18	Caption Phone	Can't make and/or receive calls	No issue found
00099824	3/1/18	3/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099745	3/1/18	3/1/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099789	3/1/18	3/5/18	Caption Phone	Can't make and/or receive calls	No issue found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00099806	3/1/18	3/2/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00099817	3/1/18	3/5/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00099774	3/1/18	3/12/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00099760	3/1/18	3/2/18	Caption Phone	Can??t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00099751	3/1/18	3/27/18	Captions	Not working/starting	No issue found
00099822	3/1/18	3/1/18	Captions	Not working/starting	Router/modem rebooted
00099847	3/1/18	3/5/18	Captions	Not working/starting	Router/modem rebooted
00099884	3/1/18	3/6/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099794	3/1/18	3/2/18	Captions	Not working/starting	Phone rebooted
00099788	3/1/18	3/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099878	3/1/18	3/1/18	Captions	Not working/starting	Ethernet cable reconnected
00099829	3/1/18	3/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099970	3/2/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Outage resolved
00099985	3/2/18	3/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00099981	3/2/18	3/19/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00099982	3/2/18	3/3/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00099968	3/2/18	3/2/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00099964	3/2/18	3/2/18	Caption Phone	Turns on and off	Customer retraining provided
00099954	3/2/18	3/3/18	Caption Phone	Phone turns on and off by itself	No issue found
00099934	3/2/18	3/2/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00099901	3/2/18	3/2/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00099944	3/2/18	3/5/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00099961	3/2/18	3/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00099991	3/2/18	3/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00099894	3/2/18	3/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00099963	3/2/18	3/13/18	Caption Phone	Answering machine won?t play messages	No issue found
00099989	3/2/18	3/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00099939	3/2/18	3/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00099953	3/2/18	3/8/18	Captions	Not working/starting	No issue found
00099975	3/2/18	3/2/18	Captions	Not working/starting	Customer retraining provided
00099909	3/2/18	3/30/18	Captions	Not working/starting	No issue found
00099988	3/2/18	3/2/18	Captions	Not working/starting	Phone rebooted
00099936	3/2/18	3/7/18	Captions	Not working/starting	Phone rebooted
00099900	3/2/18	3/27/18	Captions	Not working/starting	No issue found
00099923	3/2/18	3/2/18	Captions	Not working/starting	Ethernet cable reconnected
00100041	3/3/18	3/3/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00100031	3/3/18	3/4/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00100012	3/3/18	3/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100032	3/3/18	3/3/18	Caption Phone	Screen unresponsive	Customer retraining provided
00100015	3/3/18	3/3/18	Caption Phone	Can?t make and/or receive calls	Outage resolved
00100033	3/3/18	3/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100010	3/3/18	3/3/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00100040	3/3/18	3/3/18	Captions	Not working/starting	Phone rebooted
00100013	3/3/18	3/20/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100209	3/5/18	3/5/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00100278	3/5/18	3/5/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00100142	3/5/18	3/21/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00100127	3/5/18	3/5/18	Caption Phone	Turns on and off	No issue found
00100215	3/5/18	3/5/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00100219	3/5/18	3/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100217	3/5/18	3/5/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00100123	3/5/18	4/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100159	3/5/18	3/5/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00100161	3/5/18	3/9/18	Caption Phone	Can?t make and/or receive calls	No issue found
00100124	3/5/18	3/5/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00100233	3/5/18	3/5/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00100139	3/5/18	3/5/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00100105	3/5/18	3/5/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00100228	3/5/18	3/19/18	Captions	Not working/starting	No issue found
00100287	3/5/18	3/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100096	3/5/18	3/5/18	Captions	Not working/starting	Phone rebooted
00100273	3/5/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100186	3/5/18	3/5/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100232	3/5/18	3/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00100240	3/5/18	3/5/18	Captions	Not working/starting	Phone rebooted
00100216	3/5/18	3/5/18	Captions	Not working/starting	Customer retraining provided
00100214	3/5/18	3/5/18	Captions	Not working/starting	Customer retraining provided
00100137	3/5/18	3/22/18	Captions	Other	Phone rebooted
00100101	3/5/18	3/5/18	Captions	Not working/starting	Device relocated (wifi issue)
00100120	3/5/18	3/5/18	Captions	Not accurate	No issue found
00100251	3/5/18	3/5/18	Captions	Not working/starting	Router/modem rebooted
00100271	3/5/18	3/7/18	Captions	Not working/starting	Customer refused assistance to resolve
00100470	3/6/18	3/6/18	Caption Phone	Screen unresponsive	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00100305	3/6/18	3/6/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100491	3/6/18	3/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00100474	3/6/18	3/6/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00100372	3/6/18	3/6/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00100484	3/6/18	3/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100288	3/6/18	3/6/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00100293	3/6/18	3/6/18	Caption Phone	Screen unresponsive	Customer retraining provided
00100379	3/6/18	3/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100487	3/6/18	3/30/18	Caption Phone	Screen unresponsive	Phone rebooted
00100291	3/6/18	3/6/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00100386	3/6/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00100352	3/6/18	3/6/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00100361	3/6/18	4/10/18	Captions	Not working/starting	Phone rebooted
00100302	3/6/18	3/6/18	Captions	Not working/starting	Phone rebooted
00100423	3/6/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100402	3/6/18	3/7/18	Captions	Not working/starting	Router/modem rebooted
00100464	3/6/18	4/29/18	Captions	Not working/starting	Router/modem rebooted
00100289	3/6/18	3/8/18	Captions	Not working/starting	Phone setting adjusted
00100414	3/6/18	3/6/18	Captions	Not working/starting	Phone rebooted
00100334	3/6/18	3/6/18	Captions	Not accurate	Caption Issue escalated
00100480	3/6/18	3/6/18	Captions	Not working/starting	Router/modem rebooted
00100424	3/6/18	3/7/18	Captions	Not accurate	Customer retraining provided
00100409	3/6/18	3/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100559	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100561	3/7/18	3/7/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00100587	3/7/18	3/8/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100670	3/7/18	3/27/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00100595	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100521	3/7/18	3/14/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00100528	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100524	3/7/18	3/12/18	Caption Phone	Can?t make and/or receive calls	No issue found
00100533	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100629	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00100678	3/7/18	3/26/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100534	3/7/18	3/8/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100525	3/7/18	3/7/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00100577	3/7/18	4/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100615	3/7/18	3/27/18	Caption Phone	Screen unresponsive	Customer retraining provided
00100659	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	No issue found
00100591	3/7/18	3/7/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00100592	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	No issue found
00100543	3/7/18	3/7/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00100520	3/7/18	3/7/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00100582	3/7/18	3/8/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100652	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	No issue found
00100621	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100556	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00100640	3/7/18	3/7/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100651	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100572	3/7/18	3/30/18	Captions	Not working/starting	Phone rebooted
00100661	3/7/18	3/7/18	Captions	Not accurate	Phone rebooted
00100567	3/7/18	3/8/18	Captions	Not working/starting	No issue found
00100668	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100666	3/7/18	3/7/18	Captions	Not working/starting	Phone line reconnected, resolved
00100681	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100585	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100683	3/7/18	3/7/18	Captions	Not working/starting	No issue found
00100649	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100843	3/8/18	3/21/18	Caption Phone	Answering machine won?t play messages	Outage resolved
00100750	3/8/18	3/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100751	3/8/18	3/30/18	Caption Phone	Answering machine won?t play messages	Outage resolved
00100696	3/8/18	3/8/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00100814	3/8/18	3/30/18	Caption Phone	Answering machine won?t play messages	No issue found
00100736	3/8/18	3/8/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100698	3/8/18	3/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00100715	3/8/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100776	3/8/18	3/8/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00100714	3/8/18	3/8/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00100848	3/8/18	3/14/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00100851	3/8/18	3/23/18	Caption Phone	Answering machine won?t play messages	Router/modem rebooted
00100743	3/8/18	3/8/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00100778	3/8/18	3/22/18	Caption Phone	Answering machine won?t play messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00100802	3/8/18	3/19/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00100937	3/8/18	3/26/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00100773	3/8/18	3/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00100718	3/8/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00100830	3/8/18	3/22/18	Captions	Not working/starting	Phone rebooted
00100865	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100840	3/8/18	3/22/18	Captions	Not working/starting	Phone rebooted
00100766	3/8/18	3/19/18	Captions	Not working/starting	Outage resolved
00100927	3/8/18	3/30/18	Captions	Not working/starting	Outage resolved
00100816	3/8/18	4/3/18	Captions	Not working/starting	Outage resolved
00100729	3/8/18	3/19/18	Captions	Not working/starting	Phone rebooted
00100790	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100791	3/8/18	3/19/18	Captions	Not working/starting	Phone rebooted
00100833	3/8/18	3/29/18	Captions	Not working/starting	Outage resolved
00100881	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100812	3/8/18	3/22/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00100788	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100877	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100894	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100918	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100869	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100913	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100934	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100787	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100907	3/8/18	3/22/18	Captions	Other	Outage resolved
00100928	3/8/18	3/23/18	Captions	Not working/starting	Phone rebooted
00100883	3/8/18	3/22/18	Captions	Other	Outage resolved
00100874	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100873	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100837	3/8/18	3/19/18	Captions	Other	Outage resolved
00100740	3/8/18	4/4/18	Captions	Not working/starting	Outage resolved
00100905	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100712	3/8/18	3/8/18	Captions	Not working/starting	No issue found
00100914	3/8/18	3/12/18	Captions	Not working/starting	No issue found
00100898	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100815	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100800	3/8/18	3/28/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00100847	3/8/18	4/4/18	Captions	Not working/starting	Outage resolved
00100886	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100859	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100819	3/8/18	4/4/18	Captions	Not working/starting	Outage resolved
00100849	3/8/18	3/28/18	Captions	Not working/starting	Outage resolved
00100846	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100817	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100783	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100763	3/8/18	3/8/18	Captions	Not working/starting	Phone rebooted
00100899	3/8/18	3/21/18	Captions	Not working/starting	Phone rebooted
00100796	3/8/18	3/8/18	Captions	Not working/starting	Router/modem rebooted
00100863	3/8/18	3/27/18	Captions	Not working/starting	Phone rebooted
00100813	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100741	3/8/18	3/8/18	Captions	Not working/starting	Phone rebooted
00100941	3/8/18	3/27/18	Captions	Not working/starting	Phone rebooted
00100854	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100719	3/8/18	3/14/18	Captions	Not working/starting	Phone rebooted
00100709	3/8/18	3/28/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00100824	3/8/18	3/21/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00100895	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100855	3/8/18	3/22/18	Captions	Not working/starting	No issue found
00100867	3/8/18	3/22/18	Captions	Not working/starting	No issue found
00100924	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100870	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100908	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100839	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100806	3/8/18	3/14/18	Captions	Not working/starting	Phone setting adjusted
00100871	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100923	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100739	3/8/18	3/15/18	Captions	Not working/starting	No issue found
00100872	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100857	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100900	3/8/18	3/23/18	Captions	Not working/starting	Outage resolved
00100732	3/8/18	3/27/18	Captions	Not working/starting	No issue found
00100891	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100906	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100892	3/8/18	3/23/18	Captions	Not working/starting	Outage resolved

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00100832	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100803	3/8/18	4/2/18	Captions	Not working/starting	Outage resolved
00100889	3/8/18	3/21/18	Captions	Not working/starting	Phone rebooted
00100836	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100804	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100852	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100942	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100917	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100903	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100753	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100939	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100726	3/8/18	3/8/18	Captions	Not working/starting	Phone setting adjusted
00100943	3/8/18	4/4/18	Captions	Not working/starting	Phone rebooted
00100757	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100916	3/8/18	3/21/18	Captions	Not working/starting	Phone rebooted
00100738	3/8/18	3/12/18	Captions	Not working/starting	Outage resolved
00100902	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100882	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100901	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100938	3/8/18	4/12/18	Captions	Not working/starting	Phone rebooted
00100825	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100786	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100887	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100866	3/8/18	3/31/18	Captions	Not working/starting	Phone rebooted
00100940	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100827	3/8/18	3/21/18	Captions	Not working/starting	No issue found
00100926	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100860	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100868	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100915	3/8/18	3/23/18	Captions	Not working/starting	Outage resolved
00100876	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100910	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100885	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100879	3/8/18	3/20/18	Captions	Not working/starting	No issue found
00100888	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100754	3/8/18	3/19/18	Captions	Not working/starting	Phone rebooted
00100807	3/8/18	5/29/18	Captions	Not working/starting	Changed customer equipment setting
00101106	3/9/18	3/9/18	Caption Phone	Answering machine won't play messages	No issue found
00101147	3/9/18	3/9/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00100997	3/9/18	3/12/18	Caption Phone	Answering machine won't play messages	No issue found
