

## California CapTel FCC Complaints 6/1/2017 to 5/31/2018

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
793069	06/01/2017 05:29pm	CapTel	Service	2004	Customer shared feedback regarding accuracy of captions and provided specific call data.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	06/30/2017 10:12am	Over 48 hours	CT
792792	06/01/2017 10:05am	CapTel	Setup	N/A	Customer reported dropped calls and garbled captions on the CapTel phone.	Investigation by CSR revealed that the telephone line is unable to support the data connection for captions, which contributes to dropped calls and garbled captions. CSR explained how the quality of the phone line or phone network can affect the performance of the CapTel phone. Customer has elected to continue use of the CapTel on the current phone line at this time.	06/15/2017 01:57pm	Over 48 hours	HL
792901	06/01/2017 12:46pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's wife was unable to connect with the CapTel 840 in 1-line mode from cellphone.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	06/01/2017 12:51pm	Within 24 Hours	CT
794769	06/07/2017 09:18am	CapTel	Setup	N/A	Customer reported distorted audio on the CapTel phone.	CSR attempted to troubleshoot over the phone with the customer but was unable to complete the necessary steps. CSR advised the customer to contact the telephone company to ensure functional service. Upon follow up, customer confirmed that the CapTel telephone cord is connected to a faulty telephone jack. CSR advised the customer to follow up with the telephone company for assistance repairing the jack. CSR offered ongoing assistance at the customer's request.	07/03/2017 06:09pm	Over 48 hours	HL
795846	06/10/2017 03:58am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's father reported difficulties with the CAPTIONS button on the CapTel 840.	CSR's investigation revealed that the Captions Default setting was disabled. Upon follow-up, customer's father explained that he did not understand how the button functioned, and later discovered instructions for enabling the setting. Test calls to and from the CapTel confirmed captions are now connecting successfully. CSR offered further assistance as needed.	06/10/2017 01:07pm	Within 24 Hours	CM
795920	06/10/2017 12:03pm	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 840 is being used on digital phone lines.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using an IP model CapTel phone	06/10/2017 12:11pm	Within 24 Hours	PL

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796670	06/13/2017 10:50am	CapTel	Setup	N/A	Customer's niece reported that calls on the CapTel 840 in 1-Line mode were getting dropped.	Investigation by CSR revealed that customer had DSL service and some of the filters in the home were faulty. CSR advised customer's niece of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Upon follow-up, customer's niece reported that a telephone service technician replaced some of the DSL filters in the home and confirmed that this resolved the customer's experience.	06/21/2017 03:08pm	Over 48 hours	SS
797682	06/15/2017 01:53pm	Email	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 24 Hours	MKC
797887	06/15/2017 10:28pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR assisted the customer with disabling 2-Line mode in the menu of the CapTel phone and confirmed this resolved the customer's experience.	06/19/2017 05:13pm	Over 48 hours	GT
798182	06/16/2017 04:29pm	Phone	Setup	N/A	Customer's husband reported no dial tone on the CapTel 840 in 1-Line mode.	CSR advised customer's husband to test the CapTel with a different telephone cord at a different telephone jack. CSR then lost contact with customer's husband following multiple call back attempts. CSR sent a letter advising customer to test the CapTel with a different telephone cord, telephone jack, and handset. CSR also suggested obtaining an Internet model CapTel that uses the Internet to support the captions. CSR offered ongoing assistance upon request.	07/05/2017 05:16pm	Over 48 hours	BM
798983	06/19/2017 04:54pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on inbound calls on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	06/19/2017 05:13pm	Within 24 Hours	PZ

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798748	06/19/2017 11:00am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on incoming calls to the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service.	06/19/2017 11:06am	Within 24 Hours	HL
798818	06/19/2017 12:29pm	Phone	Setup	N/A	Customer's daughter reported difficulty during inbound calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/20/2017 09:23pm	Within 48 Hours	TK
799806	06/21/2017 06:29pm	Phone	Setup	N/A	A representative from the issuing state agency reported that phone calls placed through the toll-free captioning service from the customer's daughter's cell phone are being disconnected when the customer answers on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer's daughter had implemented call forwarding on the customer's phone number to forward calls to the toll-free captioning service number, resulting in router errors. CSR advised customer's daughter to contact the telephone service provider to have the call forwarding service removed. Upon follow up, customer's daughter confirmed that this resolved the experience.	06/28/2017 02:50pm	Over 48 hours	RN
799568	06/21/2017 11:03am	CapTel	Setup	N/A	Customer reported that the audio was sometimes cutting out while using the CapTel 800 in 1-Line mode.	Troubleshooting revealed that the customer's phone cord was not functioning properly because it was under a heavy nightstand. Customer moved the nightstand and subsequently confirmed that this adjustment resolved their experience.	06/22/2017 06:21pm	Within 48 Hours	DD
800027	06/22/2017 01:51pm	CapTel	Setup	N/A	While registering the long-distance carrier of choice, state-issuing agency representative reported that the CapTel 840 in 1-Line mode is used on digital telephone service.	CSR advised customer that the CapTel 840 is not designed for digital service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/22/2017 01:56pm	Within 24 Hours	RS
801634	06/27/2017 02:45pm	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported not connecting with audio on an incoming call or getting captions on an outbound call on the CapTel 840 in 1-Line mode.	CSR found that the customer was not aware of the slight pause at the beginning of their calls when connecting with the captioning service and was disconnecting the line without waiting for the audio to connect. CSR explained the audio will be muted for both parties until a live captioning assistant is on the line when the other party calls through the captioning service. CSR subsequently confirmed they have been able to use the CapTel phone successfully.	06/29/2017 01:51pm	Within 48 Hours	MS

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802364	06/29/2017 04:10pm	Phone	Setup	N/A	Customer reported no dial tone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the phone cord was not fully connected to the telephone wall jack. CSR advised the customer to reconnect the phone cord from the wall jack and the CapTel. Customer then confirmed active dial tone on the CapTel 840.	06/29/2017 05:29pm	Within 24 Hours	GT
802707	06/30/2017 03:05pm	Phone	Setup	N/A	Customer's daughter reported being unable to make and receive caption calls on the CapTel phone.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix. CSR's investigation also revealed that the customer has Tone lines but the CapTel was set for Pulse use. CSR assisted with enabling the appropriate dialing setting in the menu of the CapTel phone. CSR confirmed this adjustment resolved the customer's experience.	06/30/2017 03:20pm	Within 24 Hours	HL
802517	06/30/2017 09:11am	CapTel	Setup	N/A	Customer reported no captions on the CapTel 840 on outbound calls.	CSR's investigation revealed the CapTel's phone cord is plugged into an external answering machine which then has a phone cord plugged into the wall jack. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with the external answering machine that shares the same wall jack as the CapTel phone. CSR sent the customer a letter reiterating the advice given. CSR later confirmed that the CapTel phone connected to captions again.	07/02/2017 08:38pm	Over 48 hours	PZ
802605	06/30/2017 12:17pm	CapTel	Setup	N/A	State issuing agency reported using a digital cable telephone service provider with the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR further sent the customer a letter reiterating the advice given and offering further assistance upon request.	06/30/2017 12:48pm	Within 24 Hours	CF
804542	07/07/2017 02:14pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported being unable to connect with captions on incoming calls using the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service.	07/07/2017 02:25pm	Within 24 Hours	BM
804908	07/08/2017 07:59pm	Phone	Setup	N/A	Customer's relative reported being unable to reach the customer on the CapTel 840 in 1-Line mode.	Investigation by CSR revealed that the customer does not have active telephone service. CSR explained that the CapTel requires active telephone service in order to be used successfully with captions.	07/21/2017 04:54pm	Over 48 hours	SM

