

Hamilton Mobile CapTel 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
487331	8/14/2014 12:16		Tyna	Tyna	Customer stated they are unable to place a captioned call.	6/17/2014	Customer Care requested additional information from the customer to assist further. There has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call
995663	6/17/2014 9:38		Carey	Carey	Customer stated the captions were slow or delayed during their call.	6/17/2014	Customer Care determined the customer is using the Verizon network and advised the customer that they need 4G, LTE or and active Wi-Fi connection in order to receive captions. Customer understood.	Mobile CapTel - Captions - lag behind voice
869687	6/23/2014 11:43		Carey	Carey	Customer stated that when placing a call through the Hamilton CapTel App, they do not get any captions when the line is ringing and the customer stated they do not know when the called party has answered.	6/23/2014	Customer Care forwarded this information to the technical department. The technical department discovered the ringing would only be received when the CAs voiced that information. Information was forwarded to management for refresher training for CAs. Customer was satisfied.	Mobile CapTel - Tech - General
393619	7/7/2014 12:08		Tyna	Tyna	Customer stated several connection issues during the call.	7/7/2014	Customer Care provided information on connecting through their wireless network and using the Hamilton CapTel App for Smartphones. Customer was satisfied.	Mobile CapTel - Connection Issues
905413	7/17/2014 15:18		Tyna	Tyna	Customer stated they are unable to place a captioned call to their CallMe#.	7/17/2014	Customer Care forwarded information to the technical department. The technical department attempted test call to CallMe# which was unsuccessful. When returning a call to the to customer Customer Care discovered their line had disconnected; which would explain why test calls to the CallMe # were unsuccessful. There has been no further contact from the customer.	Mobile CapTel - Tech - General
152095	7/28/2014 15:46		Dawn	Dawn	Customer stated they do not like how long it takes for captions to appear at the beginning, and during, of a call.	7/28/2014	Customer Care apologized and explained what could cause a delay in captioning when using the Mobile App. Customer Care stated information would be forwarded to management. Customer was satisfied. Information was forwarded to management.	Mobile CapTel - Captions - lag behind voice
248267	8/6/2014 11:41		Carey	Carey	Customer stated they did not receive captions during their call.	8/6/2014	Customer Care discovered an issue with the customer's 4G signal from their provider. Customer Care explained how to check network signal and also how to place a call using Wi-Fi. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
542164	8/6/2014 17:55		Tyna	Tyna	Customer stated they are unable to place a captioned call.	8/6/2014	Customer Care attempted to assist the customer but the customer disconnected.	Mobile CapTel - Tech - Unable to Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
602211	8/6/2014 19:42		Tyna	Tyna	Customer stated several issues when attempting to use the Hamilton CapTel App for Smartphones.	8/6/2014	Customer Care apologized and forwarded information to the technical department. The technical department found everything working properly with customer's account. Customer Care notified the customer and requested that they do another test call. There has been no further contact from the customer.	Mobile CapTel - Tech - General
8065056	8/6/2014 23:05		Jon	Carey	Customer is unable to sign in on the Hamilton CapTel App. Customer stated that their password is being rejected; however, the password works when logging in on a PC.	8/7/2014	Customer Care attempted to explain that the password is case sensitive and to request the customer try logging in on again from their Smartphone. Customer stated they had to hang up, but would call back. Customer called back and was able to successfully log in as the problem was identified with their wireless service.	Mobile CapTel - Tech - General
8092096	8/7/2014 12:59		Dawn	Dawn	Customer stated they are unable to place a captioned call. Customer dialed 9-1-1 and received message waiting for CapTel operator. Customer waited for 5 mins and did not connect.	8/7/2014	Customer Care apologized and stated information would be forwarded to management. Management discovered the CA followed the proper procedure on the call and that 9-1-1 personnel arrived at the customer's location. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
