



Sprint
Accessibility

IPCTS FCC Complaint Log

2017 - 2018

Complaint Tracking for IPCTS (06/01/2017-05/31/2018). Total customer Contacts: 199

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/2017	The customer reported inaccurate captions on a specific call.	06/07/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant's Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.
2	06/13/2017	Customer reported a delay in captions behind the spoken words.	06/22/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
3	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
4	06/15/2017	Customer reported seeing "waiting for a CapTel operator" when trying to make an outgoing call on the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
5	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 880i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
6	06/15/2017	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 2400iBT.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
7	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
8	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
10	06/15/2017	Customer reported seeing "waiting for a CapTel operator" when trying to make an outgoing call on the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
11	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using multiple CapTel 840i units.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
12	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 2400iBT.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
13	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
14	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
15	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
16	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 800i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
17	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 2400i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
18	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
19	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
20	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 2400iBT.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
21	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 2400i phone.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
22	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
23	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
24	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
25	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
26	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
27	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
28	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
29	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 880i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
30	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
31	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
32	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
33	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 880i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
34	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
35	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
36	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
37	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
38	06/15/2017	Customer's daughter reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
39	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840i.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
40	06/15/2017	Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 2400iBT.	06/16/2017	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with the support engineers identified a technical issue with the servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
41	06/17/2017	New customer reported general feedback on the accuracy of captions during some calls while using the CapTel 2400iBT.	06/29/2017	Customer Service Representative apologized for the experience and discussed how corrections will be displayed in captions. Customer had no specific examples, so Customer Service Representative suggested customer document the date, time and CA# of any future calls where captions may be inaccurate. We then can take specific action with the CA captioning the call. Upon follow up, customer report he is just familiarizing himself with how his unit and is enjoying his new CapTel phone.
42	06/28/2017	Customer reported experiencing delayed captions behind the spoken words on a recent call on the CapTel 2400iBT.	07/07/2017	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer was unable to share specific call detail. Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative sent a follow up email reporting action taken and offered further follow up on any future calls.
43	06/30/2017	Customer reported a specific call with inaccurate captions on the CapTel 840i.	07/07/2017	Customer Service Representative apologized for the customer's experience. Customer Service Representative forwarded details about the call in question to supervisory staff at the captioning service so that further follow-up and training could be performed with the Captionist who assisted with the call.
44	07/03/2017	Customer's wife shared general feedback on captioning accuracy but shared no specifics.	07/25/2017	Customer Service Representative apologized for the experience and suggested customer document the date, time, number associated with the call or CA# of any future calls to allow CapTel to take specific action with the CA captioning the call. Customer Service Representative subsequently sent customer and customer's wife further information on the captioning process via email communication and offered ongoing assistance with the CapTel phone.
45	07/03/2017	Customer reported his name was misspelled.	07/18/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.
46	07/05/2017	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 800i.	08/03/2017	Customer Service Representative confirmed that the message appeared and remained on the CapTel's display as the call began. Customer Service Representative apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. Customer Service Representative confirmed that the customer was then receiving captions successfully. Customer's experience was shared with the development team for further review. A technical call at the center's end could not be found.
47	07/05/2017	Customer reported seeing inaccurate captions on a previous call while using the CapTel 2400iBT.	07/12/2017	Customer Service Representative apologized for the incident and sent call detail to Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.
48	07/08/2017	Customer's assistant reported caption accuracy concerns during previous calls, but could not provide specific detail.	07/28/2017	Customer Service Representative apologized for their experience incident and thanked customer's assistant for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Additionally, Customer Service Representative sent an e-mail to the customer directly apologizing for the experience and explaining in detail how captions are produced. The e-mail offered further assistance on request and advised the customer to document the date, time and CA# of any future calls to allow us to take specific action with the Captioning Assistant captioning the call. As of 7/28/17, Customer Service Representative has not heard back from the customer or the customer's assistance with any additional concerns or details.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
49	07/13/2017	Customer reported that the CapTel 2400iBT displayed the message "Waiting for CapTel Operator" on a previous call.	07/13/2017	Customer Service Representative confirmed that the message appeared and remained on the CapTel's display as the call began. Customer Service Representative apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. Customer Service Representative confirmed that the customer is now receiving captions successfully and reported information to the development team for further review.
50	07/13/2017	Customer reported a delay in captions behind the spoken words on the CapTel 2400i phone.	07/19/2017	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
51	07/17/2017	Customer reported a call with mistaken captions but could not elaborate with specific call detail.	08/03/2017	Customer Service Representative apologized for the experience and suggested customer document the date, time, number associated with the call or CA# of any future calls to allow CapTel to take specific action with the CA captioning the call. Customer Service Representative subsequently sent customer further information on the captioning process via email communication and offered ongoing assistance with the CapTel phone. Customer Service Representative attempted multiple follow-up contacts, but has not heard back from the customer.
52	07/17/2017	Customer and customer's daughter noticed that the captions were behind the spoken word on a specific call.	07/20/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
53	07/22/2017	Customer's daughter reported experiencing a delay in appearance of captions behind the spoken word while using the CapTel 2400iBT.	08/04/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching tips to optimize the CA's captioning performance and provided feedback to the CA to continue balancing speed and accuracy.
