TRS Consumer CapTel Complaints Log - Nebraska

					Nebraska Complaints or Inquiries Originating at CapTel Center FY 2014-15																		
	(Date created)	(Date Resoloved)			Service Complaints			Technical Complaints											Other (Inquiries)				
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
520135	07/03/2014 11:31AM	07/03/2014 11:37AM	State issuing agency representative inquired about the technical requirements for the CapTel 840.	Info/Referral/Consumer Ed			0											0	1			1	1
521754	07/11/2014 03:01PM	07/11/2014 03:11PM	Customer's daughter reported audio disconnections while speaking with the customer on the CapTel 840.	Setup			0								1			1				0	1
521845	07/11/2014 07:20PM	07/11/2014 08:02PM	Customer's nephew asked how to receive captions on the CapTel 840 in 1-Line mode.	Info/Referral/Consumer Ed			0											0	1			1	1
521851	07/11/2014 07:20PM	07/11/2014 08:02PM	Customer's nephew asked why callers need to register their preferred long distance carrier.	Info/Referral/Consumer Ed			0											0	1			1	1
521836	07/11/2014 07:42PM	07/17/2014 03:25PM	Customer's neighbor reported difficulty reaching the customer with captions.	Setup			0								1			1				0	1
521849	07/11/2014 07:42PM	07/11/2014 08:15PM	Customer's neighbor inquired about long distance registration.	Info/Referral/Consumer Ed			0											0	1			1	1

TRS Consumer CapTel Complaints Log - Nebraska

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	(Date created)	(Date Resoloved)			Service Complaints			Technical Complaints											Other (Inquiries)				
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
522678	07/15/2014 10:17PM	07/15/2014 10:26PM	Customer's daughter inquired why it was important to register.	Info/Referral/Consumer Ed			0											0	1			1	1
524299	07/22/2014 02:48PM	07/22/2014 03:19PM	Customer's daughter reported being unable to dial out on the CapTel 840.	Setup			0								1			1				0	1
524664	07/23/2014 06:20PM	07/23/2014 06:30PM	Customer reported difficulty dialing through the captioning service number on her cell phone.	Info/Referral/Consumer Ed			0											0	1			1	1
525383	07/26/2014 04:36PM	07/26/2014 04:57PM	Customer's son inquired how to call the CapTel 840 with captions in 1-Line mode.	Info/Referral/Consumer Ed			0											0	1			1	1
525539	07/27/2014 08:31PM	07/27/2014 08:41PM	Customer reported being unable to place outgoing calls on the CapTel 200.	Setup			0								1			1				0	1
529407	08/11/2014 09:38PM	08/11/2014 09:44PM	While registering customer's long distance carrier of choice, CSR noticed that the customer has digital cable telephone service.	Setup			0								1			1				0	1
529406	08/11/2014 09:38PM	08/20/2014 06:49PM	Customer's wife reported that there is no dial tone on the CapTel 200.	Setup			0					1						1				0	1
530592	08/16/2014 11:47AM	08/16/2014 11:50AM	Customer's relative inquired about confidentiality of calls when using the CapTel phone without captions.	Info/Referral/Consumer Ed			0											0	1			1	1

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					Nebraska Complaints or Inquiries Originating at CapTel Center FY 2014-15																		
	(Date created)	(Date Resoloved)			Service Complaints			Technical Complaints												Other (Inquiries)				
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
531919	08/21/2014 10:42PM	09/07/2014 08:44PM	Customer reported sometimes others can't hear him and hang up on the CapTel 200.	Setup			0								1			1				0	1
536862	09/11/2014 04:40PM	09/24/2014 10:00PM	Customer's daughter reported captions and audio are dropping on her mother's CapTel 800.	Setup			0								1			1				0	1
539726	09/22/2014 04:07PM	09/23/2014 12:38PM	Customer's son reported not being able to connect with captions.	Setup			0							1				1				0	1
539815	09/23/2014 09:30AM	09/23/2014 09:33AM	Customer requested Call Me cards.	Info/Referral/Consumer Ed			0											0		1		1	1
541942	10/01/2014 04:17PM	10/01/2014 04:45PM	Customer's daughter-in-law law asked about long distance registration.	Info/Referral/Consumer Ed			0											0	1			1	1
542443	10/03/2014 03:17PM	10/03/2014 03:24PM	Caller inquired how to call the CapTel user through the Captioning Service.	Info/Referral/Consumer Ed			0											0	1			1	1