00101002	3/9/18	4/2/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00101196	3/9/18	3/21/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00101207	3/9/18	3/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00101125	3/9/18	3/30/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101096	3/9/18	3/9/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00101194	3/9/18	3/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00101156	3/9/18	3/22/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00101199	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101179	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101175	3/9/18	3/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101172	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101155	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101154	3/9/18	3/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101134	3/9/18	3/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101127	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101123	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101120	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101109	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101074	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101062	3/9/18	3/19/18	Caption Phone	Answering machine won't play messages	Outage resolved
00101024	3/9/18	3/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101216	3/9/18	3/9/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101003	3/9/18	3/19/18	Captions	Not working/starting	Outage resolved
00101019	3/9/18	3/19/18	Captions	Not working/starting	No issue found
00101018	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00100956	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00101124	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101122	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101197	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101067	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101000	3/9/18	3/19/18	Captions	Not working/starting	Caption Issue escalated
00101192	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101063	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00101080	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101148	3/9/18	3/28/18	Captions	Not working/starting	Phone rebooted
00101193	3/9/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101140	3/9/18	3/19/18	Captions	Not working/starting	No issue found
00101068	3/9/18	4/3/18	Captions	Not working/starting	Unable to contact customer to resolve
00101056	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101055	3/9/18	3/27/18	Captions	Not working/starting	Outage resolved
00101010	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100984	3/9/18	3/23/18	Captions	Not working/starting	No issue found
00100978	3/9/18	3/27/18	Captions	Not working/starting	In home service call appointment created
00101061	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101167	3/9/18	3/27/18	Captions	Not working/starting	In home service call appointment created
00100970	3/9/18	4/2/18	Captions	Not working/starting	No issue found
00100964	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101158	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101137	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101071	3/9/18	4/2/18	Captions	Not working/starting	Phone rebooted
00101182	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00100981	3/9/18	3/26/18	Captions	Not working/starting	No issue found
00101085	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100953	3/9/18	3/19/18	Captions	Not working/starting	Phone rebooted
00101022	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101094	3/9/18	3/30/18	Captions	Not working/starting	In home service call appointment created
00100975	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101184	3/9/18	3/31/18	Captions	Not working/starting	No issue found
00101027	3/9/18	3/9/18	Captions	Not working/starting	No issue found
00100960	3/9/18	4/3/18	Captions	Not working/starting	Outage resolved
00101170	3/9/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100962	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101131	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00100961	3/9/18	3/16/18	Captions	Not working/starting	No issue found
00101132	3/9/18	3/19/18	Captions	Not working/starting	Outage resolved
00101115	3/9/18	3/27/18	Captions	Not working/starting	In home service call appointment created
00101178	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101072	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101014	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101121	3/9/18	3/20/18	Captions	Not working/starting	Outage resolved
00101069	3/9/18	3/27/18	Captions	Not working/starting	Outage resolved
00101078	3/9/18	3/9/18	Captions	Not working/starting	Phone rebooted
00100971	3/9/18	4/5/18	Captions	Not working/starting	Outage resolved
00100957	3/9/18	3/17/18	Captions	Other	In home service call appointment created
00100972	3/9/18	3/12/18	Captions	Not working/starting	No issue found
00100990	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101031	3/9/18	3/12/18	Captions	Not working/starting	No issue found
00100980	3/9/18	3/20/18	Captions	Not working/starting	Outage resolved
00101076	3/9/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00101202	3/9/18	3/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101153	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101135	3/9/18	3/11/18	Captions	Not working/starting	No issue found
00101144	3/9/18	3/29/18	Captions	Not working/starting	Outage resolved
00101177	3/9/18	3/23/18	Captions	Not working/starting	No issue found
00101029	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101149	3/9/18	3/27/18	Captions	Not working/starting	No issue found
00101054	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101081	3/9/18	3/30/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101168	3/9/18	3/26/18	Captions	Not working/starting	In home service call appointment created
00101066	3/9/18	3/28/18	Captions	Not working/starting	Outage resolved
00100993	3/9/18	3/30/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101190	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101025	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101152	3/9/18	3/30/18	Captions	Not working/starting	Router/modem rebooted
00101126	3/9/18	3/30/18	Captions	Stopping during calls	Wifi reconnected (no reboot required)
00101183	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101219	3/9/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100991	3/9/18	3/19/18	Captions	Not working/starting	No issue found
00101023	3/9/18	4/3/18	Captions	Not working/starting	Outage resolved
00101128	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101169	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100974	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101146	3/9/18	3/12/18	Captions	Not working/starting	No issue found
00101005	3/9/18	3/23/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101111	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00101064	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00100969	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101130	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101185	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101051	3/9/18	4/2/18	Captions	Not working/starting	Outage resolved
00100986	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101200	3/9/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100963	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101009	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101139	3/9/18	3/20/18	Captions	Not working/starting	Outage resolved
00101035	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101151	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101079	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101112	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101198	3/9/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101103	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101042	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101075	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101187	3/9/18	4/4/18	Captions	Not working/starting	Outage resolved
00101180	3/9/18	3/30/18	Captions	Not working/starting	In home service call appointment created
00101043	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101073	3/9/18	4/19/18	Captions	Not working/starting	Phone rebooted
00101060	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101013	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100994	3/9/18	3/14/18	Captions	Not working/starting	No issue found
00101136	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00100996	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101030	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101143	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00101181	3/9/18	3/11/18	Captions	Not working/starting	No issue found
00101104	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101100	3/9/18	4/4/18	Captions	Not working/starting	Outage resolved
00101191	3/9/18	3/23/18	Captions	Not working/starting	No issue found
00100967	3/9/18	3/14/18	Captions	Not working/starting	No issue found
00100958	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101173	3/9/18	3/26/18	Captions	Not working/starting	In home service call appointment created
00101188	3/9/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101145	3/9/18	3/26/18	Captions	Not working/starting	Outage resolved
00101269	3/10/18	3/31/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00101225	3/10/18	3/26/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00101259	3/10/18	3/10/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00101252	3/10/18	3/10/18	Caption Phone	Can't make and/or receive calls	No issue found
00101236	3/10/18	3/10/18	Captions	Not working/starting	Router/modem rebooted
00101278	3/10/18	3/22/18	Captions	Not working/starting	No issue found
00101243	3/10/18	3/10/18	Captions	Other	Customer retraining provided
00101275	3/10/18	3/14/18	Captions	Not working/starting	No issue found
00101263	3/10/18	3/21/18	Captions	Not working/starting	Outage resolved
00101229	3/10/18	3/12/18	Captions	Not working/starting	Outage resolved
00101222	3/10/18	3/23/18	Captions	Not working/starting	No issue found
00101221	3/10/18	3/22/18	Captions	Not working/starting	No issue found
00101257	3/10/18	3/17/18	Captions	Not working/starting	Outage resolved
00101261	3/10/18	3/20/18	Captions	Not working/starting	No issue found
00101307	3/11/18	3/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101295	3/11/18	3/21/18	Captions	Not working/starting	No issue found
00101306	3/11/18	3/20/18	Captions	Not working/starting	No issue found
00101367	3/12/18	3/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00101509	3/12/18	3/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00101340	3/12/18	3/12/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101362	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	No issue found
00101331	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101547	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00101337	3/12/18	3/22/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00101478	3/12/18	3/13/18	Caption Phone	Answering machine isn't taking messages	Wifi reconnected (no reboot required)
00101537	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00101352	3/12/18	3/20/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00101498	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101539	3/12/18	3/29/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101429	3/12/18	3/16/18	Caption Phone	Answering machine won't play messages	No issue found
00101380	3/12/18	3/19/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101550	3/12/18	3/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101370	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101486	3/12/18	3/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101328	3/12/18	3/12/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00101344	3/12/18	4/4/18	Captions	Not working/starting	No issue found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00101317	3/12/18	3/12/18	Captions	Not working/starting	Router/modem rebooted
00101386	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101397	3/12/18	3/20/18	Captions	Not working/starting	No issue found
00101551	3/12/18	4/2/18	Captions	Not working/starting	Phone rebooted
00101420	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101507	3/12/18	3/27/18	Captions	Not working/starting	Outage resolved
00101412	3/12/18	3/22/18	Captions	Not working/starting	Outage resolved
00101504	3/12/18	3/19/18	Captions	Not working/starting	No issue found
00101425	3/12/18	3/12/18	Captions	Not working/starting	Phone rebooted
00101434	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101459	3/12/18	3/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101495	3/12/18	3/12/18	Captions	Not working/starting	Phone rebooted
00101390	3/12/18	3/24/18	Captions	Not working/starting	Outage resolved
00101354	3/12/18	3/29/18	Captions	Not working/starting	No issue found
00101383	3/12/18	3/20/18	Captions	Not working/starting	No issue found
00101382	3/12/18	3/19/18	Captions	Not working/starting	No issue found
00101484	3/12/18	3/28/18	Captions	Not working/starting	No issue found
00101526	3/12/18	3/16/18	Captions	Not working/starting	Wifi password recovered
00101353	3/12/18	3/21/18	Captions	Not working/starting	No issue found
00101491	3/12/18	3/12/18	Captions	Not working/starting	Phone rebooted
00101440	3/12/18	3/22/18	Captions	Not working/starting	No issue found
00101489	3/12/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00101448	3/12/18	3/14/18	Captions	Not working/starting	Outage resolved
00101454	3/12/18	3/28/18	Captions	Not working/starting	No issue found
00101320	3/12/18	3/12/18	Captions	Not working/starting	No issue found
00101456	3/12/18	4/2/18	Captions	Not working/starting	Outage resolved
00101426	3/12/18	3/22/18	Captions	Not working/starting	Outage resolved
00101399	3/12/18	3/12/18	Captions	Not working/starting	Outage resolved
00101405	3/12/18	3/24/18	Captions	Not working/starting	No issue found
00101312	3/12/18	3/12/18	Captions	Not working/starting	Router/modem rebooted
00101458	3/12/18	3/24/18	Captions	Not working/starting	Outage resolved
00101388	3/12/18	3/13/18	Captions	Not working/starting	No issue found
00101404	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101391	3/12/18	3/22/18	Captions	Not working/starting	No issue found
00101533	3/12/18	3/20/18	Captions	Not working/starting	No issue found
00101432	3/12/18	3/27/18	Captions	Not working/starting	Outage resolved
00101424	3/12/18	3/12/18	Captions	Not working/starting	No issue found
00101536	3/12/18	4/2/18	Captions	Not working/starting	Outage resolved
00101687	3/13/18	3/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00101733	3/13/18	3/13/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00101693	3/13/18	3/13/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00101615	3/13/18	3/13/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00101585	3/13/18	3/13/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00101609	3/13/18	4/6/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00101588	3/13/18	3/13/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00101594	3/13/18	3/13/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00101556	3/13/18	3/13/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00101622	3/13/18	3/13/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00101637	3/13/18	3/19/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00101694	3/13/18	3/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00101685	3/13/18	3/13/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00101701	3/13/18	3/13/18	Captions	Not working/starting	Phone rebooted
00101643	3/13/18	3/20/18	Captions	Not working/starting	No issue found
00101600	3/13/18	3/15/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00101620	3/13/18	3/13/18	Captions	Not working/starting	Phone rebooted
00101565	3/13/18	3/13/18	Captions	Not working/starting	Phone rebooted
00101670	3/13/18	3/23/18	Captions	Not working/starting	Outage resolved
00101669	3/13/18	3/28/18	Captions	Not working/starting	In home service call appointment created
00101619	3/13/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00101589	3/13/18	3/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101672	3/13/18	3/20/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00101613	3/13/18	3/20/18	Captions	Not working/starting	No issue found
00101581	3/13/18	3/13/18	Captions	Stopping during calls	Customer retraining provided
00101559	3/13/18	3/25/18	Captions	Not working/starting	No issue found
00101628	3/13/18	4/2/18	Captions	Not working/starting	In home service call appointment created
00101909	3/14/18	5/8/18	Caption Phone	Can?t make and/or receive calls	No issue found
00101903	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00101804	3/14/18	3/14/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00101950	3/14/18	3/22/18	Caption Phone	Can?t make and/or receive calls	Outage resolved
00101939	3/14/18	4/2/18	Caption Phone	Caller ID not working	Customer retraining provided
00101940	3/14/18	4/4/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00101887	3/14/18	4/2/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00101777	3/14/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00101943	3/14/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00101763	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00101869	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00101780	3/14/18	4/2/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00101749	3/14/18	4/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00101867	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00101890	3/14/18	3/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00101933	3/14/18	3/15/18	Caption Phone	Can?t make and/or receive calls	Outage resolved
00101886	3/14/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00101767	3/14/18	3/14/18	Captions	Not working/starting	No issue found
00101817	3/14/18	3/14/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00101811	3/14/18	3/14/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101872	3/14/18	4/10/18	Captions	Not working/starting	Environmental issue resolved
00101924	3/14/18	3/23/18	Captions	Not working/starting	Phone rebooted
00101835	3/14/18	3/14/18	Captions	Not working/starting	Phone rebooted
00101818	3/14/18	3/14/18	Captions	Other	Customer retraining provided
00101823	3/14/18	4/9/18	Captions	Not working/starting	Phone setting adjusted