54	07/25/2017	Customer reported inaccurate captions on the CapTel 2400i via U.S. mail.	07/26/2017	As the customer requested a response by mail, Customer Service Representative sent a letter apologizing for the experience and explaining in detail how captions are produced. The letter detailed how to interpret the corrections that will appear in captions. The letter explained that, in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name; the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call. Additionally, the letter offered further assistance on request and advised the customer to document the date, time and CA# of any future calls to allow us to take specific action with the Captioning Assistant captioning the call.
55	07/26/2017	Customer reported a word error in captions on the CapTel 840i.	08/03/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, so that the CA's supervisor could meet with the CA and provide coaching techniques and increase monitoring frequency for the CA to ensure consistent quality performance. Customer Service Representative followed up with the customer to share action taken and offer ongoing support, if needed.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
56	08/02/2017	Customer reported inaccurate captions on the CapTel 2400iBT.	08/15/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.
57	08/07/2017	Customer shared general feedback in regards to captioning an Auto Answer message on the CapTel 2400iBT.	08/16/2017	Customer Service Representative apologized for their experience and confirmed accuracy on the call to customer service. Customer noted the captions are not "100%". Customer Service Representative confirmed there were Trouble Tickets logged by the Communication Assistants on some of her calls noting phone line interference. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow CapTel Customer Service to take specific action with the CA captioning the call. Customer Service Representative also sent the customer further information and offered ongoing assistance with the CapTel phone via a US Mail communication. Upon follow-up contact, customer confirmed that she would contact Customer Service should further assistance be required.
58	08/22/2017	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	09/06/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.
59	08/23/2017	Customer reported inaccurate captions during a conversation on the CapTel 2400iBT.	09/07/2017	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative also advised the customer to turn the captions off and on to obtain a new Captionist. Customer Service Representative also suggested they document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer Service Representative attempted to follow up with the customer to offer further assistance upon request.
60	08/25/2017	Customer reported inaccurate captions on the CapTel 840i.	08/29/2017	Customer Service Representative apologized for the incident and thanked the customer for bringing her experience to our attention. Customer Service Representative suggested that the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up with the customer, the customer stated that she had no further occurrences to report.
61	08/25/2017	Customer's daughter reported seeing a curse word in the captions during a call.	09/07/2017	Customer Service Representative apologized for the incident and thanked customer's daughter for bringing their experience to our attention. Customer's daughter was not able to provide any information about the incident, so it was not possible to report the inaccurate captions to captioning service staff for further follow up. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up, customer and customer's daughter did not have any additional inaccuracies to report but confirmed that she understood how to report any future occurrences. Customer Service Representative offered ongoing assistance upon request.
62	08/30/2017	Customer reported experiencing inaccurate captions on the CapTel 840i.	09/08/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
63	09/02/2017	Customer's husband reported being disconnected from a call on the CapTel 840i while on hold and reported seeing "we are experiencing technical difficulties please hang up and try your call again" on the screen.	10/03/2017	Customer Service Representative apologized for the experience and thanked the husband for reporting the matter. The Customer Service Representative's investigation was inconclusive but confirmed that the call was disconnected by a call center supervisor due to audio drop out that was not a natural disconnection. The message sent was a result of the Call Center notifying the customer the call center had to disconnect the call due to no further audio to caption.
64	09/11/2017	Customer reported a delay in captions behind the spoken word.	09/12/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CA received coaching on general captioning approach and will receive increased oversight across several shifts to ensure compliance with quality standards.
65	09/12/2017	Customer reported an inaccurate name in the captions on the CapTel 840i.	10/04/2017	Customer Service Representative learned the customer saw a name in the captions that she did not hear the other party speak, but the customer did not have specific detail regarding the time of the call in question. Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up on 9/13/17, Customer Service Representative left a message offering additional follow up, if desired. No further follow up has been received as of 10/4/17.
66	09/12/2017	Customer reported by email that sometimes captions are not accurate on the CapTel 840i 'but overall the phone service is great.'	09/15/2017	Customer Service Representative sent an email follow up and requested customer provide specific details regarding date and time of the call when customer experienced inaccurate captions so that further investigation and follow up can be done. Customer Service Representative sent customer an additional e-mail offering continued support, as needed.
67	09/19/2017	The customer reported captions paused at one point of the call then later resumed on the CapTel 840i.	09/22/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative then sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.
68	09/15/2017	Customer's daughter shared general feedback regarding inaccurate captions on the CapTel 2400iBT by mail based on the customer's confusion on calls.	09/22/2017	After trying to reach the customer's daughter by phone, Customer Service Representative sent a letter that apologized for the incident and thanked the customer's daughter for bringing their experience to our attention. Customer Service Representative noted that if they can share the phone number, date, and time of any future calls where confusion occurs, we will investigate on their behalf.
69	09/21/2017	Customer reported a call with halted captions on the CapTel 840i.	10/06/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for investigation and follow up. Customer Service Representative noted that the customer may press the captions button off and on again at any time during calls to re-establish the connection to a new CA. Call Center management reported the CA did experience some technical issues regarding lost audio on the call and that the call subsequently disconnected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
70	09/22/2017	Customer reported an instance of inaccurate captions on the CapTel 2400i.	09/25/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and additional monitoring to address quality concerns. Customer Service Representative sent a follow up letter reporting action taken and offered further follow up on any future calls.
