



Sprint
Accessibility

IPCTS FCC Complaint Log

2018 - 2019

Complaint Tracking for IP CTS Phone (06/01/2018-05/31/2019). Total Customer Contacts: 189

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
1	06/01/2018	Customer reported captions are sometimes unclear in a mailed feedback from but shared no specifics.	06/26/2018	Customer Service Representative sent the customer an email follow up to thank the customer for sharing their experience and to gather specific details. Due to lack of a response, Customer Service Representative followed up by phone. As customer noted they had no specifics to report, Customer Service Representative sent the customer a letter recommending they take note of the date, time, and Communication Assistant ID of any future calls where captions are unclear so that we may take specific follow up action with the Communication Assistant captioning the call. Customer Service Representative offered ongoing assistance upon request.
2	06/01/2018	Customer reported inaccurate captions during a recent conversation.	06/07/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor confirmed that the reported Communication Assistant has had increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone and left a message reporting action taken and offered further follow-up assistance, if desired.
3	06/05/2018	Customer reported (Speaker unclear) and (Speaker too quiet) was inserted by the Communication Assistant missing half the calls content on an answering machine message.	06/25/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.

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4	06/06/2018	Customer reported significant delay in captioning during a call on the CapTel 2400iBT.	06/11/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance if desired
5	06/06/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	06/13/2018	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 Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon subsequent follow up, 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.
6	06/06/2018	Customer reported in a letter that she had experienced inaccurate captions on the CapTel 2400iBT.	06/14/2018	Customer Service Representative sent a letter in response to apologize and to thank the customer for bringing the experience to our attention. The letter explained how captions are produced and advised on the factors that may contribute to inaccurate captions. In the letter, Customer Service Representative additionally recommended that the customer take note of the date, time, and Communication ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call.

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7	06/09/2018	Customer reported 2 words were inaccurately captioned on a specific call when using the CapTel 840i.	07/02/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance.
8	06/13/2018	Customer reported inaccurate captions on the CapTel 840i.	06/13/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with 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 Communication Assistant who assisted with the call. Upon investigating the call in question, it was found that the call experienced many instances of static and distortion, affecting the Communication Assistant's ability to caption the call. The Communication Assistant's Supervisor reinforced proper captioning techniques and provided additional coaching to optimize the Communication Assistant's captioning performance.
9	06/13/2018	Customer wrote and shared feedback regarding the inaccuracy of captions on the CapTel 840i.	06/28/2018	Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but was unsuccessful in following up with the customer to gather specific call detail. Customer Service Representative then sent a letter to the customer apologizing and thanking them for bringing their experience to our attention. Customer Service Representative further explained how captions are produced and advised on what factors may contribute to inaccurate captions. Customer Service Representative recommended the customer take note of the date, time, and Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call.

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10	06/15/2018	Customer shared general feedback regarding the inaccuracy of captions on the CapTel 2400iBT.	06/18/2018	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 Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon subsequent follow up, 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.
11	06/16/2018	Customer reported inaccurate captions on a previous call.	06/28/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
12	06/19/2018	Customer complained of a specific captioned call on the 840i.	06/28/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative subsequently advised customer accordingly and offered ongoing assistance with the CapTel phone.

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13	06/19/2018	Customer reported slow captions and a lot of "Speaker Unclear."	06/26/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. 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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
14	06/20/2018	Customer reported experiencing inaccurate captions when talking on the CapTel 2400iBT.	06/25/2018	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 Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call.
15	06/22/2018	Customer reported incorrect captions on the CapTel 2400iBT.	06/22/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

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16	06/22/2018	Customer reported incorrect captions on the CapTel 2400iBT	06/30/2018	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 and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Supervisor met with the Communication Assistant and provided coaching on verbatim captioning of what they hear. The Communication Assistant was monitored over several shifts to ensure the Communication Assistant complies with verbatim captioning. The Customer Service Representative followed up with the customer to share action taken on their behalf.
17	06/25/2018	Customer reported inaccurate captions on the CapTel 840i.	07/03/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
18	06/25/2018	Customer's husband reported experiencing a significant delay in the appearance of captions behind the spoken word during a call with multiple family members in the household sharing the line.	06/29/2018	Customer Service Representative apologized for the delayed text behind the spoken words, 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, 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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.

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19	06/26/2018	Customer reported a specific call with his daughter where words were missing.	06/27/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with customer by phone to share action taken on their behalf.
20	06/26/2018	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	07/02/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
21	06/26/2018	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	06/27/2018	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. 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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.

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22	06/26/2018	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	07/02/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
23	06/26/2018	Customer reported seeing inaccurate captions on previous calls using the CapTel 2400i.	07/06/2018	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. Customer Service Representative recommended the customer take note of the date, time, and Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative subsequently followed up by phone and the customer stated they had no calls or specific examples to report and that all was well.
24	06/30/2018	Customer reported inaccurate captions during calls on the CapTel 840i.	07/05/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching with regard to captioning multiple speakers or background noise to optimize the Communication Assistant's captioning performance.

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25	07/02/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	07/10/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant received increased oversight across multiple shifts to ensure compliance with captioning standards. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
26	07/03/2018	Customer reported captions dropping during the middle of a call on the CapTel 840i.	07/22/2018	Customer Service Representative gathered as much information and details as possible from the customer. Investigation found that the Communication Assistant documented a trouble ticket at their work station. Customer Service Representative sent the customer a follow up letter explaining our findings and apologized for the experience.
27	07/06/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	07/12/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
28	07/07/2018	Customer reported inaccurate captions during calls on the CapTel 2400iBT.	07/27/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer requested no further follow up.