00102164	3/15/18	3/28/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102138	3/15/18	4/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102163	3/15/18	3/15/18	Caption Phone	Caller ID not working	Customer retraining provided
00102005	3/15/18	4/3/18	Caption Phone	Answering machine won?t play messages	No issue found
00102145	3/15/18	4/4/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00102016	3/15/18	3/22/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102081	3/15/18	3/30/18	Caption Phone	Turns on and off	Unable to contact customer to resolve
00102113	3/15/18	3/16/18	Caption Phone	Answering machine won?t play messages	No issue found
00102026	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102104	3/15/18	3/15/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00102050	3/15/18	3/15/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00102021	3/15/18	3/15/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00102062	3/15/18	3/15/18	Caption Phone	Screen unresponsive	Customer retraining provided
00102091	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	No issue found
00102058	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102162	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00102125	3/15/18	4/3/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00102071	3/15/18	3/26/18	Caption Phone	Screen unresponsive	Phone rebooted
00102066	3/15/18	3/15/18	Captions	Not working/starting	No issue found
00102128	3/15/18	3/15/18	Captions	Not working/starting	In home service call appointment created
00102133	3/15/18	3/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102053	3/15/18	3/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102110	3/15/18	4/11/18	Captions	Not accurate	Customer retraining provided
00102165	3/15/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101992	3/15/18	3/22/18	Captions	Not working/starting	Phone rebooted
00102028	3/15/18	3/19/18	Captions	Not working/starting	No issue found
00101991	3/15/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102029	3/15/18	4/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102321	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102241	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102344	3/16/18	4/4/18	Caption Phone	Screen unresponsive	Phone rebooted
00102332	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102217	3/16/18	4/12/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102203	3/16/18	3/16/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00102336	3/16/18	3/16/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00102343	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102254	3/16/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00102281	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00102222	3/16/18	3/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00102196	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102308	3/16/18	3/22/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00102252	3/16/18	3/16/18	Captions	Not working/starting	Router/modem rebooted
00102232	3/16/18	4/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102212	3/16/18	3/21/18	Captions	Not working/starting	Outage resolved
00102268	3/16/18	3/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102205	3/16/18	3/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102178	3/16/18	3/16/18	Captions	Not working/starting	Phone rebooted
00102277	3/16/18	3/19/18	Captions	Not working/starting	Phone rebooted
00102242	3/16/18	3/26/18	Captions	Not working/starting	In home service call appointment created
00102314	3/16/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00102295	3/16/18	5/17/18	Captions	Not working/starting	Phone rebooted
00102406	3/17/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102396	3/17/18	3/27/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102391	3/17/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00102377	3/17/18	3/17/18	Caption Phone	Answering machine isn?t taking messages	Customer refused assistance to resolve
00102384	3/17/18	3/17/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00102362	3/17/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102415	3/17/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102393	3/17/18	3/20/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102419	3/17/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102425	3/18/18	3/28/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00102429	3/18/18	3/18/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102421	3/18/18	4/17/18	Captions	Not working/starting	Unable to contact customer to resolve
00102520	3/19/18	3/19/18	Caption Phone	Caller ID not working	Customer retraining provided
00102604	3/19/18	4/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102459	3/19/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102524	3/19/18	3/19/18	Caption Phone	Answering machine won?t play messages	Outage resolved
00102578	3/19/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102486	3/19/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102499	3/19/18	3/21/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102548	3/19/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102483	3/19/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00102526	3/19/18	4/10/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00102571	3/19/18	3/19/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00102585	3/19/18	3/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102634	3/19/18	3/19/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00102654	3/19/18	3/26/18	Captions	Not working/starting	Phone rebooted
00102498	3/19/18	3/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00102512	3/19/18	4/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102516	3/19/18	4/12/18	Captions	Not working/starting	Unable to contact customer to resolve
00102437	3/19/18	3/20/18	Captions	Stopping during calls	No issue found
00102651	3/19/18	3/19/18	Captions	Not working/starting	Phone rebooted
00102588	3/19/18	3/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102528	3/19/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102598	3/19/18	3/20/18	Captions	Not working/starting	No issue found
00102556	3/19/18	3/20/18	Captions	Not working/starting	No issue found
00102639	3/19/18	3/19/18	Captions	Not working/starting	Router/modem rebooted
00102682	3/20/18	3/20/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00102723	3/20/18	3/30/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00102713	3/20/18	3/20/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102812	3/20/18	3/29/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102821	3/20/18	3/20/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00102818	3/20/18	3/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102724	3/20/18	3/20/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00102677	3/20/18	3/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00102741	3/20/18	3/20/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00102718	3/20/18	3/20/18	Captions	Not working/starting	Router/modem rebooted
00102808	3/20/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102773	3/20/18	3/20/18	Captions	Not working/starting	Replace cable, handset, accessory
00102757	3/20/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102717	3/20/18	4/2/18	Captions	Not working/starting	Phone rebooted
00102687	3/20/18	3/21/18	Captions	Not working/starting	No issue found
00102731	3/20/18	3/20/18	Captions	Not working/starting	Replace cable, handset, accessory
00102780	3/20/18	3/20/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102710	3/20/18	3/20/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102725	3/20/18	4/16/18	Captions	Not working/starting	No issue found
00102762	3/20/18	3/20/18	Captions	Not working/starting	No issue found
00102737	3/20/18	3/20/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00102840	3/21/18	3/21/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00102978	3/21/18	3/21/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00102966	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00103008	3/21/18	4/10/18	Caption Phone	Answering machine won?t play messages	Replace cable, handset, accessory
00102867	3/21/18	3/31/18	Caption Phone	Answering machine won?t play messages	Router/modem rebooted
00102863	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00102925	3/21/18	3/21/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00102924	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00102992	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102941	3/21/18	3/21/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00102908	3/21/18	3/23/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00102932	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102838	3/21/18	3/21/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00102851	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102896	3/21/18	3/21/18	Caption Phone	Answering machine isn?t taking messages	Customer refused assistance to resolve
00102914	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102968	3/21/18	4/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102960	3/21/18	3/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102974	3/21/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102965	3/21/18	3/21/18	Captions	Not accurate	Customer retraining provided
00102977	3/21/18	3/21/18	Captions	Not working/starting	No issue found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00102915	3/21/18	3/21/18	Captions	Not working/starting	Router/modem rebooted
00102880	3/21/18	3/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102830	3/21/18	3/21/18	Captions	Not working/starting	Phone rebooted
00102980	3/21/18	3/21/18	Captions	Not working/starting	Customer retraining provided
00102994	3/21/18	4/3/18	Captions	Not working/starting	Phone rebooted
00102967	3/21/18	3/30/18	Captions	Not working/starting	Phone rebooted
00102862	3/21/18	4/21/18	Captions	Stopping during calls	ISP/Telco service issue, customer to follow up
00102871	3/21/18	3/21/18	Captions	Not working/starting	Customer retraining provided
00103168	3/22/18	3/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103040	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103068	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103095	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00103125	3/22/18	3/22/18	Caption Phone	Answering machine isn't taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00103036	3/22/18	4/25/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00103173	3/22/18	3/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00103055	3/22/18	3/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00103066	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103073	3/22/18	3/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103096	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103058	3/22/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103155	3/22/18	3/22/18	Captions	Not working/starting	Phone rebooted
00103089	3/22/18	3/22/18	Captions	Not working/starting	Phone setting adjusted
00103132	3/22/18	3/22/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00103072	3/22/18	3/22/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103124	3/22/18	3/22/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00103178	3/22/18	4/10/18	Captions	Not working/starting	Phone rebooted
00103118	3/22/18	3/30/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00103115	3/22/18	4/17/18	Captions	Not accurate	ISP/Telco service issue, customer to follow up
00103084	3/22/18	3/22/18	Captions	Not working/starting	Ethernet cable reconnected
00103034	3/22/18	3/22/18	Captions	Not working/starting	Customer retraining provided
00103074	3/22/18	4/10/18	Captions	Not working/starting	Router/modem rebooted
00103188	3/22/18	3/22/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103332	3/23/18	3/23/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00103210	3/23/18	3/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00103353	3/23/18	3/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103267	3/23/18	3/30/18	Caption Phone	Can't make and/or receive calls	No issue found
00103230	3/23/18	3/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00103233	3/23/18	3/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103365	3/23/18	3/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00103384	3/23/18	3/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103289	3/23/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103284	3/23/18	3/23/18	Captions	Not working/starting	Phone rebooted
00103308	3/23/18	3/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103205	3/23/18	3/23/18	Captions	Not working/starting	Phone rebooted
00103354	3/23/18	3/23/18	Captions	Not working/starting	Router/modem rebooted
00103379	3/23/18	3/23/18	Captions	Not working/starting	Ethernet cable reconnected
00103360	3/23/18	4/4/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00103250	3/23/18	4/11/18	Captions	Not accurate	ISP/Telco service issue, customer to follow up
00103369	3/23/18	3/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103238	3/23/18	3/23/18	Captions	Not working/starting	Router/modem rebooted
00103377	3/23/18	3/23/18	Captions	Not working/starting	Phone rebooted
00103430	3/24/18	4/2/18	Caption Phone	Can't make and/or receive calls	No issue found
00103431	3/24/18	3/24/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00103411	3/24/18	3/25/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103416	3/24/18	3/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103399	3/24/18	3/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103413	3/24/18	3/24/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103433	3/24/18	3/24/18	Captions	Not working/starting	Phone rebooted
00103435	3/24/18	3/24/18	Captions	Other	No issue found
00103406	3/24/18	3/24/18	Captions	Not working/starting	No issue found
00103409	3/24/18	4/24/18	Captions	Not working/starting	Phone rebooted
00103475	3/25/18	3/27/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00103457	3/25/18	3/27/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00103471	3/25/18	3/25/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103455	3/25/18	3/26/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00103531	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103672	3/26/18	3/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00103629	3/26/18	3/27/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00103543	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103581	3/26/18	3/27/18	Caption Phone	Can't make and/or receive calls	No issue found
00103515	3/26/18	3/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103567	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103530	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00103619	3/26/18	4/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103663	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103654	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103590	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103615	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00103527	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103664	3/26/18	3/26/18	Caption Phone	Turns on and off	Customer retraining provided
00103576	3/26/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103481	3/26/18	3/26/18	Captions	Not working/starting	Router/modem rebooted
00103668	3/26/18	3/26/18	Captions	Not working/starting	Phone rebooted
00103609	3/26/18	3/26/18	Captions	Not working/starting	Router/modem rebooted
00103661	3/26/18	3/26/18	Captions	Not accurate	No issue found
00103495	3/26/18	4/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103571	3/26/18	3/26/18	Captions	Stopping during calls	Customer retraining provided
00103566	3/26/18	3/27/18	Captions	Not working/starting	Phone rebooted
00103753	3/27/18	4/3/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103901	3/27/18	3/27/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00103861	3/27/18	3/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103891	3/27/18	3/27/18	Caption Phone	Screen unresponsive	Customer retraining provided
00103840	3/27/18	4/6/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00103770	3/27/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103706	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	No issue found
00103848	3/27/18	3/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103850	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103754	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103825	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103768	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103907	3/27/18	4/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103726	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103692	3/27/18	3/27/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00103898	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103824	3/27/18	3/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103902	3/27/18	4/6/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103867	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103827	3/27/18	3/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103693	3/27/18	3/28/18	Captions	Not working/starting	No issue found
00103855	3/27/18	3/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103747	3/27/18	3/27/18	Captions	Not working/starting	Phone setting adjusted
00103755	3/27/18	3/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103696	3/27/18	3/27/18	Captions	Not working/starting	Device relocated (wifi issue)
00103912	3/27/18	3/27/18	Captions	Not working/starting	No issue found
00103906	3/27/18	4/12/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00103739	3/27/18	4/3/18	Captions	Not working/starting	Device relocated (wifi issue)
00103797	3/27/18	4/18/18	Captions	Not working/starting	Outage resolved
00103873	3/27/18	3/27/18	Captions	Not working/starting	Phone rebooted
00103884	3/27/18	3/27/18	Captions	Not working/starting	Router/modem rebooted
00103783	3/27/18	3/27/18	Captions	Not working/starting	Router/modem rebooted
00103876	3/27/18	3/27/18	Captions	Not working/starting	Phone rebooted
00104084	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104070	3/28/18	4/2/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104018	3/28/18	3/28/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104135	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104115	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104022	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103987	3/28/18	3/28/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00103997	3/28/18	4/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104005	3/28/18	4/4/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00104047	3/28/18	3/31/18	Caption Phone	Can't make and/or receive calls	Software updated