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805413	07/10/2017 03:05pm	CapTel	Setup	N/A	Customer reported calls cutting out on the CapTel 840 in 1-Line mode.	Investigation by CSR revealed that the customer had DSL service and wasn't filtering all of their devices properly. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Customer confirmed that this resolved the experience.	07/19/2017 09:21pm	Over 48 hours	GT
805511	07/10/2017 06:22pm	CapTel	Setup	N/A	Customer reported difficulties with the clarity of the audio and calling out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/10/2017 06:33pm	Within 24 Hours	OL
805232	07/10/2017 11:01am	Phone	Setup	N/A	Customer's husband stated captions are not connecting properly on the CapTel 840 in 1-Line mode.	Investigation by CSR revealed there is currently no power at the customer's home due to a local wildfire. CSR advised the customer's husband to unplug the AC adapter, then plug it back into the outlet once electricity has been restored. Customer's husband confirmed the experience had been resolved once the power was restored.	07/13/2017 11:53am	Over 48 hours	BMc
805289	07/10/2017 12:26pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer asked if the captionist can hear what she says during a call and also mentioned that the captions are inaccurate sometimes but corrections are made.	CSR informed customer that the captionist only hears one side of the conversation which is the voice of the other party. CSR also explained that when captionists make corrections, the corrected word(s) are displayed in brackets. There may be a delay between the wrong word(s) and the correction.	07/10/2017 12:38pm	Within 24 Hours	TJ
805782	07/11/2017 02:16pm	CapTel	Setup	N/A	Customer reported quiet audio on the CapTel 840 in 1-Line mode.	Customer requested onsite assistance with troubleshooting the audio issues on the CapTel 840. CSR assisted the customer with contacting the state issuing agency in order to request a home visit. CSR offered ongoing assistance at the customer's request.	07/31/2017 07:48pm	Over 48 hours	CR
806126	07/12/2017 01:37pm	Phone	Setup	N/A	State program representative stated the CapTel 840PLUS is being used in 1-Line mode with digital cable telephone service.	CSR's investigation revealed that the customer is attempting to connect the phone in analog mode to captions using digital cable telephone service. CSR advised state program assistant that the CapTel 840PLUS in analog mode is not designed for digital cable use and recommended that the customer obtain internet service in order to switch the CapTel to hybrid mode so that captions may connect using the internet service. The state program assistant confirmed she would relay this information to the customer.	07/12/2017 01:42pm	Within 24 Hours	BMc

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806172	07/12/2017 02:54pm	CapTel	Setup	N/A	Customer's son-in-law reported captions stop and audio cuts out during calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised the customer's son-in-law that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/12/2017 03:04pm	Within 24 Hours	BMc
806225	07/12/2017 04:20pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported a delay of captions behind the spoken words when using the CapTel 840 in a multi-party call.	CSR's investigation revealed customer experienced a delay in captions due to multiple speakers on the line being captioned. After explaining how captions are produced and that multiple parties on the call can cause a delay in the captions, customer's assistant desires no further follow-up regarding the call in question. CSR offered further assistance upon request.	07/12/2017 04:30pm	Within 24 Hours	SO
806236	07/12/2017 04:20pm	Phone	Setup	N/A	While assisting customer's assistant with another matter, CSR determined that customer was using the CapTel 840 with digital phone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service on the CapTel 840 in 1-line mode. CSR advised customer's assistant that the CapTel 840 wasn't designed for use with digital telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/12/2017 04:37pm	Within 24 Hours	SO
806587	07/13/2017 03:42pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported that some incoming calls to the CapTel 840 in 1-Line mode were not connecting to captions.	Investigation by CSR revealed that customer's assistant was giving out the CapTel Customer Service number for callers to dial instead of the appropriate captioning service number. CSR provided the customer's assistant with the appropriate captioning service number. Customer's assistant confirmed that this resolved the customer's experience.	07/13/2017 03:56pm	Within 24 Hours	SS
806985	07/14/2017 05:34pm	Phone	Setup	N/A	Customer's son reported seeing a message on the CapTel 840 that there was an outgoing call in progress when there was not actually an outgoing call in progress.	CSR's investigation revealed that the CapTel may have been connected to a faulty phone jack. CSR advised connecting the CapTel's telephone cord to a different phone jack, and the customer's son confirmed that this adjustment resolved their experience.	07/14/2017 05:44pm	Within 24 Hours	DD

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807790	07/17/2017 09:26pm	CapTel	Setup	N/A	Customer reported having difficulty placing calls to a specific number.	CSR's investigation revealed that the customer was able to reach the specified number but technical information revealed that the customer was having intermittent connection issues in general for all calls. Upon further investigation CSR discovered that the customer's telephone service is not completely analog. The service is digital and goes through an analog conversion. CSR advised customer that the CapTel 840 is not designed for digital phone use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/20/2017 05:30pm	Over 48 hours	SB
808008	07/18/2017 02:00pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing "Handset is Muted" on the screen of the CapTel on an incoming call.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	07/18/2017 02:08pm	Within 24 Hours	SO
808165	07/18/2017 05:47pm	CapTel	Setup	N/A	Customer's sister reported audio distortion on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/18/2017 06:00pm	Within 24 Hours	TK
808483	07/19/2017 04:24pm	Phone	Setup	N/A	Customer's daughter reported the CapTel 840 cannot obtain a dial tone.	CSR's investigation revealed the CapTel is set up with a four-port phone jack adapter when set up in the customer's home. Customer's daughter removed this adapter and tested the CapTel's phone cord directly in a wall jack at her own home, and was able to hear a dial tone on the CapTel. CSR advised replacing the adapter or having the wall jack serviced in the customer's home. Customer's daughter will look into both options. CSR offered further assistance upon request.	07/19/2017 04:32pm	Within 24 Hours	ELS
809196	07/21/2017 02:23pm	Phone	Setup	N/A	Customer reported the CapTel 840 in 1-Line mode was not able to connect to captions.	CSR's investigation revealed that the CapTel's telephone cable was connected to a faulty duplex jack. CSR advised replacing the duplex jack or removing it from the setup. Customer's husband subsequently confirmed successful connection to captions.	07/22/2017 12:03pm	Within 24 Hours	SS

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809089	07/21/2017 11:12am	CapTel	Info/ Referral/ Consumer Ed	N/A	New customer reported experiencing delay in captions on the CapTel 840.	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, if the CA is captioning multiple parties on the call, or if the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	07/21/2017 11:40am	Within 24 Hours	PL
810102	07/24/2017 09:37pm	CapTel	Setup	N/A	Customer reported difficulty making outgoing calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that an incorrectly configured menu setting was preventing the CapTel from dialing out successfully with captions. CSR sent several over-the-wire updates to the phone in order to clear dialing prefix, clear block call waiting, set caption service mode to 1-Line mode, set tone dialing, and turn VCO mode off. Once these updates were complete, customer's husband placed a series of test calls and confirmed each call connected successfully with captions.	07/26/2017 01:09pm	Within 48 Hours	SO
810336	07/25/2017 02:20pm	Phone	Setup	N/A	Customer's daughter reported difficulties placing outbound calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer was using a long phone cord that runs across the floor, which was worn from foot traffic, and had become faulty. CSR advised customer's daughter to replace the phone cord with one that was functioning correctly. Customer's daughter reported that they did not require further follow up and that they would CapTel Customer Service if further assistance was needed.	07/26/2017 05:18pm	Within 48 Hours	GT
810405	07/25/2017 04:13pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported that calls placed through the captioning service number to the CapTel 840 in 1-Line mode do not connect to captions.	CSR's investigation revealed that the customer's relatives were not using the correct number to reach the toll-free captioning service. CSR provided customer's daughter with the appropriate captioning service number and advised on how to appropriately dial when using the service. CSR subsequently placed test calls and confirmed that the customer is successfully connecting with captions.	07/31/2017 05:00pm	Over 48 hours	RN