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29	07/10/2018	CapTel 2400i customer reported inaccurate captions on an answering machine message.	07/31/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor will schedule increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
30	07/11/2018	Customer reported experiencing inaccurate captions when using the CapTel 880i, but did not have specifics to share.	07/17/2018	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 Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Later, upon follow-up, customer confirmed having no further accuracy complaints since our initial conversation five days ago. Customer confirmed having no further concerns at this time.
31	07/11/2018	Customer reported inaccurate captions on a specific call on the CapTel 2400iBT.	07/23/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone and left a message reporting action taken.

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32	07/13/2018	Customer reported a phone number was not completely captioned on an message recorded on the internal answering machine of the CapTel 2400iBT.	07/15/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
33	07/24/2018	New customer wrote a brief note and shared feedback regarding the occasional inaccuracy of captions on the CapTel 2400iBT.	08/02/2018	Customer Service Representative followed up by phone and apologized for the customer's experience. Customer Service Representative explained how captions are produced and advised on what factors may contribute to inaccurate captions. Since the customer had no specific calls of concern to share, Customer Service Representative recommended the customer take note of the date, time, and Communication Assistant ID of any future calls where caption inaccuracies are experienced so that we may take specific follow up action with the Communication Assistant captioning the call. Customer Service Representative later followed up and customer noted his calls are going well, he had no concerns and he appreciated the follow up contact.
34	07/24/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	08/02/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.

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35	07/25/2018	Customer reported general feedback via mail regarding captioning inaccuracies on the CapTel 2400iBT and requested an email response.	08/08/2018	Customer Service Representative emailed the customer and apologized, thanked the customer for bringing their experience to our attention, and asked if there were any specific details at hand regarding calls with caption inaccuracies. Customer Service Representative then also attempted to connect with the customer by phone. Upon not connecting with the customer by email and phone, Customer Service Representative mailed a letter in hopes of acquiring specific details. Customer Service Representative noted we would be happy to follow up with the Call Center, if desired. As of 8/8/18, we have not heard back from the customer.
36	07/26/2018	Customer reported experiencing a delay of captions behind the spoken words at the end of a particular call on the CapTel 840i.	07/27/2018	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 sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
37	07/26/2018	Customer reported the caption stopped then resumed on the CapTel 840i.	07/26/2018	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 delays and sent detail to the call center. The Communication Assistant reported they were making corrections in the captions, which may have caused the delay experienced. The Communication Assistant's Supervisor provided coaching tips and increased monitoring to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
38	07/27/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	08/08/2018	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 and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor scheduled increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

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39	08/01/2018	Customer reported a specific call where the gender macro was not displayed in the captions on the CapTel 840i during a recording.	08/22/2018	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. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Upon follow up, the Communication Assistant's Supervisor found that the call in question was a recording and explained to the Communication Assistant that an associated gender identifier would not be needed. However, if a person did answer the call a gender identifier would be needed. Communication Assistant's Supervisor had a discussion with the Communication Assistant about the importance of using gender identifiers consistently to identify the speaking parties. Customer Service Representative followed up with the customer by phone and explained that the call in question was a recording and a gender identifier would not be included for a recording, but will be included if a live person comes on the line.
40	08/01/2018	Customer reported that there have been inaccurate captions on several calls on the CapTel 2400iBT but had no call specifics or examples.	08/09/2018	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 Communication Assistant ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon repeated follow-ups the customer had no examples to provide at this time. Customer Service Representative offered further assistance as needed.
41	08/07/2018	Customer's husband reported inaccuracies in the captions on their CapTel 2400iBT.	08/08/2018	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 and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. The Customer Service Representative followed up with the customer's husband to share action taken.

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42	08/11/2018	Customer reported receiving inaccurate numbers on a specific call with the CapTel 840i.	08/22/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details, and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor met the Communication Assistant and discussed strategies to avoid inaccuracies. Customer Service Representative then followed up with the customer by phone to report the action taken.
43	08/14/2018	Customer reported inaccurate captions on the CapTel 840i.	08/16/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
44	08/17/2018	Customer's daughter reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	08/17/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer to let her know the actions taken by the supervisory staff.

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45	08/17/2018	Customer reported inserted captions that customer does not believe were not spoken while on hold with music on a previous call on the CapTel 840i.	08/24/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with customer by phone reporting action taken and offered further follow-up assistance, if desired.
46	08/19/2018	Customer reported experiencing delay of captions behind the spoken words on a specific call when using the CapTel 840i.	09/02/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer called back later and Customer Service Representative reported the action taken and offered further follow-up assistance, if desired.
47	08/21/2018	Customer reported inaccurate captions on a previous call on the CapTel 840i.	08/24/2018	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 Communication Assistant who assisted with the call. Customer Service Representative subsequently advised customer that the Communication Assistant's Supervisor will increase monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed-up with customer by phone reporting action taken and offered further follow-up assistance, if desired.

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48	08/29/2018	Customer reported a significant delay in captions behind the spoken words on the CapTel 2400iBT.	09/04/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
49	08/29/2018	Customer reported inaccurate captions on the CapTel 840i.	08/31/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
50	08/30/2018	Customer reported experiencing inaccurate captions on the CapTel 2400iBT but had no specific calls or examples.	09/05/2018	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 Communication Assistant ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. On a follow up call, the customer confirmed that he has experienced no further calls with inaccurate captions.

