



July 2, 2018

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, 2017 through May 31, 2018  
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 covering the 12-month period from June 1, 2017 through May 31, 2018. The Complaint Log Summary contains reported complaints which directly or indirectly alleged violations of the federal TRS mandatory minimum standards.

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

Sincerely,

A handwritten signature in black ink, consisting of a series of loops and a horizontal line extending to the right.

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>
06/24/2017	CA Busy Signal	06/25/2017	Support contacted customer apologizing for the captioners being busy and contacted the CA manager regarding the complaint. It was determined the busy signal was caused by a call surge beyond projections.
7/24/2017	Disconnect from CA during calls. The user was concerned there was a time limit for calls.	07/24/2017	Support contacted customer apologizing for disconnect and requesting additional information. Support also contacted the CA Manager to investigate. InnoCaption does not disconnect calls and there is no time limit. The disconnects were being caused by the user's device.
9/8/2017	CA Busy Signal – the user thought the failure to connect was due to CA's not being available.	09/08/2017	The lead engineer looked into her number and found the inability to connect was due to connectivity issues coming from the user's device. The connection issues had nothing to do with CA availability. The engineer provided the user with troubleshooting instructions
9/26/2017	User was experiencing connectivity issues which they thought was due to InnoCaption not working.	09/27/2017	The issue was discovered to be with the user's device and not the InnoCaption App.

*The Complaint summaries reported are from complaints which directly or indirectly alleged violations of the federal TRS mandatory minimum standards.*

10/09/2017	Disconnected Call Inquiry Regarding Time Limits	10/10/2017	The user was notified there is no time limit for TRS calls and the engineers assisted the user in determining what was happening with her phones connection to cause the issue.
11/13/2017	CA Busy Signal	11/13/2017	The CTO responded personally to the user explaining the steps that had been taken after the busy signals were received to resolve the issue. The user appreciated the action and response.
03/12/2018	Poor Captioning	03/12/2018	The CA manager was contacted regarding the CA who had handled the call. The issue was addressed with the CA.
05/04/2018	Inaccurate Captioning	05/04/2018	The CA manager was contacted regarding the CA who had handled the call. The issue was investigated internally and then addressed with the CA who handled the call.
06/28/2018	Captioning Stopped Mid-Call	08/28/2018	The InnoCaption team immediately contacted the user to recommend the user switch to an updated version of the App, InnoCaption+ which was developed in part for users with connection issues.
06/28/2018	CA Captioning Skipping	06/28/2018	The user provided InnoCaption with the CA number and call information. The CA manager contacted the CA to test and determine why the captions were skipping.

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