71	09/26/2017	The customer shared general feedback regarding inaccuracies in her captions on the CapTel 840i by mail.	09/29/2017	Customer Service Representative called the customer and apologized for the experience and thanked the customer for writing to share her experience. Customer had no specific examples or calls to report. Customer Service Representative noted that if the customer documents the date, time or number called of any future calls this will allow us to take specific action with coaching and mentoring the CA captioning the call. On subsequent follow up, Customer Service Representative confirmed that the customer has not experienced any inaccuracies in her captions to report.
72	09/29/2017	Customer shared general feedback regarding the captions on the CapTel 2400iBT sometimes being inaccurate or delayed behind the spoken words.	09/29/2017	Customer Service Representative sent a follow up letter and apologized for their experience and thanked the customer for sharing their feedback. Customer Service Representative noted that if the customer documents the date, time and CA# of any future calls, we will take specific follow up action to provide coaching and increased monitoring of the CA captioning their call to help ensure compliance with quality performance.
73	09/30/2017	Customer reported inaccurate captions during calls on the CapTel 840i but had no specifics to follow up on..	10/03/2017	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and CA# of any future calls that have uncorrected inaccuracies to allow us to take specific action with the CA captioning the call. On a follow up call, Customer Service Representative confirmed that customer was receiving clear and accurate captions during the call with CapTel Customer Service and customer confirmed that when there have been inaccuracies with captions, there have been corrections displayed in brackets. Customer understood and reported that he would contact CapTel Customer Service in the future if necessary, but confirmed that everything was functioning properly now.
74	10/03/2017	Customer reported, via U.S. mail, inaccurate captions during calls on the CapTel 2400iBT.	10/21/2017	Customer Service Representative made multiple attempts to follow-up with the customer for over-the-phone discussion, but was unable to reach her to continue. Customer Service Representative subsequently sent a letter apologizing for the incident and thanking the customer for bringing their experience to our attention. Customer Service Representative suggested in the letter that the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.
75	10/03/2017	Customer's wife reported a call with inaccurate captions on the CapTel 2400i.	10/16/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. Customer Service Representative sent a follow-up letter to the customer explaining the corrective action taken by the call center.
76	10/05/2017	Customer reported a single word "HIM" was repeated several times on a specific captioned call.	10/05/2017	Customer Service Representative apologized for the incident and thanked the customer for reporting their experience. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor coached the CA and increased monitoring frequency to ensure consistent quality performance.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
77	10/10/2017	Customer reported inaccurate captions during a call on the CapTel 880i.	10/28/2017	Further discussion revealed the customer did not have specific detail for the call in question to allow Customer Service Representative to further investigate. Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer Service Representative followed up and confirmed that the customer desires no further follow-up at this time. Customer Service Representative offered further assistance upon request.
78	10/10/2017	Customer reported a delay on their captions on their CapTel 2400iBT.	10/17/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.
79	10/13/2017	Customer reported inaccurate captions during calls.	10/25/2017	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer was unable to recall the date and time the caption inaccuracies took place and so gave what details she could. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer Service Representative also sent customer a letter reviewing the advice on what information to collect for future inaccuracy reports.
80	10/17/2017	Customer reported getting incorrect captions on a call on the CapTel 840i.	10/25/2017	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer Service Representative followed up with customer who had no further calls to report, and stated the captions have been working just fine. Customer Service Representative offered further assistance upon request.
81	10/27/2017	Customer shared feedback by mail stating the product "would be better if the message[s] were clearer."	10/27/2017	Customer Service Representative sent a letter to the customer apologizing for their experience and thanked the customer for bringing their experience to our attention. Customer Service Representative suggested the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. The customer's original letter did state, "I do not require further assistance."
82	10/30/2017	Customer reported inaccuracy in captions on the CapTel 840i.	11/07/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.
83	10/30/2017	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	11/06/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
84	11/04/2017	Customer reported receiving inaccurate captions on a previous call.	11/14/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased oversight through multiple monitored sessions to ensure compliance with captioning standards. Customer Service Representative followed up with the customer to discuss the action taken and offered ongoing assistance upon request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
85	11/06/2017	Customer reported "slow" captions behind the spoken words and frequently seeing "speaker unclear" on the CapTel phone.	11/13/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
86	11/06/2017	Customer reported "slow captions" and frequently seeing "(Speaker unclear)" during the call on the CapTel phone.	11/13/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
87	11/06/2017	Customer reported inaccurate captions during a call on the CapTel 840i with her son.	12/06/2017	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Since the customer did not have any specifics, nor examples, Customer Service Representative encouraged the customer to review call history detail and let us know the call time and date and any specifics to allow us to take specific follow up action with Call Center personnel. Customer Service Representative attempted to follow up by phone. Upon not reconnecting with the customer, Customer Service Representative sent a letter offering further follow up when provided call specifics.
88	11/07/2017	Customer reported experiencing very delayed captions during a particular call on the CapTel 2400iBT.	11/14/2017	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching on concepts such as use of the pause pedal to optimize the CA's captioning performance. Customer Service Representative sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.