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51	09/08/2018	The customer reported a delay in captions behind the spoken words on a specific call.	09/10/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.
52	09/14/2018	The customer reported a delay in captions behind the spoken word.	09/25/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone, reporting the action taken and offering further follow-up assistance, if desired.
53	09/17/2018	Customer reported a delay in captions behind the spoken words on the CapTel 2400iBT.	09/26/2018	Our Technical Assistance Shift Lead reached out to the customer via email on 9/20/18. Our Shift Lead let the customer know call detail he provided on an unsatisfactory call was sent to the appropriate supervisory staff at the Call Center for further follow-up. The Communication Assistant's Supervisor met with the Communication Assistant and provided coaching strategies to minimize delay of captions behind the spoken words. The Supervisor also increased monitoring to optimize the Communication Assistant's captioning performance, especially in regards to timely captioning. We then sent a follow-up email to the customer on 9/26/18 reporting action taken. We also offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
54	09/19/2018	Customer reported captions are delayed behind the spoken words on the CapTel 840i.	09/28/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about a 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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.
55	09/19/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	09/24/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
56	09/20/2018	Customer shared general feedback regarding the inaccurate captions on the CapTel 840i, but had no specific details or examples.	10/02/2018	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 Communication Assistant ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon follow up, customer reported they had no new information to report at this time and would contact customer service in the future as needed.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
57	09/24/2018	Customer reported via U.S. Mail general feedback regarding inaccurate captions, but shared no specifics.	09/25/2018	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 Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call.
58	09/24/2018	Customer's wife reported inaccurate captions during a previous call on the CapTel 2400iBT.	09/28/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
59	09/25/2018	Customer reported captions are delayed behind the spoken words on the CapTel 840i.	09/27/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with captioning delay and sent call details to the appropriate supervisory staff for further follow-up. The Communication Assistant's Supervisor met with the Communication Assistant and provided coaching and also increased monitoring to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.
60	09/26/2018	The customer reported inaccurate macro use at the start of a call on the CapTel 840i.	10/08/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details on the inaccuracy of the identifying provider macro at the start of the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone, reporting action taken.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
61	09/27/2018	Customer reported inaccurate captions on the CapTel 2400iBT.	10/04/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.
62	09/27/2018	Customer complained of captions being misspelled on the CapTel 840i but had no specifics or examples to share.	10/01/2018	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 opted-out of further assistance. Customer Service Representative subsequently sent customer further information via US Mail. Customer Service Representative recommended the customer take note of the date, time, and Communication Assistant ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon follow-up by phone, customer stated she did not wish for any further assistance at this time.
63	09/27/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400i, but had no examples or specifics.	09/27/2018	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 Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative offered follow up but the customer declined and said they would call back if they experience inaccuracies in the future.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
64	10/03/2018	Customer reported inaccurate captions on a call on the CapTel 840i.	10/03/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
65	10/05/2018	Customer's son reported sometimes words are incorrect or misspelled on the CapTel 2400iBT but shared no specifics.	10/17/2018	Customer Service Representative followed up with the customer and apologized for their experience. 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, the Customer Service Representative recommended the customer to take note of the date, time, and Communication Assistant's ID of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer did note that he sometimes sees corrections in brackets. Customer thanked the Customer Service Representative for the follow up and stated he would call back if he has a specific call to report.
66	10/05/2018	Customer's assistant reported inaccurate captions on a call when using the CapTel 840i.	10/08/2018	Customer Service Representative apologized and thanked the customer's assistant for bringing their experience to our attention. The 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, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer's assistant by phone reporting action taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
67	10/05/2018	Customer's assistant reported experiencing delayed captions on a previous call while using the CapTel 840i.	10/08/2018	Customer Service Representative apologized, thanked the customer's assistant 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, the Customer Service Representative confirmed that the customer's assistant 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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer's assistant by phone reporting action taken and offered further follow-up assistance, if desired.
68	10/06/2018	Customer reported repeated letters in a row in the captions on the CapTel 840i.	10/06/2018	Customer Service Representative apologized and gathered call detail. Customer Service Representative's investigation on the customer's behalf revealed the Communication Assistant on the call in question documented technical difficulty at their workstation, which affected the captions. The customer confirmed this experience was isolated to one call.
69	10/07/2018	Customer reported inaccurate captions on the CapTel 840i.	10/23/2018	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, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting the action taken and offered further assistance as needed.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
70	10/12/2018	Customer reported inaccurate captions on the CapTel 840i.	10/16/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The 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 that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. The Customer Service Representative followed up. The customer's wife picked up. The Customer Service Representative explained why he was calling. The customer's wife confirmed there have been no accuracy issues since we last spoke.
71	10/12/2018	Customer's daughter reported inaccurate captions on the CapTel 840i but had no specific details to share.	10/23/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The 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 Communication Assistant number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative additionally followed up by sending the customer a letter reiterating the advice given and offering further assistance as needed.
72	10/14/2018	Customer reported delay in captions beyond the normal 3-5 seconds on the CapTel 2400iBT.	10/22/2018	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, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
73	10/15/2018	Customer reported significant delay on a previous call to the CapTel 2400iBT.	10/22/2018	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, the 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 Communication Assistant who assisted with the call. The Customer Service Representative sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.
74	10/15/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	10/18/2018	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, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with customer by phone reporting action taken and offered further follow-up assistance, if desired.
75	10/15/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	10/18/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with customer by phone reporting action taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