437631	8/10/2014 13:31		Carey	Carey	Customer stated they are unable to place a captioned call. Customer stated that they are receiving an error message stating that they are logged in at another location. Customer stated this happens often and is not resolved by clearing their cache.	8/25/2014	Customer Care apologized and forwarded the information to the technical department. The technical department reset the account; which resolved the issue. Customer was notified of what could cause this issue and that the account had been reset. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
716351	8/13/2014 14:39		Tyna	Tyna	Customer inquired about retrieving voicemail using the Hamilton CapTel App for Smartphones.	11/9/2014	Customer Care provided instructions on retrieving voicemail using the Hamilton CapTel App but was not working properly. Information was forwarded to technical team; which discovered everything was working properly to retrieve voicemail through the Hamilton CapTel App. Customer Care made several attempts to contact the customer and explain how to retrieve voicemail, but there has been no answer. No further response has been received from the customer.	Mobile CapTel - Tech - General
590829	8/14/2014 18:04		Dawn	Dawn	Customer stated they are unable to place a captioned call.	9/29/2014	Customer Care has requested further information from the customer. No further contact with customer.	Mobile CapTel - Tech - Unable to Call
366755	8/19/2014 12:27		Carey	Carey	Customer stated they were provided incorrect information regarding how the Hamilton CapTel App works. Customer stated they were told that callers would be able to dial their cell phone number directly and receive captions.	8/19/2014	Customer Care explained how to receive calls when using the Hamilton CapTel App either with or without a Call Me #. Customer was not satisfied. Customer Care attempted to gather more information regarding the customer's complaints. Customer disconnected.	Mobile CapTel - Complaints
258059	8/20/2014 12:35		Dawn	Carey	Customer stated several connection issues during the call. Customer stated that the issue only started occurring within the past week.	8/20/2014	Customer Care discovered an issue with the customer's connection to their wireless provider. Customer stated they keep loosing 4G connection. Customer Care explained how to process a call using 4G or WI-FI. Customer directed the customer their provider for further assistance. Customer was satisfied.	Mobile CapTel - External - Miscellaneous

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
7051072	8/21/2014 11:23		Tyna	Tyna	Customer stated when placing a call using Hamilton CapTel it says waiting for CapTel Operator.	8/21/2014	Customer Care apologized and forwarded information to the technical department. The technical department discovered an issue with the CapTel Server; which was resolved immediately. Customer was notified.	Mobile CapTel - Service - General
295108	8/21/2014 15:50		Dawn	Dawn	Customer stated when clicking on a contact the incorrect contact information is showing on the screen.	1/8/2015	Customer Care apologized and forwarded information to the technical department; which discovered the Hamilton App was working properly and believes it to be a syncing issue with the customer's device. Customer Care has attempted to contact the customer several times with information on how to resolve the issue, but there has been no further contact with the customer.	Mobile CapTel - Tech - General
717425	9/1/2014 11:29		Tyna	Tyna	Customer stated connection issue when placing a call using the Hamilton CapTel App. Customer is receiving a message that states lost connection.	9/1/2014	Customer Care explained what the error message indicates. Customer Care discovered the customer was using Wi-Fi and explained how to check Wi-Fi signal and connection. Customer was satisfied.	Mobile CapTel - Connection Issues
498425	9/2/2014 15:09		Dawn	Dawn	Customer stated they are unable to place a Spanish captioned call. Customer Care attempted to explain how to set Spanish Captions; but the customer was unable to hear Customer Care.	9/2/2014	Customer Care emailed customer with instructions for Spanish Captions. There has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call (Span)
153074	9/4/2014 15:17		Carey	Carey	Customer stated they are unable to place a captioned call.	10/9/2014	Customer Care made several attempts to contact the customer. There has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call
592095	9/6/2014 0:00		Jon	Carey	Customer stated they are unable to place a captioned call.	9/9/2014	Customer Care discovered that the customer does not have a phone number entered in as the Call Back Number. Customer Care returned a call to the customer and left a message. Customer called back and everything was working properly now. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