89	11/14/2017	Customer reported inaccurate captions on the CapTel 880i.	11/14/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor discussed the call with the CA, which the CA remembered. The supervisor provided coaching tips to help ensure consistent quality performance for this CA.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
90	11/16/2017	Customer reported not receiving captions but a CA# was shown at the start of the call on his 800i.	11/16/2017	Customer Service Representative investigated and confirmed a technical difficulty resulted in the CA having no audio to caption, thus no captions came through. Customer Service Representative also confirmed that the customer received captions on other calls just not the reported call. Customer Service Representative apologized for the experience and advised that if this ever happens again, they may press the Captions button off and then back on in order to establish a new connection with the Call Center without hanging up and redialing the call. Customer Service Representative confirmed that the customer is making and receiving captioned calls successfully.
91	11/21/2017	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	11/22/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. Customer Service Representative followed up with the customer to report action taken.
92	11/22/2017	Customer shared feedback regarding accuracy of captions and provided specific call data.	12/06/2017	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.
93	11/29/2017	Customer's son reported seeing "Waiting for CapTel Operator" during a call on the CapTel 840i.	11/29/2017	Customer Service Representative confirmed that the message appeared and remained on the CapTel's display as the call began. Customer Service Representative apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. Customer Service Representative confirmed that the customer is now receiving captions successfully.
94	12/05/2017	Customer reported captions did not commence after the call started on their CapTel 840i.	12/12/2017	Customer Service Representative investigated and confirmed a technical difficulty resulted in the CA having no audio to caption, thus no captions came through. Customer Service Representative also confirmed that the customer received captions on other calls just not the reported call. Customer Service Representative apologized for the experience and advised that if this ever happens again, they may press the Captions button off and then back on in order to establish a new connection with the Call Center without hanging up and redialing the call. Customer Service Representative confirmed that the customer is making and receiving captioned calls successfully.
95	12/12/2017	Customer shared feedback regarding accuracy of captions and provided specific call data.	12/19/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips to maximize performance and increased monitoring frequency for the CA to ensure consistent quality captioning.
96	12/15/2017	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	12/23/2017	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Investigation ultimately revealed that the CA is no longer employed by CapTel. Customer Service Representative followed up with customer accordingly and offered further assistance as needed.
97	12/16/2017	Customer reported seeing an offensive word in captions during a call but did not have call specifics.	01/03/2018	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative encouraged the customer to document specifics so we can take follow up coaching and mentoring measures with the CA captioning their call. On 01/02/18 and 01/03/18, Customer Service Representative attempted to follow up with the customer but reached the answering machine. Customer Service Representative left a detailed message asking the customer to provide specific call detail for any subsequent calls that contain unacceptable captions for further investigation and offered further assistance upon request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
98	12/17/2017	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 2400iBT.	12/17/2017	Customer Service Representative confirmed that the message appeared and remained on the CapTel's display as the call began. Customer Service Representative apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. Customer Service Representative confirmed that the customer is now receiving captions successfully.
99	12/28/2017	Customer's daughter reported an inaccurate captioned word on a recent captioned call on the CapTel 880i.	01/08/2018	Customer Service Representative apologized for the incident and thanked customer's daughter for bringing the customer's experience to our attention. It was confirmed that the word was misunderstood as a word that was offensive. Customer Service Representative tried to follow up with the customer to gather specific call detail, but Customer Service Representative was unable to reach the customer or the customer's daughter. Customer Service Representative later connected with the daughter again and she confirmed there has not been any further problems with accuracy, and that no further action was needed.
100	01/03/2018	Customer called and reported the Captionist missed including a website given on a specific call.	01/03/2018	Customer Service Representative apologized for the experience and confirmed the customer got all other captions except a website address. Customer Service Representative and customer conference called to the number and the CA on the call captured the complicated website link. Customer was appreciative of the detail needed and noted no further action was needed.
101	01/03/2018	Customer reported inaccurate captions on the CapTel 2400iBT.	01/10/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with inaccurate captions but the customer was unable to provide further information. Customer Service Representative attempted to reach the customer on 1/10/18 for further follow-up but was unsuccessful. Customer Service Representative subsequently sent the customer a letter explaining how captions are produced and advising on what factors may contribute to inaccurate captions, as well as recommending that the customer take note of the date, time, and CA# of any future calls where inaccurate captions are experienced so that we may take specific action with the CA captioning the call.
102	01/03/2018	Customer reported that sometimes their captions say "(unclear)" or "do not make sense" but had no call specifics.	01/10/2018	Customer Service Representative emailed the customer to apologize for their experience and gather specific details for follow up. Customer Service Representative suggested that the customer document the date, time, and CA# of any future calls that they would like follow up on to allow us to take specific action with the CA captioning the call. Customer Service Representative offered ongoing support, if desired.
103	01/08/2018	Customer reported a delay in captions behind the spoken word on the CapTel 840i.	01/11/2018	Customer Service Representative apologized and gathered details about the call with captions delayed more than the 3-5 second norm. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who captioned the call. The CA remembered the call and noted headset cable difficulty during the call. CA's supervisor increased oversight across several shifts to ensure compliance with standard captioning procedures and provided coaching tips on seeking assistance for any technical difficulty experienced. Customer Service Representative subsequently sent customer a letter of apology explaining CA's difficulty and actions taken.
