



# **Arkansas FCC Complaint Log**

**2014 - 2015**

**Complaint Tracking for AR (06/01/2014-05/31/2015). Total Customer Contacts: 2**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/02/14	Customer states that Operator hung up in the middle of his conversation. RCS Response: Apologized for the problem and then it seemed that our call was disconnected in mid conversation. I called the customer back from my office via TTY to check further on the problem. Customer also said that we seemed to be having problems on the call-back as he was only getting some of what I was typing from my TTY. I let the customer know that there were no relay operators on our call and suggested that he call the Arkansas equipment program to check on getting a newer device. Customer will call me back with further information after getting a newer device. No call-back requested.	09/02/14	Determined that the Operator did not disconnect the call. Disconnect was likely due to a technical issue.
2	09/10/14	Customer reported seeing 'Account Login Failed' on the CapTel 840.	09/10/14	Customer Service Representative advised customer that we experienced a brief technical difficulty that had since been resolved. Customer Service Representative advised the caller to try their call again and confirmed they were immediately able to make a captioned call successfully.