



July 3, 2017

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2016 through May 31, 2017  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, Mezmo Corporation (dba InnoCaption) respectfully submits the Complaint Log Summary for the period beginning with InnoCaption's launch on July 7, 2016 to May 31, 2017.

Please do not hesitate to contact me with any questions you may have regarding this filing.

Sincerely,

A handwritten signature in black ink, appearing to read "Cristina Duarte", is written over a horizontal line.

Cristina Duarte  
Director of Regulatory Affairs  
Mezmo Corporation (dba InnoCaption)  
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<b>Date Complaint Filed</b>	<b>Nature of the Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
05/26/2017	CA Busy Signal	05/26/2017	Team reviewed projected call volumes for time where CA Busy signal was received by the user and compared with other data. After analysis, the projections were adjusted accordingly moving forward.
05/04/2017	Captions Stopped Mid Call	05/06/2017	User contacted same day after InnoCaption team investigated call. The captions stopped due to a connection issue with the user's phone. The user was going to address the 4G issue with their phone carrier.
04/29/2017	CA Busy Signal	04/29/2017	The user attempted to connect to the InnoCaption App during an unprojected call surge. The user received an apology and the busy conditions had cleared up.
4/27/2017	Call Connection Issue	4/27/2017	The user reported their InnoCaption App would not send or receive calls. The engineers determined the user had updated the App and tried to make a call before the update had been completed. Once the update synced with the device the user was able to make and receive calls.
04/13/2017	Captions Stopped Mid Call	04/13/2017	The user reported captions stopped midcall and suspected there was an issue with the CA. There was no sign in the server of any issue and the CA manager conducted an investigation into the CA portion of the event. The investigation showed the disconnect came from the users end, there were no connection issues on InnoCaptions part. The user was provided instructions to ensure HD calling was enabled to prevent future connection issues when there is no WiFi connection.
04/10/2017	CA Accuracy	4/10/2017	The user reported poor accuracy during a conference call. The user supplied the InnoCaption team with the CA number. An investigation was conducted into the CA in question.
04/05/2017	Call Connection Issue	04/06/2017	The user was reporting call connection issues outside of WiFi. The engineering team determined the connection issue was due to a weak 4G connection on the users end.

03/28/2017	Call Connection Issue	03/31/2017	The user reported hearing clicking but no voice when calling to a specific number. The engineering team was able to test the system and determine there was an incompatibility between InnoCaption and the system. The engineers updated the InnoCaption system to address the incompatibility.
03/10/2017	CA Busy Signal	03/10/2017	The user received a CA busy signal. The CA manager and CTO were already aware of the situation and had begun addressing the CA busy condition and investigating why the system was short a contractor.  One of the contracted CA's during that time period had been logged off the system due to a power outage. InnoCaption issued an apology and explanation to the user.
03/08/2017	No Captions	03/08/2017	The individual emailed InnoCaption support asking if the service was down because they were unable to connect to a captioner. Our support staff responded the system was fully operational and requested additional details. The individual never replied.
02/24/2017	Captions Stopped Mid Call	02/28/2017	The user reported captions which stopped mid-call on a couple of occasions. The engineers troubleshooted with the user and following an investigation it was determined there had been an issue with one of the CA's ethernet ports. The issue was resolved.
01/17/2017	Call Connection Issue	01/17/2017	The user was having problems making and receiving phone calls. After troubleshooting the InnoCaption team determined the problem was due to an unstable data connection on the users end.
01/10/2017	Call Connection Issue	01/10/2017	User contacted InnoCaption support regarding phone calls not going through. The support team determined the user was not connected to 4G and was using a WiFi that was not registering. The user was able to use the App after resetting their WiFi router.
01/01/2017	CA Accuracy	01/03/2017	User complained about the accuracy of a CA during an automated call. InnoCaption support team asked the user to use the CA rating system to help track the quality of each call.
12/29/2016	Call Connection Issue	12/29/2016	The user contacted the support team because they were unable to make a call. Upon investigation, the support team discovered the users provider did not support simultaneous voice and data (SVD). The user was instructed to connect to a stable WiFi to make and receive phone calls.