824230	9/9/2014 20:45		Dawn	Dawn	Customer stated several connection issues during the call. Receives message "waiting for operator". Customer stated they have not had service for a week.	10/20/2014	Customer Care forwarded information to the technical department; which discovered there was no disruption of CapTel Service during the times the customer provided. Customer Care attempted to gather further details in regards to "no service". Customer Care provided troubleshooting tips to assist with resolving the issue. There has been no further reply from the Customer.	Mobile CapTel - Connection Issues
585739	9/10/2014 18:47		Dawn	Dawn	Customer stated the Hamilton CapTel App for iPad will not release the last contact opened so no other number can be dialed.	1/7/2015	Customer Care recommended uninstalling and reinstalling the Hamilton CapTel App. There has been no further contact with customer.	Mobile CapTel - Tech - General

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
3069281	9/11/2014 18:21		Jennifer	Carey	Customer stated several connection issues during the call.	9/12/2014	Customer Care determined that the customer did not have a compatible connection to their wireless network and this was causing the connection issues. Customer Care explained how to connect to the wireless network. Customer understood.	Mobile CapTel - External - Miscellaneous
486192	9/13/2014 0:00		Tyna	Tyna	Customer stated not receiving notifications when using the Hamilton CapTel App on their iPhone.	9/30/2014	Customer Care forwarded information to the technical department and found everything to be working properly. Customer Care advised customer to uninstall restart and reinstall Hamilton CapTel App. There has been no further contact with the customer.	Mobile CapTel - Tech - General
172224	9/16/2014 11:29		Tina	Tina	Customer stated that they would loose audio in their Bluetooth headset whenever placing a call with Hamilton CapTel.	9/16/2014	Customer Care apologized and explained that Bluetooth devices and Wi-Fi signals will compete for the same signal and this is more than likely what is turning the audio off in their headset. Customer Care explained how to test to see if this was the issue and provided information on how to resolve this situation. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
134682	9/19/2014 12:31		Dawn	Dawn	Customer stated they did not receive captions during their call.	10/20/2014	Customer Care discovered the customer was using their iPhone as the hotspot to connect Wi-Fi and attempting to answer an incoming call. Customer Care explained that due to the fact that Verizon and iPhone do not run simultaneously this type of connection would not display captions. Customer understood.	Mobile CapTel - Captions - stop during call
581916	9/20/2014 13:44		Carey	Carey	Customer stated that when they place a call through the Hamilton CapTel App the party they are calling experiences a bad audio connection.	9/25/2014	Customer Care emailed the customer for more information. Customer stated that everything is working properly now. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
280417	9/24/2014 11:11		Tina	Tina	Customer stated they are not receiving captions on their iPhone5 and they receive a message that their connection has been interrupted.	9/25/2014	Customer Care discovered the customer has service with Verizon. Customer Care followed up by email and explained that the customer must have an active Wi-Fi connection in order to receive captions. Customer understood and stated that the App is now working properly and they are able to receive captions. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
701977	9/29/2014 16:42		Tyna	Tyna	Customer stated several connection issues during the call with their iPhone.	9/29/2014	Customer Care discovered the customer was using the Verizon 3G network. Customer Care explained how to process a call using the Wi-Fi connection to receive captions. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
346409	10/14/2014 10:11		Tyna	Tyna	Customer stated when attempting to retrieve a voicemail it will not connect.	10/14/2014	Customer Care discovered an issue with the customer's connection to internet. Customer Care explained how to resolve the issue. Customer was satisfied.	Mobile CapTel - External - Miscellaneous

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541247	10/21/2014 10:11		Tyna	Tyna	Customer stated they are unable to place a captioned call.	10/21/2014	Customer Care forwarded the information to the technical department which discover an issue with Hamilton CapTel Service; which has been resolved. Customer was notified.	Mobile CapTel - Tech - Unable to Call
677349	10/21/2014 12:49		Tyna	Tyna	Customer stated they are unable to place a captioned call.	10/21/2014	Customer Care forwarded the information to the technical department which discovered an error with the CapTel Service and the problem was resolved. Customer was notified.	Mobile CapTel - Tech - Unable to Call
