



Sprint
Accessibility

Web CapTel FCC Complaint Log

2017 - 2018

Complaint Tracking for WebCapTel (06/01/2017-05/31/2018). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/20/17	The customer said that her calls are disconnecting. Customer Service Representative apologized and follow up requested.	06/20/17	Investigated the customer's issue. Technician investigated the errors. On June 15th, we were having some issues around 9 AM and 2 PM Central Time, so we asked the customer if those times were related to her issue. These issues are likely related to where she gets disconnected from our service. The customer was directed to reboot her internet connection, the internet router and ISP box. This resolved the issue.
2	07/19/17	The customer sent email regarding problem logging in to her WebCapTel account. She provided her username which appears to be correct in the system. She is unable to connect for her company meetings and said this is impacting her ability to work. Customer Service response: Entered a trouble ticket. Follow up requested.	07/19/17	User's account issue was resolved on 7/31/2017. The issue was determined to be on her workplace's end. An addendum to this user's issue was updated on 10/2/2017 to be resolved by her employer, and she is able to access WebCapTel now.
3	10/06/17	The customer experiencing issues using CapTel to relay user. It was very slow for the text to appear on the screen. Customer Service Representative apologized, let customer know that the Supervisor will be informed for follow up with Captionist. Customer would like follow up.	10/09/17	The customer's complaint was "it was very slow for the text to appear on the screen." The user was on a conference call for their work. After reviewing their call notes, we identified that the call delay time was within normal parameters and provided helpful tips to the user.
4	01/30/18	Customer cannot log into Web CapTel. She needs to make a telephone conference call and she is getting a Network Error 999 login error message.	02/06/18	The customer was contacted by customer service on 2/6/2018 for follow up. No further issues reported by the customer.
5	01/31/18	Customer is having trouble with the WebCapTel website. For the past week, they have been experiencing delays in connecting to the service or the service coming to an abrupt end while on the call sometimes.	02/06/18	The customer was followed up with by customer service on 2/6/2018. No further issues, closing ticket.
6	02/05/18	The customer registered to use Web CapTel with the Customer Service Representative on the line to help her. She set up her User name and password and was told it was verified when submitted. She then tried to logon and got a 999 error message which prohibits her from logging in.	02/06/18	The customer was contacted on 2/6/2018 for follow up. No further issues, ticket is closed.

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7	03/08/18	Customer has been unable to connect WebCapTel to his telephone he uses to make calls. His phone does not ring but goes to voicemail. Customer Service Representative apologized for the problem and explained the WebCapTel technician will trouble shoot the issue. Customer does want follow up.	03/08/18	Followed up on 3/8/2018 via customer service to troubleshoot his issue. The customer stated his phone was not ringing on the inbound call for WebCapTel calls. Customer Service Representative provided a series of questions to troubleshoot his issue, including instructions about rebooting his mobile device, and the customer did not respond to further contacts. Closing the ticket.
8	05/04/18	WebCapTel customer unable to make successful calls. Apologized. No Follow up requested.	05/04/18	The customer stated they could not hear on their mobile device while attempting to make WebCapTel calls. We determined that this was an issue with her cell phone and not their WebCapTel service. Customer Service Representative instructed the user to reboot their mobile device and to contact us again if they continued to have issues.

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