

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
147555	6/9/2014 15:19	N/A	Dawn	Dawn	Customer stated they are unable to place a captioned call. Customer stated that they are receiving a DHCP message on their screen.	6/9/2014	Customer Service recommended a complete Power Cycle; which restored service to the phone. Customer was satisfied.	Internet Caption Phone - Tech - General
835603	7/4/2014 12:05	N/A	Carey	Carey	Customer stated they are unable to place a captioned call. Customer stated that they are receiving a DHCP message on their screen.	7/4/2014	Customer Service attempted to troubleshoot; however the customer refused to provide any information. Customer requested a manager. Customer Service offered to take their contact information and have a manager return their call. Customer disconnected. Management was unable to return a call to the customer as they refused to provide any information.	Internet Caption Phone - Tech - General
863802	7/4/2014 13:02	N/A	Dawn	Dawn	Customer stated they are unable to place a captioned call. Customer stated that they are receiving a DHCP message on their screen.	7/7/2014	Customer Service recommended a complete Power Cycle; which restored service to the phone. Customer was satisfied.	Internet Caption Phone - Tech - General
891823	7/4/2014 14:58	N/A	Carey	Carey	Customer stated they did not receive captions during their call.	7/4/2014	Customer disconnected before Customer Service could obtain any further information. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions
5029855	7/4/2014 17:41	N/A	Dawn	Dawn	Customer stated they did not receive captions during their call.	7/7/2014	Customer Service recommended a complete Power Cycle, but customer could not understand the instructions. Customer had stated they would return a call to Customer Service when they had assistance. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
298990	7/5/2014 14:15	N/A	Brandon	Carey	Customer reported that they were unable to receive incoming calls and their CapTel phone will not ring; however they could successfully place outbound calls.	7/5/2014	Customer Service contacted the customer back to provide basic troubleshooting steps. The customer informed Customer Service that they were able to resolve the issue and the CapTel phone is working properly now. Customer stated they will call back if they experience any further issues. Customer was satisfied.	Internet Caption Phone - Tech - General
5046605	7/19/2014 14:05	N/A	Carey	Carey	Customer stated the captions were slow or delayed during their call.	7/19/2014	Customer Service provided basic troubleshooting tips to check the internet connection. Customer stated that they would try resetting the phone and would check for a strong internet connection. Customer stated that they will call back if further assistance was needed. Customer was satisfied. There has been no further contact from the customer.	Internet Caption Phone - Captions - Slow or Delayed
8078368	8/22/2014 15:58	N/A	Tyna	Tyna	A Representative was calling on behalf of the customer and stated the customer was not receiving captions during their call.	8/22/2014	Customer Service provided troubleshooting tips to assist with resolving the issue. Customer stated would provide this information to their customer. Customer was satisfied.	Internet Caption Phone - Captions - No Captions
900370	9/1/2014 20:10	N/A	Carey	Carey	Customer left a voicemail stating they did not receive captions during their call.	9/1/2014	Customer Service returned a call to the customer and the customer stated that the captions were working. Customer stated they will call back if they continue to experience an issue. Customer was satisfied.	Internet Caption Phone - Captions - No Captions
727404	10/7/2014 8:55	N/A	Carey	Carey	Customer stated they did not receive captions during their call.	10/7/2014	Customer Service attempted to troubleshoot; however, the customer stated they were unable to hear Customer Service. Customer stated they would call back when someone is there to help them. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
459526	11/27/2014 14:17	N/A	Tina	Tina	Customer stated they are not receiving a dial tone to their CapTel 840i.	11/27/2014	Customer Care discovered that the customer does not have standard telephone connection and receives telephone signal through a modem. Customer did not have the CapTel device plugged into the modem. Customer Care directed customer to their service provider. Customer was satisfied.	Internet Caption Phone - External - Miscellaneous
488743	11/27/2014 15:30	N/A	Carey	Carey	Customer stated captions stopped in the middle of their call.	11/27/2014	Customer Care determined there was a loss in the customer's internet connection. Customer Care explained how to check for an internet connection and reconnect the device. Customer reconnected the device to internet and the captions are now working properly. Customer was satisfied.	Internet Caption Phone - External - Miscellaneous
488823	11/27/2014 15:38	N/A	Carey	Carey	Customer stated they are experiencing static on the CapTel 840i.	11/27/2014	Customer Care explained that there are several things that could cause static and advised the customer to check the other phones in the home as it may be an issue with the telephone lines in the home. Customer Care also suggested plugging the CapTel device into another telephone jack. Customer disconnected before customer care could obtain any further information.	Internet Caption Phone - External - Miscellaneous
528202	11/27/2014 17:02	N/A	Tina	Tina	Customer stated they are receiving an error that states DNS Service Failed.	2/20/2015	Customer Care explained the phone has lost internet connection; this is why captions are not being received. Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone - External - Miscellaneous
326522	12/2/2014 14:26	N/A	Tyna	Tyna	Customer stated their mother's CapTel phone completely stopped working.	12/2/2014	Customer Care provided the toll-free phone number for Weitbrecht Communications Inc. Customer Care also provided the HHC form to obtain a new phone. Customer was satisfied.	Internet Caption Phone - Tech - General

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
365132	12/9/2014 12:15	N/A	Carey	Carey	Customer stated captions stopped in the middle of their call.	12/9/2014	Customer Care provided troubleshooting tips. Customer was unable to attempt the troubleshooting tips as they were not near the CapTel device. Customer stated that they will attempt to follow the trouble shooting steps and will call back if the issues persists. There has been no further contact from the customer.	Internet Caption Phone - Captions - stop during call
665422	12/12/2014 13:28	N/A	Tyna	Tyna	Customer stated they did not receive captions during their call.	12/12/2014	Customer Care provided troubleshooting tips; to help resolve the issue but the caller was not with the CapTel user and unsure of their set up. Customer Care also provided CTI toll-free access number. Customer stated they would call back if further assistance was needed. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions
300024	12/24/2014 9:00	N/A	Jimmy	Jimmy	Customer stated they are unable to place a captioned call.	1/6/2015	Customer Care called back and left a voicemail for the customer to call back. There has been no further contact from the customer.	Internet Caption Phone - Tech - Unable to Call
607660	12/25/2014 12:15	N/A	Dawn	Dawn	Customer stated there was a delay when connecting to the CA.	12/25/2014	Customer Care apologized and recommended a Power Cycle to reset of the phone. Customer stated they would reset the phone and call back if further assistance was needed. There has been no further contact from the customer. Calls were answered as 98% within 10 seconds for the day.	Internet Caption Phone - Answer Time
607500	12/25/2014 12:53	N/A	Dawn	Dawn	Customer stated there was a delay when connecting to the CA.	1/6/2015	Customer Care apologized and stated information would be forwarded to management; which discovered CapTel was in queue. Customer was satisfied. Calls were answered as 98% within 10 seconds for the day.	Internet Caption Phone - Answer Time

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
621633	12/25/2014 14:44	N/A	Dawn	Dawn	Customer stated there was a delay when connecting to the CA.	12/25/2014	Customer Care apologized and recommended a Power Cycle to reset of the phone. Customer stated they would reset the phone and call back if further assistance was needed. There has been no further contact from the customer. Calls were answered as 98% within 10 seconds for the day.	Internet Caption Phone - Answer Time
399371	1/1/2015 20:00	N/A	Dawn	Dawn	Customer stated they did not receive captions during their call.	1/1/2015	Customer Care placed a test call; which was unsuccessful. Customer Care referred customer to their telephone service provided. Customer was satisfied.	Internet Caption Phone - Captions - No Captions
399441	1/1/2015 20:08	N/A	Dawn	Dawn	Customer stated they did not receive captions during their call. Customer could not hear the Care Representative.	1/1/2015	Customer Care attempted to provided trouble shooting tips but the customer was unable to hear the Customer Care Representative. Customer disconnected.	Internet Caption Phone - Captions - No Captions
589851	1/6/2015 14:59	N/A	Carey	Carey	Customer stated they did not receive captions during their call.	2/9/2015	Customer Care sent an e-mail with troubleshooting tips, however; there has been no further contact from the customer regarding this issue.	Internet Caption Phone - Captions - No Captions
145505	2/17/2015 14:41	N/A	Tyna	Tyna	Customer stated the 800i CapTel phone is not working. They are able to make a call and see the captions but they cannot hear nor can the caller hear them.	2/17/2015	Customer Care offered troubleshooting tips and was able to identify the customer received the CapTel 800i through a state program. Customer Care provided the toll-free access number to the Telecommunication Device Distribution Program and transferred the customer.	Internet Caption Phone - Tech - General

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
317662	3/6/2015 11:03	N/A	Tyna	Tyna	Customer stated technical problems with CapTel phone as unable to hear a person on a headset.	3/6/2015	Customer Care attempted to gather information and provide the toll-free access number for CTI but customer disconnected.	Internet Caption Phone - Tech - General
352218	3/18/2015 9:45	N/A	Carey	Carey	Customer stated they did not receive captions during their call.	3/18/2015	Customer Care provided troubleshooting tips and discovered that the customer had lost their internet connection. Customer Care referred the customer to their internet service provider. Customer understood.	Internet Caption Phone - External - Miscellaneous
645380	4/5/2015 13:04	N/A	Dan	Dan	Customer stated they were not receiving captions when trying to place calls.	4/6/2015	A Supervisor attempted to troubleshoot with the customer, but the customer was unable to hear them and disconnected. Customer Care returned the call, but did not reach the customer. Customer Care left a voicemail for the customer requesting a call back to Customer Care. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions
645785	4/5/2015 14:39	N/A	Dan	Dan	Customer stated the caption button on their device was not turning on and they were not receiving captions on their phone. Customer stated they had attempted basic troubleshooting steps and there was not an issue with their internet connection.	4/5/2015	Customer Care referred the customer to CTI and provided their telephone number. Customer was satisfied.	Internet Caption Phone - Captions - No Captions
670614	4/5/2015 16:33	N/A	Dan	Dan	Customer left a voicemail stating they are not receiving captions on the CapTel phone.	4/5/2015	Customer Care returned a call to the customer, but had to leave a message for a call back. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
700457	4/5/2015 19:06	N/A	Dan	Dan	Customer stated their device was stuck on "Waiting for captions".	4/6/2015	Customer Care provided troubleshooting tips and advised the customer to try and place a call again. Customer had to disconnect in order to try the call again and stated they would call back if they had any further issues. Customer Care discovered that the customer lost internet connection and provided information on how to restore connection. There has been no further contact from the customer.	Internet Caption Phone - Captions - No Captions
481850	4/13/2015 19:20	N/A	James	James	Customer stated captions stopped in the middle of their call.	4/14/2015	Customer Care attempted to provide troubleshooting tips; however, the customer disconnected before Customer Care could provide any assistance. The customer did not provide any contact information prior to disconnecting. Customer Care disconnected.	Internet Caption Phone - Captions - stop during call
482601	4/28/2015 16:10	N/A	Carey	Carey	Customer stated they did not receive captions during their call. Customer discovered that their internet service had been disconnected.	4/28/2015	Customer Care advised the customer to contact their internet service provider to reconnect their internet service. Customer understood.	Internet Caption Phone - External - Miscellaneous