00104147	3/28/18	4/11/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00103924	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104043	3/28/18	4/3/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00104121	3/28/18	3/30/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00103952	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104083	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104063	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00104054	3/28/18	4/11/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00104055	3/28/18	4/11/18	Caption Phone	Can't make and/or receive calls	No issue found
00104046	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104081	3/28/18	3/30/18	Captions	Not working/starting	No issue found
00104128	3/28/18	4/4/18	Captions	Not working/starting	No issue found
00104034	3/28/18	4/2/18	Captions	Not working/starting	Phone rebooted
00104139	3/28/18	4/2/18	Captions	Not accurate	Phone rebooted
00103991	3/28/18	4/6/18	Captions	Not working/starting	No issue found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00104099	3/28/18	4/5/18	Captions	Not working/starting	Router/modem rebooted
00103920	3/28/18	3/28/18	Captions	Not working/starting	Phone rebooted
00104078	3/28/18	3/29/18	Captions	Not working/starting	Phone rebooted
00104127	3/28/18	3/28/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103958	3/28/18	4/14/18	Captions	Not working/starting	Phone rebooted
00103979	3/28/18	3/28/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104309	3/29/18	4/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104179	3/29/18	3/29/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104215	3/29/18	4/9/18	Caption Phone	Can?t make and/or receive calls	No issue found
00104223	3/29/18	3/30/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00104328	3/29/18	3/29/18	Caption Phone	Can?t make and/or receive calls	No issue found
00104304	3/29/18	3/29/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00104323	3/29/18	3/29/18	Caption Phone	Can?t make and/or receive calls	No issue found
00104293	3/29/18	4/4/18	Caption Phone	Screen unresponsive	Phone rebooted
00104202	3/29/18	3/29/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00104286	3/29/18	4/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104183	3/29/18	3/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104216	3/29/18	3/29/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00104245	3/29/18	3/29/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00104228	3/29/18	3/29/18	Caption Phone	Screen unresponsive	Phone rebooted
00104192	3/29/18	3/29/18	Caption Phone	Can?t make and/or receive calls	No issue found
00104256	3/29/18	3/29/18	Caption Phone	Caller ID not working	Customer retraining provided
00104224	3/29/18	4/6/18	Caption Phone	Can???t make and/or receive calls	Outage resolved
00104200	3/29/18	3/29/18	Caption Phone	Caller ID not working	Customer retraining provided
00104237	3/29/18	4/5/18	Captions	Not working/starting	Phone rebooted
00104232	3/29/18	4/12/18	Captions	Not working/starting	Unable to contact customer to resolve
00104306	3/29/18	4/9/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00104218	3/29/18	3/29/18	Captions	Not working/starting	Phone rebooted
00104299	3/29/18	4/2/18	Captions	Not working/starting	Customer refused assistance to resolve
00104209	3/29/18	3/29/18	Captions	Not working/starting	Phone rebooted
00104261	3/29/18	3/29/18	Captions	Not working/starting	Router/modem rebooted
00104410	3/30/18	3/30/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00104503	3/30/18	3/30/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00104470	3/30/18	4/5/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104413	3/30/18	3/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104368	3/30/18	4/19/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00104486	3/30/18	4/4/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00104464	3/30/18	4/2/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00104374	3/30/18	3/30/18	Caption Phone	Turns on and off	Customer retraining provided
00104499	3/30/18	3/30/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104467	3/30/18	3/30/18	Caption Phone	Can???t make and/or receive calls	Phone line reconnected, resolved
00104462	3/30/18	4/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00104454	3/30/18	4/16/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00104417	3/30/18	3/30/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104391	3/30/18	4/2/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00104343	3/30/18	3/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104354	3/30/18	3/30/18	Captions	Not working/starting	Phone rebooted
00104457	3/30/18	3/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104501	3/30/18	4/3/18	Captions	Not working/starting	Phone rebooted
00104433	3/30/18	3/30/18	Captions	Not working/starting	Phone rebooted
00104456	3/30/18	4/3/18	Captions	Not working/starting	Phone rebooted
00104404	3/30/18	3/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104484	3/30/18	3/31/18	Captions	Not working/starting	Customer retraining provided
00104498	3/30/18	3/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104400	3/30/18	4/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104451	3/30/18	4/2/18	Captions	Not working/starting	Customer retraining provided
00104494	3/30/18	3/30/18	Captions	Not working/starting	Router/modem rebooted
00104455	3/30/18	3/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104567	3/31/18	3/31/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00104532	3/31/18	4/2/18	Caption Phone	Turns on and off	Phone setting adjusted
00104571	3/31/18	3/31/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00104562	3/31/18	3/31/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00104573	3/31/18	3/31/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104569	3/31/18	4/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104570	3/31/18	5/1/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00104563	3/31/18	4/18/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00104551	3/31/18	4/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00104568	3/31/18	4/2/18	Caption Phone	Answering machine won?t play messages	Environmental issue resolved
00104519	3/31/18	3/31/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00104554	3/31/18	4/4/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104536	3/31/18	4/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00104577	4/1/18	4/2/18	Caption Phone	Caller ID not working	Customer retraining provided
00104634	4/2/18	4/4/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00104768	4/2/18	4/10/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104764	4/2/18	4/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104637	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104656	4/2/18	4/16/18	Caption Phone	Can't make and/or receive calls	No issue found
00104643	4/2/18	4/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104697	4/2/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104724	4/2/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104630	4/2/18	4/2/18	Caption Phone	Screen unresponsive	No issue found
00104722	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00104726	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	No issue found
00104666	4/2/18	4/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104649	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104742	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104644	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00104613	4/2/18	4/2/18	Caption Phone	Screen unresponsive	No issue found
00104701	4/2/18	4/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00104757	4/2/18	4/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104693	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104728	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104639	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104743	4/2/18	4/4/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00104585	4/2/18	4/26/18	Captions	Not working/starting	Phone rebooted
00104759	4/2/18	4/9/18	Captions	Not working/starting	Phone rebooted
00104683	4/2/18	4/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104765	4/2/18	4/10/18	Captions	Not working/starting	Phone rebooted
00104750	4/2/18	4/13/18	Captions	Not working/starting	Phone rebooted
00104679	4/2/18	4/2/18	Captions	Not working/starting	No issue found
00104760	4/2/18	4/2/18	Captions	Not working/starting	Return Kit/ Postage Paid Mailing Label sent
00104676	4/2/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00104662	4/2/18	4/2/18	Captions	Not working/starting	Phone rebooted
00104604	4/2/18	4/2/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104809	4/3/18	4/13/18	Caption Phone	Screen unresponsive	Phone rebooted
00104927	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00104876	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104778	4/3/18	4/12/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00104830	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104895	4/3/18	4/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104781	4/3/18	4/5/18	Caption Phone	Can't make and/or receive calls	No issue found
00104928	4/3/18	4/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104828	4/3/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104837	4/3/18	4/3/18	Caption Phone	Screen unresponsive	Phone rebooted
00104850	4/3/18	4/3/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00104867	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104915	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	No issue found
00104819	4/3/18	4/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104806	4/3/18	4/3/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104912	4/3/18	4/3/18	Captions	Not working/starting	Customer retraining provided
00104886	4/3/18	4/5/18	Captions	Not accurate	Caption Issue escalated
00104851	4/3/18	4/11/18	Captions	Not working/starting	Phone rebooted
00104873	4/3/18	4/4/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104931	4/3/18	4/4/18	Captions	Not working/starting	Phone rebooted
00104812	4/3/18	4/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104878	4/3/18	4/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104875	4/3/18	4/3/18	Captions	Not working/starting	Phone rebooted
00105025	4/4/18	4/26/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00104952	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105006	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104990	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00104978	4/4/18	4/4/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104987	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105001	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00104982	4/4/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00105015	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00105031	4/4/18	4/12/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00105009	4/4/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105008	4/4/18	4/12/18	Caption Phone	Can't make and/or receive calls	No issue found
00104995	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104981	4/4/18	4/5/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00104940	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104948	4/4/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104955	4/4/18	4/16/18	Captions	Not working/starting	Phone rebooted
00105021	4/4/18	4/4/18	Captions	Not working/starting	Router/modem rebooted
00105017	4/4/18	4/25/18	Captions	Not working/starting	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00105020	4/4/18	4/4/18	Captions	Not working/starting	Phone rebooted
00105032	4/4/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105007	4/4/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105011	4/4/18	4/10/18	Captions	Not working/starting	Phone rebooted
00105041	4/4/18	4/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104979	4/4/18	4/4/18	Captions	Not working/starting	Phone rebooted
00105023	4/4/18	4/4/18	Captions	Not working/starting	Phone rebooted
00105048	4/5/18	4/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105071	4/5/18	4/5/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00105110	4/5/18	4/5/18	Caption Phone	Caller ID not working	Phone rebooted
00105056	4/5/18	4/7/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00105075	4/5/18	4/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105046	4/5/18	4/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105125	4/5/18	4/5/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00105059	4/5/18	4/5/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105080	4/5/18	4/5/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105121	4/5/18	4/5/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105074	4/5/18	4/5/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00105051	4/5/18	4/5/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105070	4/5/18	4/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105065	4/5/18	4/5/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00105096	4/5/18	4/23/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00105084	4/5/18	4/9/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00105123	4/5/18	4/5/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105049	4/5/18	4/5/18	Captions	Not working/starting	No issue found
00105078	4/5/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00105086	4/5/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105093	4/5/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105047	4/5/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105072	4/5/18	4/5/18	Captions	Not working/starting	Router/modem rebooted
00105169	4/6/18	4/6/18	Caption Phone	Screen unresponsive	Customer retraining provided
00105208	4/6/18	4/10/18	Caption Phone	Answering machine won?t play messages	ISP/Telco service issue, customer to follow up
00105136	4/6/18	4/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105168	4/6/18	4/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105139	4/6/18	4/6/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00105154	4/6/18	4/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105207	4/6/18	4/17/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00105158	4/6/18	4/6/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00105138	4/6/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00105209	4/6/18	4/7/18	Caption Phone	Screen unresponsive	Phone rebooted
00105134	4/6/18	4/6/18	Caption Phone	Phone turns on and off by itself	Customer retraining provided
00105211	4/6/18	4/9/18	Captions	Not working/starting	Wifi password recovered
00105203	4/6/18	4/10/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00105213	4/6/18	4/10/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105210	4/6/18	4/6/18	Captions	Not working/starting	Phone rebooted
00105206	4/6/18	4/9/18	Captions	Not working/starting	Wifi password recovered
00105166	4/6/18	4/11/18	Captions	Not working/starting	Changed customer equipment setting
00105185	4/6/18	4/6/18	Captions	Not working/starting	Phone rebooted
00105175	4/6/18	4/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105236	4/7/18	4/7/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105238	4/7/18	4/7/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105217	4/7/18	4/9/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00105240	4/7/18	4/7/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105237	4/7/18	4/7/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105226	4/7/18	4/7/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00105233	4/7/18	4/7/18	Captions	Other	Customer retraining provided
00105235	4/7/18	4/7/18	Captions	Not working/starting	Phone rebooted
00105225	4/7/18	4/7/18	Captions	Not working/starting	Phone rebooted
00105216	4/7/18	4/7/18	Captions	Not working/starting	Phone rebooted
00105252	4/8/18	4/8/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105253	4/8/18	4/12/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00105260	4/9/18	4/9/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00105416	4/9/18	4/9/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00105425	4/9/18	4/9/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105262	4/9/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00105414	4/9/18	4/9/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00105387	4/9/18	4/9/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00105322	4/9/18	4/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105353	4/9/18	4/9/18	Caption Phone	Answering machine won?t play messages	Router/modem rebooted
00105398	4/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105268	4/9/18	4/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105360	4/9/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00105432	4/9/18	4/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00105259	4/9/18	4/9/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00105286	4/9/18	5/2/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00105412	4/9/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105325	4/9/18	4/9/18	Captions	Not working/starting	No issue found
00105258	4/9/18	4/9/18	Captions	Not working/starting	Wifi password recovered
00105418	4/9/18	4/9/18	Captions	Not working/starting	Phone rebooted
00105287	4/9/18	4/9/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105359	4/9/18	4/9/18	Captions	Not working/starting	Router/modem rebooted
00105430	4/9/18	4/9/18	Captions	Not working/starting	Phone rebooted
00105381	4/9/18	5/21/18	Captions	Not working/starting	Changed customer equipment setting
00105531	4/10/18	4/27/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105492	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105443	4/10/18	4/11/18	Caption Phone	Can?t make and/or receive calls	No issue found
00105593	4/10/18	4/18/18	Caption Phone	Turns on and off	Phone rebooted
00105628	4/10/18	4/11/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105622	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00105620	4/10/18	4/11/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00105462	4/10/18	4/11/18	Caption Phone	Can?t make and/or receive calls	No issue found