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810675	07/26/2017 02:14pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that sometimes the names don't come up correctly on the CapTel 840.	CSR explained that in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. CSR advised that the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call.	07/26/2017 02:18pm	Within 24 Hours	PZ
811208	07/27/2017 08:08pm	CapTel	Setup	N/A	Customer's daughter reported difficulty intermittently placing calls with and without captions from the CapTel 840 in 1-Line mode.	CSR's investigation revealed that there was a lot of static on the line and the telephone cord being used with the CapTel 840 was malfunctioning, so CSR advised the customer's daughter to replace the telephone cord. CSR also assisted the customer in adjusting the auto answer set up. Upon follow up, customer was able to answer an incoming call and opted out of further assistance until her daughter has time to assist with replacing the telephone cord. CSR offered ongoing support upon request.	08/03/2017 07:09pm	Over 48 hours	SB
811171	07/27/2017 12:45pm	CapTel	Setup	N/A	When discussing long-distance registration, CSR learned that the CapTel 840 was being used on digital phone lines.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using an IP model CapTel phone.	07/27/2017 01:03pm	Within 24 Hours	PL
811477	07/28/2017 03:36pm	CapTel	Setup	N/A	Customer reported that her neighbor was unable to reach her on the CapTel 840.	CSR offered troubleshooting assistance over the phone, but the customer requested in-home assistance. CSR referred the customer to their state issuing agency for further assistance with scheduling a home visit and offered ongoing support upon request.	07/28/2017 03:51pm	Within 24 Hours	LA
811320	07/28/2017 11:17am	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 800 was unable to place captioned calls.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR sent an over-the-wire update to change the CapTel to 1-Line mode. Customer's assistant subsequently confirmed the CapTel was able to place captioned calls in 1-Line mode.	07/28/2017 11:29am	Within 24 Hours	CS

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812179	07/31/2017 03:01pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported that the customer was hanging up due to a period of silence in the beginning of incoming calls placed to the CapTel 840i in 1-Line mode.	CSR explained that it would be normal for both parties to hearing a brief period of silence while captions are connecting on incoming calls placed to the CapTel 840 in 1-Line mode. CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line. CSR advised the customer's daughter to inform her mother about the delay and to remain on the line a while longer until the captions have connected. CSR offered ongoing assistance upon request.	07/31/2017 03:08pm	Within 24 Hours	LA
812558	08/01/2017 04:11pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's wife reported not getting captions on the CapTel 840.	CSR's troubleshooting found that callers were not dialing through the toll-free captioning service number first. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. Customer inquired about a model CapTel that does not require the toll-free captioning service number and CSR referred the customer to the national distributor for further assistance with obtaining an internet based CapTel phone.	08/01/2017 04:40pm	Within 24 Hours	PZ
813004	08/02/2017 05:36pm	CapTel	Setup	N/A	Customer's assistant reported no captions or audio for incoming calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/02/2017 05:49pm	Within 24 Hours	ELS
813377	08/03/2017 05:35pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's sister reported seeing "Handset is Muted" on the screen of the CapTel 840 on an incoming call.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	08/03/2017 05:33pm	Within 24 Hours	PY
813413	08/03/2017 06:26pm	CapTel	Setup	N/A	Customer reported using digital cable phone service with the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/03/2017 06:30pm	Within 24 Hours	CR

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814385	08/07/2017 02:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported occasionally seeing "Speaker Unclear" on the CapTel 800.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification	08/07/2017 02:28pm	Within 24 Hours	DD
814387	08/07/2017 02:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer asked if there was a way to completely eliminate the delay they experience on captioned calls.	CSR's investigation revealed that the customer was a long time CapTel user already familiar with the captioning process. CSR explained that due to how the captioning process works, delay cannot be completely eliminated.	08/07/2017 02:15pm	Within 24 Hours	DD
814485	08/07/2017 04:21pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's husband reported difficulties receiving captions on inbound calls on the CapTel 840 in 1-Line mode	CSR's investigation revealed that the callers were not using the captioning service number to place calls to the customer. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	08/07/2017 04:48pm	Within 24 Hours	GT
814754	08/08/2017 01:45pm	Mail	Setup	N/A	Customer reported no dial tone on the CapTel 840 and requested an on-site visit.	After offering initial assistance, CSR facilitated customer's contact with the state issuing agency to conduct a home visit in order to further assist the customer with restoring the dial tone to the CapTel phone. State issuing agency reported that they had made several attempts to contact the customer and her family unsuccessfully and left voice mail messages offering ongoing assistance with the CapTel phone. CSR sent the customer a letter with instructions on how to ensure that the CapTel is set up properly and offering further assistance upon request.	08/24/2017 05:00pm	Over 48 hours	MMo
814835	08/08/2017 04:24pm	CapTel	Setup	N/A	Customer reported that she was experiencing audio disconnections on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/08/2017 04:40pm	Within 24 Hours	ES

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
815153	08/09/2017 03:30pm	CapTel	Setup	N/A	Customer reported being unable to dial out with captions on the CapTel 800 in 1-Line mode.	CSR's troubleshooting revealed the CapTel was connected to a faulty duplex jack. After disconnecting the duplex jack, CSR placed multiple test calls with the customer and confirmed the CapTel was able to connect to captions successfully.	08/09/2017 04:10pm	Within 24 Hours	JAA
815497	08/10/2017 03:30pm	CapTel	Setup	N/A	Customer reported garbled captions on the CapTel 800 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 800 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/10/2017 04:00pm	Within 24 Hours	TK
815386	08/10/2017 11:57am	Phone	Setup	N/A	Customer's assistant reported difficulty placing outbound captioned calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/10/2017 12:28pm	Within 24 Hours	CBe
815484	08/10/2017 11:57am	CapTel	Setup	N/A	Customer reported being unable to call out with captions.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix and confirmed this adjustment resolved the experience.	08/16/2017 10:27pm	Over 48 hours	CBe
815806	08/11/2017 03:12pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer reported getting Speaker Unclear on her captioned calls.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. CSR further explained that this means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification. CSR sent customer further information and offered ongoing assistance with the CapTel phone via a subsequent US Mail communication.	08/14/2017 03:30pm	Over 48 hours	MMo
815715	08/11/2017 12:15pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported that the CapTel 840 PLUS in Analog Mode was not getting captions on some incoming calls.	CSR found that the callers had forgotten to use the captioning service number before placing a call to the CapTel phone. CSR explained that in order for the CapTel 840 PLUS in Analog Mode to receive captions, callers must first dial through the toll-free captioning service number.	08/11/2017 12:26pm	Within 24 Hours	PL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
816422	08/14/2017 01:29pm	Phone	Setup	N/A	Customer's daughter reported that the CapTel 840 was unable to place an outbound call.	Troubleshooting revealed that the CapTel had a number programmed into it to block call waiting when that was not needed. CSR advised the customer's daughter to delete this and customer's daughter confirmed this resolved the experience.	08/14/2017 01:42pm	Within 24 Hours	SAB
817781	08/17/2017 11:23pm	Phone	Setup	N/A	Customer reported no dial tone on the CapTel 840.	CSR's troubleshooting found that the customer had just moved and that her new setup may be affecting the CapTel's ability to get a dial tone. After multiple follow up attempts, CSR sent the customer a letter, advising the customer on how to ensure that the CapTel phone is set up correctly. CSR also offered further assistance upon request.	08/23/2017 02:23pm	Over 48 hours	PZ
817778	08/18/2017 09:04am	CapTel	Setup	N/A	CSR noted an incoming call disconnecting from captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/18/2017 09:23am	Within 24 Hours	PZ
818527	08/20/2017 11:45am	Phone	Setup	N/A	Customer reported garbled captions on the CapTel 800 in 1-Line Mode.	CSR's investigation revealed that the CapTel phone cord was connected to a medical alert device. CSR advised customer's daughter to obtain a duplex or "y" jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. CSR offered continued assistance as necessary.	08/20/2017 02:35pm	Within 24 Hours	JC
819007	08/22/2017 02:10pm	CapTel	Setup	N/A	Customer reported the CapTel 840 in 1-Line mode will continue to ring after lifting the handset.	CSR's troubleshooting suggests that the AC adapter being used with the CapTel phone may not be functioning properly. CSR sent the customer a replacement AC adapter and additionally mailed them a letter providing setup tips to ensure the CapTel receives an optimal ring signal. CSR offered ongoing assistance upon request.	09/06/2017 03:14pm	Over 48 hours	CE
819519	08/23/2017 09:48pm	CapTel	Setup	N/A	Customer's sister reported that the captions were not working on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/23/2017 10:20pm	Within 24 Hours	PY