135642	5/25/2015 13:13	N/A	Carey	Carey	Customer stated they did not receive captions during their call.	5/25/2015	Customer Care attempted to provide troubleshooting tips; however, there was static on the customer's line and the customer was unable to hear Customer Care. Customer stated that they would call back. Customer disconnected. There has been further contact from the customer.	Internet Caption Phone - Captions - No Captions
192684	5/25/2015 16:12	N/A	Carey	Carey	Customer stated the captions were slow or delayed during their call.	5/25/2015	Customer Care explained how captions appear. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone - Captions - Slow or Delayed

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
239010	5/25/2015 19:10	N/A	Jenn	Jenn	Customer stated they are unable to place a captioned call. Customer stated that they are receiving a DHCP message on their screen.	5/25/2015	Customer disconnected before trouble shooting could begin.	Internet Caption Phone - Tech - General
512235	06/02/2014 02:10pm	N/A	RLC	RLC	Customer reported that the misspelled captions are no longer being corrected.	06/24/2014 03:04pm	Further discussion revealed that it is mostly proper names that are not being corrected. CSR explained to customer that the CA has to take their best guess when captioning proper nouns like people's names, street names, and city names, because they do not have the benefit of asking the other party for clarification. CSR recommended that the customer ask the other party to spell the name for clarification then the CA will have confirmation for the remainder of the call. Customer agreed.	Service
512243	06/02/2014 10:08am	N/A	PL	PL	Customer asked if there was any way to improve the quality of her captions.	06/02/2014 10:21am	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer shared no examples or call detail to follow up on. CSR advised that captions can be made more accurate by asking the other party to speak a bit slower and clearer or by turning the captions button off and then on again to request a new CA at any time during the call.	Service
512447	06/03/2014 10:40am	N/A	JAA	JAA	Customer reported captions lag too far behind the spoken words.	07/02/2014 10:08am	CSR apologized for incidence and thanked customer for the feedback. CSR investigated the customer's experience and discovered call details that were within the FCC's guidelines for text transmission, but outside of CapTel's internal guidelines. CSR informed the customer that the call details for the call reported would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management for follow up with the specific CA by the CA's supervisor.	Service
520503	06/03/2014 10:40am	10037	JAA	JAA	Customer reported captions are delayed behind the spoken words.	06/04/2014 10:20am	CSR apologized for incidence and thanked customer for the feedback. CSR investigated the customer's experience and discovered call details that were within the FCC's guidelines for text transmission, but outside of CapTel's internal guidelines. CSR informed the customer that the call details for the call reported would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management for follow up with the specific CA by the CA's supervisor.	Service

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
513758	06/07/2014 04:07pm	N/A	KK	KK	Customer reported inaccurate captions appearing on the CapTel 840i.	07/10/2014 03:15pm	CSR investigated customer's concerns and identified four calls with trouble tickets noting audio distortion and voice recognition difficulty. CSR attempted to follow-up with the customer, but with no success. CSR sent the customer a letter regarding their feedback of inaccurate captions.	Service
513756	06/07/2014 04:07pm	3725	KK	KK	Customer reported slow captions appearing on the CapTel 840i screen.	07/10/2014 03:15pm	CSR attempted to follow-up with the customer regarding their experience of slow captions, but customer was unavailable. CSR then sent the customer a letter apologizing for the incidence and thanked customer for the feedback and informed them that information would be shared with call center management for follow up. Furthermore, call center management will follow up with the captionist to provide further training and coaching. CSR also suggested customer document the date, time, CA # for more specific follow up.	Service
514520	06/10/2014 09:29pm	N/A	ES	ES	Customer reported that a lot of times the captions don't display proper names correctly.	06/10/2014 10:35pm	CSR explained to customer that the CAs have to take their best guess when captioning proper nouns like people's names, street names, and city names. CSR advised customer to ask the other party to repeat the name for clarification since the CA is unable to get involved in the conversation. CSR also suggested that the customer document the date, time and CA# of any future calls with inaccurate captions to allow us to take specific action with the CA captioning the call. CSR sent a follow up email at the customer's request at what to look for and what to document to allow us to take specific action with further mentoring and coaching of the CA on the call.	Service
515344	06/13/2014 07:55pm	N/A	MW	MW	Customer reported seeing a message about technical issues on the CapTel 840i before she was disconnected from captions.	06/20/2014 05:32pm	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate call center staff for follow up. CSR investigated and provided call center personnel call data for follow up with the supervisor who disconnected the call. Call center staff reported that the call was disconnected due to no captionable audio for three minutes. CSR relayed this information to the customer and explained that captions may be disconnected at the end of a call when there is no further captionable content.	Service
516812	06/19/2014 05:27pm	N/A	HL	HL	Customer shared feedback regarding delay of captions during their call.	07/11/2014 11:20am	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. CSR investigation did identify trouble tickets on some calls documented by the CA with "extremely muffled and drowning in static" audio which is notably a contributing factor. CSR provided tips to address the audio concerns.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
516851	06/19/2014 07:56pm	N/A	BC	BC	Customer reported slow captions during a call.	07/01/2014 08:01pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
517340	06/22/2014 01:15pm	N/A	AB	AB	Customer's son reported a severe lag in captions during a call with his brother.	06/26/2014 10:57am	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CSR followed up with the customer and shared action taken. CSR advised the customer to write down the call detail of any future calls with delay of captions for our follow up. Customer expressed appreciation for the follow up shared.	Service
517440	06/23/2014 09:29am	N/A	PL	PL	Customer shared feedback regarding the accuracy of captions.	06/23/2014 09:45am	CSR apologized for incidence and coached the caller on how to identify the CA in her conversation and report a call to us with the time and date. CSR noted this will allow us to take specific action with the CA captioning the call. CSR also shared how the customer may choose to change CAs at any time during the call by pressing the captions button off and on again.	Service
517752	06/24/2014 11:34am	6814	CP	CP	Customer reported seeing a word misspelled in a previous conversation.	06/24/2014 12:13pm	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR asked if she would like a formal report on this conversation with the 1 word wrong and she said this was not necessary. The customer continued expression of concern regarding the spelling, so the CSR documented this concern.	Service
518372	06/26/2014 03:04pm	11055	JAL	JAL	Customer reported the captions lagging too far behind the voice on a call.	07/10/2014 01:00pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission, but falls below the guidelines CapTel expects. The Call Center to provide this CA with additional mentoring and coaching for optimal performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
519219	06/30/2014 05:17pm	N/A	JAA	JAA	Customer reported getting an emergency weather warning on the CapTel phone while on a call.	06/30/2014 05:20pm	CSR explained that due to a tornado warning, the CA on the call had to disconnect the call so that they could take shelter. CSR thanked the customer for checking in and apologized for this experience. CSR advised the customer to continue using the CapTel phone like usual as other Centers were not under similar weather conditions.	Service
519695	07/02/2014 12:42pm	11104	JAL	JAL	Customer reported inaccurate captions.	08/05/2014 12:24pm	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR passed the specific call detail and customer's concern on to Call Center Management for review.	Service
520481	07/07/2014 10:29am	11089	GG	GG	Customer reported a delay between the spoken word and the captions showing on her CapTel 800i.	07/22/2014 09:14am	CSR apologized for incidence and thanked customer for the feedback. CSR provided the customer with tips to receive more timely captions on calls with fast talkers and multiple speakers. CSR also researched and sent the call detail to the Call Center and confirmed that the CAs involved received further coaching and monitoring in order to ensure optimal quality performance. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission, but falls below the guidelines CapTel expects.	Service
520508	07/07/2014 11:25am	6729	AGG	AGG	Customer reported a long delay in captions behind the spoken words and shared specific call detail.	07/24/2014 01:42pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CSR confirmed the CA's supervisor increased the monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer to share follow up specifics. Customer noted he had no further difficulties beyond that one call.	Service
520821	07/08/2014 11:48am	N/A	KK	KK	Customer's assistant reported inaccurate captions appearing on the CapTel 840i screen.	07/14/2014 03:26pm	CSR apologized of their experience and investigated on the customer's behalf. CSR's investigation revealed the CA documented a trouble ticket noting audio issues such as static which required them to make a best guess as to the content of the audio. CSR advised customer's assistant to confirm the quality of their phone line connection with their phone provider. On 7/14/14, CSR contacted the customer's assistant, and the assistant confirmed the customer has no further incidents to report. The assistant further confirmed the CapTel is functioning properly and requested no further assistance. CSR offered ongoing assistance at the assistant's request.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

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521121	07/09/2014 01:26pm	3543	SAB	SAB	Customer reported inaccurate captions.	07/31/2014 01:00pm	CSR apologized for the incident and requested information regarding the date and time of the call. CSR sent this information to the appropriate parties. As a result, the monitoring for quality of the captioning assistant in question was increased.	Service
525218	07/11/2014 05:37pm	N/A	RS	RS	Customer provided general feedback on the inaccuracy of captions on the CapTel 800.	07/30/2014 10:23am	CSR apologized for incidence. Customer was unable to provide specific call detail for the captions in question at this time. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon later follow up with the customer, no specific details were available and customer stated she required no further follow up at this time.	Service
522596	07/15/2014 03:36pm	7104	JAA	JAA	Customer shared feedback regarding accuracy of captions and provided specific call data.	07/22/2014 03:45pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
522688	07/16/2014 07:40am	N/A	TJ	TJ	Customer shared positive feedback but notation that spelling of specific words that her medical doctors say are not always spelled correctly.	07/16/2014 10:12am	CSR thanked the customer for sharing their feedback and explained how the captioning process works. CSR noted that the CA cannot ask the other party for clarification of spelling such as for proper nouns or prescription names. CSR advised the customer they may wish to ask for clarification as needed in those instances. Customer expressed appreciation for the CSR's follow up.	Service
523020	07/16/2014 09:49pm	10001	BC	BC	Customer reported the captions lagged too far behind the voice on a call.	07/17/2014 02:59pm	CSR's investigation revealed technical difficulties were present on the call customer reported. CSR notified customer there was a temporary technical difficulty with the call customer reported and apologized for the inconvenience. CSR also encouraged the customer to turn the captions off and on again to acquire a new CA any time during a call if desired. This call was less than 2 minutes long.	Service