TRS Consumer CapTel Complaints Log - Nebraska

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	(Date created)	(Date Resoloved)			Service Complaints			Technical Complaints												Other (Inquiries)				
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
543297	10/07/2014 04:25PM	11/05/2014 05:00PM	Customer's son noted that replacement phone was experiencing sporadic disconnections and problems with incoming calls disconnecting.	Setup			0								1			1				0	1
543801	10/09/2014 01:16PM	10/23/2014 03:13PM	Customer inquired how to connect the phone cord to the CapTel 200.	Setup			0								1			1				0	1
545513	10/16/2014 03:41PM	10/16/2014 03:53PM	Customer requested to be sent a CapTel 200 How-To-Guide instructional	Info/Referral/Consumer Ed			0											0	1			1	1
546694	10/22/2014 10:28AM	10/24/2014 03:28PM	Customer's daughter reported no dial tone on the CapTel 200.	Setup			0								1			1				0	1
548863	10/31/2014 12:45PM	11/07/2014 07:40AM	Customer's son reported that there is static on captioned calls.	Setup			0								1			1				0	1
550425	11/07/2014 08:47AM	11/07/2014 02:58PM	Customer's son reported that the audio is cutting in and out on the CapTel 800.	Setup			0								1			1				0	1
550675	11/08/2014 11:17AM	12/04/2014 01:22PM	Customer reported others have difficulty hearing her on the CapTel 840.	Setup			0								1			1				0	1

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	(Date created)	(Date Resoloved)			Service Complaints			Technical Complaints											Other (Inquiries)				
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
556487	12/04/2014 06:40PM	12/04/2014 07:04PM	Customer's daughter reported being unable to dial out with captions on the CapTel 840.	Setup			0				1							1				0	1
558651	12/09/2014 11:56AM	12/11/2014 04:42PM	Customer's son inquired about using the CapTel 800 in 2-Line mode.	Setup			0								1			1				0	1
557890	12/10/2014 07:00PM	12/10/2014 07:20PM	Customer's daughter reported being unable to place outgoing captioned calls on the CapTel 200 in 1-Line mode.	Setup			0								1			1				0	1
558858	12/15/2014 02:31PM	12/15/2014 02:40PM	Customer requested additional Call Me cards.	Info/Referral/Consumer Ed			0											0	1			1	1
560971	12/26/2014 03:25PM	12/26/2014 03:45PM	Customer's granddaughter called remotely noting that customer's phone was ringing busy.	Setup			0							1				1				0	1
567463	01/24/2015 04:54PM	01/24/2015 05:00PM	Customer's assistant reported being unable to receive captioned calls on the CapTel 840.	Info/Referral/Consumer Ed			0		1									1				0	1
569684	02/03/2015 03:12PM	02/03/2015 03:32PM	Customer reported misspelled and misplaced captions on the CapTel 840.	Info/Referral/Consumer Ed	1		1											0				0	1

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Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
569692	02/03/2015 03:12PM	02/03/2015 03:45PM	Customer shared feedback regarding the accuracy of captions on her calls.	Service	1		1											0				0	1
570537	02/06/2015 02:54PM	02/06/2015 02:57PM	Customer requested 2 sheets of Call Me cards.	Info/Referral/Consumer Ed			0											0	1			1	1
571029	02/09/2015 12:12PM	02/09/2015 12:22PM	Customer's son inquired about using the CapTel 800 with a digital cable provider.	Setup			0								1			1				0	1
572283	02/13/2015 03:35PM	02/13/2015 03:51PM	Customer's son registered a digital cable telephone service provider for use with the CapTel 800.	Setup			0								1			1				0	1
573105	02/17/2015 04:00PM	02/17/2015 06:54PM	Customer's daughter reported no captions on the CapTel 200.	Setup			0								1			1				0	1
576696	03/04/2015 02:57PM	03/18/2015 02:45PM	Customer's assistant reported no captions on incoming calls on the CapTel 840 in 1-Line mode.	Info/Referral/Consumer Ed			0		1									1				0	1
577700	03/09/2015 10:29AM	03/09/2015 10:41AM	Customer shared a compliment.	Other			0											0			1	1	1