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
820373	08/26/2017 02:49pm	CapTel	Setup	N/A	Customer's son reported that the CapTel 840 can make outbound calls, but not receive inbound calls.	CSR's investigation revealed that the calls were being routed over phone lines that could not support the modem connection required to complete the connection to the CapTel with captions. CSR apologized for the difficulty and forwarded details to engineering to see if any adjustments to the way the incoming call is routed can be done to improve the connection. The customer's son confirmed that this resolved the experience.	08/28/2017 05:17pm	Over 48 hours	PZ
821650	08/30/2017 07:36pm	CapTel	Setup	N/A	Customer reported being unable to re-caption answering machine messages and having difficulty updating the software on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for use with digital cable telephone service and recommended using their internet model CapTel that would use the internet to support the captions.	09/01/2017 08:48pm	Over 48 hours	SB
821845	08/31/2017 01:42pm	CapTel	Info/ Referral/ Consumer Ed	N/A	CapTel 800 customer reported that a caller reported not being able to hear her.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR conducted test call with customer to practice above tips.	08/31/2017 01:56pm	Within 24 Hours	AJ
821958	08/31/2017 05:19pm	CapTel	Setup	N/A	Customer reported having difficulty connecting with captions and audio cutting out while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	08/31/2017 05:27pm	Within 24 Hours	BM
822927	09/05/2017 01:43pm	Phone	Setup	N/A	Customer reported difficulties using the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/19/2017 01:06pm	Over 48 hours	TJ
824100	09/08/2017 01:47pm	Phone	Setup	N/A	Customer's assistant reported the CapTel 840 in 1-Line mode was not able to dial out.	Investigation by CSR revealed that the telephone cord connected to the CapTel had come loose. CSR advised the customer's assistant to ensure that the CapTel phone cord was securely plugged into the CapTel and the wall jack. Customer's assistant subsequently confirmed that this resolved the customer's experience.	09/08/2017 02:03pm	Within 24 Hours	SS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
824376	09/09/2017 06:07pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's niece reported being unable to connect to captions during inbound calls to the CapTel 840 PLUS in 1-Line mode.	CSR explained that in order for the CapTel 840 PLUS to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. CSR also placed a test call through the captioning service and the customer's niece confirmed <u>successful connection with captions.</u>	09/09/2017 06:13pm	Within 24 Hours	RN
824693	09/11/2017 11:56am	CapTel	Setup	N/A	Customer reported that the CapTel 840 was frequently having difficulty connecting to captions during incoming and outgoing calls.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use <u>the internet to support the captions.</u>	09/11/2017 12:22pm	Within 24 Hours	ES
826180	09/14/2017 05:07pm	Phone	Setup	N/A	Customer's granddaughter reported that the CapTel 840 would not place outbound calls.	CSR's investigation revealed that the CapTel's telephone was connected in-line with another device and that the cord connecting the CapTel to the other device was loose. Customer's granddaughter firmly reconnected the cord and confirmed that they were able to place captioned calls successfully. For future use and to prevent their experience from reoccurring, CSR advised moving the other device to a different jack or obtaining a duplex jack, or "y" jack, to allow the CapTel 840 and the other device to share the same wall jack. CSR offered ongoing assistance <u>upon request.</u>	09/14/2017 05:21pm	Within 24 Hours	DD
826550	09/15/2017 05:10pm	Phone	Setup	N/A	The customer's daughter reported difficulty receiving captioned inbound calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to <u>support the captions.</u>	09/15/2017 05:25pm	Within 24 Hours	PZ
826378	09/15/2017 11:40am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on a previous inbound call using the CapTel 840 PLUS in Analog mode.	CSR explained that in order for the CapTel 840 PLUS to receive captions in Analog mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	09/15/2017 11:48am	Within 24 Hours	BM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
828165	09/20/2017 06:10pm	CapTel	Setup	N/A	Customer reported captions intermittently dropping on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/20/2017 06:21pm	Within 24 Hours	KG
829897	09/26/2017 02:18pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported callers have difficulty hearing the customer's audio when speaking on the CapTel 840 in 1-Line mode.	CSR found the customer waits for the captions to appear before responding which causes the other party to hear a long pause/silence on the line. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups or callers stating they cannot hear him.	09/26/2017 02:30pm	Within 24 Hours	MS
830790	09/28/2017 05:41pm	CapTel	Setup	N/A	The customer reported scrambled captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/28/2017 05:54pm	Within 24 Hours	PZ
830995	09/29/2017 12:36pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported that some calls on the CapTel 840 in 1-Line mode are not captioned.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	09/29/2017 12:57pm	Within 24 Hours	EG
832923	10/05/2017 12:49pm	CapTel	Service	10598	Customer reported inaccurate captions on a specific call on the CapTel 840.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure compliance with captioning standards for accuracy. CA noted audio distortion difficulties on the call. CSR followed up with the customer and shared follow up action taken.	10/12/2017 03:50pm	Over 48 hours	EG

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
834585	10/10/2017 11:28am	Phone	Setup	N/A	Customer reported that they were connecting their CapTel 840 in 1-Line mode with a digital cable telephone service.	CSR confirmed the CapTel 840 was connected to a digital cable service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/10/2017 11:48am	Within 24 Hours	JB
835077	10/11/2017 03:21pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported difficulty dialing an incoming call to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that incoming calls were connecting with captions properly but the customer was not waiting for the captions to make their connection and hanging up on their incoming callers. CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line and to stay on the line until the captions shortly make their connection. CSR placed several test calls with the customer's daughter who confirmed the CapTel is receiving incoming calls successfully.	10/11/2017 05:38pm	Within 24 Hours	JB
835273	10/12/2017 12:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported having trouble calling out to a specific number from the CapTel 840.	CSR's investigation revealed that the customer was dialing through the captioning service to an individual who does not have a CapTel phone, so their call to the other party was being disconnected. CSR advised calling the number directly. Customer did not request any further assistance at this time.	10/12/2017 12:17pm	Within 24 Hours	BP
836591	10/16/2017 05:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being unable to navigate an automated recording on the CapTel 840.	CSR shared tips, such as having the entire recording captioned and/or pressing a particular option right away.	10/16/2017 05:10pm	Within 24 Hours	PY
837304	10/18/2017 10:21am	Phone	Setup	N/A	Customer reported difficulty making captions calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 840 is not designed for wireless home use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/18/2017 10:36am	Within 24 Hours	CBe