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523153	07/17/2014 01:45pm	N/A	KK	KK	Customer shared feedback regarding inaccurate captions appearing on the CapTel 840i screen.	08/05/2014 12:48am	CSR apologized for incidence and investigated technical detail. CSR identified 3 trouble tickets documenting difficulties on calls related to audio. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR later followed -up to allow the customer to share specifics for follow up, but the customer was unable to provide specific calls with examples of inaccurate captions. CSR shared finding of audio difficulty noted and shared tips regarding review of the CapTel set up. Customer shared they would have the facility personnel assist.	Service
523952	07/21/2014 11:59am	N/A	EJ	EJ	Customer inquired about the delay in captions behind the spoken words. Customer noted a second party was on an extension phone.	07/23/2014 09:58am	CSR apologized for the lag in captions and thanked the customer for the feedback. CSR's investigation revealed that the CA documented a trouble ticket on the call, which involved multiple speakers on the line. This caused the delay in captions beyond the normal guidelines that CapTel adheres to.	Service
525032	07/25/2014 07:20am	N/A	GG	GG	Customer reported inaccurate captions on a call. Customer specifically noted seeing a curse word captioned.	08/07/2014 01:36pm	CSR apologized to the customer for the incidence and researched the specific call. CSR's research found that on that specific call the CA entered a trouble ticket noting audio difficulties but that captions were not impacted. CSR also explained how the CA captions everything that is being said by the other party even if they say curse words. CSR sent a follow up letter and advised the customer to document specific call detail such as the date and time or number called, if the captions are inaccurate so that we can take specific follow up providing mentoring and coaching to the CA on that call.	Service
525600	07/28/2014 10:56am	N/A	JAA	JAA	Customer reported a word was missing in the captions.	07/28/2014 11:01am	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CA investigated general technical detail available and could not find a technical issue that would point to a difficulty at the Call Center end. CSR encouraged the customer to document the date, time of any future calls to allow us to take specific action by providing monitoring and coaching for the CA captioning the call.	Service
527391	08/04/2014 03:18pm	1082	JA	JA	Customer reported experiencing a delay in captions.	09/04/2014 03:30pm	CSR's investigation revealed a particular call in which a delay beyond normal expectations was experienced. CSR sent the details of this call to the appropriate captioning service staff. Supervisory staff subsequently confirmed that they had coached the captionist on several methods of increasing overall captioning speed and that they would increase quality monitoring of the captionist in order to ensure CapTel's standards are being consistently met.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

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531353	08/04/2014 08:35am	N/A	BMc	BMc	Customer reported inaccurate captions.	08/04/2014 09:04am	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR explained how captions are produced and that names may often be spelled in different ways. CSR advised the customer to confirm the spelling with the other party when a name is given, since the CapTel CA cannot speak to the other party to ask for clarification. Customer acknowledged detail shared. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
527550	08/05/2014 11:09am	14036	JAA	JAA	Customer reported captions lag too far behind the spoken words.	08/05/2014 11:15am	CSR apologized for incidence and thanked customer for the feedback. The CA's Supervisor was informed of the concern and he worked with the CA, focusing on techniques that enable CAs to remain accurate while reducing delay. For quality purposes, the Supervisor increased monitoring and coaching for this CA. The customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	Service
528655	08/08/2014 01:28pm	9307	BG	BG	Customer reported being disconnected from captions on a call using her CapTel 840i.	08/08/2014 01:58pm	CSR investigation revealed the captionist on the call documented a trouble ticket and a Supervisor disconnect with a message sent to the customer due to audio interference. CSR shared finding and apologized to the customer for this experience.	Service
528767	08/08/2014 06:16pm	N/A	BK	BK	Customer reported a long delay in captions on a previous call on the CapTel 840i.	08/08/2014 06:55pm	CSR's investigation revealed the CA noted poor audio from the caller that caused a delay in captions for the CapTel user. CSR apologized to customer for the experience and shared what was found. The customer confirmed that the caller was having trouble with their telephone and that there have been no other difficulties with the CapTel phone. The customer confirmed that the CapTel phone is working successfully.	Service
528958	08/09/2014 10:59pm	N/A	SM	SM	Customer's daughter called to report error in captions on the CapTel 840i.	08/20/2014 05:02pm	CSR apologized for the inconvenience and thanked customer's daughter for sharing an example of the error in a phrase that the customer experienced. Customer's daughter and customer were unable to share specific call detail, such as date and time of call or CA number. CSR sent the customer a follow up letter detailing information that would be helpful to investigate future calls.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
529004	08/10/2014 01:43pm	6721	KK	KK	Customer reported delayed captions behind the spoken words on the CapTel 840i.	08/24/2014 04:59pm	CSR apologized for the customer's experience. Customer was unable to share specific call detail. CSR investigated and identified calls with lag time seconds beyond the CapTel guidelines. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. Captioning service management reviewed the customer's concerns and will be increasing the frequency of monitoring for the CAs involved. CSR followed up with the customer to share our findings with customer.	Service
529470	08/12/2014 10:33am	3272	SAB	SAB	Customer reported frequent instances of "Speaker unclear" in the captions of a call.	08/26/2014 11:33am	CSR apologized for the incident and collected relevant information about the date and time of call from the customer. Investigation revealed that the captioning assistant was experiencing difficulties hearing the speaker because of line interference. Additionally, monitoring of the captioning assistant in question was increased.	Service
530346	08/15/2014 10:18am	N/A	BMc	BMc	Customer shared feedback regarding accuracy of captions.	08/27/2014 03:40pm	CSR apologized for this experience. CSR reported call detail to the Call Center for follow up. The CA's Supervisor met with the CA to provide coaching and then increased monitoring frequency for the CA.	Service
530342	08/15/2014 10:18am	N/A	BMc	BMc	Customer reported a delay in captions on the 840i.	08/22/2014 04:00pm	CSR apologized for customer's experience. CSR research revealed that customer may have unfiltered DSL service but customer is unable to verify line type or setup, so CSR explained that DSL service requires that all equipment connected to the telephone line except for modem should be properly filtered. CSR also informed the customer that the call details for the call reported would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management for follow up with the specific CA by the CA's supervisor. CSR subsequently sent customer a letter further explaining proper setup and filtering for DSL telephone service with diagrams.	Service
530907	08/18/2014 12:16pm	N/A	PL	PL	Customer shared feedback regarding the captions with one particular friend noting "speaker unclear" is used a lot.	08/18/2014 12:30pm	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR also provided the customer with tips to improve the quality of the captions in the future, such as asking the other party to speak a little slower and clearer noting "speaker unclear" indicates the CA was not able to discern what the speaker said.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
531286	08/19/2014 04:58pm	1328	KK	KK	Customer reported captions appearing delayed on the CapTel 840i.	09/02/2014 05:33pm	CSR apologized to the customer for the incidence and thanked customer for their feedback. CSR identified two calls in which the captions were delayed beyond the guidelines set by CapTel. This information was shared with call center management for follow up, and the call center management confirmed they will follow up with the CA to provide further training and coaching. Upon follow-up, the customer noted no further incidents of delayed captions. CSR suggested the customer document the date, time, CA # for more specific follow up regarding any future incidents of delayed captions that may occur.	Service
531918	08/21/2014 10:40pm	N/A	SM	SM	Customer reported seeing an incorrect but similar sounding word appear in captions.	09/09/2014 04:09pm	CSR sent the customer an email with an apology for this incidence. CSR later attempted to follow up with the customer to offer support and see if the customer had any additional specifics we could follow up on. No additional response from the customer has been received.	Service
532277	08/23/2014 01:23pm	11151	ES	ES	Customer reported that the captions were "super slow" during a conversation that she had with her daughter and that the captions were also repeating what was said in the beginning of the conversation.	09/03/2014 10:49am	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The call was researched and not within CapTel guidelines. Supervisor will coach and monitor the CA involved for quality performance.	Service
532224	08/23/2014 10:44am	N/A	BK	BK	Customer's daughter inquired about the delay in captions.	09/02/2014 06:19pm	CSR explained to the customer's daughter how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR further explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR's investigation revealed that the captioned call described by the customer was abnormally delayed. CSR apologized for the incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow-up with the CA by the CA's supervisor.	Service
532964	08/26/2014 01:33pm	N/A	TF	TF	Customer shared feedback regarding accuracy of captions.	08/26/2014 01:55pm	CSR apologized for the customer's experience and listened to her describe her experiences. CSR shared how captions are generated speaking verbatim what the other party says. CSR noted the computer does not generate punctuation. CSR had no specific examples, thus the CSR noted that if the customer documents the date, time and CA# of any future calls this will allow us to take specific action with the CA captioning the call and provide extra monitoring and coaching. CSR research noted the CAs had documented trouble tickets regarding audio break up, unable to hear the speaker, and other audio issues affecting captioning.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
533457	08/28/2014 10:55am	N/A	BG	BG	Customer reported seeing "waiting for an operator" on the CapTel 840i display screen.	08/28/2014 11:43am	CSR investigated and identified a possible cause at one call center that had some calls go into queue due to a brief technical issue. CSR recommended the customer press the caption button on and off to make a new connection to a different center. CSR confirmed once customer pressed captions off and on again a new connection was established immediately. Customer also had captions on the call to customer service. The technical issue was fully resolved 08/28/14.	Service
534165	08/31/2014 06:06pm	N/A	MW	MW	Customer provided general feedback on the captions received, but did not have call detail.	08/31/2014 07:08pm	CSR's discussion with the customer identified that the customer was seeing corrections, and that errors that changed the meaning of what was said were corrected. Minor word error corrections were not noted. CSR noted that if the customer provides the date, time and CA # of a call, we can take specific follow up with a CA to provide additional coaching, and mentoring for quality performance.	Service
534107	08/31/2014 12:32pm	N/A	AGG	AGG	Customer shared feedback regarding accuracy of captions.	08/31/2014 01:12pm	CSR apologized and inquired about any specific detail to further investigate. Customer was unable to provide any specific information or example regarding the inaccuracies reported. CSR advised noting the date, time, and an example of inaccurate captions on future calls so specific follow up with Call Center personnel can be taken on the customer's behalf.	Service
534617	09/03/2014 01:42pm	N/A	JAA	JAA	Customer reported captions lag too far behind the spoken words.	09/16/2014 04:16pm	CSR apologized for incidence, thanked customer for the feedback, and shared feedback with appropriate captioning service staff for follow up. Supervisory staff at the call center subsequently confirmed that they discussed captioning pacing with the Captionist and provided tips to increase their overall captioning speed. Supervisory staff also advised that additional coaching and quality monitoring will be performed with the Captionist to ensure that they are consistently meeting CapTel's standards.	Service