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578759	03/10/2015 01:27PM	03/10/2015 01:30PM	Customer's niece asked why long distance callers to the CapTel 840 in 1-Line mode need to register their long distance provider.	Info/Referral/Consumer Ed			0											0	1			1	1
581739	03/25/2015 02:47PM	03/28/2015 05:09PM	Customer's reported that captions take too long to connect, do not connect at all or drop out during calls while using the CapTel 800 in 2-Line mode.	Setup			0								1			1				0	1
587755	04/20/2015 03:30PM	04/20/2015 03:35PM	Customer's sister reported not getting captions on incoming calls on the CapTel 840 in 1-Line mode. .	Info/Referral/Consumer Ed			0		1									1				0	1
588491	04/23/2015 11:19AM	04/23/2015 11:33AM	Customer's daughter reported seeing a message about long distance billing on the CapTel 800.	Info/Referral/Consumer Ed			0											0	1			1	1

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590768	05/03/2015 07:35PM	06/01/2015 03:56PM	Customer reported that all of her calls to one caller completely drop after 10-15 minutes.	Info/Referral/Consumer Ed (Complaint tabulated as 'Other-Service' due to 'Speaker Unclear' notification).		1	1											0				0	1
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	(Date created)	(Date Resoloved)			Service Complaints			Technical Complaints											Other (Inquiries)				
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Statistical Data					Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen/Info	Referral	Compliments	Total Inquiries	Grand Total
Totals - Fiscal Year 2014-15					2	1	3	0	3	0	1	1	0	2	20	0	0	27	16	1	1	18	48

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
520135	07/03/2014 11:31AM	07/03/2014 11:37AM	State issuing agency representative inquired about the technical requirements for the CapTel 840.	CSR advised the state issuing agency representative that the CapTel 840 is designed to be used with analog telephone service.
521754	07/11/2014 03:01PM	07/11/2014 03:11PM	Customer's daughter reported audio disconnections while speaking with the customer on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable phone service. CSR advised customer's daughter that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
521845	07/11/2014 07:20PM	07/11/2014 08:02PM	Customer's nephew asked how to receive captions on the CapTel 840 in 1-Line mode.	CSR explained that when using the CapTel 840 in 1-Line mode, the captions and voice are connected on the same phone line. In this mode, callers to the CapTel user would need to first dial the captioning service number and then the CapTel user's telephone number with area code followed by the pound sign in order for the CapTel user to get captions on incoming calls.
521851	07/11/2014 07:20PM	07/11/2014 08:02PM	Customer's nephew asked why callers need to register their preferred long distance carrier.	CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this is to ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
521836	07/11/2014 07:42PM	07/17/2014 03:25PM	Customer's neighbor reported difficulty reaching the customer with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using FIOS telephone service. CSR advised customer that the CapTel 800 is not designed for FIOS use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
521849	07/11/2014 07:42PM	07/11/2014 08:15PM	Customer's neighbor inquired about long distance registration.	CSR explained to customer's neighbor that callers who contact the CapTel user long distance, as well as the CapTel user, should register their phone number and long distance carrier with CapTel Customer Service first in order to prevent getting billed by the state's default provider. CSR further explained that this is to ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
522678	07/15/2014 10:17PM	07/15/2014 10:26PM	Customer's daughter inquired why it was important to register.	CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
524299	07/22/2014 02:48PM	07/22/2014 03:19PM	Customer's daughter reported being unable to dial out on the CapTel 840.	CSR's investigation revealed the CapTel 840 phone cord was not functioning properly as swapping it with another CapTel phone's cord allowed it to work. CSR requested that a new phone cord be sent to the customer and later confirmed it was received.
524664	07/23/2014 06:20PM	07/23/2014 06:30PM	Customer reported difficulty dialing through the captioning service number on her cell phone.	CSR explained how to dial through the captioning service number using a cellular phone.
525383	07/26/2014 04:36PM	07/26/2014 04:57PM	Customer's son inquired how to call the CapTel 840 with captions in 1-Line mode.	CSR provided the toll free number for the captioning service and advised customerâ€™s son on how to dial to the CapTel using this number.
525539	07/27/2014 08:31PM	07/27/2014 08:41PM	Customer reported being unable to place outgoing calls on the CapTel 200.	Investigation revealed that the CapTel's phone cord was plugged into "Line 2" and the CapTel was set for 2-line mode. CSR advised customer to move the CapTel's phone cord into line 1, and to set the CapTel to 1-line mode. Customer confirmed that he is able to place outgoing calls with captions.
529407	08/11/2014 09:38PM	08/11/2014 09:44PM	While registering customer's long distance carrier of choice, CSR noticed that the customer has digital cable telephone service.	CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.
529406	08/11/2014 09:38PM	08/20/2014 06:49PM	Customer's wife reported that there is no dial tone on the CapTel 200.	CSR referred the customer's wife to their telephone service provider for further assistance with ensuring that the digital voice modem is feeding all of the wall jacks in their home. Customer's wife subsequently confirmed that their experience is resolved.
530592	08/16/2014 11:47AM	08/16/2014 11:50AM	Customer's relative inquired about confidentiality of calls when using the CapTel phone without captions.	CSR explained that there is no CA listening on the line when the call is dialed without captions and therefore the call is private.