00105543	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00105453	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105612	4/10/18	4/16/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00105586	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105625	4/10/18	4/13/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00105444	4/10/18	4/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105606	4/10/18	4/10/18	Caption Phone	Can??t make and/or receive calls	Environmental issue resolved
00105567	4/10/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00105500	4/10/18	4/10/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105516	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00105509	4/10/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00105452	4/10/18	4/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00105605	4/10/18	4/16/18	Captions	Not accurate	Caption Issue escalated
00105532	4/10/18	4/10/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105497	4/10/18	4/10/18	Captions	Not working/starting	Router/modem rebooted
00105491	4/10/18	4/10/18	Captions	Not working/starting	Phone rebooted
00105558	4/10/18	4/10/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00105541	4/10/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105626	4/10/18	4/10/18	Captions	Not working/starting	Router/modem rebooted
00105595	4/10/18	4/10/18	Captions	Not working/starting	Phone rebooted
00105507	4/10/18	4/10/18	Captions	Not accurate	Customer retraining provided
00105467	4/10/18	4/10/18	Captions	Not working/starting	Customer refused assistance to resolve
00105685	4/11/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00105812	4/11/18	4/12/18	Caption Phone	Can?t make and/or receive calls	No issue found
00105792	4/11/18	4/29/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105686	4/11/18	4/11/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00105684	4/11/18	4/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00105653	4/11/18	4/11/18	Caption Phone	Screen unresponsive	Customer retraining provided
00105702	4/11/18	4/11/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00105808	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105829	4/11/18	4/12/18	Captions	Not working/starting	Router/modem cable reconnected
00105787	4/11/18	4/11/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105692	4/11/18	4/11/18	Captions	Not working/starting	Device relocated (wifi issue)
00105723	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105663	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105811	4/11/18	4/11/18	Captions	Not working/starting	Customer retraining provided
00105717	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105794	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105984	4/12/18	4/12/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106006	4/12/18	4/12/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00105863	4/12/18	4/12/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00105955	4/12/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Unable to contact customer to resolve
00105990	4/12/18	4/18/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00105986	4/12/18	4/12/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00105965	4/12/18	4/12/18	Caption Phone	Caller ID not working	Customer retraining provided
00105964	4/12/18	4/12/18	Caption Phone	Can?t make and/or receive calls	No issue found
00105992	4/12/18	4/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00105894	4/12/18	4/12/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00105844	4/12/18	4/12/18	Caption Phone	Screen unresponsive	No issue found
00105979	4/12/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106024	4/12/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105883	4/12/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105885	4/12/18	4/23/18	Captions	Not working/starting	Phone rebooted
00105890	4/12/18	6/2/18	Captions	Not working/starting	Router/modem rebooted
00105967	4/12/18	4/13/18	Captions	Not working/starting	Wifi password recovered

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00105970	4/12/18	4/12/18	Captions	Not working/starting	Phone rebooted
00106022	4/12/18	4/12/18	Captions	Not working/starting	No issue found
00105905	4/12/18	6/11/18	Captions	Not working/starting	Wifi password recovered
00105988	4/12/18	4/13/18	Captions	Not working/starting	Phone rebooted
00105999	4/12/18	4/14/18	Captions	Not working/starting	Router/modem rebooted
00106220	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106188	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106200	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106035	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106081	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106184	4/13/18	4/16/18	Caption Phone	Can?t make and/or receive calls	No issue found
00106086	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106063	4/13/18	4/27/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00106097	4/13/18	5/7/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00106189	4/13/18	4/13/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00106152	4/13/18	4/13/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00106107	4/13/18	4/13/18	Caption Phone	Turns on and off	Phone rebooted
00106210	4/13/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106040	4/13/18	4/13/18	Captions	Other	Customer retraining provided
00106214	4/13/18	4/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106233	4/13/18	4/24/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106145	4/13/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00106179	4/13/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00106226	4/13/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00106079	4/13/18	4/13/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106234	4/13/18	4/13/18	Captions	Not working/starting	Phone rebooted
00106034	4/13/18	4/13/18	Captions	Not working/starting	Customer retraining provided
00106198	4/13/18	4/13/18	Captions	Not working/starting	Phone rebooted
00106232	4/13/18	4/25/18	Captions	Not working/starting	No issue found
00106297	4/14/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00106271	4/14/18	4/14/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106239	4/14/18	4/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106303	4/14/18	4/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00106300	4/14/18	4/14/18	Caption Phone	Answering machine won?t play messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00106244	4/14/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00106278	4/14/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00106259	4/14/18	4/14/18	Captions	Not working/starting	Phone rebooted
00106256	4/14/18	4/14/18	Captions	Not working/starting	Router/modem rebooted
00106290	4/14/18	4/14/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106242	4/14/18	4/14/18	Captions	Not working/starting	Phone rebooted
00106316	4/15/18	4/21/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00106317	4/15/18	4/15/18	Captions	Not working/starting	Phone rebooted
00106315	4/15/18	4/15/18	Captions	Not working/starting	Phone rebooted
00106386	4/16/18	4/24/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00106336	4/16/18	4/16/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00106338	4/16/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106441	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106486	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106342	4/16/18	4/21/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00106375	4/16/18	5/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106469	4/16/18	4/16/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00106404	4/16/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106335	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106511	4/16/18	4/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106381	4/16/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106432	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106488	4/16/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106371	4/16/18	5/10/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00106349	4/16/18	4/16/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00106359	4/16/18	4/16/18	Captions	Not accurate	Customer retraining provided
00106496	4/16/18	5/1/18	Captions	Not accurate	No issue found
00106388	4/16/18	5/23/18	Captions	Not working/starting	Outage resolved
00106373	4/16/18	4/23/18	Captions	Not working/starting	Wifi extender installed
00106334	4/16/18	4/18/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106454	4/16/18	4/18/18	Captions	Not working/starting	No issue found
00106466	4/16/18	4/16/18	Captions	Not working/starting	Phone rebooted
00106513	4/16/18	4/16/18	Captions	Not working/starting	Phone rebooted
00106489	4/16/18	4/27/18	Captions	Not working/starting	No issue found
00106494	4/16/18	4/16/18	Captions	Stopping during calls	Customer retraining provided
00106493	4/16/18	4/20/18	Captions	Not working/starting	Phone rebooted
00106366	4/16/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106467	4/16/18	4/16/18	Captions	Not working/starting	Phone rebooted
00106506	4/16/18	4/16/18	Captions	Not working/starting	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00106332	4/16/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106372	4/16/18	4/16/18	Captions	Not working/starting	Customer retraining provided
00106472	4/16/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106449	4/16/18	4/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106326	4/16/18	4/17/18	Captions	Not working/starting	Phone rebooted
00106700	4/17/18	4/28/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106606	4/17/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00106613	4/17/18	4/17/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00106531	4/17/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00106533	4/17/18	4/17/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00106587	4/17/18	4/17/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00106588	4/17/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106715	4/17/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106691	4/17/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106543	4/17/18	4/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00106646	4/17/18	4/26/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00106540	4/17/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106721	4/17/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106729	4/17/18	4/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106672	4/17/18	4/17/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00106706	4/17/18	4/19/18	Captions	Other	Device relocated (wifi issue)
00106549	4/17/18	4/17/18	Captions	Not working/starting	Router/modem rebooted
00106561	4/17/18	4/18/18	Captions	Not working/starting	Router/modem rebooted
00106661	4/17/18	5/7/18	Captions	Not working/starting	Router/modem rebooted
00106677	4/17/18	4/17/18	Captions	Stopping during calls	Router/modem rebooted
00106602	4/17/18	4/17/18	Captions	Stopping during calls	Customer retraining provided
00106713	4/17/18	4/17/18	Captions	Not working/starting	Router/modem rebooted
00106619	4/17/18	4/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106698	4/17/18	4/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106701	4/17/18	4/18/18	Captions	Not working/starting	Phone rebooted
00106604	4/17/18	4/17/18	Captions	Not working/starting	Phone rebooted
00106758	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106741	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106761	4/18/18	4/18/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00106876	4/18/18	4/19/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00106828	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00106736	4/18/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106871	4/18/18	4/19/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106941	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106738	4/18/18	5/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106854	4/18/18	4/21/18	Caption Phone	Answering machine isn?t taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00106784	4/18/18	4/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00106908	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00106779	4/18/18	5/15/18	Caption Phone	Screen unresponsive	Customer refused assistance to resolve
00106900	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106858	4/18/18	4/25/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00106773	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00106814	4/18/18	4/18/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106918	4/18/18	4/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106867	4/18/18	4/18/18	Captions	Not working/starting	Phone rebooted
00106836	4/18/18	4/19/18	Captions	Not working/starting	No issue found
00106755	4/18/18	4/18/18	Captions	Not working/starting	No issue found
00106799	4/18/18	4/18/18	Captions	Not working/starting	No issue found
00106807	4/18/18	4/18/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106930	4/18/18	4/25/18	Captions	Not working/starting	Router/modem rebooted
00107065	4/19/18	4/19/18	Caption Phone	Screen unresponsive	Customer retraining provided
00107059	4/19/18	4/19/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00107074	4/19/18	5/23/18	Caption Phone	Screen unresponsive	Unable to contact customer to resolve
00107016	4/19/18	4/19/18	Caption Phone	Can??t make and/or receive calls	Router/modem rebooted
00106947	4/19/18	4/19/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107105	4/19/18	4/23/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00107083	4/19/18	4/21/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00106985	4/19/18	4/19/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00107113	4/19/18	6/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107080	4/19/18	4/25/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106981	4/19/18	4/25/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00106956	4/19/18	4/19/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107119	4/19/18	4/19/18	Caption Phone	Screen unresponsive	Phone rebooted
00106958	4/19/18	4/19/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00107130	4/19/18	4/19/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00107136	4/19/18	4/19/18	Caption Phone	Can??t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106950	4/19/18	5/2/18	Caption Phone	Can?t make and/or receive calls	No issue found
00107019	4/19/18	4/19/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00106968	4/19/18	4/19/18	Captions	Not working/starting	Router/modem rebooted
00107045	4/19/18	4/19/18	Captions	Not accurate	Phone rebooted
00107000	4/19/18	4/19/18	Captions	Not working/starting	Wifi password recovered
00106953	4/19/18	4/19/18	Captions	Not working/starting	Phone rebooted
00106983	4/19/18	4/19/18	Captions	Not working/starting	No issue found
00106954	4/19/18	4/19/18	Captions	Not working/starting	Phone rebooted
00107116	4/19/18	4/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107129	4/19/18	5/1/18	Captions	Not working/starting	Unable to contact customer to resolve
00107262	4/20/18	4/20/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00107230	4/20/18	4/20/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00107282	4/20/18	4/20/18	Caption Phone	Can?t make and/or receive calls	No issue found
00107267	4/20/18	4/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107174	4/20/18	4/20/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107260	4/20/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00107219	4/20/18	5/8/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00107330	4/20/18	4/25/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00107253	4/20/18	4/25/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00107319	4/20/18	4/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00107299	4/20/18	4/24/18	Caption Phone	Caller ID not working	Unable to contact customer to resolve
00107270	4/20/18	4/20/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00107152	4/20/18	4/26/18	Caption Phone	Can??t make and/or receive calls	Router/modem rebooted
00107163	4/20/18	4/20/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107338	4/20/18	6/18/18	Captions	Not accurate	No issue found
00107207	4/20/18	4/20/18	Captions	Not working/starting	Router/modem rebooted
00107243	4/20/18	4/20/18	Captions	Not working/starting	Phone rebooted
00107175	4/20/18	4/20/18	Captions	Stopping during calls	Phone rebooted
00107276	4/20/18	5/16/18	Captions	Not working/starting	Customer refused assistance to resolve
00107143	4/20/18	4/21/18	Captions	Not working/starting	Phone rebooted
00107292	4/20/18	4/20/18	Captions	Other	No issue found
00107232	4/20/18	4/25/18	Captions	Not working/starting	Router/modem rebooted
00107291	4/20/18	4/20/18	Captions	Not working/starting	Router/modem rebooted
00107166	4/20/18	4/20/18	Captions	Not working/starting	Router/modem rebooted
00107385	4/21/18	4/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107342	4/21/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00107392	4/21/18	4/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00107376	4/21/18	4/21/18	Caption Phone	Answering machine won?t play messages	No issue found
00107343	4/21/18	4/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00107391	4/21/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00107398	4/21/18	4/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00107356	4/21/18	4/21/18	Captions	Not working/starting	Phone rebooted
00107407	4/21/18	5/2/18	Captions	Not working/starting	Phone rebooted
00107554	4/23/18	4/23/18	Caption Phone	Answering machine isn??t taking messages	Customer retraining provided
00107501	4/23/18	4/23/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00107586	4/23/18	4/23/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00107599	4/23/18	4/23/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107598	4/23/18	4/23/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00107458	4/23/18	5/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107617	4/23/18	4/23/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00107656	4/23/18	4/23/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00107561	4/23/18	4/27/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107471	4/23/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00107582	4/23/18	4/26/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00107441	4/23/18	4/23/18	Caption Phone	Caller ID not working	Phone rebooted