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
837300	10/18/2017 02:44pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported their daughters' names are spelled wrong in the captions on their 840.	CSR explained that in order to give CapTel users privacy and full control of their call, the Captioning Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. CSR advised that the Captioning Assistant only hears the other party, so if the other party spells the name for confirmation, the Captioning Assistant will know how to spell it correctly for the duration of the call.	10/18/2017 02:53pm	Within 24 Hours	CC
837350	10/18/2017 03:14pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported continued problems with the CapTel 840.	Investigation by CSR revealed that the customer has both an Internet and an analog model CapTel phone. CSR advised customer that when someone answers a phone other than the analog model CapTel phone when the other party has called through the captioning service, it will be normal to hear "seek tones" or "beeps" that reoccur throughout the call. This means that the captioning service is sending a signal or "seek tone" trying to connect to a CapTel phone. CSR explained that one can go and pick up the analog CapTel phone and then hang up the traditional phone so that the CapTel can establish captions successfully. CSR further informed the caller that if the customer answers the call on an extension phone the call will be disconnected after a short period.	11/02/2017 03:00pm	Over 48 hours	JC
837406	10/18/2017 04:56pm	CapTel	Setup	N/A	Customer reported that she was experiencing garbled captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. After three attempts to reach the customer by telephone, CSR sent a letter explaining that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions and offering ongoing support upon request.	10/26/2017 04:43pm	Over 48 hours	JB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
837679	10/19/2017 01:46pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's son reported difficulty placing outbound calls from the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer was dialing a star code before dialing their caller's number. CSR explained that a star code couldn't be dialed on the CapTel 840 in 1-Line mode and instead a 7 or 10-digit phone number must be dialed. CSR shared suggestions such as programming the star code in the dialing prefix or block call waiting field in the menu of the CapTel 840. Customer's son subsequently confirmed they were able to dial outbound calls successfully.	10/26/2017 03:50pm	Over 48 hours	CR
837797	10/19/2017 04:12pm	CapTel	Setup	N/A	State program representative reported the customer has digital telephone service.	CSR advised the representative that the CapTel 840 PLUS in Analog Mode is not designed for digital cable telephone service and recommended switching the CapTel to IP Mode.	10/19/2017 04:39pm	Within 24 Hours	JC
838017	10/20/2017 11:34am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulties reaching her doctors office because the other party hangs up before captions connect.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.	10/20/2017 11:40am	Within 24 Hours	ELS
838925	10/23/2017 03:33pm	CapTel	Setup	N/A	Customer's son reported difficulty connecting with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer may have a faulty telephone cord. CSR was unable to communicate over the phone with the customer to troubleshoot and sent a letter advising the customer to test the CapTel phone with a different telephone cord. CSR advised to have an assistant contact CSR for further assistance if needed.	10/31/2017 09:00pm	Over 48 hours	AJ
838990	10/23/2017 05:46pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on incoming calls to the CapTel 840 PLUS.	CSR explained that in order for the CapTel 840 PLUS to receive captions in analog mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	11/03/2017 02:15pm	Over 48 hours	HL
839541	10/25/2017 10:35am	CapTel	Setup	N/A	Customer reported people being unable to call the customer at the hospital to her CapTel 840.	CSR's investigation found that the CapTel phone can't support the data connection required for consistent captions. CSR recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/25/2017 03:45pm	Within 24 Hours	KG

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
840717	10/28/2017 05:30pm	Phone	Setup	N/A	Customer's son reported occasional audio drops while speaking on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/31/2017 04:44pm	Over 48 hours	DG
841084	10/30/2017 12:14pm	Phone	Setup	N/A	Customer's son reported having digital phone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/30/2017 12:19pm	Within 24 Hours	EJ
841715	10/31/2017 06:13pm	CapTel	Setup	N/A	Customer reported no captions on the CapTel 840 in 2-Line mode.	CSR tried to do some initially troubleshooting over the phone, but customer requested an in-home visit to restore captions to the CapTel. CSR facilitated contact with a state equipment program representative to arrange for an in-home visit to further assist customer.	11/01/2017 12:00pm	Within 24 Hours	TD
841982	11/01/2017 03:18pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported not getting captions on an inbound call to the CapTel 840 in 1-Line Mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	11/01/2017 03:35pm	Within 24 Hours	KMK
842622	11/03/2017 10:47am	Phone	Setup	N/A	Customer's state program representative called for assistance with making outbound calls on the CapTel 840 PLUS.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable usage. Customer's field representative confirmed that they did not require further assistance with the CapTel phone at this time. CSR offered ongoing assistance as needed.	11/03/2017 11:23am	Within 24 Hours	MMo

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
844265	11/07/2017 10:20pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	11/07/2017 10:27pm	Within 24 Hours	BH
845256	11/10/2017 01:41pm	Phone	Setup	N/A	Customer's daughter reported the CapTel is not ringing for incoming calls.	CSR's investigation revealed the phone jacks in the home had recently been installed and were not yet functional. The electricians who installed the phone jacks were still in the home, and the customer's daughter reported that she would work with them to ensure that the phone jacks were fully installed and functioning properly. Upon follow up, customer's daughter confirmed that the CapTel 840 was ringing successfully for incoming calls.	11/17/2017 06:50pm	Over 48 hours	TD
847918	11/18/2017 05:18pm	Phone	Setup	N/A	Customer's son reported dropped audio on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/18/2017 05:25pm	Within 24 Hours	BH
848481	11/20/2017 06:49pm	CapTel	Setup	N/A	Customer reported not receiving captions on the CapTel 800 in 2-Line mode.	CSR's investigation revealed the CapTel was set to 2-Line mode, but only had had one phone line connected. TD advised the customer to connect a telephone cord from the Line-2 port to a wall jack for the second phone line. Upon follow-up, customer confirmed the CapTel is now successfully making captioned calls.	11/20/2017 08:00pm	Within 24 Hours	TD
848628	11/21/2017 11:04am	CapTel	Setup	N/A	Customer's wife reported no captions on the CapTel 840.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR assisted the customer with disabling 2-Line mode in the menu of the CapTel phone and confirmed this resolved the customer's experience.	11/21/2017 11:27pm	Within 24 Hours	TD

## California CapTel FCC Complaints 6/1/2017 to 5/31/2018

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
848883	11/21/2017 09:58pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/21/2017 10:55pm	Within 24 Hours	SO
849393	11/24/2017 03:02pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulty reaching a specific telephone number on the CapTel 840 in 1-Line mode.	CSR's investigation revealed customer is trying to reach a number that has an automated telephone system. CSR shared tips, such as having the entire recording captioned and/or pressing a particular option right away.	11/24/2017 03:14pm	Within 24 Hours	SO
849390	11/24/2017 03:18pm	CapTel	Setup	N/A	Customer's son-in-law inquired if the CapTel 840 in 1-Line mode could connect to captions using digital cable phone service.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/24/2017 03:26pm	Within 24 Hours	CR
849970	11/27/2017 12:27pm	CapTel	Setup	N/A	Customer reported no captions on the CapTel 840 in 2-Line Mode.	Further discussion revealed that the customer's phone line requires a dialing prefix to reach an outside line. CSR assisted the customer with programming a dialing prefix for outbound captioned calling. Customer confirmed this adjustment resolved the experience.	11/27/2017 01:04pm	Within 24 Hours	TK
850145	11/27/2017 04:00pm	Phone	Setup	N/A	Customer's son reported audio issues with the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	11/27/2017 04:19pm	Within 24 Hours	JB
850122	11/27/2017 04:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being unable to receive captions on a previous outbound call on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer had turned the CAPTIONS button off on the CapTel phone before dialing the outbound call. CSR explained that in order to connect with captions on the CapTel 800 in 1-Line mode, the CapTel user must first make certain the CAPTIONS button is lit prior to dialing. Customer confirmed captions are connecting successfully	11/27/2017 04:10pm	Within 24 Hours	GT

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
851018	11/29/2017 08:28pm	Phone	Setup	N/A	Customer's daughter reported the CapTel 840 in 1 Line mode not working.	CSR's investigation revealed the CapTel's phone cord was not working properly. CSR advised the customer's daughter to try a phone cord from another phone in the home and confirmed this allowed the CapTel to work as intended. CSR sent a new phone cord for the CapTel and offered further assistance as needed.	11/29/2017 08:42pm	Within 24 Hours	AB
851040	11/29/2017 09:56pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer reported not getting captions on all incoming calls and callers hanging up on her.	CSR's investigation revealed that the customer was receiving calls on her CapTel 840 from callers who were dialing directly to her number and not using the Captioning Service. CSR advise customer to notify her callers to dial that number first before entering her phone number. CSR then placed a test call using the Captioning Service number. Customer confirmed this resolved the experience.	11/29/2017 10:17pm	Within 24 Hours	MC
851798	12/01/2017 10:58pm	CapTel	Setup	N/A	Customer reported being unable to receive inbound calls with captions on the CapTel PLUS in analog mode.	Initial contact on the same day, had the customer being able to make outgoing captioned calls. Later, CSR's investigation revealed that the customer's unit was connected in line with a signaling device. CSR assisted the customer's assistant installing a duplex jack in order to connect both the CapTel and signaling device at the same. CSR placed a test call, and the customer's assistant confirmed that the CapTel PLUS was being used with captions successfully.	12/11/2017 10:35pm	Over 48 hours	DG
852428	12/04/2017 02:52pm	CapTel	Setup	N/A	Customer reported that the telephone line quality test had timed out on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	12/04/2017 06:30pm	Within 24 Hours	GT