535652	09/07/2014 03:05pm	11042	PL	PL	Customer's assistant reported that the captions on a recent answering message were difficult to understand.	09/29/2014 02:30pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Later, the Call Center personnel reported increase of monitoring and coaching for this CA.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
535821	09/08/2014 01:05pm	6615	SAB	SAB	Customer reported the captions froze on the screen in the middle of a call, but audio remained.	09/10/2014 08:19am	CSR apologized for the incident and forwarded the information the customer gave about the date and time of the call to the appropriate parties for follow up. Investigation revealed the call had possibly an internet connectivity issue that resulted in lose of captions, and some delay of captions by the CA as well. Monitoring of the CA in question was increased to ensure quality of captions.	Service
536281	09/08/2014 12:44pm	N/A	BMc	BMc	Customer reported delayed captions behind the spoken words on the CapTel 840i.	09/17/2014 01:48pm	CSR apologized for the experience and gathered information from the customer regarding the date and time of the call in question. Call detail was shared with the appropriate captioning service staff for follow up with the specific CA on the call. It was determined that this call was likely moving at an elevated pace or there could have potentially been multiple speakers on the line. Supervisor at call center will provide further coaching and monitoring of the CA.	Service
536210	09/09/2014 04:53pm	N/A	LV	LV	Customer reported feedback regarding the accuracy of captions on a call with a friend.	09/16/2014 09:49am	CSR apologized for this experience and asked customer if they could provide specific information about the errors or the date and time of the call to further investigate. Customer stated she would gather the information and get back to us. Customer followed up while setting up a phone at a second residence, but did not have detail to share. CSR noted we can take specific follow up with Call Center personnel in the future should the customer wish us to do so.	Service
536549	09/10/2014 05:33pm	N/A	JR	JR	Customer reported seeing (Waiting for CapTel Operator) during an attempted call on the CapTel 840i.	09/10/2014 05:36pm	CSR apologized and advised the customer we experienced a brief technical difficulty that has been resolved. CSR confirmed that customer had captions on the call with customer service and was able to make subsequent captioned calls successfully.	Service
536537	09/10/2014 05:40pm	N/A	AGG	AGG	Customer's assistant reported no captions on the CapTel 840i.	09/10/2014 06:17pm	CSR advised customer we experienced a brief technical difficulty that is now resolved. CSR confirmed that customer is now able to make a captioned call successfully.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
536597	09/10/2014 06:02pm	N/A	MW	MW	Customer reported seeing "Waiting for Captions" appear repeatedly on the CapTel 800i.	09/10/2014 06:38pm	CSR advised customer we experienced a brief technical difficulty that is now resolved. CSR advised the caller to try their call again and confirmed they were able to make a captioned call successfully.	Service
536300	09/10/2014 09:09am	6299	TJ	TJ	Customer reported that the captions lag more than 3-5 seconds behind the spoken words.	09/24/2014 01:23pm	CSR sent specific call data to the Call Center for review with the CA's supervisor. The CA's supervisor met with the CA and added additional monitoring and coaching to aid the CA in providing optimal captioning performance.	Service
537209	09/12/2014 03:43pm	N/A	SF	SF	Customer reported seeing a message on the CapTel 840i screen on a previous call that read, "Waiting for CapTel Operator."	09/12/2014 03:50pm	CSR explained that there was a brief 2 minute technical incidence that has since been resolved. Customer confirmed receiving captions successfully on call with customer service and that everything was working as it should.	Service
537214	09/12/2014 03:48pm	N/A	RL	RL	Customer reported slow captions during a call.	10/01/2014 11:08am	CSR sent information to the appropriate call center for further investigation. CSR followed up with the customer and advised them of the findings. Call detail was shared with Call Center manager for follow up with the CA by the Supervisor. Investigation was inconclusive as to the cause to the sufficient delay in captions, Supervisor increased monitoring frequently for the CA to ensure consistent quality performance.	Service
536981	09/12/2014 07:25am	11159	TJ	TJ	Customer reported that the captions are behind the spoken word.	09/30/2014 11:14am	CSR apologized to customer for their experienced and sent specific call data to be reviewed. The CA supervisor reported meeting with the CA and coaching on the importance of staying as close to real time as possible and scheduled the CA for additional monitoring and coaching.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
537011	09/12/2014 08:35am	4086	DF	DF	Customer and customer's daughter reported that the captions are very delayed on several calls.	09/18/2014 11:07am	CSR investigated and identified three calls with lag time additional seconds behind the CapTel guidelines. Call detail was sent to the Call Center for follow up with the CAs by the CAs' supervisors. CSR informed customer of our findings, apologized for incidence and thanked customer for the feedback. CAs' supervisors increased monitoring frequency for the CAs to ensure consistent quality performance. CSR also explained to customer how captions are produced and that the delay could increase if the other party is speaking very quickly or the CA needs to make typed insertions. CSR sent a second follow up email to the customer reporting action taken and offered further follow up on any future calls.	Service
537097	09/12/2014 12:21pm	N/A	HL	HL	Customer's son reported the CapTel shows "waiting for a CapTel operator" on the display screen.	09/12/2014 12:30pm	CSR apologized for the experience and explained that the matter is being investigated. CSR later confirmed there was a brief technical incident that prevented calls from connecting to waiting CAs that was then promptly resolved.	Service
537100	09/12/2014 12:24pm	N/A	RS	RS	Customer reported seeing a message on the CapTel 840i screen that read, "Waiting for a CapTel operator," but then noted connected to captions.	09/12/2014 12:26pm	CSR explained that the Captioning Service experienced a brief technical difficulty where calls did not connect to waiting CAs, but that this matter had since been resolved. CSR confirmed the customer had captions on the call with customer service and that the matter noted was no longer present.	Service
537095	09/12/2014 12:25pm	N/A	JAL	JAL	Customer reported seeing "Waiting for a CapTel Operator".	09/12/2014 12:47pm	CSR advised customer we experienced a brief technical difficulty that is now resolved. CSR advised the caller to try their call again and confirmed they were able to make a captioned call successfully.	Service
537667	09/15/2014 07:08am	N/A	LV	LV	Customer reported inserted (laughing) when connecting with an answering machine but there was no laughing.	09/17/2014 03:45pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Additional monitor observations on the CA were conducted to see if there are quality concerns related to their overall captioning practices. CSR apologized for incidents and thanked the customer for the feedback, call detail was shared with Call Center manager for follow up with the CA, by the Supervisor. Although investigation was inconclusive as to why (laughing) was inserted during the captioned answering machine message, if the CA heard laughing in the background, they are required to caption everything they hear. Additional monitor observations on the CA were conducted to see if there are quality concerns related to their overall captioning practices.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
538275	09/16/2014 05:07pm	1112	SAB	SAB	Customer's daughter reported inaccurate captions.	09/22/2014 12:20pm	CSR apologized for the incident and gathered information about the date and time of the call. CSR passed this information along to the appropriate parties for review. The CA in question was advised on strategies to improve the quality of captions and monitoring was increased to the CA as a result.	Service
539723	09/19/2014 04:18pm	N/A	CP	CP	Customer shared feedback regarding a few individual word errors in captions.	10/01/2014 04:54pm	CSR apologized for incidence and thanked customer for bringing their experience to our attention. Customer was unable to provide specific call data, so CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with email exchanges discuss customer's experience, but no call detail could be gathered for specific follow up with the CA.	Service
540307	09/19/2014 04:18pm	6411	CP	CP	Customer reported a delay in captions behind the spoken words.	09/30/2014 11:55am	CSR investigated and identified calls with lag time beyond the norm of 3-5 seconds CapTel guidelines. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CSR also explained to customer how captions are produced and that the delay could increase if the other party is speaking very quickly or the CA needs to make typed insertions. CSR sent a follow up email to the customer reporting action taken and offered further follow up on any future calls.	Service
539451	09/21/2014 01:18pm	14072	CP	CP	Customer reported inaccurate captions on a previous call answered on the 840i.	10/02/2014 11:46am	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
539425	09/21/2014 10:53am	11151	KK	KK	Customer's daughter reported delayed captions behind the spoken words appearing on the CapTel 800i.	10/02/2014 05:30pm	CSR apologized for the customer's experience and thanked the daughter for sharing the customer's feedback. With further investigation, CSR found a call in which the captions lagged behind CapTel guidelines of 3-5 seconds. This information was shared with the call center management. The call center management followed up with the CA to provide further training and coaching. CSR attempted to follow-up with the customer by phone with no success. CSR then sent the customer a letter informing her that the call center management followed up with the CA to provide further monitoring.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
539768	09/22/2014 06:49pm	N/A	TF	TF	Customer reported "waiting for a CapTel operator" message on the CapTel 800i.	09/22/2014 06:51pm	Caller reported call to CapTel Customer Service connected after a short wait. CSR explained that this prompt means to stay on the line momentarily to connect with the next available CA. Investigation shows the Call Center Answer Time was met for the day and the individual just waited a few seconds longer than normal swift answer time. CSR apologized to the caller for the delay in connecting to a CA experienced on the call before calling customer service. CSR confirmed customer is successfully making calls.	Service
540008	09/23/2014 02:06pm	N/A	BMc	BMc	Customer asked if captions are supposed to show up at the same time a caller is saying something.	09/23/2014 02:44pm	Discussion revealed that customer was expecting that captions would show up immediately at same time caller was speaking. CSR explained that a delay of 3-5 seconds is normal. Investigation confirmed calls were all within the norm when transmitting from the Captioning Service. CSR identified static and hissing heard on the call and discussed the set up with DSL filters, as needed. CSR further advised that if callers are speaking very quickly or if there are multiple speakers this can delay captions. CSR advised that customer ask callers to slow down a bit so he can read the captions and customer confirmed that captions were coming in with the normal delay.	Service
540379	09/25/2014 07:55am	N/A	LV	LV	Customer shared feedback regarding accuracy of captions and provided specific call data.	09/29/2014 04:14pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
541264	09/29/2014 11:12am	3391	SAB	SAB	Customer reported a lag in captions.	10/05/2014 10:30am	CSR apologized for the incident and advised customer on factors that can increase the standard amount of delay for captions. Investigation revealed that the calls in question had multiple speakers. The CAs in question were advised on techniques to improve the timing of captions in such instances.	Service
541533	09/30/2014 10:10am	N/A	CP	CP	Customer reported that the captions were slow sometimes and wished they came up faster.	10/02/2014 03:07pm	CSR explained that the average delay of captions is 3-5 seconds, but CSR found that the customer is experiencing delay of over 3-5 seconds on some captioned calls. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor reported that the CA has been scheduled for further coaching to ensure consistent quality performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