00107499	4/23/18	4/24/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00107496	4/23/18	4/25/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107648	4/23/18	4/24/18	Caption Phone	Screen unresponsive	No issue found
00107454	4/23/18	4/23/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00107511	4/23/18	4/23/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107442	4/23/18	4/23/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00107636	4/23/18	5/13/18	Captions	Not working/starting	Phone rebooted
00107580	4/23/18	4/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107489	4/23/18	4/23/18	Captions	Not working/starting	Phone rebooted
00107661	4/23/18	4/25/18	Captions	Stopping during calls	Phone rebooted
00107453	4/23/18	4/23/18	Captions	Other	Customer retraining provided
00107856	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00107792	4/24/18	4/24/18	Caption Phone	Turns on and off	Phone rebooted
00107867	4/24/18	4/24/18	Caption Phone	Caller ID not working	Replace cable, handset, accessory
00107878	4/24/18	4/27/18	Caption Phone	Screen unresponsive	Phone rebooted
00107881	4/24/18	4/24/18	Caption Phone	Screen unresponsive	Phone rebooted
00107798	4/24/18	4/24/18	Caption Phone	Screen unresponsive	Phone rebooted
00107723	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107755	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107875	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00107802	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107877	4/24/18	4/26/18	Caption Phone	Can??t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107874	4/24/18	4/24/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00107809	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00107673	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00107801	4/24/18	4/24/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107775	4/24/18	4/24/18	Captions	Not working/starting	Phone rebooted
00107821	4/24/18	4/24/18	Captions	Not working/starting	No issue found
00107833	4/24/18	4/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107839	4/24/18	4/24/18	Captions	Not accurate	Customer retraining provided
00107678	4/24/18	4/25/18	Captions	Not accurate	Router/modem rebooted
00107675	4/24/18	4/24/18	Captions	Not accurate	Customer retraining provided
00107812	4/24/18	4/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107672	4/24/18	4/24/18	Captions	Not working/starting	Phone rebooted
00107721	4/24/18	4/24/18	Captions	Not working/starting	Wifi password recovered
00107883	4/24/18	4/25/18	Captions	Not accurate	No issue found
00108007	4/25/18	4/25/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00107963	4/25/18	4/25/18	Caption Phone	Phone turns on and off by itself	Environmental issue resolved
00108088	4/25/18	5/24/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00108041	4/25/18	4/25/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00107891	4/25/18	4/30/18	Caption Phone	Phone turns on and off by itself	No issue found
00107969	4/25/18	4/25/18	Caption Phone	Can?t make and/or receive calls	No issue found
00108013	4/25/18	4/25/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00108068	4/25/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108070	4/25/18	4/25/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00107898	4/25/18	4/25/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00107982	4/25/18	4/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00107938	4/25/18	4/25/18	Caption Phone	Screen unresponsive	Phone rebooted
00107914	4/25/18	4/25/18	Caption Phone	Can??t make and/or receive calls	No issue found
00108006	4/25/18	4/25/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00108089	4/25/18	4/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107920	4/25/18	4/25/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00108098	4/25/18	5/1/18	Captions	Not working/starting	Wifi extender installed
00108059	4/25/18	4/30/18	Captions	Not working/starting	Router/modem rebooted
00108036	4/25/18	4/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108240	4/26/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108234	4/26/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108313	4/26/18	4/27/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108301	4/26/18	4/26/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108200	4/26/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108279	4/26/18	4/26/18	Caption Phone	Caller ID not working	Customer retraining provided
00108286	4/26/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Router/modem cable reconnected
00108113	4/26/18	4/27/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108162	4/26/18	6/4/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00108276	4/26/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00108138	4/26/18	4/26/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00108267	4/26/18	5/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108236	4/26/18	4/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108128	4/26/18	4/26/18	Captions	Not accurate	Customer retraining provided
00108193	4/26/18	4/26/18	Captions	Other	Customer retraining provided
00108217	4/26/18	4/26/18	Captions	Not working/starting	Account Updated
00108147	4/26/18	4/26/18	Captions	Not working/starting	Phone rebooted
00108213	4/26/18	5/3/18	Captions	Not working/starting	Phone rebooted
00108227	4/26/18	4/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108284	4/26/18	5/8/18	Captions	Not working/starting	No issue found
00108363	4/27/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108334	4/27/18	4/27/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108330	4/27/18	6/7/18	Caption Phone	Can??t make and/or receive calls	Replace cable, handset, accessory
00108455	4/27/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108331	4/27/18	4/27/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00108399	4/27/18	4/27/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108517	4/27/18	4/27/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108389	4/27/18	6/11/18	Caption Phone	Can?t make and/or receive calls	Return Kit/Postage Paid Mailing Label sent
00108495	4/27/18	4/27/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108474	4/27/18	4/27/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00108514	4/27/18	4/27/18	Caption Phone	Screen unresponsive	Phone rebooted
00108433	4/27/18	4/27/18	Captions	Not working/starting	Phone rebooted
00108485	4/27/18	4/27/18	Captions	Not working/starting	Router/modem cable reconnected
00108497	4/27/18	5/9/18	Captions	Not working/starting	Device relocated (wifi issue)
00108449	4/27/18	5/3/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00108461	4/27/18	4/27/18	Captions	Not accurate	Caption Issue escalated
00108420	4/27/18	4/27/18	Captions	Not working/starting	Phone line reconnected, resolved
00108370	4/27/18	4/27/18	Captions	Not working/starting	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00108529	4/28/18	4/30/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108560	4/28/18	4/28/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108603	4/28/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108590	4/28/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108604	4/28/18	4/28/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108556	4/28/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108606	4/28/18	4/28/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00108565	4/28/18	4/28/18	Captions	Not working/starting	Phone rebooted
00108566	4/28/18	4/28/18	Captions	Not accurate	Phone rebooted
00108568	4/28/18	4/28/18	Captions	Not working/starting	Phone rebooted
00108616	4/29/18	4/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108618	4/29/18	4/29/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108640	4/29/18	4/29/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00108631	4/29/18	4/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108621	4/29/18	4/29/18	Caption Phone	Answering machine isn?t taking messages	Customer refused assistance to resolve
00108619	4/29/18	4/29/18	Captions	Stopping during calls	Customer retraining provided
00108647	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00108806	4/30/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108759	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108688	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	No issue found
00108844	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108702	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00108740	4/30/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108751	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108905	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00108852	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00108726	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108674	4/30/18	5/15/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108849	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00108655	4/30/18	5/1/18	Caption Phone	Screen unresponsive	No issue found
00108724	4/30/18	5/3/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00108677	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00108670	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00108717	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00108817	4/30/18	4/30/18	Captions	Not working/starting	Account Updated
00108786	4/30/18	4/30/18	Captions	Not working/starting	No issue found
00108658	4/30/18	5/8/18	Captions	Not working/starting	Customer refused assistance to resolve
00108875	4/30/18	4/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00108850	4/30/18	4/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108814	4/30/18	4/30/18	Captions	Not working/starting	Router/modem rebooted
00109071	5/1/18	5/1/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00109039	5/1/18	5/1/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108984	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108983	5/1/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00109110	5/1/18	5/9/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00109014	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108991	5/1/18	5/1/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108980	5/1/18	5/1/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00108971	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108921	5/1/18	5/9/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00109001	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00109023	5/1/18	5/2/18	Caption Phone	Caller ID not working	No issue found
00108968	5/1/18	5/15/18	Caption Phone	Caller ID not working	Phone rebooted
00109043	5/1/18	5/1/18	Captions	Not working/starting	Customer retraining provided
00109118	5/1/18	5/2/18	Captions	Not working/starting	Outage resolved
00109049	5/1/18	5/1/18	Captions	Not working/starting	Router/modem rebooted
00109038	5/1/18	5/1/18	Captions	Not working/starting	Phone setting adjusted
00109116	5/1/18	5/2/18	Captions	Not working/starting	Outage resolved
00108950	5/1/18	5/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00109050	5/1/18	5/1/18	Captions	Not working/starting	Router/modem rebooted
00109115	5/1/18	5/1/18	Captions	Not working/starting	Customer retraining provided
00109089	5/1/18	5/1/18	Captions	Not working/starting	Customer retraining provided
00109111	5/1/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109114	5/1/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109236	5/2/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00109373	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109190	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109186	5/2/18	5/16/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00109312	5/2/18	5/3/18	Caption Phone	Can?t make and/or receive calls	No issue found
00109258	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109318	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00109151	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00109184	5/2/18	5/2/18	Caption Phone	Answering machine isn?t taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00109169	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109171	5/2/18	5/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109329	5/2/18	5/2/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00109365	5/2/18	5/2/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00109139	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109372	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109178	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109148	5/2/18	6/21/18	Captions	Not working/starting	Router/modem rebooted
00109245	5/2/18	5/2/18	Captions	Not working/starting	No issue found
00109335	5/2/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109351	5/2/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109362	5/2/18	5/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00109354	5/2/18	5/2/18	Captions	Not working/starting	Phone line reconnected, resolved
00109205	5/2/18	5/4/18	Captions	Not working/starting	Device relocated (wifi issue)
00109546	5/3/18	5/10/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00109559	5/3/18	5/3/18	Caption Phone	Can?t make and/or receive calls	No issue found
00109544	5/3/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00109513	5/3/18	5/11/18	Caption Phone	Can?t make and/or receive calls	No issue found
00109525	5/3/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00109555	5/3/18	5/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109565	5/3/18	5/3/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00109562	5/3/18	5/8/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109556	5/3/18	5/3/18	Caption Phone	Caller ID not working	Phone rebooted
00109519	5/3/18	5/3/18	Caption Phone	Answering machine isn?t taking messages	Device relocated (wifi issue)
00109537	5/3/18	5/3/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00109568	5/3/18	5/3/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00109427	5/3/18	5/3/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00109487	5/3/18	5/4/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109417	5/3/18	5/27/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00109461	5/3/18	5/4/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109569	5/3/18	5/3/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00109549	5/3/18	5/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109460	5/3/18	5/3/18	Caption Phone	Caller ID not working	Phone rebooted
00109404	5/3/18	5/10/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00109380	5/3/18	5/15/18	Caption Phone	Caller ID not working	Customer refused assistance to resolve
00109439	5/3/18	5/3/18	Captions	Not working/starting	Phone rebooted
00109457	5/3/18	5/3/18	Captions	Not working/starting	No issue found
00109563	5/3/18	5/3/18	Captions	Not working/starting	Router/modem rebooted
00109593	5/3/18	5/3/18	Captions	Not working/starting	Phone rebooted
00109426	5/3/18	5/15/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109452	5/3/18	5/3/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109398	5/3/18	6/18/18	Captions	Not working/starting	Phone rebooted
00109577	5/3/18	5/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109450	5/3/18	6/4/18	Captions	Not working/starting	Phone rebooted
00109732	5/4/18	6/8/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00109599	5/4/18	5/7/18	Caption Phone	Can?t make and/or receive calls	No issue found
00109636	5/4/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00109792	5/4/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109664	5/4/18	5/4/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00109773	5/4/18	5/10/18	Caption Phone	Answering machine isn?t taking messages	Customer refused assistance to resolve
00109755	5/4/18	5/4/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00109767	5/4/18	5/9/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00109752	5/4/18	5/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109637	5/4/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00109665	5/4/18	5/4/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00109754	5/4/18	5/4/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00109734	5/4/18	5/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109607	5/4/18	5/10/18	Caption Phone	Can??t make and/or receive calls	No issue found
00109625	5/4/18	5/4/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00109793	5/4/18	5/4/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109778	5/4/18	5/5/18	Caption Phone	Can?t make and/or receive calls	No issue found
00109644	5/4/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00109723	5/4/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00109736	5/4/18	5/4/18	Caption Phone	Screen unresponsive	Phone rebooted
00109797	5/4/18	5/21/18	Captions	Not working/starting	Phone rebooted
00109627	5/4/18	5/4/18	Captions	Stopping during calls	Environmental issue resolved
00109686	5/4/18	5/30/18	Captions	Not working/starting	Phone rebooted
00109695	5/4/18	5/8/18	Captions	Other	No issue found
00109691	5/4/18	5/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00109645	5/4/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109652	5/4/18	5/15/18	Captions	Not working/starting	Phone rebooted
00109839	5/5/18	5/5/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00109832	5/5/18	5/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00109804	5/5/18	5/5/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109860	5/5/18	5/5/18	Caption Phone	Screen unresponsive	Phone rebooted
00109833	5/5/18	5/5/18	Caption Phone	Screen unresponsive	Customer retraining provided
00109837	5/5/18	5/5/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00109849	5/5/18	5/5/18	Caption Phone	Screen unresponsive	Phone rebooted
00109805	5/5/18	5/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109827	5/5/18	5/15/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00109861	5/5/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109831	5/5/18	5/5/18	Captions	Not working/starting	Router/modem rebooted
00109851	5/5/18	5/5/18	Captions	Not working/starting	Phone rebooted
00109810	5/5/18	5/8/18	Captions	Not working/starting	Phone rebooted
00109865	5/5/18	5/5/18	Captions	Not working/starting	Phone rebooted
00109855	5/5/18	5/5/18	Captions	Not working/starting	Router/modem rebooted
00109854	5/5/18	5/9/18	Captions	Not working/starting	Phone rebooted