76	10/18/2018	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 840i.	10/18/2018	Customer Service Representative confirmed that the message appeared and remained on the CapTel's display as the call began. The 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 Communication Assistant. The Customer Service Representative confirmed that the customer is now receiving captions successfully.
77	10/21/2018	Customer reported delayed captions behind the spoken words while talking to her daughter on the CapTel 2400iBT.	10/26/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative attempted to gather details about any specific calls with captions delayed behind the spoken words but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to delay of captions, the Customer Service Representative recommended that the customer take note of the date, time, and Communication Assistant's number of any future calls where delay of captions is experienced so that we may take specific action with the Communication Assistant captioning the call. Customer advised they will call CapTel Customer Service if further assistance is required.
78	10/23/2018	Customer's daughter reported experiencing inaccurate captions when using the CapTel 880i.	10/27/2018	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. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone and reported that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
79	10/29/2018	Customer's husband reported a delay in captions behind the spoken words during a previous call on the CapTel 840 PLUS in IP Mode.	10/30/2018	Customer Service Representative apologized, thanked the customer's husband 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, the Customer Service Representative confirmed that the husband 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor will increase monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
80	10/30/2018	Customer reported seeing Waiting for CapTel Operator during a call on the CapTel 840i.	10/30/2018	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 Communication Assistant. Customer Service Representative confirmed that the customer is now receiving captions successfully.
81	11/01/2018	Customer reported a specific call with a long delay behind the spoken words on the CapTel 2400iBT.	11/09/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Through our investigation, this Communication Assistant is no longer employed with the company.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
82	11/01/2018	Customer reported the name of a business was not captioned accurately on the CapTel 840i.	11/10/2018	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased coaching to optimize the Communication Assistant's captioning performance.
83	11/05/2018	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 2400i.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The development team took corrective action to remedy the circumstance.
84	11/06/2018	Customer reported a call with no captions on the CapTel 840i.	11/12/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, gathered details about the call in question, and sent the call details to the appropriate supervisory staff. Subsequent investigation revealed that the Communication Assistant experienced no audio during the call and attempted to contact/report the incident to a supervisor, but the call ended before the supervisor could respond. The Communication Assistant's Supervisor subsequently increased monitoring and coaching to optimize the Communication Assistant's captioning performance and further instructed the Communication Assistant on how to document a no audio trouble ticket, if this occurs again in the future. Customer Service Representative offered the customer ongoing assistance but the customer opted-out of further help at the present time.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
85	11/06/2018	Customer reported experiencing inaccurate captions on previous calls on the CapTel 2400iBT.	11/13/2018	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, the customer did state that they have noted corrections inserted. Customer Service Representative suggested that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up on two occasions and offered further assistance on any future calls with inaccuracy noted. Customer had no specifics to share on those follow up contacts.
86	11/08/2018	Customer's daughter reported inaccurate captions on a previous call on the CapTel 2400iBT.	11/12/2018	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow up assistance, if desired.
87	11/09/2018	Customer reported excessive 'breaking up' messages on a specific call on the CapTel 840i.	11/14/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call that had excessive breaking up messages. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
88	11/14/2018	Customer's daughter reported seeing "Waiting for CapTel Operator" during a call on the CapTel 840i.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The development team took corrective action to remedy the circumstance.
89	11/16/2018	Customer reported seeing "Waiting for CapTel Operator" on a call placed on the CapTel 2400iBT.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.
90	11/19/2018	Customer reported a call where she saw "Waiting for CapTel Operator" on the display screen.	12/03/2018	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 Communication Assistant. Customer Service Representative confirmed that the customer is now receiving captions successfully. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.
91	11/19/2018	Customer reported seeing "Waiting for CapTel Operator" during a call on the CapTel 2400iBT.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
92	11/20/2018	Customer reported a call with delayed captions on the CapTel 840i.	11/21/2018	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, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Customer Service Representative confirmed that the Communication Assistant's Supervisor will increase monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative attempted a telephone follow-up with the customer reporting that action was taken. Customer Service Representative provided the customer with further details via an answering machine message and offered ongoing assistance as needed.
93	11/21/2018	Customer reported seeing "Waiting For CapTel Operator" on the CapTel 2400iBT.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.
94	11/21/2018	Customer reported seeing "Waiting for CapTel operator" on the CapTel 2400iBT.	12/03/2018 04:00pm	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed the that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
95	11/21/2018	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	12/05/2018	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 the Captioning Service Staff for further follow-up. The Communication Assistant's Supervisor has provided coaching and mentoring to the Communication Assistant to optimize overall performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
96	11/23/2018	Customer reported experiencing inaccurate captions during some calls on the CapTel 2400iBT.	11/27/2018	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 preferred not to share any specific call detail. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, the Customer Service Representative recommended that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative also provided tips to minimize the inaccuracy of the captions, such as asking callers to speak slowly and clearly and pressing the captions button off and on again to have a different Communication Assistant caption the call. The customer requested no further assistance.
97	11/26/2018	Customer reported seeing "Speaker Too Soft" in captions on the CapTel 2400i despite the other party not speaking too softly.	11/29/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with the inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor did coach the Communication Assistant to document a trouble ticket if audio issues affect captions. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
98	11/28/2018	The customer reported a delay in captions behind the spoken word.	11/30/2018	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, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
99	11/28/2018	Customer reported that there was not a "(F)" or "(M)" macro on captions at the beginning of a call on the CapTel 840i.	12/04/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with the missing information. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
100	11/29/2018	Customer reported seeing "Waiting for CapTel Operator" and never receiving captions on a recent incoming call.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
101	11/29/2018	Customer reported seeing the message "Waiting for CapTel Operator" on the screen of their CapTel 2400iBT.	12/03/2018	The customer was advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action to remedy the circumstance.
