

Idaho 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
527422	08/04/2014 04:55pm	Phone	Billing	N/A	Caller to a CapTel user asked how to dial the customer while using a calling card.	Investigation revealed the customer's calling card does not allow her to dial to a toll-free number such as the Captioning Service number. CSR provided the customer with an alternate number to reach the captioning service. CSR confirmed this solution resolved the matter.	08/15/2014 11:20am	Over 48 hours	SAB