542445	10/03/2014 03:22pm	N/A	TF	TF	Customer's friend reported "waiting for a CapTel operator" on the CapTel 840i.	10/06/2014 09:48pm	Caller reported call to CapTel customer service connected after a short wait of a few extra seconds. CSR explained that this prompt means to stay on the line momentarily to connect with the next available captionist. Investigation shows the Call Center answer time was met for the day. CSR apologized to the caller for the delay in connecting to an operator experienced on a call.	Service
543209	10/07/2014 12:49pm	N/A	OL	OL	Customer's wife reported inaccurate captions on the CapTel 800i.	10/07/2014 01:02pm	CSR's investigation revealed the caption inaccuracy was in the greeting of the conversations. Customer did not wish to file a complaint. CSR explained the captioning process to the customer and advised her to write down specific call details and report them to CapTel Customer Service if she continues to see this problem. CSR offered further assistance upon request.	Service
543553	10/08/2014 02:15pm	6276	CF	CF	Customer's assistant reported getting inaccurate captions on a recent captioned call and shared call detail.	10/08/2014 02:30pm	CSR apologized for incidence and thanked the customer 's assistant for bringing their experience to our attention. CSR explained how captions are created using voice recognition. Customer's assistant said the customer reports he has never had this experience before and has been very happy with the CapTel overall. Customer declined to have feedback passed on to call center management. The call reported was identified and there was a trouble ticket created by the CA mentioning an audio drop difficulty on the call.	Service
545190	10/15/2014 01:41pm	54519	JAA	JAA	Customer inquired about the delay in captions on the CapTel phone.	10/17/2014 05:07pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. It was discovered that the conversation consisted of a fast speaking caller; appropriate action was taken by the CA. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
545228	10/15/2014 03:26pm	3057	CP	CP	Customer reported seeing "Speaker breaking up" in captions frequently on a previous call.	10/16/2014 06:46pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up by the CA's supervisor. The Supervisor assessed that the CA would benefit from additional monitoring and coaching and arranged for this to take place. The Supervisor coached the CA to caption verbatim to the best of her ability and reviewed trouble ticket procedure with the CA to ensure that technical issues significantly affecting the CA's ability to provide quality captions are documented.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
547361	10/16/2014 05:15pm	N/A	BC	BC	Customer shared feedback regarding accuracy of captions. Customer shared no specifics.	10/24/2014 04:47pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
546091	10/20/2014 03:02am	N/A	KR	KR	Customer reported captions stopped on a recent call and shared call detail.	10/30/2014 11:45am	CSR's investigation found a trouble ticket was entered by the CA indicating the call center handling the call was closing, and the CA stayed on the call 2 hours past closing time. The supervisor sent the wrong message to the CapTel user which indicated there was no further information to caption on the call rather than how to re-connect to a new CA. CSR sent a letter to the customer apologizing for the incident, and offered tips to reconnect to captions should they desire a new CA for any reason by pressing captions off and on while remaining connected to the other party on the call.	Service
547396	10/24/2014 07:11pm	6621	OL	OL	Customer reported poor caption quality during a phone call on the CapTel 840i.	11/05/2014 01:02pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
547415	10/24/2014 11:20pm	N/A	NK	NK	Customer reported that there was inaccurate detail on a captioned call with an automated system.	10/24/2014 11:28pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer did say she did not want further follow up, and that she just wanted to report the experience. CSR sent the customer a letter suggesting customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
547642	10/26/2014 07:40pm	1425	MTh	MTh	Customer shared feedback regarding accuracy of captions and provided specific call data.	10/30/2014 09:01am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
547962	10/28/2014 08:46am	6762	LV	LV	Customer reported slow captions on a specific call.	10/28/2014 08:57am	Investigation and discussion revealed the customer had been speaking to multiple other parties during the call. CSR explained to customer how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR further explained that this delay can increase if their caller is speaking very quickly, and especially when there are multiple speakers on the same call. CSR provided customer with tips for handling moments of silence while the captions are transmitting. CSR confirmed that the customer is experiencing normal delay on other calls.	Service
548207	10/29/2014 01:44am	N/A	KR	KR	Customer reported seeing a message "waiting for operator" on a call.	10/29/2014 11:03am	CSR apologized for the customer's experience. CSR's investigation found there was a technical issue at one of the call centers. CSR later followed up and explained that the experience had been resolved. CSR confirmed customer is able to connect successfully to the captioning service.	Service
548432	10/29/2014 04:03pm	N/A	EJ	EJ	Customer reported a delay between the spoken word and captions on the CapTel 800i.	11/01/2014 03:53pm	CSR apologized for incidence and thanked customer for the feedback, and informed them that information would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor provided additional coaching for the CA to ensure consistent quality performance. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	Service
548484	10/29/2014 06:21pm	N/A	AB	AB	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 800i.	10/29/2014 06:27pm	CSR explained there was a technical difficulty at a call center during the day that resulted in this experience. CSR advised turning the captions off and back on again. CSR confirmed this resolved the customer's experience.	Service
548494	10/29/2014 06:45pm	3611	SB	SB	Customer reported that captions were delayed during a specific call.	11/06/2014 06:23pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
548227	10/29/2014 08:33am	N/A	BMc	BMc	Customer said he sees error message "Waiting for CapTel operator".	10/29/2014 11:35am	Discussion revealed that customer saw this error message at the beginning of a call but only appeared briefly and then captions then worked properly as usual. CSR thanked customer for contacting us and letting us know about his experience and assured him that this information would be forwarded to technical support for further review. CSR further advised that if customer experiences this again they can press the captions button off and then on again to reconnect with captions.	Service
548242	10/29/2014 09:39am	N/A	RL	RL	Customer reported being unable to connect to captions on the CapTel 800l.	10/29/2014 09:45am	After further discussion, CSR advised the customer that the incident was likely related to a difficulty in the call center around the time reported. The incident has been resolved. CSR apologized for the incident and confirmed the customer was receiving captions successfully at the time of their call to customer service.	Service
548273	10/29/2014 10:15am	N/A	BG	BG	Customer reported they saw "waiting for captions" on the display screen of the CapTel 840l.	10/29/2014 10:52am	CSR confirmed the customer was connected to captions after a short wait. CSR explained that this prompt means to stay on the line momentarily to connect with the next available captionist. Investigation shows the Call Center was experiencing technical difficulty. CSR apologized to the caller for the delay in connecting to an operator experienced on the call before calling customer service.	Service
548356	10/29/2014 11:10am	N/A	PL	PL	Customer reported seeing the message "waiting for a CapTel operator" on two earlier calls.	10/29/2014 11:20am	CSR advised the caller that there had been a technical difficulty at one of the CapTel call centers that was resolved that morning. CSR confirmed that the customer was successfully connecting to the captioning service.	Service
548740	10/30/2014 06:15pm	10571	AB	AB	Customer reported that while troubleshooting her concern, the Captioning Assistant was not correcting any of the captions that came up incorrectly.	11/10/2014 12:46pm	CSR apologized for the incident and thanked customer for the feedback. CSR offered to share this information with Call Center management for follow up with the CA by the CA's supervisor. The Call Center management confirmed they have received the information, and are actively working with the CA and their supervisor to ensure consistent quality performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
549562	11/04/2014 08:31am	N/A	LV	LV	Customer reported "Waiting for Captel operator" on their Captel phone.	11/04/2014 08:33am	CapTel identified an intermittent interruption to a group of the IP model Captel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP Captel call. Engineering identified and addressed the issue. CSR confirmed the customer was able to place a captioned call immediately after speaking with customer service and had captions on their call with customer service.	Service
549580	11/04/2014 09:13am	N/A	AB	AB	Customer reported seeing "Waiting for Captions" on the Captel 840i.	11/04/2014 09:31am	CapTel identified an intermittent interruption to one of the IP model Captel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP Captel call. These users experienced a "Waiting for Captions" message. CSR apologized for the incident and advised pressing the captions button off and back on again. Customer confirmed this resolved her experience and captions were restored.	Service
549591	11/04/2014 09:18am	N/A	JAA	JAA	Customer reported seeing "waiting for captel operator" on her Captel 800i.	11/04/2014 09:24am	CapTel identified an intermittent interruption to one of the IP model Captel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP Captel call. Engineering identified the issue and addressed the issue. CSR advised the customer to disable captions and enable them to attempt a new connection. Customer confirmed captions connected successfully.	Service
549586	11/04/2014 09:21am	N/A	KK	KK	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 840i.	11/04/2014 01:32pm	CapTel identified an intermittent interruption to one of the IP model Captel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP Captel call. Engineering identified and addressed the issue. The customer later confirmed via e-mail the CapTel is connecting to captions successfully.	Service
549587	11/04/2014 09:25am	N/A	AGG	AGG	Customer reported seeing "Waiting for Captions" on the CapTel 800i.	11/04/2014 04:23pm	CapTel identified an intermittent interruption to one of the IP model Captel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP Captel call. These users experienced a "Waiting for Captions" message. CSR apologized for the incident and later verified that the customer is again connecting with captions successfully.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
549606	11/04/2014 09:28am	N/A	BMc	BMc	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 800i	11/10/2014 03:13pm	CapTel identified an intermittent interruption to one of the IP model CapTel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP CapTel call. These users experienced a "Waiting for Captions" message. CSR apologized for the experience. Engineering identified the issue at 9:45 a.m. CT and addressed the issue. CSR confirmed all is working fine for the customer and he requires no further assistance.	Service
549592	11/04/2014 09:33am	N/A	PL	PL	Customer reported seeing a "waiting for CapTel operator" error message.	11/11/2014 04:18pm	CapTel identified an intermittent interruption to one of the IP model CapTel phones. At approximately 07:00 CT a platform change was applied to address the new registration rules. This update caused an intermittent interruption to a small group of users when attempting to place an IP CapTel call. Engineering identified and addressed the issue. The customer confirmed on a follow-up call that he had experienced no further difficulties since he contacted customer service.	Service
550329	11/06/2014 04:20pm	10511	RS	RS	Customer reported inaccurate captions on the CapTel 840i.	11/17/2014 01:57pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
550375	11/06/2014 06:32pm	6278	OL	OL	Customer reported a marginal delay in captions along with poor accuracy of captions on the CapTel 840i.	11/14/2014 04:29pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
551462	11/12/2014 10:27am	N/A	SAB	SAB	Customer reported "waiting for a CapTel operator" message and no captions on the CapTel 840i.	11/12/2014 10:29pm	Investigation revealed that the call center was in queue under 30 seconds around the time of the customer's call. CSR apologized for the incident and was able to confirm the customer has been successfully connecting to captions ever since. Call Center Answer Time for the day was met.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