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
531919	08/21/2014 10:42PM	09/07/2014 08:44PM	Customer reported sometimes others can't hear him and hang up on the CapTel 200.	CSR's investigation revealed customer had DSL service and the CapTel 200 was connected to a telephone wall jack without a DSL filter along with the DSL modem. CSR discussed the importance or proper DSL filtering and advised customer to obtain a duplex jack an a single DSL filter to use in conjunction with the DSL modem and the CapTel phone that share the same wall jack. CSR sent customer a letter detailing how to install the CapTel and the DSL modem with a single DSL filter and a duplex jack.
536862	09/11/2014 04:40PM	09/24/2014 10:00PM	Customer's daughter reported captions and audio are dropping on her mother's CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 800 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
539726	09/22/2014 04:07PM	09/23/2014 12:38PM	Customer's son reported not being able to connect with captions.	CSR offered to contact the telephone service provider to ensure nothing has changed with the customer's service. Telephone service provider confirmed the numbers for the customer have been disconnected due to request submitted to them. CSR contacted son and offered ongoing assistance upon their request.
539815	09/23/2014 09:30AM	09/23/2014 09:33AM	Customer requested Call Me cards.	CSR sent the requested materials.
541942	10/01/2014 04:17PM	10/01/2014 04:45PM	Customer's daughter-in-law law asked about long distance registration.	CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this is to ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
542443	10/03/2014 03:17PM	10/03/2014 03:24PM	Caller inquired how to call the CapTel user through the Captioning Service.	CSR advised caller to first dial the Captioning Service phone number and after the prompt, dial the CapTel user's area code and phone number plus the pound sign.