102	12/01/2018	Customer reported inaccurate captions during a specific call on the CapTel 840i.	12/11/2018	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up letter reporting that action was taken and offered further follow-up assistance, if desired.
103	12/02/2018	Customer's son reported captions not connecting immediately when receiving a call on the CapTel 840i.	12/12/2018	Upon not being able to reach the customer's son by phone to follow up, the Customer Service Representative sent the customer a letter that initially advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center when captions do not appear. Customer Service Representative confirmed that the customer was successfully connecting with captions. Further investigation revealed that the customer's call in question connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action that remedied the circumstance and no further incidence has occurred.
104	12/05/2018	Customer's daughter reported seeing "Waiting for CapTel Operator" on a call on 12/4/18.	12/05/2018	Customer Service Representative apologized for the experience and advised that they may press the captions button off and on again at any time during a call to establish a new connection to the Call Center. Customer Service Representative confirmed that the customer was successfully connecting with captions at the time of reporting. Further investigation revealed that the customer's call the day before connected with a Communication Assistant, but then the network connection dropped. The Development Team took corrective action on 12/4/18 and the circumstance was resolved.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
105	12/07/2018	Customer reported inaccurate captions displayed on the CapTel 840i.	12/07/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor met with the Communication Assistant the same day as the call and provided coaching to optimize the Communication Assistant's captioning performance.
106	12/07/2018	The customer reported that the captions showed "tones" and then "recording" but it was a live person that answered.	12/11/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details and sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The supervisor's investigation confirmed that the Communication Assistant had used the proper captioning protocol. Customer Service Representative reported this information to the customer and offered further follow-up assistance, if desired.
107	12/08/2018	Customer reported receiving inaccurate captions during a particular call on the CapTel 840i.	12/18/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and then gathered details about the call with caption inaccuracies. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone to report the actions taken as a result of their report and offered further follow-up assistance upon request.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
108	12/11/2018	Customer's wife shared general feedback regarding the inaccuracy captions when using the CapTel 840i.	12/19/2018	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's wife was unable to provide any specifics. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon follow-up contact, the customer's wife reported that they had not experienced any notable issues at this time but will contact us if they require further assistance.
109	12/11/2018	Customer reported being unable to receive captions when placing a test call from the CapTel 2400iBT.	12/17/2018	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details regarding the specified call. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Subsequent investigation revealed that the Customer Service Representative was not receiving audio during the call and, as a consequence, could not provide captions. This experience was independently verified by a supervisor during the call, and both parties were briefed on troubleshooting methods that can be employed should this experience be encountered again. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
110	12/13/2018	Customer reported many (speaker breaking up) prompts in a conversation on the CapTel 840i.	12/13/2018	Customer Service Representative's investigation revealed that the captioning assistant documented a trouble ticket on the call. Customer Service Representative apologized for the customer's experience, explained the trouble ticket found, and advised that the customer shouldn't experience further issues in the future. Customer acknowledged that there was static on the line earlier that was no longer present.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
111	12/15/2018	Customer reported inaccurate captions when using the CapTel 840i.	12/20/2018	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up letter reporting that action was taken and offered further follow-up assistance, if desired.
112	12/17/2018	Customer complained of slow captioning on the CapTel 840i.	12/28/2018	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, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Customer Service Representative subsequently advised the customer that the Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer via voice mail, reporting that action was taken, and offered further follow-up assistance, if desired.
113	12/17/2018	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	12/19/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather details but the customer was unable to provide further information to help identify the call referenced. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, the Customer Service Representative recommended that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Upon follow-up, customer opted-out of further assistance and confirmed that she would contact us if further assistance is needed.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
114	12/20/2018	Customer reported by email that a previous call on the CapTel 2400iBT experienced significant delay of captions behind the spoken words.	12/27/2018	Customer Service Representative sent an email reply to apologize, to thank the customer for bringing their experience to our attention, and to advise on the factors which may contribute to caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up email to the customer reporting action taken.
115	12/20/2018	Customer reported experiencing inaccurate captions when using the CapTel 840i.	12/28/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant'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	12/30/2018	Customer provided general feedback regarding caption accuracy issues on the CapTel 880i.	12/30/2018	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. 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 Communication Assistant number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer stated he did not want any specific follow up taken. General investigation by the Customer Service Representative identified 12 trouble tickets documented by Communication Assistants on this customer's calls in a 30 day period with a mix of static, bleed through, no audio, and loud audio. These audio issues are likely contributing to the customer's experience.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
117	12/30/2018	Customer reported experiencing inaccurate captions when talking on the CapTel 840i.	01/09/2019	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 and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor provided coaching and additional mentoring to optimize captioning performance.
118	12/30/2018	Customer reported a call where captions stopped and started during a specific call.	01/02/2019	Customer Service Representative's investigation found that a trouble ticket was documented by the Communication Assistant on the call noting a headset/workstation issue causing the issue noted. Customer Service Representative followed up with customer and apologized for their experience and explained our findings. Customer Service Representative shared the option of the customer pressing the captions button off and on again to establish a new connection to a different Communication Assistant at the Call Center without having to hang up or redial the call. Customer thanked the Customer Service Representative for the follow up and expressed appreciation for the tip.
119	01/02/2019	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	01/21/2019	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, the Customer Service Representative recommended that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative was unable to reach the customer upon follow up, and sent a letter reiterating the recommendation to take note of future calls with inaccurate captions. Customer later followed up and noted on some calls it is fine and seems to happen the most when the person is speaking quickly. The customer had no specific calls for us to act upon.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