551503	11/12/2014 11:53am	N/A	EJ	EJ	Customer's assistant reported that the delayed captions behind the spoken words on the CapTel 840i.	11/12/2014 12:08pm	Investigation by the CSR identified a specific call where the delay was beyond the normal average of 3-5 seconds. The CA documented a trouble ticket on the call noting audio difficulties. This finding was shared with the customer's assistant. CSR apologized for this experience. The CSR discussed the general set up of the unit to ensure optimal audio and internet connectivity.	Service
552417	11/15/2014 08:55pm	N/A	SB	SB	Customer reported experiencing inaccurate captions during captioned calls.	11/15/2014 09:02pm	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR described the captioning process. CSR noted trouble tickets documented by the CA and previous cases noting very distorted audio and static on some calls. CSR was unsuccessful in getting exact examples of inaccuracies or a particular call to research. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR apologized again for the customer's experience.	Service
553100	11/18/2014 02:56pm	6575	FB	FB	Customer reported part of the conversation not being captioned when attempting to make a phone call on the CapTel 840i.	11/24/2014 01:43pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the captionist by the captionist's supervisor. Captionist's supervisor increased monitoring frequency to ensure consistent quality performance.	Service
553104	11/18/2014 05:05pm	1203	FB	FB	Customer reported inaccurate captions during a call.	12/02/2014 08:48am	CSR apologized for the incident and thanked customer for bringing their experience to the attention of CapTel Customer Service. CSR thanked customer for the feedback and the call detail was shared with Call Center administration for follow up by the captionist's supervisor to ensure consistent quality performance.	Service
553384	11/19/2014 03:55pm	6733	PH	PH	Customer report after each pause in the conversation a gender identification would appear.	11/19/2014 05:55pm	CSR collected detail on the call and investigated with call center personnel. Call Center personnel noted no trouble ticket was created. CA did send the (speaker too soft) macro multiple times indicating audio difficulties. CA may have thought there were multiple speakers thus sent the gender identification (F) or (M). The CA's supervisor will follow up to explore the use of these markings to ensure quality performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
555623	12/01/2014 02:45pm	6196	TF	TF	Customer reported a delay in captions behind the spoken words.	12/01/2014 05:19pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR called the customer back to report this outcome.	Service
555641	12/01/2014 03:21pm	14121	SB	SB	Customer reported that captions were delayed behind the spoken words during the previous call.	12/15/2014 01:26pm	CSR apologized for the incidence and thanked customer's husband for reporting their experience. CSR reported call detail identified to the Call Center for follow up with the CA by the CA's supervisor for additional monitoring and coaching.	Service
555707	12/01/2014 06:53pm	10575	AB	AB	Customer reported a delay in captions behind the spoken words on the 840i.	12/15/2014 01:29pm	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Information was forwarded onto the Call Center and CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR also explained that there is a live captionist that revoices what the other party says, word for word, into voice recognition technology software. Because they create the captions live, it is normal for the captions to appear 3-5 seconds behind the spoken word.	Service
555738	12/02/2014 07:57am	6328	GG	GG	Customer reported delayed captions behind the spoken words on the CapTel 840i.	12/09/2014 04:02pm	CSR explained to customer how captions are produced and that the delay could increase if the other party is speaking very quickly or the CA needs to make typed insertions. CSR investigated and identified three calls with lag time additional seconds behind the CapTel guidelines. CSR apologized for incidence and thanked customer for the feedback. Call detail was sent to the Call Center for follow up with the CAs by the CAs' supervisors. CAs' supervisors increased monitoring frequency for the CAs to ensure consistent quality performance.	Service
556055	12/03/2014 09:10am	N/A	BMc	BMc	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	12/12/2014 09:07am	CSR apologized for the customer's experience and advised that the call detail would be shared with the appropriate supervisory staff at the captioning service. CSR was subsequently informed by captioning service personnel that the CA who assisted with this call is no longer employed with CapTel. CSR relayed this to the customer and offered further assistance as needed.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
556908	12/06/2014 06:20pm	N/A	NM	NM	Customer reported receiving incorrect captions on calls but was unable to provide any specifics.	12/08/2014 03:15pm	CSR apologized and thanked customer for bringing their experience to our attention. CSR sent a detailed email sharing detail on how captions are created. CSR noted that the CA revoices everything that the caller says, word for word, into voice recognition technology software that is then sent to the CapTel phone's screen. Due to the nature of voice recognition software, similar but incorrect words can sometimes be produced by the software. In these cases, the CA should be correcting them by inserting the correct word(s) in brackets within one or two lines of captions. CSR noted that if the customer documents the date, time and CA# of any future calls, we will take specific action with the CA captioning the call, and provide extra monitoring and coaching for optimal performance. Customer expressed appreciation for this follow up.	Service
557539	12/09/2014 01:55pm	N/A	TJ	TJ	Customer reported that the captions are behind the spoken word.	12/15/2014 01:33pm	Investigation by CSR found two specific calls where the captions delay was beyond the normal average. CSR thanked the customer for bringing this to our attention and forwarded the specific call detail to the Call center for review. Call center supervisor will provide coaching and monitoring of the CA's.	Service
558205	12/12/2014 07:54am	10537	TJ	TJ	Customer reported a call where the CA did not put the telephone number shared by the other party when captioning an answering machine.	12/12/2014 08:04am	CSR apologized to the customer for the incidence and informed the customer that we will send their call detail to the captioning center for further review. CSR sent the call detail to the captioning center staff who reported that they will further monitor the CA and provide further coaching to ensure optimal performance.	Service
558209	12/12/2014 07:54am	6168	TJ	TJ	Customer inquired if there is a way to have the captions appear faster.	12/17/2014 03:19pm	CSR sent call detail to the appropriate captioning service staff for further investigation. The CA's Supervisor increased monitoring of this CA and provided further coaching for optimal quality performance.	Service
559198	12/16/2014 03:37pm	N/A	SAB	SAB	Customer reported inaccurate captions on a call.	01/06/2015 12:29pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
559479	12/17/2014 02:51pm	N/A	RS	RS	Customer reported seeing occasional inaccurate captions on the CapTel 840i.	12/17/2014 03:28pm	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
559679	12/18/2014 01:23pm	14102	RS	RS	Customer shared feedback regarding the delay of captions behind the spoken words on the CapTel 840i.	12/23/2014 10:11pm	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. The CA's supervisor followed up with the CA and provided additional monitoring and coaching for optimal performance.	Service
559612	12/18/2014 11:00am	1589	CY	CY	Customer reported a delay in captions behind the spoken word.	12/23/2014 10:06am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
559830	12/18/2014 12:52pm	N/A	TJ	TJ	Customer shared feedback stating sometimes the captions don't make sense, especially if a person has an accent.	12/19/2014 10:24am	CSR discussed how captions are created and that the CAs try their best to discern what the other party is saying, as they participate in the call nor ask the other party for clarification. CSR followed up and sent a letter to the customer at their request and advised the customer if they document the date and time of specific calls where the captions are not satisfactory, we will take specific action with the CA to provide coaching and mentoring to help ensure optimal performance.	Service
561864	12/30/2014 11:23am	N/A	SS	SS	Customer reported inaccurate captions during calls, but had no specifics to share.	01/09/2015 01:47pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer was unable to provide a specific call or specific errors that occurred in the captions to the CSR, so CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up to see if the customer had any examples to share, but had to leave a message.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
561850	12/31/2014 07:02am	3281	GG	GG	Customer reported delayed captions behind the spoken words on the CapTel 800i at home.	01/07/2015 09:35am	CSR apologized for incidence and thanked customer for the feedback. Customer mentioned that the other party was speaking very fast during the call. CSR advised the customer that when other party speaks very fast, the captions may be a little more delayed compared to someone speaking at a normal pace. CSR informed customer that the information would be shared with appropriate captioning service staff for follow up. To ensure consistent quality, CA's supervisor will increase the monitoring frequency for this CA. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	Service
562903	01/06/2015 11:13am	N/A	LV	LV	Customer provided general feedback on the accuracy of captions. Customer had no specifics.	01/06/2015 11:25am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR did explain the captioning process using voice recognition and correction inserts.	Service
563294	01/07/2015 02:34pm	3725	SAB	SAB	Customer's husband reported a delay in captions on a call.	01/16/2015 12:15pm	CSR apologized for the incident and reported the customer's feedback to the appropriate parties. Monitoring of the Captioning Assistant involved in the call was increased in order to ensure quality captioning.	Service
563237	01/07/2015 12:13pm	N/A	OL	OL	Customer reported poor accuracy of captions on the CapTel 840i, but had no call detail to share.	02/05/2015 04:31pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer expressed belief we should have log detail to see the captions. CSR explained due to confidentiality we do not retain records of any call content. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call for further coaching and mentoring.	Service
563662	01/08/2015 04:39pm	N/A	RS	RS	Customer noted minor errors in captions but did not have examples and did not want to report a complaint to the captioning center.	01/08/2015 04:48pm	CSR apologized and thanked customer for sharing feedback. CSR noted we would like to take specific follow up with call center personnel so they can provide mentoring and coaching to the CA involved to provide optimal captioning performance. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer said she would do so and appreciated the offer to follow up.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
563529	01/08/2015 12:20pm	6251	MMo	MMo	Customer complained of a specific captioned message that she was unable to get captions of a telephone number.	01/27/2015 12:35pm	CSR apologized to customer for their experience and assisted the customer in getting the number needed. Upon investigation and follow-up with Call Center personnel, CSR later reached the customer and shared that her concern was shared with the CA's supervisor and that the CA in question would receive increased monitoring and coaching for overall captioning quality performance. CSR apologized to the Customer for their experience. Customer gave CSR the phone number they were dialing so that CSR could assist Customer with obtaining the phone number mentioned in the automated message. Upon investigation and follow up with Call Center personnel, CSR followed up with the Customer and reported that her concern was shared with the Supervisor and that the CA in question would receive increased monitoring and coaching for overall captioning quality performance.	Service
564198	01/11/2015 02:28pm	11142	LV	LV	Customer reported inaccurate captions.	01/14/2015 03:55pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
564206	01/11/2015 03:18pm		CP	CP	Customer reported an above average delay on captioned calls.	01/22/2015 02:16pm	CSR explained the average delay to the customer and found that the customer is experiencing above average delay on many calls. CSR passed information on for review by call center management. CA supervisors met with CAs and subsequently increased monitoring frequency and offered extra coaching to ensure consistent quality performance.	Service