104	01/08/2018	Customer wrote and shared general feedback on messages sometimes being "unreadable" on the CapTel 2400i.	01/18/2018	Customer Service Representative attempted to follow up by phone. As Customer Service Representative's repeated attempts to follow-up with customer were unsuccessful, a letter was sent apologizing for their experience. Customer Service Representative noted with specific examples or call details we can follow up with the call center on their behalf. Customer Service Representative offered ongoing assistance as needed.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
105	01/09/2018	Customer reported a delay in captions on the CapTel 840i.	01/09/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
106	01/11/2018	Customer reported seeing inaccurate captions on a previous call while using the CapTel 2400iBT.	01/16/2018	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.
107	01/12/2018	The customer reported inaccurate captions on the CapTel 2400i.	01/19/2018	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.
108	01/13/2018	Customer reported inaccurate captions during a call.	01/19/2018	Customer Service Representative apologized for the incident. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance. Customer Service Representative sent a follow up email to the customer and thanked her for the feedback and shared action taken.
109	01/14/2018	Customer reported delayed and misspelled captions on the CapTel 840i.	01/23/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
110	01/16/2018	Customer reported inaccurate captions during calls on the CapTel 840i.	02/01/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer and shared what action was taken on the customer's behalf.
111	01/16/2018	Customer reported no captions during a conversation on the CapTel 840i.	01/19/2018	Customer Service Representative's investigation revealed that the customer's call connected with a CA, but the customer did not receive captions due to the CA did not receive audio on this call. Information and call detail was forwarded to the development team for improvement and the customer was advised that should this occur in the future they can press the captions button twice to reconnect the call with captions. Customer Service Representative later confirmed that the customer is successfully connecting with captions.
112	01/17/2018	Customer wrote to state sometimes captions have misspellings when using the CapTel 2400iBT, but shared no specific details.	01/30/2018	Customer Service Representative sent an email and apologized and attempted to gather details about any specific calls with caption inaccuracies. Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed up on 4 additional dates and was unable to reconnect with the customer to gather specifics. Customer Service Representative left a message offering ongoing assistance.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
113	01/18/2018	The customer reported a delay in captions behind the spoken word.	01/22/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.
114	01/18/2018	Customer shared feedback regarding accuracy of captions and provided specific call data.	01/23/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
115	01/18/2018	Customer shared feedback regarding accuracy of captions and provided specific call data.	01/23/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
116	01/20/2018	The customer reported a delay in captions behind the spoken word.	01/22/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.
117	01/23/2018	Customer shared feedback regarding accuracy of captions and provided specific call data.	02/05/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and provided coaching tips and increased monitoring for quality improvement. Customer Service Representative followed up and left a message sharing what action was taken. Customer Service Representative offered ongoing support, if desired.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
118	01/24/2018	Customer reported seeing duplicated and delayed captions on the CapTel 2400i.	01/29/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken. The customer confirmed she will contact Customer Service for further assistance as needed.
119	01/24/2018	Customer reported seeing duplicated and delayed captions on the CapTel 2400i.	01/29/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken. The customer confirmed she will contact Customer Service for further assistance as needed.
120	01/24/2018	Customer reported seeing misspelled words in the captions on the CapTel 880i.	02/06/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative sent a letter recommending the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.
121	01/30/2018	Customer reported that the captioning stopped during a call on the CapTel 2400i, and there were multiple sentences missing when the captions resumed.	02/03/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.
122	01/31/2018	Customer's assistant reported that the customer had experienced inaccurate captions but was not on-site and had no specific details.	02/07/2018	Customer Service Representative apologized and thanked the customer's assistant for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. After offering this advice, Customer Service Representative was not able to reach this customer to follow-up, despite several separate attempts. Customer Service Representative subsequently sent the customer a letter offering additional assistance on request and iterating the advice given.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
123	01/31/2018	Customer reported an instance of inaccurate captions on the CapTel 840i.	02/04/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
124	01/31/2018	Customer shared via US mail that she saw "(speaker unclear)", misspelling and sometimes difficulties receiving captions on the CapTel 880i.	02/07/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative is attempting to see if an onsite visit is feasible to confirm set up, and make sure there is not a contributing home environment issue due to customer questioning the set up. Customer Service Representative also sent the customer a letter reiterating this information and offering further assistance upon request.
125	02/01/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i, but had no example or call specifics to share.	02/13/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. Customer Service Representative followed up with customer a second time and the customer was still unable to provide specific call data. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed up and customer reported captions have been working fine and had no further update.
126	02/02/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400i.	02/09/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Customer Service Representative followed up with the customer to report that captioning assistant was provided further coaching to ensure compliance with captioning standards.
127	02/02/2018	Customer reported inaccurate captions on the CapTel 2400i.	03/02/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative made multiple attempts to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Furthermore, Customer Service Representative sent the customer a letter reiterating the details needed to investigate caption inaccuracies along with a stamped envelope to return the information to Customer Service. As of 3/2/18, no details have been received for further follow up to occur.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
128	02/05/2018	Customer reported inaccuracy in captions on the CapTel 840i.	02/22/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed that the CA in question was no longer working for CapTel. Customer Service Representative followed up with the customer and notified them of the call center's findings.
129	02/05/2018	Customer reported a delay during the captions of a call on their CapTel 840i.	02/22/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed that the CA in question was no longer working for CapTel. Customer Service Representative followed up with the customer and notified them of the call center's findings.