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
543297	10/07/2014 04:25PM	11/05/2014 05:00PM	Customer's son noted that replacement phone was experiencing sporadic disconnections and problems with incoming calls disconnecting.	CSR provided extensive assistance with the set-up and advised confirming the proper installation of the DSL filter devices. After further discussion, customer's son acknowledged that there may have been one phone which was missing a DSL filter. CSR subsequently provided customer's son with comprehensive information on the DSL filter set-up. CSR subsequently sent this information to customer via a US Mail communication.
543801	10/09/2014 01:16PM	10/23/2014 03:13PM	Customer inquired how to connect the phone cord to the CapTel 200.	CSR advised the customer of the proper set up for the CapTel 200. CSR later attempted to follow-up with the customer, but with no success. CSR then sent the customer a letter providing further information and tips to help resolve their experience and offering further assistance upon request.
545513	10/16/2014 03:41PM	10/16/2014 03:53PM	Customer requested to be sent a CapTel 200 How-To-Guide instructional	CSR sent the requested materials.
546694	10/22/2014 10:28AM	10/24/2014 03:28PM	Customer's daughter reported no dial tone on the CapTel 200.	CSR's investigation revealed that the CapTel unit was not powering up at all. CSR advised confirming that the unit's original AC adapter was in use and to try the unit at an alternate electrical outlet to confirm it was receiving power. CSR subsequently confirmed that the CapTel is now being used with captions successfully.
548863	10/31/2014 12:45PM	11/07/2014 07:40AM	Customer's son reported that there is static on captioned calls.	CSR's research revealed that customer is using the CapTel 800 with a digital cable service, which may be causing audio issues. CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.
550425	11/07/2014 08:47AM	11/07/2014 02:58PM	Customer's son reported that the audio is cutting in and out on the CapTel 800.	CSR determined the customer is using the CapTel 800 on digital phone lines that are not able to handle the required modem connection needed to support captions. CSR provided information regarding the CapTel 840i unit that was designed for use on cable phone lines and customer's son indicated he will obtain internet service and order the internet phone.
550675	11/08/2014 11:17AM	12/04/2014 01:22PM	Customer reported others have difficulty hearing her on the CapTel 840.	Through CSR's troubleshooting, it was discovered that the CapTel phone line was plugged into a call alert device. CSR confirmed there was a multi-jack phone port the device was using and advised the customer to plug the CapTel's phone line directly into an available wall jack. CSR mailed the customer a letter providing tips on proper phone line set up and to offer further assistance at their request.

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
556487	12/04/2014 06:40PM	12/04/2014 07:04PM	Customer's daughter reported being unable to dial out with captions on the CapTel 840.	CSR's investigation revealed the CapTel 840 needed to have a dialing prefix programmed in order to dial out with captions. CSR sent an over-the-wire update programming a dialing prefix into the CapTel. Customer's daughter confirmed this resolved their experience.
558651	12/09/2014 11:56AM	12/11/2014 04:42PM	Customer's son inquired about using the CapTel 800 in 2-Line mode.	Investigation by CSR revealed that the customer is using the CapTel 800 in 2-Line mode where both lines are through a digital cable telephone service provider, so the customer still experiences audio drops during calls. CSR advised the customer's son that a digital cable service is not ideal for the CapTel 800 and the second line would need to be an analog connection.
557890	12/10/2014 07:00PM	12/10/2014 07:20PM	Customer's daughter reported being unable to place outgoing captioned 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 advised customer to turn off 2-Line mode in the menu of the CapTel phone. Customer's daughter confirmed this resolved the customer's experience.
558858	12/15/2014 02:31PM	12/15/2014 02:40PM	Customer requested additional Call Me cards.	CSR sent the requested materials.
560971	12/26/2014 03:25PM	12/26/2014 03:45PM	Customer's granddaughter called remotely noting that customer's phone was ringing busy.	CSR's test calls confirmed that the line was busy. CSR referred caller to the telephone company for further assistance. CSR subsequently determined that customer is using the CapTel phone successfully with captions once again.
567463	01/24/2015 04:54PM	01/24/2015 05:00PM	Customer's assistant reported being unable to receive captioned calls on the CapTel 840.	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 the customer's assistant with the appropriate captioning service number.
569684	02/03/2015 03:12PM	02/03/2015 03:32PM	Customer reported misspelled and misplaced captions on the CapTel 840.	CSR's investigation revealed that the customer's experience related to difficulty following the captioned conversation when corrections are made to captions. CSR explained to the customer how captions are produced and how corrections are inserted when captions are initially inaccurate.