00109889	5/6/18	5/6/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00109890	5/6/18	5/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109882	5/6/18	5/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109878	5/6/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00109883	5/6/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109879	5/6/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109886	5/6/18	5/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109874	5/6/18	5/6/18	Captions	Not working/starting	Router/modem rebooted
00109873	5/6/18	5/6/18	Captions	Not working/starting	Router/modem rebooted
00109876	5/6/18	5/6/18	Captions	Not working/starting	Phone rebooted
00109872	5/6/18	5/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110080	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110113	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00109899	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109986	5/7/18	5/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00109903	5/7/18	5/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109989	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110066	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110025	5/7/18	5/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00110076	5/7/18	5/7/18	Caption Phone	Phone turns on and off by itself	Customer retraining provided
00110100	5/7/18	5/15/18	Caption Phone	Caller ID not working	Phone rebooted
00109963	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110044	5/7/18	5/9/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00110082	5/7/18	5/16/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109975	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110075	5/7/18	5/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110021	5/7/18	5/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110046	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00109930	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00109973	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109913	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	No issue found
00109996	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109976	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Software updated
00110103	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00109922	5/7/18	5/10/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00109914	5/7/18	5/15/18	Captions	Not accurate	Customer retraining provided
00109908	5/7/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109900	5/7/18	6/6/18	Captions	Not working/starting	Phone rebooted
00110111	5/7/18	5/11/18	Captions	Not working/starting	Wifi extender installed
00110199	5/8/18	5/9/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00110147	5/8/18	5/15/18	Caption Phone	Caller ID not working	No issue found
00110173	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110333	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110270	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110261	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110129	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00110149	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00110179	5/8/18	5/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110210	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00110117	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110163	5/8/18	5/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00110341	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110255	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110321	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00110303	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00110152	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110349	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00110297	5/8/18	5/8/18	Captions	Not working/starting	Ethernet cable reconnected
00110235	5/8/18	5/8/18	Captions	Other	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00110286	5/8/18	5/16/18	Captions	Not working/starting	Phone setting adjusted
00110142	5/8/18	5/8/18	Captions	Not working/starting	Phone rebooted
00110291	5/8/18	5/8/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110342	5/8/18	5/21/18	Captions	Not working/starting	Phone rebooted
00110269	5/8/18	5/8/18	Captions	Not working/starting	Customer retraining provided
00110309	5/8/18	5/12/18	Captions	Not working/starting	Phone line reconnected, resolved
00110350	5/8/18	6/12/18	Captions	Not working/starting	Customer refused assistance to resolve
00110564	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110369	5/9/18	5/9/18	Caption Phone	Screen unresponsive	Customer retraining provided
00110394	5/9/18	5/22/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00110527	5/9/18	5/9/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00110381	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110520	5/9/18	5/14/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00110537	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110410	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110533	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00110436	5/9/18	5/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00110529	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110393	5/9/18	5/9/18	Caption Phone	Phone turns on and off by itself	No issue found
00110548	5/9/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110486	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110477	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110466	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110478	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00110516	5/9/18	5/17/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00110370	5/9/18	5/12/18	Captions	Not working/starting	Phone rebooted
00110373	5/9/18	5/17/18	Captions	Not working/starting	Phone rebooted
00110366	5/9/18	5/9/18	Captions	Not working/starting	Phone setting adjusted
00110406	5/9/18	5/25/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110545	5/9/18	6/5/18	Captions	Not working/starting	Unable to contact customer to resolve
00110417	5/9/18	5/9/18	Captions	Not working/starting	Router/modem cable reconnected
00110445	5/9/18	5/9/18	Captions	Not working/starting	Phone rebooted
00110535	5/9/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110555	5/9/18	5/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110506	5/9/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110546	5/9/18	5/29/18	Captions	Not working/starting	Changed customer equipment setting
00110556	5/9/18	5/16/18	Captions	Not working/starting	Customer retraining provided
00110483	5/9/18	5/9/18	Captions	Not working/starting	Phone rebooted
00110571	5/10/18	5/25/18	Caption Phone	Phone turns on and off by itself	Device relocated (wifi issue)
00110659	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00110696	5/10/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110771	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00110648	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00110716	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00110570	5/10/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110584	5/10/18	5/16/18	Caption Phone	Screen unresponsive	Phone rebooted
00110623	5/10/18	5/10/18	Caption Phone	Answering machine won?t play messages	Router/modem rebooted
00110752	5/10/18	5/16/18	Caption Phone	Screen unresponsive	No issue found
00110678	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00110628	5/10/18	5/31/18	Caption Phone	Caller ID not working	Device relocated (wifi issue)
00110583	5/10/18	5/11/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00110758	5/10/18	5/10/18	Captions	Not working/starting	Customer retraining provided
00110772	5/10/18	5/10/18	Captions	Not working/starting	Phone rebooted
00110578	5/10/18	5/10/18	Captions	Not working/starting	Phone rebooted
00110896	5/11/18	5/15/18	Caption Phone	Turns on and off	Phone rebooted
00110821	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00110801	5/11/18	5/16/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00110935	5/11/18	5/17/18	Caption Phone	Can?t make and/or receive calls	No issue found
00110928	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110790	5/11/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00110898	5/11/18	5/11/18	Caption Phone	Answering machine isn?t taking messages	Changed customer equipment setting
00110875	5/11/18	5/16/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00110781	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110889	5/11/18	5/11/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110854	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110842	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00110904	5/11/18	5/11/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110833	5/11/18	5/11/18	Captions	Not working/starting	Router/modem rebooted
00110856	5/11/18	5/11/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110922	5/11/18	5/23/18	Captions	Not working/starting	Phone rebooted
00110976	5/12/18	5/26/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00111014	5/12/18	5/16/18	Caption Phone	Caller ID not working	No issue found
00110995	5/12/18	6/4/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00110999	5/12/18	6/4/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00110986	5/12/18	5/12/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00110961	5/12/18	5/23/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110958	5/12/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00111007	5/12/18	5/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110988	5/12/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00110994	5/12/18	5/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111008	5/12/18	5/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110964	5/12/18	6/2/18	Captions	Not working/starting	Phone rebooted
00111011	5/12/18	5/13/18	Captions	Not working/starting	Phone rebooted
00111015	5/12/18	5/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111033	5/13/18	5/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111031	5/13/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111164	5/14/18	5/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00111236	5/14/18	5/14/18	Caption Phone	Screen unresponsive	Phone rebooted
00111199	5/14/18	5/15/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00111084	5/14/18	5/14/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00111066	5/14/18	6/8/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00111125	5/14/18	5/14/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00111079	5/14/18	5/30/18	Caption Phone	Caller ID not working	Part replaced
00111250	5/14/18	5/14/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111227	5/14/18	5/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00111128	5/14/18	5/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111105	5/14/18	5/14/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00111069	5/14/18	5/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111044	5/14/18	5/15/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111265	5/14/18	5/15/18	Caption Phone	Phone turns on and off by itself	Replace cable, handset, accessory
00111111	5/14/18	5/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111098	5/14/18	5/14/18	Captions	Not working/starting	Phone rebooted
00111093	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111214	5/14/18	5/14/18	Captions	Not accurate	Device relocated (wifi issue)
00111115	5/14/18	5/14/18	Captions	Not working/starting	No issue found
00111264	5/14/18	5/14/18	Captions	Not working/starting	Customer refused assistance to resolve
00111188	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111220	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111262	5/14/18	5/14/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111232	5/14/18	5/14/18	Captions	Not working/starting	Phone rebooted
00111162	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111042	5/14/18	5/14/18	Captions	Not working/starting	Outage resolved
00111295	5/15/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00111372	5/15/18	5/17/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00111398	5/15/18	5/15/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00111326	5/15/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00111524	5/15/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00111357	5/15/18	5/16/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00111516	5/15/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00111491	5/15/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00111440	5/15/18	5/15/18	Caption Phone	Screen unresponsive	Phone rebooted
00111502	5/15/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111347	5/15/18	5/15/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00111378	5/15/18	5/15/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00111400	5/15/18	5/15/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00111328	5/15/18	5/15/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00111354	5/15/18	5/23/18	Captions	Not working/starting	Device relocated (wifi issue)
00111349	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111513	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111342	5/15/18	5/15/18	Captions	Not working/starting	Router/modem rebooted
00111445	5/15/18	5/15/18	Captions	Not working/starting	Customer retraining provided
00111317	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111344	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111438	5/15/18	5/15/18	Captions	Not working/starting	No issue found
00111313	5/15/18	5/15/18	Captions	Not accurate	Customer retraining provided
00111447	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111529	5/15/18	5/23/18	Captions	Not working/starting	Phone rebooted
00111523	5/15/18	5/23/18	Captions	Not working/starting	Phone rebooted
00111494	5/15/18	5/15/18	Captions	Not working/starting	No issue found
00111750	5/16/18	5/16/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00111535	5/16/18	5/21/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111606	5/16/18	5/29/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00111558	5/16/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00111663	5/16/18	5/22/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00111719	5/16/18	5/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111631	5/16/18	5/16/18	Caption Phone	Can?t make and/or receive calls	No issue found

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00111676	5/16/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00111664	5/16/18	5/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111642	5/16/18	6/17/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111647	5/16/18	5/16/18	Captions	Not working/starting	Phone rebooted
00111605	5/16/18	5/16/18	Captions	Not working/starting	Phone rebooted
00111545	5/16/18	5/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00111704	5/16/18	5/16/18	Captions	Not working/starting	Phone setting adjusted
00111741	5/16/18	5/16/18	Captions	Not working/starting	No issue found
00111589	5/16/18	5/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111639	5/16/18	5/16/18	Captions	Not working/starting	Customer retraining provided
00111569	5/16/18	5/21/18	Captions	Not working/starting	Router/modem rebooted
00112007	5/17/18	5/17/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00111884	5/17/18	5/23/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112021	5/17/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111905	5/17/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00111862	5/17/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111805	5/17/18	5/17/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00112011	5/17/18	5/23/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111923	5/17/18	5/17/18	Caption Phone	Screen unresponsive	Phone rebooted
00111776	5/17/18	5/18/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00111822	5/17/18	5/21/18	Caption Phone	Can??t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111840	5/17/18	5/17/18	Caption Phone	Answering machine won?t play messages	Wifi reconnected (no reboot required)
00111843	5/17/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00111836	5/17/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00111842	5/17/18	5/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00111782	5/17/18	5/17/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00111986	5/17/18	5/21/18	Caption Phone	Answering machine won?t play messages	In home service call appointment created
00111970	5/17/18	5/17/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00112002	5/17/18	5/17/18	Caption Phone	Answering machine isn??t taking messages	Phone setting adjusted
00111954	5/17/18	5/17/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00111797	5/17/18	6/18/18	Caption Phone	Caller ID not working	Router/modem cable reconnected
00111828	5/17/18	5/17/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00111936	5/17/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00111846	5/17/18	5/17/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00111823	5/17/18	5/29/18	Caption Phone	Screen unresponsive	Phone rebooted
00111980	5/17/18	5/23/18	Captions	Not working/starting	Outage resolved
00111912	5/17/18	5/17/18	Captions	Not working/starting	No issue found
00112020	5/17/18	5/22/18	Captions	Not working/starting	Phone rebooted
00111832	5/17/18	6/8/18	Captions	Not working/starting	No issue found
00111783	5/17/18	5/17/18	Captions	Not working/starting	Changed customer equipment setting
00111990	5/17/18	5/17/18	Captions	Not working/starting	No issue found
00112015	5/17/18	5/17/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111887	5/17/18	5/17/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111774	5/17/18	5/17/18	Captions	Not working/starting	Customer retraining provided
00111989	5/17/18	5/17/18	Captions	Not working/starting	No issue found
00111886	5/17/18	5/21/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00112017	5/17/18	6/6/18	Captions	Not working/starting	No issue found
00111991	5/17/18	5/17/18	Captions	Not working/starting	Phone rebooted
00112005	5/17/18	5/17/18	Captions	Not working/starting	Customer retraining provided
00111796	5/17/18	5/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00112121	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112029	5/18/18	5/18/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00112141	5/18/18	6/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00112226	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112132	5/18/18	5/24/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00112242	5/18/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00112069	5/18/18	5/18/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00112147	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112239	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00112217	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112032	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00112046	5/18/18	5/18/18	Caption Phone	Answering machine isn?t taking messages	Router/modem rebooted