130	02/08/2018	Customer reported delayed captions behind the spoken words on the CapTel 2400iBT.	02/14/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
131	02/08/2018	Customer reported inaccurate captions on the CapTel 840i.	02/13/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed up and customer reported captions have been working fine and had no further update. Customer thanked the Customer Service Representative for their follow up.
132	02/15/2018	Customer reported a delay in captions during a call with the cable service provider on the CapTel 840i that was also experiencing technical difficulties.	03/07/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Investigation found the call had audio and static interference and macros were sent noting (unclear) audio at points in the call. The company involved noted they had technical server issues occurring during this time that may have been a factor on the customer's internet/caption connection as well.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
133	02/21/2018	Customer reported inaccurate captions on the CapTel 2400iBT and provided call specifics.	03/02/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Supervisory staff subsequently advised that they have developed an action plan to assist the CA with their captioning accuracy and that they will perform additional monitoring to ensure that the CA's performance consistently meets CapTel's captioning standards.
134	02/23/2018	Customer reported experiencing an issue with how numbers were captioned and seeing (speaker unclear) when using the CapTel 2400iBT on a specific call.	03/07/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. The customer was concerned at how the numbers were being presented, not the accuracy of them. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching to optimize the CA's captioning performance. Customer Service Representative sent a follow-up letter, reporting action taken and offered further follow-up assistance, if desired.
135	02/26/2018	CapTel 800i customer reported getting inaccurate captions, but shared no specifics.	03/01/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies, but the customer was unable to provide further information. Customer Service Representative sent the customer a letter explaining how captions are produced and advising on what factors may contribute to inaccurate captions. Customer Service Representative also recommended in the letter that the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.
136	02/27/2018	Customer's son reported inaccurate captions on the CapTel 2400iBT.	03/02/2018	Customer Service Representative apologized and thanked the caller for bringing the experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Supervisory staff subsequently advised that they met with the CA who captioned the call and discussed CapTel's accuracy and verbatim policies as well as best practices for maintaining high accuracy while captioning. Additionally, the CA's primary supervisor scheduled additional quality checks to ensure that the CA is consistently meeting CapTel's performance guidelines.
137	02/28/2018	Customer reported call attempts connected with a CA then nothing more was received during 3 attempts made from the CapTel 840i.	03/08/2018	Customer Service Representative apologized for incidence and thanked the customer for reporting their experience. Customer Service Representative suggested that should the problem ever reoccur, customer may press the captions button off and then on again to begin a new captioning session. Investigation confirmed connection with a CA each time, but no captions due to the CA receiving no audio, which the customer confirmed. Call detail was sent to development staff for further investigation. Customer Service Representative subsequently confirmed that the customer has successfully received captions on all subsequent calls.
138	03/02/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	03/05/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
139	03/05/2018	Customer shared general feedback on the inaccuracy of captions at times on the CapTel 880i.	03/05/2018	Customer Service Representative made a follow up call to this customer who shared a general comment by mail. Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative acknowledged we appreciate detailed feedback so we can follow up with the Call Center and CA and provide additional coaching and mentoring.
140	03/06/2018	Customer reported inaccurate captioning on the CapTel 2400i on a call with an automated menu system.	03/16/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Customer Service Representative subsequently confirmed that the call center successfully reviewed the report and applied follow up coaching as necessary.
141	03/07/2018	Customer reported seeing inaccurate captions on the CapTel 2400iBT.	03/14/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
142	03/08/2018	Customer reported inaccurate gender identification during a call on the CapTel 840i.	03/13/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with gender inaccuracy. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA regarding the call and provided coaching to optimize the CA's ability to correctly identify the caller's gender. Customer Service Representative followed up with the customer by phone reporting action taken.
143	03/10/2018	New customer reported receiving inaccurate captions on the CapTel 880i but had no specific examples.	03/21/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. Customer Service Representative explaining how captions are produced and shared how corrections will appear in the text. Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed up and the customer stated they had not taken note to any calls with inaccuracies to report. Customer agreed that should they experience inaccurate captions they would follow up with customer service.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
144	03/14/2018	Customer reported experiencing inaccurate captions on a previous call made with the CapTel 2400iBT.	03/23/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
145	03/16/2018	Customer reported that the captions are behind the spoken word on the CapTel phone.	04/07/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption delay. Customer noted that the other party was speaking fairly fast with an accent. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
146	03/16/2018	Customer's niece reported seeing a swear word in the captions.	03/20/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Customer Service Representative subsequently confirmed that the call center successfully reviewed the report and applied follow up coaching as necessary.
147	03/18/2018	Customer reported a delay in captions behind the spoken word on the CapTel 2400iBT.	03/18/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA noted hearing interference that contributed to delay. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer to share our findings and attempted to confirm the set up contributions, however customer requested no further assistance at this time.
148	03/19/2018	Customer reported a delay in captions behind the spoken words on the CapTel 880i.	03/25/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed that the CA was experiencing difficulty keeping up with multiple speakers and fast paced conversation. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer to share action taken, and offer further assistance, if needed.
