

Iowa CapTel FCC Complaint Report 6/1/2014 to 5/31/2015

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
551580	11/12/2014 02:55pm	Phone	Billing	N/A	Customer's assistant reported receiving incorrect long distance billing.	CSR changed phone company billing code for customer's long distance provider in our system due to long distance company using a different billing code.	11/12/2014 03:15pm	Within 24 Hours	KK
577070	03/05/2015 09:13pm	Phone	Billing	N/A	Caller to CapTel user reported receiving a bill for long distance calls.	CSR discussed billing with the customer and took appropriate action. CSR registered the customer's long distance carrier preference accordingly.	03/21/2015 07:58pm	Over 48 hours	SS