12/15/2016	No Captions	12/15/2016	The user reported no captions on two calls. One of the calls was due to the caller disconnecting. The other call was due to an internet connection problem with the CA. The InnoCaption team apologized to the user and addressed the connection issue with the CA.
12/9/2016	Call Connection Issue	12/9/2016	User contacted support regarding issues receiving calls. Upon reactivating the App the issue was resolved.
11/30/2016	Garbled/Undiscernible Voice	11/30/2016	User reported his voice was being distorted when using the InnoCaption App. Based on the description of the issue, InnoCaption support recommended enabling the speaker phone. Using the speaker phone resolved the issue.
11/17/2016	Call Connection Issue	11/17/2016	User attempted multiple times to place a call and was receiving messages the call was unable to connect. The InnoCaption support team instructed the user to re-activate the App and the call was able to go through.
10/19/2016	Call Connection Issue	10/19/2016	User was having problems making and receiving phone calls. The users provider did not support Simultaneous voice and data. InnoCaption support worked with the user until the user was able to connect to WiFi to make calls.
10/17/2016	App Not Working	10/17/2016	The user was having issues making phone calls. After troubleshooting with our support team the user realized they needed to update the software on their phone. Once the update was done, the App was working.
10/11/2016	App Not Working	10/11/2016	The App was not working due to connection issues with Simultaneous Voice and Data (SVD) on the users end. The user was able to use the App once connecting to a stable WiFi.
10/7/2016	Not Able to Make or Receive Calls on App	10/07/2016	The user was not able to launch the captioning due to not clicking the "Launch Caption" prompt.
09/24/2016	App Freezing and Error Message	09/24/2016	The user was using an old version of the App and the user problem was solved upon downloading the updated version.
08/23/2016	CA Busy Signal	08/23/2016	The user contacted the InnoCaption team with concerns about receiving a CA Busy signal. The user was informed the team monitors the call traffic to prevent the issue. Following the unprojected call surge additional CA's are added to the system where necessary.
08/05/2016	Call Connection Issue	08/05/2016	The user contacted us regarding ringing but never connecting. Troubleshooting showed there was an issue with the streaming device

08/03/2016	App Not Working		the user had. Once that was established, the user was able to connect to the App.
08/01/2016	Captions Stopped Mid Call	08/02/2016	<p>The user complaint was in regards to an interpreter answering the phone. Investigation into the matter showed another TRS App was set as the “default dialer” and preventing the InnoCaption App from working. The user was able to change settings to resolve the problem.</p> <p>Investigation into the call dropping by our engineering team showed the user was on an unstable wifi connection which caused the disconnect.</p> <p>The user agreed and was advised to use 4G.</p>
07/27/2016	Call Disconnect	07/27/2016	<p>User contacted the InnoCaption team regarding a disconnect by an InnoCaption CA due to a poor connection. Investigation showed the disconnect was due to the individual CA InnoCaption system freezing.</p> <p>The user was contacted with an explanation and an apology.</p>
7/18/2016	Call Disconnect	07/18/2016	<p>Call disconnect was caused due to CA incorrectly suspecting misuse.</p> <p>The user was sent an apology and the CA briefed on why the call was not misuse.</p>
07/17/2016	CA Busy Signal	07/18/2016	Unprojected call volumes. The number of CA’s on the system was significantly increased to address the call surges.
07/16/2016	CA Busy Signal	07/18/2016	Unprojected call volumes. The number of CA’s on the system was significantly increased to address the call surges.
07/15/2016	CA Busy Signal	07/15/2016	A connection issue with a CA paired with unprojected call volumes caused the system to be busy. Additional CA was added to the system in response.
7/15/2016	CA Busy Signal	07/15/2016	A connection issue with a CA paired with unprojected call volumes caused the system to be busy. Additional CA was added to the system in response.
07/14/2016	Call Drop	07/15/2016	Engineers discovered a system glitch which was causing the call to disconnect. InnoCaption engineers implemented the patch to correct the issue July 15, 2017.
07/13/2016	Call Drop	07/13/2016	User was able to connect without the calls dropping once re-connecting to WiFi.
07/08/2016	No Captions	07/08/2016	Captions not appearing was due to a connection issue with the users phone. Following the call at issue, the user was able to connect and use the InnoCaption App.
07/07/2016	CA Busy Signal	07/07/2016	Users issue was due to unprojected call volumes. User was able to place a successful call the same day.