149	03/19/2018	The customer's daughter reported inaccurate captions on the CapTel 2400iBT.	03/26/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer's daughter by phone, reporting action taken and offered further follow-up assistance, if desired.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
150	03/19/2018	Customer reported an inaccuracy captioned on a specific call when using the CapTel 2400iBT.	03/20/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative confirmed customer did not want any follow up.
151	03/20/2018	The customer reported inaccurate captions on the CapTel 2400iBT.	04/06/2018	Customer Service Representative apologized and thanked the customer for bringing her experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
152	03/21/2018	Customer reported a significant delay in the captions behind the spoken words during a specific call on the CapTel 2400i.	03/26/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
153	03/23/2018	Customer reported inaccurate captions on the CapTel 2400iBT.	04/04/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
154	03/26/2018	Customer reported inaccurate captions during a call on the CapTel 2400i.	03/28/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and provided coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by email reporting action taken and offered further follow-up assistance, if desired.
155	03/26/2018	Customer reported experiencing inaccurate captions on a recent call on the CapTel 2400iBT.	04/08/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
156	03/28/2018	The customer reported inaccurate captions on the CapTel 2400iBT.	04/06/2018	Customer Service Representative apologized and thanked the customer for bringing her experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor will increase monitoring and coaching to optimize the CA's captioning performance.
157	03/28/2018	The customer reported inaccurate captions on the CapTel 2400iBT.	04/04/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
158	03/28/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	03/30/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer requested no follow up.
159	03/29/2018	Customer reported captions are inaccurate on the CapTel 2400iBT.	04/09/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
160	03/29/2018	Customer reported inaccurate captions when using the CapTel 2400iBT.	04/03/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
161	04/03/2018	Customer mailed back a "Customer Feedback" postcard reporting that sometimes captions are not spelled correctly.	04/18/2018	Customer Service Representative attempted to contact the customer both via email and by telephone with no response. As Customer Service Representative's repeated attempts to follow-up with the customer were unsuccessful, a letter was sent explaining how captions are produced and advising on what factors may contribute to inaccurate captions. Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative also investigated and found some trouble tickets were documented by Communication Assistants noting static, and audio issues on some of this customer's calls that impacted the CA's ability to hear the other party. Customer Service Representative offered further troubleshooting assistance, if desired.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
162	04/04/2018	Customer reported insufficient captions at the start of the call when the other party was introducing themselves.	04/15/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative subsequently reported the action taken and offered further follow-up assistance, if desired.
163	04/05/2018	Customer reported a delay between captions and the spoken word on the CapTel 840i.	04/09/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
164	04/05/2018	Customer's husband reported communication Assistants inaccurate captions when using the CapTel 2400iBT.	04/05/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we can take specific follow up with the CA captioning the call. Customer requested no follow-up on the matter, but would call back to CapTel Customer Service if further assistance is needed.
165	04/06/2018	Customer reported incorrect captions sometimes displayed on the CapTel 840i.	04/25/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed up and the customer thanked the Customer Service Representative for their call, and noted they had no inaccurate calls to report.
166	04/07/2018	Customer's daughter reported that the captions stopped on a previous call.	05/08/2018	Customer Service Representative thanked the customer's daughter for bringing this to our attention. Customer Service Representative sent call details to the appropriate supervisory staff for further investigation. After further review, call center management found that there was a technical difficulty at the CA's workstation that caused the captions to stop during the call. Customer Service Representative followed up with the customer's daughter by phone reporting our findings and offered further assistance upon request.
167	04/13/2018	Customer emailed to shared generalized feedback regarding inaccurate captions.	05/07/2018	Customer Service Representative made multiple attempts by phone and email in an effort to gather details about any specific calls with caption inaccuracies but did not receive a response from the customer. Via an email, Customer Service Representative explained how captions are produced and advising on what factors may contribute to inaccurate captions, as well as advising the customer to take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we can take specific follow up action with the CA captioning the call. No further contact with the customer has been received.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
168	04/16/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	04/26/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon follow up, customer had no further inaccuracies to report and opted to contact Customer Service for further assistance as needed.
169	04/18/2018	Customer reported that he saw some inaccuracies in captions.	04/27/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call detail to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA received increased oversight across several shifts to ensure compliance with captioning standards.
170	04/19/2018	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	04/27/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The call center supervisor subsequently confirmed that this CA was no longer employed with CapTel.
171	04/19/2018	Customer reported inaccurate captions on the CapTel 2400iBT.	04/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed up with the customer and found the customer has not experienced further inaccuracies in recent captioned phone calls.
172	04/19/2018	Customer reported receiving inaccurate captions on the CapTel 840i.	04/25/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer Service Representative followed-up on 2 different Communication Assistants. Customer had been unable to gather the requested detail, but said they would do so in the future should inaccuracies continue.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
173	04/20/2018	Customer reported inaccurate captions on the CapTel 2400iBT.	04/25/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer said they were not interested in providing further information at the time of the initial report. Customer Service Representative was then not able to reach the customer to follow-up despite several separate attempts. Customer Service Representative subsequently sent a letter explaining how captions are produced and advising on what factors may contribute to inaccurate captions. The letter additionally advised the customer to take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we can take specific action with the CA captioning the call.
174	04/24/2018	Customer reported that their captions were inaccurate when using the CapTel 2400iBT.	05/01/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up to let the customer know action taken on their behalf.