120	01/02/2019	Customer reported experiencing inaccurate captions during a specific call on the CapTel 840i.	01/02/2019	Customer Service Representative's investigation revealed that the Captioning Assistant documented a trouble ticket on the call. Customer acknowledged that there were several (Speaker Breaking Up) and (Speaker too Quiet) prompts in the call and that his provider is working on his lines. Customer Service Representative apologized to the customer for his experience and explained that the prompts confirmed that line issues are a contributing factor.
121	01/13/2019	Customer reported experiencing delayed captions when using the CapTel 2400iBT.	01/27/2019	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. The captioning service later confirmed that a mistake occurred during the call and appropriate action was taken with the Communication Assistant with coaching and mentoring. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
122	01/13/2019	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	01/30/2019	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor processed the proper follow-up on-site. Customer Service Representative followed up with the customer by phone reporting that action had been taken and offered further follow-up assistance, if desired.
123	01/14/2019	Customer reported a delay in captions behind the spoken words on the CapTel 2400iBT.	01/21/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
124	01/14/2019	Customer reported a call with delay behind the spoken words on the CapTel 840i.	02/06/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative further investigated and identified the call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's supervisor. The Communication Assistant's Supervisor will provide coaching and increased monitoring.
125	01/14/2019	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	01/27/2019	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 that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with the customer on more than one occasion, but the customer did not have any specific call details with caption inaccuracies to report. Customer Service Representative offered further assistance upon request.
126	01/15/2019	Customer reported that detail was inaccurate on an answering machine message left on the CapTel 840i.	01/21/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative sent call details to the Call Center Management for follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor met with the Communication Assistant. As follow up, the Center increased monitoring and coaching with the Communication Assistant to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
127	01/17/2019	Customer reported inaccurate captions displayed on the CapTel 840i.	01/31/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up email reporting the action taken and offered further follow-up assistance, if desired.
128	01/18/2019	Customer complained of inaccurate captions on the CapTel 2400iBT, but had no specifics to share.	01/24/2019	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, the Customer Service Representative recommended that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative agreed with the customer to follow up in a few days to gather specifics. After attempted telephone follow-ups, the Customer Service Representative sent the customer a letter via US Mail offering ongoing assistance as needed.
129	01/18/2019	Customer reported a delay in captions behind the spoken words on a call with the CapTel 2400iBT.	01/24/2019	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, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a letter reporting action taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
130	01/19/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	01/23/2019	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 the caption delay, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that the action was taken and offered further follow-up assistance, if desired.
131	01/19/2019	Customer's daughter reported inaccurate captions during a call on the CapTel 840i.	01/24/2019	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 the inaccuracies during this call, but the customer's daughter was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, Customer Service Representative recommended the customer take note of the date, time, and Communication Assistant number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. After a follow up, customer confirmed she has not experienced inaccurate captions since the previous call in question. She noted her daughter called about it and she is not having problems.
132	01/24/2019	The customer reported an inaccurate caption on the CapTel 2400iBT.	02/06/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with the caption inaccuracy and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant'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 Call	Nature of Contact	Date of Resolution	Explanation of Resolution
133	01/28/2019	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	01/28/2019	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 call 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, the Customer Service Representative recommended that the customer take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative sent the customer a letter with instructions and offered ongoing assistance upon request.
134	02/01/2019	Customer's husband inquired about the delay of captions behind the spoken words when using the CapTel 2400iBT.	02/01/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
135	02/01/2019	Customer's assistant shared general feedback on the accuracy of captions on some calls on the CapTel 880i.	02/06/2019	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 Communication Assistant number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up to gather specific call details, but customer had no further calls to report.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
136	02/04/2019	Customer reported delayed captions on the CapTel 2400i.	02/11/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative reported to the customer the actions that had been taken by the call center to rectify the delayed captions.
137	02/04/2019	Customer's son shared general feedback regarding captions on calls with his father on the CapTel 2400iBT.	03/01/2019	Customer Service Representative apologized and thanked the customer's son 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 son was unable to provide further information as he is not onsite. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, the Customer Service Representative recommended that the customer's son take note of the date, time, and Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative later followed up with the son. The son made a phone set up modification. The son had no specific call concerns to share. Customer Service Representative encouraged the son to let us know if the change to the set up did not resolve the circumstance on future calls.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
138	02/05/2019	Customer reported experiencing a delay in captions behind the spoken words on the CapTel 840i.	02/05/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
139	02/06/2019	Customer shared general feedback stating sometimes the captions "are garbled and don't make sense" on the CapTel 840i.	02/14/2019	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 or examples but the customer was unable to provide further information. After discussion on how captions are produced and what factors may contribute to inaccurate captions, Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. As the Customer Service Representative's repeated attempts to follow up by phone with the customer were unsuccessful, a letter was sent reiterating previous advice given and offering further assistance.
140	02/06/2019	Customer reported experiencing a delay in captions on their CapTel 2400iBT after moving the phone to a new location.	02/15/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Upon follow up, Customer Service Representative advised the customer of the action taken by the call center and offered further follow up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
141	02/07/2019	Customer reported inaccurate captions during a call on the CapTel 840i.	02/11/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
142	02/07/2019	Customer reported that captions stopped in the middle of a call while using the CapTel 2400iBT.	02/21/2019	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call where the captions stopped. 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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Investigation found no technical cause. Customer Service Representative sent a follow-up email reporting that action was taken and sharing additional suggestions. Customer Service Representative offered further follow-up assistance, if desired.