564416	01/12/2015 02:06pm	6344	GG	GG	Customer's assistant reported captions delayed behind the spoken word.	01/19/2015 05:56pm	CSR explained to customer how captions are produced and that the delay could increase if the other party is speaking very quickly or the CA needs to make typed insertions. CSR investigated and identified a call with lag time additional seconds behind the CapTel guidelines. CSR apologized for incidence and thanked customer for the feedback. Call detail was sent to the Call Center for follow up with the CAs by the CAs' supervisors. CAs' supervisors increased monitoring frequency for the CAs to ensure consistent quality performance.	Service
564301	01/12/2015 10:05am	10616	CP	CP	Customer inquired how quickly the words should appear on the screen.	01/12/2015 10:38am	CSR explained to customer how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. Explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR confirmed that the customer is experiencing normal delays in captions. Further investigation by CSR revealed that the customer had received some calls with above average delay beyond the CapTel guidelines of 3-5 seconds. CSR sent call information to call center management. The CA has been given extra coaching to help maintain consistently good performance on calls.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
564836	01/13/2015 11:39am	10617	KR	KR	Customer reported a longer than average delay behind the spoken word in captions on her 840i.	01/21/2015 05:30pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
564972	01/14/2015 01:54pm	14060	EJ	EJ	Customer reported seeing "Speaker Unclear" in their captions.	01/22/2015 04:16pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
564891	01/14/2015 10:04am	11094	ES	ES	Customer reported a specific call where numbers were captioned incorrectly on the CapTel 840i.	02/03/2015 12:41pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
565880	01/18/2015 02:08pm	6432	SAB	SAB	Customer reported captions lagged too far behind the spoken words.	01/21/2015 10:46am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR's investigation revealed a call within the customer's stated time frame with a significant lag in captions beyond the Captel guidelines of an average of 3-5 seconds delay. Call detail was reported to the supervisor of the CA in question and monitoring and coaching of the CA was increased as a result.	Service
566152	01/19/2015 02:44pm	6049	RN	RN	Customer reported experiencing a delay in the appearance of captions behind the spoken word while using the CapTel 840i.	01/19/2015 03:10pm	CSR apologized for incidence. CSR investigated and identified the call. CSR submitted call details to Call Center personnel for follow up. The CA's supervisor increased monitoring and coaching to assist the CA in optimal captioning performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
567341	01/23/2015 10:27pm	6171	SM	SM	Customer reported captions stopped in the middle of a call.	02/04/2015 07:35pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Research of the call was inconclusive. There was no trouble ticket documented by the CA and no indication of captioning difficulty. It is uncertain whether this could have been an internet drop at the customer's end, as indication of a drop at the call center is not present in the technical detail available. As a precautionary measure, the CA's supervisor set up a "check up" session with the CA to ensure consistent quality performance and to provide any coaching as needed.	Service
567538	01/25/2015 02:31pm	6040	CP	CP	Customer reported that the captions were very far behind the voice on some calls.	02/03/2015 06:13pm	CSR found that the customer is experiencing an above normal delay on some captioned calls. CSR sent call information to call center management for review. CA supervisor subsequently increased monitoring frequency for the CA and offered extra peer coaching to ensure consistent quality performance.	Service
567773	01/26/2015 02:44pm	1209	CP	CP	Customer reported inaccurate captions on a previous call.	01/28/2015 10:19am	CSR apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA. The CA's Supervisor subsequently increased the monitoring frequency and provided extra coaching opportunities for the CA to ensure consistent quality performance.	Service
568146	01/28/2015 07:10am	N/A	BMc	BMc	Customer reported slow captions on CapTel 840i.	01/30/2015 09:56am	CSR explained to customer how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. Explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR's research confirmed that the customer is experiencing normal delays in captions.	Service
569423	02/02/2015 04:45pm	1135	SB	SB	Customer reported experiencing inaccurate captions during a call.	02/11/2015 12:37pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance. Supervisor's investigation also revealed that there may have been a technical issue at the CA's workstation during the call. CA supervisor reviewed the proper procedure that the CA should follow when a technical issue occurs.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
569334	02/02/2015 12:11pm	10001	BMc	BMc	Customer reported a delay in captions on the 840i.	02/10/2015 09:40am	Further research revealed that some captions were outside the expected normal delay. The call center was contacted and confirmed they will monitor the CA's captioning and the customer was sent a letter explaining this.	Service
569987	02/04/2015 03:19pm	N/A	CS	CS	Customer report an inaccurate word captioned on the CapTel 840i.	02/04/2015 03:30pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer had no call specifics for us to follow up on. CSR suggested if the customer documents the date, time and CA# of any future calls this will allow us to take specific action with the CA captioning the call. Customer thanked the CSR and ended the call.	Service
569900	02/04/2015 12:20pm	1118	MMo	MMo	Customer complained about a specific captioned call with delayed captions.	02/09/2015 04:20pm	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance. Upon follow up contact with the customer, CS shared the center's action and also shared the tip that customer has the option of pressing the Captions button OFF then ON again should she wish to connect with a different CA. Customer agreed to follow-up with Customer Service should she require further assistance.	Service
570921	02/08/2015 07:51pm	3391	MTh	MTh	Customer reported that captions stopped appearing on a previous call.	02/11/2015 09:53am	CSR apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Upon reviewing call detail, call center was unable to determine cause of captions stopping during the call. CA supervisor still increased monitoring frequency for the CA to ensure consistent quality performance.	Service
571474	02/09/2015 03:37pm	N/A	AGG	AGG	Customer emailed to share feedback on the accuracy of captions on a recent call.	03/04/2015 12:08pm	CSR apologized for the customer's experience. CSR tried by phone and email to acquire specific call detail, but was unable to connect again with the customer. CSR sent a letter to the customer's address suggesting the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR further followed up to share detail on how the customer may choose to press the captions button off and on again to change to a different CA at any time during the call. CSR offered further assistance upon request.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
571039	02/09/2015 12:20pm	10565	JR	JR	Customer shared feedback regarding accuracy of captions.	02/16/2015 10:54am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Call Center personnel reported this CA no longer works as a CA so no follow up could be conducted.	Service
571902	02/12/2015 11:33am	11047	KK	KK	Customer reported delayed of captions behind the spoken words on the CapTel 840i.	03/04/2015 01:30pm	CSR sent the customer a letter apologizing for the incident and thanking the customer for the feedback. CSR identified the call and informed the customer that information would be shared with call center management for follow up. Call center management reported that there was a minor technical issue documented by the CA on the call. In addition, the CA was provided further training and coaching for optimal performance to minimize delay.	Service
572889	02/16/2015 06:05pm	N/A	MMo	MMo	Customer shared feedback regarding the accuracy of the captions but had no specific call data to share.	02/16/2015 06:15pm	CSR apologized for incidence and thanked customer for bringing the experience to the attention of Customer Service. Customer acknowledged that she did not have specific details to share. CSR suggested customer document the date, time and CA # of any future problematic captioned calls which would allow us to take specific action with the CA in question. CSR provided customer with the option of toggle-pressing the Captions button OFF then ON again at any time during a call. CSR also explained how captions are generated by a live CA at the Captioning Service using voice recognition technology. CSR sent the customer a follow up email with comprehensive information on the captioning process.	Service
572658	02/16/2015 09:07am	1300	TJ	TJ	Customer reported inaccurate captions for the name in the recorded answering machine message called.	02/24/2015 12:52pm	CSR apologized to the customer and sent the specific call detail to the call center. The call center reported that the CA supervisor scheduled additional monitoring and coaching for this specific CA to address the insertion of names and overall captioning quality. CSR shared this feedback with the customer.	Service
572758	02/16/2015 12:32pm	N/A	LV	LV	Customer's husband reported on previous call captions significantly lagged behind the spoken word.	03/02/2015 10:47am	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with appropriate Call Center personnel. Call center confirmed the caption assistant involved is no longer in employment. Follow up with this CA was not possible for this reason. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission. CSR apologized for incidents and thanked Customer for the feedback. Call detail was shared with appropriate Call Center personnel who subsequently reported the CA was no longer employed at the call center. Customer's experience, on this reported call, did not impact compliance with FCC rules for 60 wpm text transmission.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
573120	02/17/2015 03:56pm	N/A	MW	MW	Customer reported captions stopped on a recent call and shared call detail.	03/03/2015 07:05pm	CSR's investigation found a trouble ticket was entered by the CA indicating a message for the customer was sent out stating, "Technical difficulties, please try your call again". CSR followed up with the customer and explained a message is sent by the center advising re-connecting to the center again. CSR noted the customer should press captions off and on again to connect to a new CA at a different center while still on the call. Customer thanked the CSR for investigating and taking the time to contact her and explain things.	Service
573206	02/18/2015 02:00am	N/A	DF	DF	Customer inquired why captions are lagging behind the spoken word.	03/02/2015 11:06am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR investigated and identified call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency and coaching for the CA to ensure consistent quality performance. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	Service
573823	02/20/2015 11:22am	N/A	BB	BB	Customer shared feedback regarding accuracy of captions stating captions were "garbled".	03/04/2015 02:35pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer ended the call before further specifics could be collected. CSR sent a follow up letter suggesting the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call by providing mentoring and coaching for optimal performance.	Service
575007	02/25/2015 12:11pm	N/A	JR	JR	Customer's daughter shared feedback regarding the accuracy of her mother's captions on their call.	02/25/2015 12:16pm	CSR apologized for this experience and shared details on how captions are created and inquired if any corrections were inserted. The daughter noted some corrections were provided. CSR noted that if the customer or daughter could document the date, and time of any future calls of concern, we will take specific action to increase mentoring and coaching for the CA captioning the call.	Service
575508	02/27/2015 09:09am	3536	BMc	BMc	Customer asked about the delay in captions behind the spoken words on the 800l.	03/04/2015 05:48pm	After confirming the customer is experiencing a normal delay in captions behind the spoken word on most all their calls, the CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting. In further follow up, CSR identified one call that was slightly beyond the norm of CapTel guidelines. Detail was sent to the Call Center and the CA was placed on increased monitoring and coaching to help that CA achieve optimal performance.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
576121	03/02/2015 02:10pm	11041	TJ	TJ	Customer reported a specific call with inaccurate captions.	03/11/2015 02:39pm	CSR apologized to the customer for their experience and thanked the customer for bringing this to our attention. CSR sent the specific call detail to the captioning center staff for follow up. Captioning center staff reported that they will continue monitoring and coaching of that specific CA.	Service