417216	10/23/2014 17:31		Dawn	Dawn	Customer inquired about a charge to their friend's phone for a call made to the customer's Call Me #.	10/23/2014	Customer Care explained why someone calling them may see a charge on their phone bill calling their Call Me #. Customer Care referred the customer to the telephone service provider for questions in regards to the bill. Customer understood.	Mobile CapTel - External - Miscellaneous
903950	11/3/2014 11:41		Carey	Carey	Customer stated several connection issues during the call.	11/3/2014	Customer was unable to communicate with Customer Care over the phone. Customer Care sent the customer an email. There has been no reply from the customer.	Mobile CapTel - Connection Issues
982891	11/3/2014 12:49		Tyna	Tyna	Customer stated the captions were slow or delayed during their call.	11/3/2014	Customer Care explained why the customer may see a slight delay in captions. Customer was satisfied.	Mobile CapTel - Captions - lag behind voice
105558	11/3/2014 15:24		Carey	Carey	Customer stated several connection issues during the call.	11/3/2014	Customer Care discovered that the issue was with the signal strength of the customer's Wi-Fi. Customer Care referred the customer to their wireless network provider. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
418541	11/6/2014 16:07		Carey	Carey	Customer stated that they are unable to sign into their Hamilton CapTel App. Customer is receiving a message stating that their username/password is incorrect.	11/6/2014	Customer Care provided the customer with basic troubleshooting and how to retrieve their username/password. Customer retrieved username/password and was still unable to log in. Customer successfully logged in on PC. Customer Care advised the customer to uninstall the App and reinstall. Customer stated they will attempt this and call back if they have any further issues. There has been no further contact with the customer.	Mobile CapTel - Tech - General
589426	11/10/2014 13:51		Tyna	Tyna	Customer states when attempting to place a call from the contact list in the Hamilton CapTel App it does not prompt to the caption screen after the call is answered.	1/7/2015	Customer Care advised would forward information to the technical department; which has tested and found everything to be working properly. Customer Care attempted to get additional information from the customer. There has been no further contact from the customer.	Mobile CapTel - Tech - General

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
624959	11/10/2014 14:48		Dawn	Dawn	Customer stated connection issues.	11/10/2014	Customer Care discovered an issue with the customer's connection to internet. Customer Care explained how to resolve the issue. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
933553	11/12/2014 9:20		Carey	Carey	Customer stated several connection issues during the call with their iPhone.	11/12/2014	Customer Care discovered the customer was using the Verizon 3G network. Customer Care explained how to process a call using the Wi-Fi connection to receive captions. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
356029	11/12/2014 18:29		Dawn	Dawn	Customer stated issues with connections.	1/7/2015	Customer Care explained how the connection to Hamilton CapTel is dependent upon their 3G,4G, LTE, or Wi-Fi service. Customer Care provided trouble shooting tips; which did not resolve the issue. Customer Care recommended uninstalling and reinstalling the Hamilton CapTel App. There has been no further contact from the customer.	Mobile CapTel - Tech - General
723243	11/14/2014 13:03		Tina	Tina	Customer stated they are unable to place a captioned call. Customer states whenever a call is attempted they press dial and it goes right to the "Thank you bye" message.		Customer Care attempted several troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which reset the customer's account. Customer was notified and placed a test call; which was successful.	Mobile CapTel - Tech - Unable to Call
595678	11/16/2014 11:26		Dawn	Dawn	Customer stated receiving message alert connection to CapTel was lost or disrupted.	11/16/2014	Customer Care determined customer was not connected to Wi-Fi. Customer was able to connect to Wi-Fi and placed a successful call. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
350725	12/1/2014 12:08		Carey	Carey	Customer stated several connection issues during the call with their iPhone.	12/1/2014	Customer Care discovered the customer was using the Verizon 3G network. Customer Care explained how to process a call using the Wi-Fi connection to receive captions. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