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
852766	12/04/2017 03:20pm	CapTel	Setup	N/A	Customer reported the CapTel 840 in 1-Line mode was not working properly.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/05/2017 12:17pm	Within 24 Hours	BJB
852516	12/04/2017 05:18pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840 in 1-Line mode.	CSR offered troubleshooting assistance over the phone, but the customer subsequently requested a home visit. CSR referred the customer to their state issuing agency for further assistance with arranging a home visit. State issuing agency representative confirmed that a field advisor would be in contact with the customer to schedule an appointment. CSR offered ongoing support upon request.	12/28/2017 05:08pm	Over 48 hours	SM
855689	12/13/2017 02:45pm	CapTel	Setup	N/A	Customer's assistant reported erratic ringing and difficulty with calls on the CapTel 840.	CSR offered troubleshooting assistance. After further discussion, the assistant opted to contact the state distribution program. The assistant later confirmed that a representative from the state distribution program had made an on-site visit and that the experience is now resolved, but could not provide detail regarding the troubleshooting that was completed.	12/19/2017 01:36pm	Over 48 hours	PL
855972	12/14/2017 12:46pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's social worker reported incoming calls were not receiving captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed callers to the CapTel user were not calling through the captioning service. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/14/2017 01:00pm	Within 24 Hours	EJ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
856974	12/18/2017 12:10pm	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported being unable to navigate an automated recording	CSR shared tips, such as having the entire recording captioned and/or pressing a particular option right away.	12/18/2017 12:16pm	Within 24 Hours	PZ
857572	12/20/2017 10:32am	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported seeing "handset muted" on a call on the CapTel 840 in 2-Line Mode.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line. CSR further explained that since the customer's CapTel is in 2-Line Mode, it is not necessary for callers to dial the captioning service first. CSR advised that callers dial the customer directly.	12/20/2017 10:44am	Within 24 Hours	PZ
857681	12/20/2017 01:27pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired how to receive incoming calls with captions on the CapTel 840 in 1-Line mode after getting a new telephone number.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/20/2017 01:34pm	Within 24 Hours	TD
858043	12/21/2017 01:41pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being hung up on during a recent call.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR conducted test call with customer to practice above tips.	12/21/2017 01:45pm	Within 24 Hours	CBe

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
858479	12/22/2017 06:53pm	CapTel	Setup	N/A	Customer reported a call dropped on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/22/2017 06:58pm	Within 24 Hours	ELS
858577	12/23/2017 01:55pm	CapTel	Setup	N/A	Customer reported no captions on outbound calls on the CapTel 840.	CSR's investigation concluded the telephone cord used by the CapTel was damaged. CSR advised exchanging the telephone cord for a new one. Subsequent follow-up by CSR confirmed the CapTel was working properly with a new telephone cord.	01/03/2018 01:32pm	Over 48 hours	RL
859003	12/26/2017 05:09pm	CapTel	Setup	N/A	Customer's husband reported difficulty connecting with captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR sent a letter to the customer advising that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/27/2017 06:09pm	Within 48 Hours	SKM
859152	12/27/2017 10:35am	CapTel	Info/Referral/Consumer Ed	N/A	Customer inquired how 911 calls function on the CapTel 840 in 1-Line mode and noted when they called 911 they could not hear the 911 operator's voice.	CSR explained that, with the CapTel 840 in 1-Line mode, calls to 911 are made in VCO mode. CSR described how VCO mode differs from a CapTel call where you cannot hear the speaker in VCO mode but they can hear you. CSR offered additional assistance on request. Customer stated they understood.	12/27/2017 11:01am	Within 24 Hours	PL
859199	12/27/2017 11:31am	CapTel	Setup	N/A	Customer reported being unable to dial out with captions using the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and discussed the option of using an Internet model CapTel. CSR referred customer's assistant to the national distributor to discuss their options.	12/27/2017 12:11pm	Within 24 Hours	RN

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
859253	12/27/2017 12:43pm	CapTel	Setup	N/A	State issuing agency representative reported being unable to call out with captions on the CapTel 840 PLUS in Analog mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised state issuing agency representative that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	12/27/2017 01:00pm	Within 24 Hours	OL
859357	12/27/2017 03:22pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's niece reported difficulties making a captioned call to the CapTel 840 user in 1-Line mode.	CSR's investigation revealed the niece was not calling through the appropriate captioning service number. CSR provided the appropriate captioning service number and explained the proper dialing procedure when placing calls through the captioning service.	12/27/2017 03:32pm	Within 24 Hours	KK
859405	12/27/2017 04:21pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported difficulties dialing the customer through the Captioning Service Number in 1-Line mode.	Further discussion revealed that the caller was dialing a "1" before the CapTel user's area code and phone number when prompted by the recording. CSR advised customer's assistant to enter the CapTel user's area code and phone number without the "1." CSR confirmed that caller was able to make a successful call to the CapTel user.	12/27/2017 04:26pm	Within 24 Hours	HL
859906	12/29/2017 11:19am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being hung up on when trying to call a particular number from the CapTel 840 in 1-Line mode.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Upon follow up, customer confirmed they were successfully able to reach the party they were attempting to dial.	12/29/2017 11:34am	Within 24 Hours	TD
860088	12/29/2017 04:17pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being hung up on during a recent call.	CSR offered to call Rolling Hills Radiology on the customer's behalf to explain how CapTel works. Customer agreed, and CSR did follow up with the business and explained how the CapTel phone and service works. CSR provided the employee with the toll-free captioning service number and explained that the captions appear a few seconds behind the spoken word while the CapTel user is reading the captions. Employee stated she would call the customer back.	12/29/2017 04:29pm	Within 24 Hours	MC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
860110	12/29/2017 05:31pm	CapTel	Info/ Referral/ Consumer Ed	N/A	A caller to the CapTel user reported difficulty placing a captioned call to the CapTel phone.	CSR found that the caller was not using the correct captioning service number to reach the customer. CSR provided the caller with the correct captioning service number. CSR also explained the proper dialing procedure when placing calls through the captioning service.	12/29/2017 05:42pm	Within 24 Hours	PL
861789	01/05/2018 09:53am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on incoming calls on the CapTel 840.	CSR's investigation revealed the callers were not first calling the captioning service before dialing customer's number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	01/05/2018 10:15am	Within 24 Hours	AK
862024	01/05/2018 03:58pm	Phone	Setup	N/A	Customer reported no captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/05/2018 04:03pm	Within 24 Hours	BH
862345	01/06/2018 06:04pm	CapTel	Setup	N/A	Customer reported sometimes callers cannot reach her and there is static on the CapTel 840PLUS in 1 Line mode.	Investigation by CSR revealed the customer may be experiencing a temporary issue with her telephone service. CSR referred the customer to her telephone service provider to verify line health and type. CSR subsequently was unable to make further contact with the customer, so contacted the state program from which the phone was obtained. The state program representative confirmed they would call the customer directly to offer further assistance as needed.	01/10/2018 11:30am	Over 48 hours	BMc