576011	03/02/2015 09:50am	10045	MMo	MMo	Customer complained about missing captioning information when the party had hung up and he did not receive corresponding captioning.	03/18/2015 11:04am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor will increase monitoring frequency for the CA to ensure consistent quality performance. CSR advised customer of this via an email communication.	Service
578493	03/04/2015 11:55am	N/A	ES	ES	Customer reported inaccurate captions on the CapTel 840i.	03/11/2015 05:29pm	CSR apologized for the incident and discussed the customer's experience further. Customer had examples of word errors but not call specifics such as time, date or CA#. CSR discussed how captions are generated using voice recognition, and offered specific follow up with call center personnel if the customer wishes to document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR thanked customer for sharing her experience and offered further assistance, if desired.	Service
577423	03/06/2015 09:41pm	N/A	SM	SM	Customer reported inaccurate captions on the CapTel 840i.	03/19/2015 04:12pm	CSR attempted to follow up 3 times with no success. CSR sent customer an email offering assistance upon request and another email thanking the customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
577887	03/09/2015 06:05pm	N/A	MMo	MMo	Customer's husband called on customer's behalf referencing a problematic call with delayed captions but could provide no call detail.	03/10/2015 01:00pm	CSR apologized for the incident and thanked party for bringing their experience to our attention. Since party could not provide the CA # nor any call details, CSR suggested customer document the date, time and CA# of any future problematic calls to allow us to take specific action with the CA captioning the call. Customer's husband agreed to do so in the future.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
578070	03/10/2015 01:58pm	10047	BB	BB	Customer reported a 30 second delay in captions during a call.	03/17/2015 04:48pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
578112	03/10/2015 03:01pm	N/A	SM	SM	Customer's assistant reported inaccurate captions on the CapTel 840i.	03/10/2015 03:10pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
579929	03/18/2015 09:14am	N/A	HL	HL	Customer reported slow captions on the CapTel 2400i.	03/30/2015 10:35am	CSR researched and identified a call that had delay of captions behind the established CapTel Guidelines. Call detail was sent to the Call Center for follow up with the CA and CA's Supervisor. The CA's Supervisor met with the CA who remembered the call and noted a technical difficulty. The Supervisor coached the CA on how to handle such a circumstance in the future for optimal performance.	Service
580633	03/20/2015 12:44pm	N/A	EN	EN	Customer reported inaccurate captions on the CapTel 2400i.	04/02/2015 09:04pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR listened to customer discuss his experience, and customer noted sometimes business jargon or legalese discussion can be an issue. CSR sent a follow up letter recommending that the customer document the date, time and/ or CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service
581980	03/26/2015 01:15pm	N/A	MMo	MMo	Customer noted ongoing issues with captioning accuracy on the CapTel phone 840i.	03/31/2015 08:00am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR subsequently sent customer a letter via US Mail with information explaining the captioning process.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
582195	03/27/2015 11:36am	N/A	ST	ST	Customer reported that she often has inaccurate captions during her calls.	03/27/2015 11:57am	Customer explained that she did not have a specific call to report at this time. CSR recommended that customer record the date and time of the call should this occur again along with any examples of the inaccurate captions received for further follow-up. Customer stated she will contact CapTel Customer Service in the future to report any inaccurate captions should she receive any on future calls.	Service
582679	03/30/2015 09:59am	N/A	TJ	TJ	Customer inquired if there is supposed to be a delay in captions behind the spoken word.	04/08/2015 12:14pm	CSR investigated and identified two calls with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CAs by the CAs' supervisors. CAs' supervisors increased monitoring and coaching to optimize the CAs' captioning performance. CSR sent a follow up email to the customer reporting action taken and offered further follow up on any future calls.	Service
582964	03/31/2015 11:35am	10047	JR	JR	Customer reported a long delay in captions behind the spoken words on her 840i.	04/07/2015 03:37pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email to the customer reporting action taken and offered further follow up on any future calls.	Service
583846	04/03/2015 02:27pm	1549	RL	RL	Customer's daughter reported slow captions during a call on the CapTel 840i.	04/03/2015 05:55pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA to provide tips to minimize delay and also increased monitoring frequency for the CA to ensure consistent quality performance and use of tips provided.	Service
584004	04/04/2015 12:46pm	N/A	BB	BB	Customer reported there were occasional inaccuracies in her captions.	04/09/2015 10:50am	CSR apologized for the incident and discussed her experience further. CSR sent a follow up email to the customer on 4/9/15 to try and acquire call specifics. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific follow up action with the CA captioning the call. CSR received no further follow up from the customer.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
585057	04/08/2015 06:21pm	14106	KG	KG	Customer reported significant delay in captions behind the spoken words on the CapTel 840i.	04/20/2015 10:27am	CSR apologized for the experience and relayed specific call information to the appropriate captioning service personnel. Captioning service personnel met with the CA and discussed strategies to optimize timely captioning and minimize delays in captions behind the spoken words.	Service
585060	04/09/2015 10:14am	N/A	JC	JC	Customer reported captions were delayed behind the spoken word.	04/10/2015 03:06pm	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Call center management advised that the CA's supervisor met with the CA on the call and was scheduled for increased monitoring and coaching to minimize delay of captions for optimal performance.	Service
587360	04/18/2015 04:03pm	11155	EN	EN	Customer's husband reported slow captions during a specific call on the CapTel 840i.	05/04/2015 10:58am	CSR apologized for the incident and thanked the customer's husband for his feedback. Call details were shared with Call Center management for follow up with the CA by the CA's supervisor. Upon follow up, CSR learned that the CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
588285	04/22/2015 02:50pm	6479	BMc	BMc	Customer shared feedback regarding accuracy of captions and provided specific call data.	05/06/2015 04:09pm	Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. The CSR sent a follow up email and apologized for the experience and shared the action taken on the customer's behalf.	Service
589901	04/29/2015 01:40pm	3013	BMc	BMc	Customer reported that the captions sometimes lag behind the audio by as much as 20 seconds during captioned calls.	05/08/2015 10:06am	CSR apologized to customer for their experience and thanked the customer for bringing this to our attention. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email to the customer reporting action taken and offered further follow up on any future calls.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
589935	04/29/2015 03:14pm	6679	SAB	SAB	Customer's wife reported a delay in captions behind the spoken words.	05/08/2015 02:35pm	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. CSR identified the date, time, CA # of the call in question and passed on the information for further investigation by the CA's supervisor. The CA's supervisor increased the CA's monitoring to help improve quality of performance and provided tips on how to optimize captions on fast paced calls to minimize lag time between captions and the spoken words.	Service
589874	04/29/2015 12:35pm	1118	EJ	EJ	Customer reported an inaccurate caption during a specific call on the CapTel 840i.	05/05/2015 02:44pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor discussed the proper technique for captioning names as well as tips for revoicing and inserting words when appropriate. Additional coaching will be provided to the CA if deemed necessary by their supervisor.	Service
591301	05/05/2015 06:43pm	11144	RN	RN	Customer reported delayed captions on both of his CapTel 2400i phones.	05/26/2015 05:28pm	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly and provided tips for reducing caption delay. CSR investigated and identified call detail, which was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
591862	05/07/2015 06:25pm	N/A	RN	RN	Customer reported inaccuracies in their captions on the CapTel 2400i.	05/07/2015 06:35pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR also explained that the customer may switch captionists during a call by pressing the captions button to turn captions off and then back on.	Service
593458	05/14/2015 02:03pm	N/A	KK	KK	Customer reported slow captions during a call.	05/27/2015 03:35pm	CSR apologized to customer for the incident and thanked the customer for the feedback. CSR proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Upon follow-up, CSR explained to the customer that the call information was shared with Call Center management for further review and that the Call Center management followed up with the CA to provide further training and coaching. CSR further advised the customer to record the date, time, and CA# of any future calls in which the captions appear severely delayed.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
593486	05/14/2015 02:40pm	11152	JAA	JAA	Customer reported captions are inaccurate.	05/19/2015 09:51am	CSR apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Call Center management scheduled additional monitoring of the CA to see if they can help with any difficulties the CA may be having on a call. CSR followed up to let the customer know of action taken. Customer confirmed no additional incidence and thanked the CSR for the follow up.	Service
594649	05/19/2015 05:55pm	10568	JR	JR	Customer reported poor captions accuracy.	05/20/2015 05:07pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management. Call Center management met with the CA and informed customer service that the CA received additional monitoring and coaching.	Service
594712	05/20/2015 08:05am	1328	BB	BB	Customer complained of inaccurate captions.	06/08/2015 11:10am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Call detail was sent to the Call Center for follow up. Call center arranged for the CA on the call to have further monitoring and coaching for optimal performance. CSR educated the new customer on how captions are created by live captionists who use voice recognition technologies and typing. Some words in brackets represent a correction was made. Customer thanked the CSR for explaining the process as she noted she did see words in brackets sometimes.	Service
597826	05/21/2015 09:58pm	N/A	JAA	JAA	Customer shared feedback regarding inaccurate Spanish captions on the CapTel phone.	05/29/2015 09:32pm	CSR apologized for the incident and thanked customer for the feedback. CSR discussed how captions are created by a specially trained operator who transcribes everything the other party says into written text using the very latest in computerized voice recognition technology. CSR explained that corrections to the errors in the captions should appear in parentheses but suggested documenting the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer understands and has opted out of further assistance at this time.	Service
595208	05/22/2015 07:30am	N/A	TJ	TJ	Customer shared general feedback on the accuracy of captions.	06/04/2015 03:09pm	CSR discussed the customer's experience and shared tips when customer needs clarification on spelling of proper nouns. CSR explained to the customer that the CA cannot ask for clarification. Later, the CSR followed up with the customer to see if customer had any call detail to share for specific follow up. Customer did not have any call detail to share from recent calls, however, customer did mention that it happens most frequently at the beginning of captioned answering machine messages from businesses. CSR discussed the option of having the answering machine re-captioned by a different CA to see if they can hear the introduction missed, or if the audio on the answering machine recording was unclear.	Service

## Hamilton Internet Captioned Telephone 2015 FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
595809	05/26/2015 12:57pm	11114	JC	JC	Customer reported a delay in captions on a specific phone call on the CapTel 840l.	06/02/2015 10:00am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service