143	02/08/2019	Customer shared general feedback regarding inaccurate captions on the CapTel 840 PLUS in IP Mode.	02/13/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative explained how sharing specific calls or examples will allow us to take specific action on their concern. 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 by phone, email, and recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. As the Customer Service Representative's repeated follow up attempts were unsuccessful, Customer Service Representative mailed the customer a letter iterating the advice given and offering ongoing assistance as needed.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
144	02/09/2019	Customer reported experiencing delay of captions behind the spoken word on a call received on their CapTel 2400iBT.	03/06/2019	Customer Service Representative apologized then gathered details about the call with caption delay. After discussing the customer's experience and advising on what factors may contribute to caption delay, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.
145	02/10/2019	Customer reported having a significant delay in the captions on the CapTel 2400iBT.	02/26/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up email reporting that action was taken and offered further follow-up assistance, if desired.
146	02/11/2019	Customer reported experiencing a delay of captions behind the spoken word when using the CapTel 2400iBT.	02/15/2019	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered specific call details. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Supervisory staff subsequently reported that they had met with the Communication Assistant and provided additional tips that will assist with increasing their captioning pace during calls. Customer Service Representative replied to the customer's email reporting that action was taken and encouraged the customer to let us know of any future calls where she experiences unacceptable delay.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
147	02/14/2019	Customer's son reported captioning accuracy issues on the CapTel 2400iBT.	02/17/2019	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, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Later, the Customer Service Representative followed up and the customer's son reported that there were no further calls with accuracy issues.
148	02/19/2019	Customer reported captions delayed behind the spoken word when speaking on the CapTel 840i.	03/05/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call but found that the Communication Assistant was no longer working at the call center. Customer Service Representative followed up with the customer by phone reporting our finding and offered further follow-up assistance if desired in the future.
149	02/24/2019	Customer reported experiencing inaccurate captions on the CapTel 2400iBT.	02/27/2019	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative later sent a follow-up email to the customer reporting that action was taken and offered further assistance upon request.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
150	02/25/2019	Customer reported experiencing delay of captions behind the spoken words on a recent captioned call.	03/05/2019	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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to the captioning service staff for further follow-up. Customer Service Representative did find that there was a trouble ticket logged on the call by the Communication Assistant noting audio difficulties. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up letter reporting that action was taken and offered further follow-up assistance, if desired.
151	02/28/2019	Customer reported a delay of captions behind the spoke word on the CapTel 840i.	03/04/2019	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, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
152	03/01/2019	Customer reported inaccurate captions while speaking on the CapTel 840i.	03/12/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative learned that the issue is only present when the customer is calling their bank. The customer was unable to provide examples or the details on a specific call for us to report to the Call Center for follow up. On a later follow up call with the customer, the Customer Service Representative discussed the customer's experience further. Customer Service Representative confirmed that the customer noted she sometimes turns the captions off and on again during a call to obtain a new Communication Assistant and this solves the matter. Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action mentoring and coaching the Communication Assistant who captioned the call. Customer Service Representative offered ongoing assistance, if desired.
153	03/02/2019	Customer reported an inaccurate word on a particular call using the CapTel 840i.	03/13/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up and shared action taken by the call center.
154	03/04/2019	Customer reported a call with delayed captions behind the spoken words on the CapTel 840i.	03/13/2019	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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to the captioning service staff for further follow-up. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Customer Service Representative confirmed that the Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer via an answering machine message reporting that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
155	03/05/2019	Customer reported that the captions on the CapTel 2400iBT are sometimes slow to appear.	03/25/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
156	03/06/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	03/07/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
157	03/08/2019	Customer reported that captions on a previous call stopped.	03/13/2019	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with captions ceasing. After ensuring a consistent connection to captions, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer and explained the action taken on their behalf.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
158	03/11/2019	Customer reported a delay during a Communication Assistant change over that was more than a few seconds on the CapTel 840i.	03/17/2019	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant involved. Operations Supervisor discussed the procedure for efficient change over with the Communication Assistant involved. The Center confirmed the change over was brief. Customer later followed up with the Customer Service Representative who reported back what information was received from the call center. Customer thanked the Customer Service Representative for the information and confirmed captions are appearing properly for them since that call.
159	03/11/2019	Customer reported significant delay of the captions behind the spoken word on the CapTel 840i.	03/14/2019	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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to the captioning service staff for further follow-up. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer confirmed that they did not require further follow up.
160	03/12/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 880i.	03/13/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant'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 Call	Nature of Contact	Date of Resolution	Explanation of Resolution
161	03/13/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	03/15/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
162	03/14/2019	Customer reported experiencing an inaccurate word while trying to retrieve an answering machine message on the CapTel 2400iBT.	03/29/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative provided instructions on how to recaption an answering machine message. Customer Service Representative further recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call.
163	03/17/2019	Customer reported experiencing a call with inaccurate captions on the CapTel 2400iBT.	03/28/2019	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
164	03/17/2019	Customer reported inaccurate captions on the CapTel 2400iBT.	03/26/2019	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 enough information. After explaining how captions are produced, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with the customer on 3/26/19 but was not able to reach them and left them a message reiterating advice given as well as offering further assistance upon request.
165	03/18/2019	Customer reported delayed captions behind the spoken words during a recent call on the CapTel 840i.	03/20/2019	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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to the captioning service staff for further follow-up. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
166	03/19/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	03/26/2019	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, the 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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The captioning service staff confirmed that the Communication Assistant was no longer working for the company before any further follow-up with them could be completed. Customer Service Representative followed up with the customer to relay the information and offered ongoing assistance upon request.