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
569692	02/03/2015 03:12PM	02/03/2015 03:45PM	Customer shared feedback regarding the accuracy of captions on her calls.	CSR apologized for the incident and thanked the customer for sharing their experience. CSR discussed the customer's overall experience with captions but the customer did not have a specific call to report. CSR advised the customer that if she documents the date, time and CA# of any future calls we will can take specific follow up action with the CA Supervisor and CA on the call to provide increased mentoring and coaching for optimal performance. The customer said the captions on the call with customer service were great.
570537	02/06/2015 02:54PM	02/06/2015 02:57PM	Customer requested 2 sheets of Call Me cards.	CSR sent the requested materials.
571029	02/09/2015 12:12PM	02/09/2015 12:22PM	Customer's son inquired about using the CapTel 800 with a digital cable provider.	CSR advised customer's son that the CapTel Phone 840 is not designed for digital cable use and advised customer's son to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
572283	02/13/2015 03:35PM	02/13/2015 03:51PM	Customer's son registered a digital cable telephone service provider for use with the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised the customer's son that the CapTel 800 is not designed for digital cable telephone service use and advised the customer's son to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
573105	02/17/2015 04:00PM	02/17/2015 06:54PM	Customer's daughter reported no captions on the CapTel 200.	CSR's investigation revealed that the CapTel 200's phone cord was plugged into a duplex jack that was loose. CSR advised the customer's assistant to reconnect the duplex jack. Customer's assistant confirmed this resolved the experience.
576696	03/04/2015 02:57PM	03/18/2015 02:45PM	Customer's assistant reported no captions on incoming calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed customer's caller had not dialed the captioning service number. CSR explained that when using the CapTel 840 in 1-Line mode, the captions and voice are connected on the same phone line. In this mode, callers to the CapTel user would need to first dial the captioning service number and then the CapTel user's telephone number with area code followed by the pound sign in order for the CapTel user to get captions on incoming calls. CSR subsequently confirmed that the customer is receiving captions on incoming calls to the CapTel in 1-Line mode successfully.
577700	03/09/2015 10:29AM	03/09/2015 10:41AM	Customer shared a compliment.	Customer stated, "Thank you so much for your patience with me. You did a lot to help and got it working again. I really appreciate that."

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
578759	03/10/2015 01:27PM	03/10/2015 01:30PM	Customer's niece asked why long distance callers to the CapTel 840 in 1-Line mode need to register their long distance provider.	CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this is to ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
581739	03/25/2015 02:47PM	03/28/2015 05:09PM	Customer's reported that captions take too long to connect, do not connect at all or drop out during calls while using the CapTel 800 in 2-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 Phone 800 is not designed for use with digital cable telephone service and advised customer to acquire a standard analog phone line to serve as the second line since they are using the CapTel 800 in 2-Line mode. CSR additionally suggested that they contact their telephone service provider to ensure that the lines are functioning proplerly. Also discussed the option of using a CapTel 840i.
587755	04/20/2015 03:30PM	04/20/2015 03:35PM	Customer's sister reported not getting captions on incoming calls on the CapTel 840 in 1-Line mode. .	CSR's investigation revealed callers to the CapTel user are not dialing 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 sister with the appropriate captioning service number. CSR's test call confirmed the CapTel is able to connect with captions on incoming calls.
588491	04/23/2015 11:19AM	04/23/2015 11:33AM	Customer's daughter reported seeing a message about long distance billing on the CapTel 800.	CSR confirmed that customer's long distance preference is registered in our system. CSR further explained that the message is standard for long distance captioned calls and that there is no extra charge for using the CapTel service, but normal long distance charges apply.

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resoloved) Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
590768	05/03/2015 07:35PM	06/01/2015 03:56PM	Customer reported that all of her calls to one caller completely drop after 10-15 minutes.	After extensive troubleshooting, CSR's investigation revealed that customer was seeing "Speaker Unclear" messages on the screen of the CapTel and thought that the calls had dropped. 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. CSR offered further assistance as needed.

Tracking No.	**(Date created)** **Date Mo/Day/Yr**	**(Date Resoloved)** **Date Mo/Day/Yr**	**Nature of Contact**	**Explantion of Resolution**
Statistical Data				**Problem/Resolution**
Totals - Fiscal Year 2014-15				