175	04/24/2018	Customer reported seeing the word "him" captioned repeatedly on a recent call using the CapTel 840i.	04/24/2018	Customer Service Representative's investigation revealed that the reported call involved technical difficulties on the Captionist's end. Customer Service Representative explained the nature of the difficulty and that it only affected the one call. Customer Service Representative confirmed customer is now connecting successfully to captions.
176	04/25/2018	Customer reported a delay in captions on their CapTel 2400iBT.	05/04/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer and reported the action taken on their behalf.
177	04/25/2018	Customer's daughter reported inaccurate captions on the CapTel 880i.	05/01/2018	Customer Service Representative apologized and thanked the customer's daughter for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer's daughter was unable to provide further information. Customer Service Representative recommended the customer's daughter share the date, time, and CA# of a call where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. After unsuccessfully attempting to follow up with the customer the following week as promised, Customer Service Representative sent a letter reiterating the advice and offering further assistance, if desired.
178	04/25/2018	Customer reported seeing inaccurate captions on a previous call using the CapTel 840i.	05/01/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies, but the customer was unable to provide further information. Customer Service Representative made a follow-up call with customer, but customer reported the details from the call in question were deleted so no further information was available. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
179	04/26/2018	Customer reported that he was noticing a delay in the captions behind the spoken words on the CapTel 840i.	05/03/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
180	05/02/2018	Customer reported inaccurate captions on a call on the CapTel 2400iBT.	05/15/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer and upon finally reaching them shared detail on action taken.
181	05/04/2018	Customer reported delay of captions behind the spoken words when using the CapTel 2400iBT.	05/10/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
182	05/04/2018	Customer reported inaccurate captions during a call on the CapTel 840i.	05/07/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
183	05/07/2018	Customer reported a delay in captions behind the spoken words.	05/11/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer to share action taken at the Call Center.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
184	05/07/2018	Customer reported that a message left on the answering machine of their CapTel 2400iBT was captioned inaccurately.	05/14/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer advised that they do not require further follow up and Customer Service Representative offered additional assistance upon request.
185	05/08/2018	Customer reported experiencing inaccurate captions on the CapTel 2400i.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Supervisory staff subsequently advised that they had met with the CA who captioned the call and provided coaching geared towards increasing overall captioning accuracy. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
186	05/08/2018	Customer reported experiencing inaccurate captions on the CapTel 2400i.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
187	05/08/2018	Customer reported experiencing inaccurate captions on the CapTel 2400i.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
188	05/11/2018	Customer reported inaccurate captions on a specific call on the CapTel 840i.	05/16/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
189	05/11/2018	Customer reported by mail general feedback on the inaccuracy of captions on some calls, but shared no examples.	06/01/2018	Customer Service Representative called the customer back to apologize and to thank the customer for bringing the experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. On a later follow-up call, the customer was not able to provide any further details about specific calls with caption inaccuracies. Customer Service Representative offered additional assistance on request.
190	05/14/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
191	05/14/2018	Customer wrote and shared feedback about experiencing inaccurate captions on answering machine messages on the CapTel 2400iBT.	06/07/2018	Customer Service Representative attempted to follow up with the customer to gather details about any specific calls with caption inaccuracies but was unsuccessful in reaching the customer. Customer Service Representative later sent a letter explaining how captions are produced and advising on what factors may contribute to inaccurate captions. Customer Service Representative also recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.
192	05/16/2018	Customer reported experiencing inaccurate captions when talking on the CapTel 840i.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
193	05/19/2018	Customer expressed caption accuracy concerns.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call captioned inaccurately. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Customer Service Representative followed up with customer and shared the results of the inquiry; that the CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer Service Representative offered further assistance as needed.
194	05/19/2018	Customer reported inaccurate captions.	05/29/2018	Customer Service Representative apologized and gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA has a strong performance record. The CA's supervisor provided coaching tips to further optimize the CA's captioning performance.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
195	05/21/2018	Customer reported experiencing inaccurate captions on a specific call when using the CapTel 840i.	05/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA received coaching on general captioning approach, along with increased oversight across multiple shifts to ensure compliance with captioning standards.
196	05/24/2018	Customer reported inaccurate captions on a specific call within the hour, but could not identify call specifics.	05/27/2018	Customer Service Representative apologized for the experience of inaccurate captions. Customer Service Representative asked customer for specific call detail so that specific follow up could occur. Customer said he would look up the conversation history to obtain the CA number on the call or exact time on the call. Customer Service Representative subsequently followed up with the customer and confirmed customer was not able to find the call specifics and that he had no further inaccuracies in captions and they are successfully displaying. Customer Service Representative offered to take specific action provided details in the future.
197	05/26/2018	Customer shared general feedback regarding the inaccuracy of captions sometimes on the CapTel 2400iBT.	05/29/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies, but the customer was unable to provide further information. After explaining how captions are produced, Customer Service Representative recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon a follow up call, Customer Service Representative confirmed the customer still had no examples or specific call details for us to investigate. Customer confirmed they would follow-up should further assistance be needed.
198	05/30/2018	Customer reported inaccurate captions during a call on the CapTel phone.	06/01/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.
199	05/31/2018	Customer reported a word error in their captions on their CapTel 840i.	06/10/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.