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
863383	01/10/2018 10:29am	CapTel	Setup	N/A	Customer's assistant reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed the CapTel phone cord was connected to a medical alert device that was connected to the telephone wall jack. CSR advised installing a duplex jack to allow the CapTel and the medical alert device to connect to the same wall jack. As CSR's repeated attempts to follow up with the customer were unsuccessful, a letter was sent reiterating previous advice given and providing additional tips to resolve their experience. CSR also offered further assistance upon request.	01/21/2018 03:16pm	Over 48 hours	CC
863478	01/10/2018 12:39pm	Chat	Setup	N/A	Customer's assistant reported no captions on the CapTel 800 phone.	CSR's investigation revealed that the customer is attempting to connect to captions using a digital telephone service. CSR advised customer that the CapTel 800 is not designed for digital line use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/24/2018 03:31pm	Over 48 hours	ST
863880	01/11/2018 12:45pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulty connecting to captions on inbound calls with the CapTel 800.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	01/11/2018 12:51pm	Within 24 Hours	KG
865945	01/17/2018 04:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being disconnected from an automated recording on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the call was disconnecting shortly after all of the menu options had been given. CSR advised the customer to press a particular option right away. Customer subsequently confirmed successfully navigating the automated menu and reaching the party the customer was attempting to call.	01/17/2018 04:25pm	Within 24 Hours	GT
868183	01/24/2018 01:38pm	Phone	Setup	N/A	Customer's daughter reported that the captions and call audio stop frequently when speaking on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and discussed the option of using an Internet model CapTel.	01/24/2018 01:44pm	Within 24 Hours	RN

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
868710	01/25/2018 05:35pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulties placing outbound captioned calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer had turned the CAPTIONS button OFF prior to placing the outbound call. CSR explained that in order to connect with captions on the CapTel 840 in 1-Line mode, the CapTel user must first make certain the CAPTIONS button is lit prior to dialing. Customer subsequently confirmed successfully placing outbound calls with captions.	01/25/2018 05:44pm	Within 24 Hours	GT
868761	01/25/2018 08:13pm	CapTel	Setup	N/A	Customer requested a home visit to assist with troubleshooting their CapTel 840 in 1-Line mode.	CSR referred customer to their state issuing agency to arrange an in-home visit. A representative with the state issuing agency subsequently confirmed the customer has digital cable lines and customer understands the 840 in 1-Line mode is not designed for digital service. They reported the customer only uses their 840 analog model as a back up to their Internet CapTel phone. The representative confirmed the CapTel phones are now working successfully.	01/29/2018 02:20pm	Over 48 hours	SO
869954	01/30/2018 09:40am	Phone	Setup	N/A	Customer's neighbor reported that the CapTel 840 was unable to call out and referenced Waiting for Captions.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's assistant that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/30/2018 03:28pm	Within 24 Hours	MMo
872269	01/31/2018 06:35pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that other parties sometimes hang up before captions have appeared on the CapTel 800.	At the time of call with the customer, CSR attempted to explain use of the signal meter, but the call ended prematurely. CSR subsequently sent a letter explaining the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Additionally, CSR sent a letter describing this information in detail.	02/06/2018 12:13pm	Over 48 hours	PL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
871002	02/01/2018 03:57pm	CapTel	Setup	N/A	State program representative reported difficulty dialing into the voicemail system on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	02/01/2018 04:15pm	Within 24 Hours	CBe
872456	02/06/2018 06:05pm	CapTel	Setup	N/A	Customer reported that calls on the CapTel 840 in 1-Line mode sometimes end unexpectedly in the middle of the call.	CSR's investigation revealed that the CapTel was connected to a faulty telephone jack. CSR advised connecting the CapTel to a different jack. Upon follow-up, customer confirmed that calls were no longer dropping on the CapTel 840 in 1-Line mode.	02/15/2018 12:53pm	Over 48 hours	DD
873611	02/09/2018 10:25pm	CapTel	Setup	N/A	Customer reported that there were several incoming calls that disconnected on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/09/2018 10:40pm	Within 24 Hours	PY
873693	02/10/2018 01:38pm	CapTel	Setup	N/A	Customer's assistant reported consistently dropped calls and no captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer was attempting to connect with captions using digital cable telephone service. CSR advised the customer's assistant that the CapTel 840 is not designed for digital use and recommended obtaining an Internet model CapTel that uses the Internet to support the captions.	02/10/2018 01:45pm	Within 24 Hours	RH
873881	02/11/2018 04:38pm	Phone	Setup	N/A	Customer's assistant reported being unable to make outbound calls on the CapTel 200 in 1-Line mode.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR assisted the customer with disabling 2-Line mode in the menu of the CapTel phone and confirmed this resolved the customer's experience.	02/11/2018 04:55pm	Within 24 Hours	TK
874086	02/12/2018 12:46pm	CapTel	Setup	N/A	Customer's daughter reported audio dropping on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/12/2018 12:55pm	Within 24 Hours	KMK

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
874232	02/12/2018 05:00pm	CapTel	Setup	N/A	Customer reported that captions stop during the middle of calls and sometimes the other party can't hear her when she places calls on the CapTel 840 in 1-Line mode.	After further investigation, CSR learned that the customer is attempting to connect to captions using digital cable telephone service. CSR advised the customer's son that the CapTel 840 is not designed for digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR also sent a letter to the customer reiterating this information and offering further assistance upon request.	02/13/2018 04:37pm	Within 24 Hours	ES
874489	02/13/2018 01:29pm	CapTel	Setup	N/A	Customer's daughter reported being unable to connect with captions after moving to a new location.	CSR's investigation revealed the customer's new residence has a different phone line that does not support an analog signal. CSR referred the customer's daughter to the national distributor for assistance replacing the unit with an internet model CapTel phone.	02/13/2018 01:42pm	Within 24 Hours	ZH
874837	02/14/2018 12:15pm	CapTel	Setup	N/A	The customer reported difficulty hearing on the CapTel 840.	CSR found that the customer's jack was faulty. CSR advised the customer to move the CapTel phone to another phone jack. CSR then confirmed that the audio was clear on the CapTel phone.	02/19/2018 02:24pm	Over 48 hours	PZ
874842	02/14/2018 12:15pm	CapTel	Service	N/A	The customer reported inaccurate captions on the CapTel 840, but shared no specifics.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. The customer reported on a subsequent follow up that they had no further call details to report and confirmed no further assistance is required.	02/19/2018 04:14pm	Over 48 hours	PZ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
874961	02/14/2018 04:02pm	CapTel	Setup	N/A	Customer reported difficulty making and receiving captioned calls on the CapTel 840 PLUS in Analog mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable telephone service use and recommended switching the CapTel to IP Mode.	02/14/2018 04:40pm	Within 24 Hours	CF
874995	02/14/2018 05:47pm	CapTel	Setup	N/A	Customer reported calls dropping on the CapTel 840 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/14/2018 06:07pm	Within 24 Hours	AB
875151	02/15/2018 11:59am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on an incoming call on the CapTel 840.	CSR's investigation revealed the caller did not call the customer using the toll-free captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number.	02/15/2018 12:15pm	Within 24 Hours	ELS
875863	02/17/2018 04:53pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's son reported the customer does not receive captions when he calls the CapTel 840 PLUS.	CSR's investigation revealed that the customer's son was not following the proper dialing procedure for calling through the toll-free captioning service number. CSR provided the son with the proper dialing procedures and assisted him with a test call that did connect successfully with captions.	02/17/2018 05:35pm	Within 24 Hours	ELS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
877679	02/23/2018 11:50am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported ongoing issues with seeing (Speaker Unclear) in the captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer's daughter was using a cell phone, which was likely in an area of poor reception. CSR explained that when speaking to a caller using a cell phone in an area of poor reception, the caller's audio may be distorted, may break up, or may even drop out. CSR further explained that when these types of audio disturbances prevent the captionist from understanding what the other party said, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said, as the CapTel CA cannot get involved to ask for clarification. CSR also recommended that the customer ask the cell phone user to move to an area with improved reception.	02/23/2018 12:00pm	Within 24 Hours	RH
879443	03/01/2018 10:09am	Phone	Setup	N/A	Customer reported that other parties are unable to hear her on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised the customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/01/2018 10:13am	Within 24 Hours	CT
880051	03/02/2018 04:30pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported not getting captions for in inbound call on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer's daughter did not call the customer through the toll free captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's daughter with the appropriate captioning service number.	03/02/2018 04:43pm	Within 24 Hours	OL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
880056	03/02/2018 04:51pm	CapTel	Setup	N/A	Customer's daughter reported being unable to place outbound calls from the CapTel 840 in 1-Line mode.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR attempted to assist the customer with removing the mistaken dialing prefix, but the customer subsequently got the CapTel 840 exchanged for a different analog model CapTel through the state issuing agency that has been connecting outbound calls with captions successfully.	03/21/2018 02:50pm	Over 48 hours	CR
882221	03/09/2018 02:30pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported no captions on incoming calls to the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	03/09/2018 02:46pm	Within 24 Hours	EJ
882949	03/12/2018 11:53am	CapTel	Setup	N/A	Customer reported dropped audio and captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/12/2018 12:08pm	Within 24 Hours	TK
885459	03/19/2018 05:12pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's son inquired about the delay of captions behind the spoken words on the CapTel 840 in 2-Line mode.	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, if the CA is captioning multiple parties on the call, or if the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting.	03/19/2018 05:16pm	Within 24 Hours	GT