00112168	5/18/18	5/23/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00112240	5/18/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00112039	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00112154	5/18/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112187	5/18/18	5/18/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112215	5/18/18	5/25/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00112133	5/18/18	5/18/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00112202	5/18/18	5/26/18	Caption Phone	Screen unresponsive	Phone rebooted
00112100	5/18/18	5/18/18	Captions	Not working/starting	Phone rebooted
00112172	5/18/18	5/18/18	Captions	Not working/starting	Phone rebooted
00112214	5/18/18	5/18/18	Captions	Stopping during calls	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00112107	5/18/18	5/18/18	Captions	Not working/starting	No issue found
00112064	5/18/18	5/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00112195	5/18/18	5/23/18	Captions	Not working/starting	Router/modem rebooted
00112145	5/18/18	5/18/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00112279	5/19/18	5/19/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00112294	5/19/18	5/19/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00112326	5/19/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00112312	5/19/18	6/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112298	5/19/18	5/19/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00112291	5/19/18	5/24/18	Captions	Not working/starting	Phone rebooted
00112271	5/19/18	6/3/18	Captions	Not working/starting	Account Updated
00112249	5/19/18	5/19/18	Captions	Not working/starting	Phone rebooted
00112284	5/19/18	5/19/18	Captions	Not working/starting	Phone rebooted
00112290	5/19/18	5/21/18	Captions	Not working/starting	Outage resolved
00112351	5/20/18	5/20/18	Caption Phone	Can??t make and/or receive calls	Environmental issue resolved
00112337	5/20/18	5/29/18	Captions	Not working/starting	Router/modem rebooted
00112339	5/20/18	5/20/18	Captions	Not accurate	Customer retraining provided
00112333	5/20/18	6/19/18	Captions	Not working/starting	Phone rebooted
00112348	5/20/18	5/29/18	Captions	Not working/starting	Phone rebooted
00112386	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112507	5/21/18	6/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00112590	5/21/18	6/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112556	5/21/18	5/21/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00112409	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00112417	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Account Updated
00112452	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112422	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112427	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112360	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00112505	5/21/18	5/23/18	Caption Phone	Can?t make and/or receive calls	No issue found
00112569	5/21/18	5/21/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112598	5/21/18	5/23/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00112574	5/21/18	5/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00112576	5/21/18	5/29/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00112516	5/21/18	6/6/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00112482	5/21/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112446	5/21/18	5/21/18	Caption Phone	Can??t make and/or receive calls	Customer refused assistance to resolve
00112498	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112443	5/21/18	5/22/18	Captions	Stopping during calls	Customer retraining provided
00112493	5/21/18	5/23/18	Captions	Not working/starting	Wifi password recovered
00112403	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112557	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112393	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112399	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112418	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112706	5/22/18	5/25/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00112851	5/22/18	5/22/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00112836	5/22/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00112914	5/22/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00112638	5/22/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00112807	5/22/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00112884	5/22/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00112915	5/22/18	6/4/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00112890	5/22/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00112793	5/22/18	5/22/18	Caption Phone	Caller ID not working	Phone rebooted
00112805	5/22/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00112757	5/22/18	6/5/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00112917	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112909	5/22/18	5/22/18	Captions	Not accurate	Phone rebooted
00112726	5/22/18	6/5/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00112888	5/22/18	5/22/18	Captions	Not working/starting	Phone setting adjusted
00112756	5/22/18		Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00112637	5/22/18	5/22/18	Captions	Not working/starting	Customer retraining provided
00112904	5/22/18	5/23/18	Captions	Not working/starting	Router/modem rebooted
00112660	5/22/18	5/22/18	Captions	Not working/starting	Router/modem rebooted
00112889	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112700	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112907	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112789	5/22/18	5/24/18	Captions	Not working/starting	Phone rebooted
00112632	5/22/18	5/22/18	Captions	Not working/starting	Router/modem rebooted
00112648	5/22/18	5/22/18	Captions	Not accurate	Customer retraining provided
00112906	5/22/18	5/22/18	Captions	Not working/starting	Router/modem rebooted
00113010	5/23/18	5/23/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00113013	5/23/18	6/6/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113083	5/23/18	6/1/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00113064	5/23/18	5/23/18	Caption Phone	Can?t make and/or receive calls	Device relocated (wifi issue)
00112943	5/23/18	5/23/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00112996	5/23/18	5/23/18	Caption Phone	Answering machine won?t play messages	In home service call appointment created
00112967	5/23/18	5/23/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00112931	5/23/18	5/23/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00113159	5/23/18	5/23/18	Caption Phone	Can?t make and/or receive calls	No issue found
00112989	5/23/18	6/7/18	Caption Phone	Can?t make and/or receive calls	No issue found
00112988	5/23/18	5/23/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00112948	5/23/18	5/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00113057	5/23/18	6/11/18	Captions	Not working/starting	Router/modem rebooted
00113042	5/23/18	5/23/18	Captions	Not working/starting	No issue found
00113126	5/23/18	5/23/18	Captions	Not working/starting	Ethernet cable reconnected
00113258	5/24/18	5/24/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00113273	5/24/18	5/24/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00113195	5/24/18	5/24/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113264	5/24/18	6/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113300	5/24/18	5/24/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00113168	5/24/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00113286	5/24/18		Caption Phone	Answering machine won?t play messages	Phone rebooted
00113221	5/24/18	5/31/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00113314	5/24/18	5/24/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00113346	5/24/18	6/6/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00113274	5/24/18	6/7/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00113382	5/24/18	5/31/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00113295	5/24/18	5/24/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00113206	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113236	5/24/18	5/25/18	Captions	Not working/starting	Ethernet cable reconnected
00113215	5/24/18	5/29/18	Captions	Not working/starting	Phone rebooted
00113379	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113370	5/24/18	5/30/18	Captions	Not working/starting	No issue found
00113363	5/24/18	5/24/18	Captions	Not accurate	Phone rebooted
00113311	5/24/18	6/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00113182	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113172	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113230	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113345	5/24/18	5/31/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00113366	5/24/18	6/2/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00113211	5/24/18	6/4/18	Captions	Not working/starting	Phone rebooted
00113605	5/25/18	6/7/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00113434	5/25/18	5/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113518	5/25/18	5/25/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00113576	5/25/18	5/27/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00113394	5/25/18	5/25/18	Caption Phone	Turns on and off	Phone rebooted
00113409	5/25/18	5/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113610	5/25/18	6/12/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00113460	5/25/18	5/25/18	Caption Phone	Can?t make and/or receive calls	Part replaced
00113451	5/25/18	5/25/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00113523	5/25/18	5/31/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00113489	5/25/18	5/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113483	5/25/18	5/25/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00113577	5/25/18	5/25/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00113578	5/25/18		Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00113408	5/25/18	5/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113492	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113565	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113603	5/25/18	6/4/18	Captions	Not working/starting	Outage resolved
00113591	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113532	5/25/18	6/1/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00113527	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113487	5/25/18	6/2/18	Captions	Not working/starting	Device relocated (wifi issue)
00113418	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113614	5/25/18	5/31/18	Captions	Not working/starting	Customer retraining provided
00113399	5/25/18	5/25/18	Captions	Other	Customer retraining provided
00113550	5/25/18	6/6/18	Captions	Not working/starting	No issue found
00113556	5/25/18	5/25/18	Captions	Not working/starting	Customer retraining provided
00113410	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113590	5/25/18	6/13/18	Captions	Not working/starting	No issue found
00113521	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113533	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113531	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113478	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00113536	5/25/18		Captions	Not working/starting	Outage resolved
00113545	5/25/18	5/29/18	Captions	Not working/starting	Phone rebooted
00113559	5/25/18	6/5/18	Captions	Not working/starting	Phone rebooted
00113538	5/25/18	5/25/18	Captions	Not working/starting	Installed/Replaced Router
00113609	5/25/18	6/2/18	Captions	Not working/starting	Phone rebooted
00113552	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113564	5/25/18	5/31/18	Captions	Not working/starting	Phone rebooted
00113617	5/25/18	6/7/18	Captions	Not working/starting	No issue found
00113561	5/25/18	5/25/18	Captions	Not working/starting	Router/modem rebooted
00113658	5/26/18	5/26/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00113666	5/26/18	5/30/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00113630	5/26/18	5/26/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00113638	5/26/18	5/26/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00113647	5/26/18	5/26/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00113648	5/26/18	5/26/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00113653	5/26/18	6/7/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00113665	5/26/18		Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00113654	5/26/18	5/26/18	Captions	Not working/starting	Customer retraining provided
00113622	5/26/18	5/26/18	Captions	Not working/starting	Phone rebooted
00113621	5/26/18	5/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00113632	5/26/18	6/1/18	Captions	Not working/starting	Phone rebooted
00113674	5/27/18	5/27/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00113687	5/27/18	5/27/18	Caption Phone	Screen unresponsive	Customer retraining provided
00113691	5/27/18	5/27/18	Caption Phone	Answering machine won?t play messages	Software updated
00113681	5/27/18		Caption Phone	Can?t make and/or receive calls	No issue found
00113697	5/27/18	6/12/18	Captions	Not working/starting	Customer retraining provided
00113680	5/27/18	5/27/18	Captions	Not working/starting	Phone rebooted
00113744	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	No issue found
00113788	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00113857	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00113801	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	No issue found
00113966	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00113868	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00113890	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00113926	5/29/18	5/29/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00113728	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00113745	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00113813	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00113790	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00113954	5/29/18	5/31/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00113971	5/29/18	6/13/18	Caption Phone	Caller ID not working	No issue found
00113931	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00113875	5/29/18	6/5/18	Caption Phone	Can?t make and/or receive calls	Router/modem rebooted
00113784	5/29/18	5/29/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00113742	5/29/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00113912	5/29/18	6/6/18	Captions	Not working/starting	Unable to contact customer to resolve
00113817	5/29/18	5/29/18	Captions	Not working/starting	Wifi password recovered
00114011	5/29/18	6/5/18	Captions	Not working/starting	Phone rebooted
00113901	5/29/18	5/29/18	Captions	Not working/starting	No issue found
00113902	5/29/18	5/29/18	Captions	Not working/starting	Phone setting adjusted
00114018	5/29/18	5/29/18	Captions	Not working/starting	Customer retraining provided
00113809	5/29/18	5/30/18	Captions	Not working/starting	Router/modem rebooted
00113988	5/29/18	5/29/18	Captions	Not working/starting	Phone rebooted
00114023	5/29/18	5/30/18	Captions	Not working/starting	Router/modem rebooted
00114091	5/30/18	5/30/18	Caption Phone	Screen unresponsive	Phone rebooted
00114238	5/30/18	6/13/18	Caption Phone	Can?t make and/or receive calls	Part replaced
00114123	5/30/18	5/30/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00114210	5/30/18	5/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00114245	5/30/18	6/2/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00114260	5/30/18	6/1/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00114127	5/30/18	6/7/18	Caption Phone	Can?t make and/or receive calls	Part replaced
00114047	5/30/18		Caption Phone	Can?t make and/or receive calls	Outage resolved
00114066	5/30/18	5/30/18	Captions	Not working/starting	Phone rebooted
00114265	5/30/18	5/30/18	Captions	Stopping during calls	Customer retraining provided
00114219	5/30/18	6/12/18	Captions	Not working/starting	Phone rebooted
00114059	5/30/18	5/30/18	Captions	Not working/starting	Phone rebooted
00114263	5/30/18	6/6/18	Captions	Not working/starting	Phone rebooted
00114153	5/30/18	6/4/18	Captions	Other	Account Deactivated
00114445	5/31/18	6/5/18	Caption Phone	Caller ID not working	Customer retraining provided
00114415	5/31/18	5/31/18	Caption Phone	Screen unresponsive	Phone power reconnected
00114461	5/31/18	5/31/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00114366	5/31/18	5/31/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00114312	5/31/18	5/31/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,
2018 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00114540	5/31/18	6/8/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00114508	5/31/18	6/12/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00114485	5/31/18	5/31/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00114482	5/31/18	5/31/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00114350	5/31/18	5/31/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00114280	5/31/18	5/31/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00114453	5/31/18	5/31/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00114298	5/31/18	6/11/18	Caption Phone	Can?t make and/or receive calls	No issue found
00114495	5/31/18		Captions	Not working/starting	Router/modem rebooted
00114341	5/31/18	5/31/18	Captions	Not working/starting	Customer retraining provided
00114481	5/31/18	6/1/18	Captions	Not accurate	Customer retraining provided
00114510	5/31/18	5/31/18	Captions	Not working/starting	Customer retraining provided
00114410	5/31/18	5/31/18	Captions	Not accurate	Customer retraining provided
00114536	5/31/18	5/31/18	Captions	Not working/starting	No issue found
00114460	5/31/18	5/31/18	Captions	Not working/starting	No issue found
00114293	5/31/18	5/31/18	Captions	Not working/starting	Phone rebooted
00114456	5/31/18	6/18/18	Captions	Not working/starting	Customer refused assistance to resolve

EXHIBIT 2

Number of Interstate IP CTS Calls Between June 1, 2017 – May 31, 2018

*****BEGIN CONFIDENTIAL INFORMATION*****

*****END CONFIDENTIAL INFORMATION*****