167	03/19/2019	Customer reported experiencing inaccurate captions when using the CapTel 2400iBT.	03/26/2019	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, the Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
168	03/22/2019	Customer reported a delay in captions behind the spoken words when using the CapTel 2400iBT.	03/31/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken.
169	03/22/2019	Customer reported seeing "speaker unclear" at the beginning of two previous calls on the CapTel 840i, and the rest of the call was captioned well.	03/28/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the calls and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone and reported the action taken.
170	03/24/2019	Customer reported unnecessary corrections of captions on a previous call on the CapTel 840i.	04/01/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
171	03/25/2019	Customer reported getting incorrect captions on a previous call to the CapTel 2400iBT.	04/04/2019	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 and sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's supervisor will provide the Communication Assistant coaching and mentoring as a result of the customer's concern when they are next scheduled to work.
172	03/26/2019	Customer reported the captions stopped when listening to an internal answering machine message on the CapTel 840i.	03/26/2019	Customer Service Representative's investigation revealed that there may have been no more audio for the Captioning Assistant to caption. Customer Service Representative suggested pushing the captions button to have the internal answering machine re-captioned by a new Captioning Assistant if this should happen in the future.
173	03/29/2019	The customer reported a word spelled incorrectly in captions on the CapTel 840i.	04/04/2019	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor will provide the Communication Assistant coaching and mentoring as a result of the customer's concern when they are scheduled to work next.
174	05/06/2019	Customer reported a delay in captions behind the spoken word on the CapTel 2400iBT.	05/17/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
175	05/06/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	05/09/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
176	05/06/2019	Customer reported seeing mistakes in the captions on the CapTel 840i but had no specific detail.	05/14/2019	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, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up by phone and the customer confirmed that there have been no recent instances of inaccurate captions to report.
177	05/07/2019	The customer shared general feedback regarding the inaccurate captions on the CapTel 2400iBT but had no specific examples.	05/12/2019	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, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with the customer who confirmed that there has not been any further experience with inaccurate captions.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
178	05/07/2019	Customer wrote and shared general feedback regarding captions on the CapTel 2400iBT.	05/22/2019	Customer Service Representative called the customer to follow up. 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 did note that captions were doing well and keeping pace. Customer Service Representative also sent the customer a letter explaining how captions are produced and advised what factors may contribute to inaccurate captions. Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we can take specific follow up action with the Communication Assistant captioning the call.
179	05/07/2019	Customer reported inaccurate captions of an individual's name during a call on the CapTel 840i.	05/08/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor provided coaching tips to optimize the Communication Assistant's captioning performance.
180	05/07/2019	Customer reported captions lag too far behind the spoken word on the CapTel 2400iBT.	05/10/2019	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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to the captioning service staff for further follow-up. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
181	05/09/2019	Customer reported a call with extended delay behind the spoken words on the CapTel 2400iBT.	05/29/2019	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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question to be sent to the captioning service staff for further follow-up. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call on 5/9/19. The Call Center later confirmed the Communication Assistant's Supervisor provided coaching and increased monitoring to optimize the Communication Assistant's captioning performance.
182	05/15/2019	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400iBT.	05/29/2019	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 the captioning service staff for further follow-up. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. Call center personnel subsequently advised that the Communication Assistant receive supplemental coaching in order to assist them with captioning more quickly during future calls. Customer Service Representative followed up with the customer by phone reporting that action was taken and offered further follow-up assistance, if desired.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
183	05/16/2019	Customer reported misspelled words in the captions on the CapTel 840i.	05/21/2019	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, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up to see if the customer had any specifics for us to follow up on. Customer reported that he had no specifics and that "its been better." Customer Service Representative offered ongoing assistance if desired.
184	05/18/2019	Customer reported delays in captions behind the spoken words on calls today on the CapTel 2400iBT.	05/31/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.
185	05/19/2019	Customer reported seeing a delay in captions on the CapTel 2400i.	05/31/2019	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 the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
186	05/23/2019	Customer reported experiencing delay of captions behind the spoken word when using the CapTel 2400iBT.	06/05/2019	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. Initially, the customer did not have any specific calls to report, but noted generally it can happen when a person speaks quickly or not. Upon follow up, the customer's husband shared an example of a call with a delay beyond the norm. Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant's Supervisor arranged for coaching and mentoring to assist the Communication Assistant in providing timely captions with minimal delay.
187	05/25/2019	Customer's daughter shared general comment regarding the occasional inaccuracy of captions while using the CapTel 2400iBT.	05/31/2019	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 any information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, the Customer Service Representative recommended that the customer take note of the date, time, and the Communication Assistant's number of any future calls where caption inaccuracies are experienced so that we may take specific action with the Communication Assistant captioning the call. Customer Service Representative also explained how the customer can push the captions button off and on again to connect to a new Communication Assistant. Upon further follow up, the customer's daughter indicated that they hadn't recorded any examples but will make sure to record this information in the future. Customer's daughter confirmed that no further assistance was necessary. Customer Service Representative offered ongoing support upon request.

Tally	Date of Call	Nature of Contact	Date of Resolution	Explanation of Resolution
188	05/26/2019	Customer's cousin reported that the previous captioned conversation included a profanity that was not spoken by the other party.	05/29/2019	Customer Service Representative apologized and thanked the customer's cousin for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for follow-up with the Communication Assistant on 5/26/19. The Communication Assistant's Supervisor met with the Communication Assistant who stated they captioned what they thought they heard. The Communication Assistant expressed apology for this inaccuracy. The Communication Assistant's supervisor increased monitoring for the Communication Assistant. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.
189	05/29/2019	Customer reported delay of captions behind the spoken words during a captioned call on the CapTel 840i.	06/04/2019	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 Communication Assistant who assisted with the call. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer opted out of further follow up regarding the call in question. Customer Service Representative offered further assistance upon request.