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
886609	03/22/2018 04:49pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported having difficulty with inbound calls on the CapTel 840 PLUS in Analog mode.	CSR's investigation revealed the customer was seeing "(Hung Up) Thank You Bye" when the other party is disconnecting the call. CSR explained the "(Hung Up) Thank You Bye CA#XXXX" message is sent automatically when the other party disconnects the call from their end. CSR further explained that captionists are unable to disconnect calls themselves.	03/28/2018 05:40pm	Over 48 hours	BM
887936	03/27/2018 01:46pm	Phone	Setup	N/A	Customer's daughter reported the CapTel 800 not being able to connect with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's daughter that the CapTel 800 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR referred customer's daughter to the national distributor to obtain an internet model CapTel.	03/27/2018 01:59pm	Within 24 Hours	DH
888628	03/29/2018 12:20pm	CapTel	Setup	N/A	Customer reported that the CapTel 840 PLUS in Analog Mode will not power on properly.	CSR's investigation revealed that the CapTel's power cord was installed in a faulty power outlet. CSR advised installing the CapTel's power cord into an alternate outlet. Customer confirmed the CapTel is now powering on and connecting with captions successfully.	03/29/2018 12:26pm	Within 24 Hours	CR
889053	03/30/2018 02:48pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer reported not being able to receive captions on the CapTel 800.	CSR explained that in order for the CapTel 200 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	03/30/2018 03:03pm	Within 24 Hours	DB
889757	04/02/2018 03:25pm	CapTel	Setup	N/A	Customer reported having digital cable telephone service.	CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR offered continued assistance as necessary.	04/02/2018 03:43pm	Within 24 Hours	JC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
889841	04/02/2018 06:51pm	CapTel	Setup	N/A	Customer reported difficulties connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/03/2018 06:39pm	Within 24 Hours	HL
889871	04/02/2018 10:15pm	CapTel	Setup	N/A	Customer's daughter inquired about setting up new phone service for the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/02/2018 10:24pm	Within 24 Hours	PY
890442	04/04/2018 11:26am	CapTel	Setup	N/A	Customer reported audio dropping on her CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/04/2018 12:01pm	Within 24 Hours	RG
890644	04/04/2018 04:35pm	Phone	Setup	N/A	A state program representative requested assistance with connecting the CapTel to the customer's network.	CSR's investigation revealed that the customer's networking equipment does not have a sufficient number of Ethernet ports to accommodate the CapTel and the customer's computer. CSR advised customer to obtain a router, and further advised how to install the CapTel with the router.	04/04/2018 05:15pm	Within 24 Hours	CF
894849	04/16/2018 02:28pm	CapTel	Setup	N/A	The customer's son reported having fiber optic phone lines.	CSR sent the customer a letter, advising the customer that the CapTel 840 is not designed for fiber optic use. CSR recommended obtaining an Internet model CapTel that would use the internet to support the captions.	04/17/2018 03:30pm	Within 48 Hours	PZ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
894417	04/16/2018 02:28pm	CapTel	Setup	N/A	The customer's son reported no dial tone on the CapTel 840.	CSR found that the customer's modem was disconnected and no longer supplying a dial tone to the rest of the phone jacks in the home. CSR referred the customer's son to the telephone service provider for further assistance with having the modem reconnected.	04/16/2018 02:40pm	Within 24 Hours	PZ
895603	04/19/2018 03:26pm	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported that callers have difficulty hearing her on the CapTel 840.	CSR found that the CapTel's outgoing audio was working properly, but that the customer was having difficulty managing the pauses in the conversation that were due to the normal delay in captions. CSR explained the use of the signal meter during calls to assist with this. CSR then sent the customer a letter, reiterating the instructions given on using the signal meter. CSR also offered further assistance upon request.	04/20/2018 02:31pm	Within 24 Hours	PZ
897450	04/25/2018 02:40pm	CapTel	Setup	N/A	CSR noted difficulty connecting to captions on inbound calls on the CapTel 800 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 800 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/25/2018 03:01pm	Within 24 Hours	PZ
897650	04/26/2018 11:57am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulty connecting with captions on the CapTel 800.	CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	04/26/2018 12:10pm	Within 24 Hours	RL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
897928	04/27/2018 10:24am	CapTel	Setup	N/A	Customer reported audio dropping on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR also sent a letter explaining this to the customer.	04/27/2018 10:32am	Within 24 Hours	ELS
898760	04/30/2018 02:31pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer called and reported that the CapTel phone is not working.	Further discussion revealed that the customer is not connecting with captions on incoming calls. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. Customer subsequently advised that they would like to explore the option of obtaining and using an Internet model CapTel phone so callers would not need to call through the captioning service number first.	05/04/2018 05:58pm	Over 48 hours	ST
899552	05/02/2018 03:09pm	CapTel	Setup	N/A	Customer's daughter reported the CapTel 840 PLUS in Analog Mode was intermittently losing power.	Investigation by CSR revealed that the CapTel AC adapter was connected to a switch controlled power outlet. CSR advised that the customer's daughter to connect the CapTel AC adapter to an alternate power outlet or to prevent the switch from being activated to ensure the CapTel phone maintains power.	05/02/2018 03:35pm	Within 24 Hours	JC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
902980	05/13/2018 09:36pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840 in 1-Line mode.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR 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, CSR recommended the customer take note of the date, time, and CA# of any future calls where delay of captions is experienced so that we may take specific action with the CA captioning the call.	05/16/2018 03:45pm	Over 48 hours	JB
904385	05/17/2018 01:12pm	CapTel	Setup	N/A	Customer reported drops in audio while using the CapTel 800 in 1-Line Mode.	CSR's investigation revealed the CapTel's phone cord may be faulty. CSR advised the customer to replace the phone cord. Upon follow up, customer confirmed this resolved the experience.	05/31/2018 03:52pm	Over 48 hours	CE
904524	05/17/2018 05:21pm	CapTel	Setup	N/A	Customer's daughter reported captions stopping, calls disconnecting, and experiencing garbled captions on the CapTel 840 in 1-Line mode.	After confirming with the telephone service provider that the phone lines are functional and analog, CSR advised replacing the phone cord of the CapTel phone, but the daughter inquired about in-home assistance. CSR referred the daughter to the state equipment program to inquire about in-home assistance. The daughter confirmed that she will contact the state equipment program and requested no further assistance at this time.	05/24/2018 01:03pm	Over 48 hours	ES

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
907957	05/30/2018 01:53pm	CapTel	Setup	N/A	A state program representative reported that audio some times cuts out on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the CapTel's phone cord was not functioning properly. CSR advised the representative to replace the phone cord. The representative later reported that he replaced the phone cord, and confirmed this resolved the experience.	05/30/2018 02:14pm	Within 24 Hours	CF