973762	12/3/2014 8:30		Erik	Carey	Customer stated captions stop in the middle of their call.	1/5/2015	Customer Care explained what types of connections could cause captions to stop during a call. Customer Care provided several troubleshooting tips, but the Customer was not home with the Smartphone and stated they would call back when they are able to attempt to do troubleshooting. There has been no further contact from the customer.	Mobile CapTel - Captions - stop during call
8062569	12/3/2014 10:07		Carey	Carey	Customer stated captions stop in the middle of their call.	12/13/2014	Customer Care explained what types of connections could cause captions to stop during a call. Customer Care provided several troubleshooting tips, but the Customer was not home with the Smartphone and stated they would call back when they are able to attempt to do troubleshooting. There has been no further contact from the customer.	Mobile CapTel - Captions - stop during call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
985839	12/7/2014 16:42		Dawn	Dawn	Customer stated captioning stops frequently during the process of their call.	12/7/2014	Customer Care discovered an issue with the customer's connection to internet. Customer Care explained how to resolve the issue. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
649530	12/12/2014 13:18		Dawn	Dawn	Customer stated unable to place a call. Message reads waiting for CapTel operator.	1/7/2015	Customer Care stated how to ensure they had a strong internet connection. Customer Care provided several troubleshooting tips through email. There has been no further contact from the customer.	Mobile CapTel - External - Miscellaneous
257099	12/13/2014 9:42		Carey	Carey	Customer stated they are unable to receive a captioned call.	1/9/2015	Customer Care followed up with the customer for more information. There has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call
594320	12/14/2014 18:00		Carey	Carey	Customer stated several connection issues during the call.	1/9/2015	Customer Care followed up with the customer requesting more details. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
698258	12/15/2014 13:02		Dawn	Dawn	Customer stated issues with connecting to Hamilton CapTel for Android.	12/15/2014	Customer Care determined customer had downloaded CapTel from another provider. Customer Care referred customer to their CapTel provider. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
603397	12/21/2014 14:36		Tyna	Tyna	Representative from AT&T states when a customer is using the Hamilton CapTel App on their Android device it changes the setting on their phone.	12/21/2014	Customer Care explained that the Hamilton App syncs with the Contacts on the phone. Customer Care advised customer uninstall and reinstall the Hamilton App. Customer was satisfied.	Mobile CapTel - Tech - General
588732	12/25/2014 10:26		Tyna	Tyna	Customer states cannot log in.	12/25/2014	Customer Care emailed the customer for more information. There has been no further contact from the customer.	Mobile CapTel - Tech - General
218016	1/3/2015 19:34		Carey	Carey	Customer stated that they are experiencing issues when attempting to log in.	1/27/2015	Customer Care sent follow up email requesting more information. There has been no further contact from the customer.	Mobile CapTel - Service -- General

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
359086	1/8/2015 15:13		Carey	Carey	Customer stated that they are unable to log into their Hamilton CapTel account. Customer is receiving an error message stating that the number is already in use.	1/8/2015	Customer Care provided basic troubleshooting steps; which did not resolve the issue. Customer Care was able to reset the customer's account and walk the customer through placing a call. Customer was satisfied and stated they would call back if they have any further issues.	Mobile CapTel - Tech - General
488111	1/8/2015 18:03		Dawn	Dawn	Customer stated several connection issues during the call.	1/9/2015	Customer Care provided basic troubleshooting tips to assist with resolving the issue. Customer stated they would call back if needed. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
186583	1/20/2015 13:32		Dawn	Dawn	Customer stated Call Me # is not appearing properly on Caller ID. The Call Me# is appearing with another person's name.		Customer Care requested permission to test from the customer's account. There has been no further contact from the customer.	Mobile CapTel - Tech - General
820668	2/3/2015 16:25		Tyna	Tyna	Customer stated several connection issues during the call. Captions appear after the call has ended and disconnects.	2/6/2015	Customer Care discovered the customer was using a wireless network that required 4G to place a call using the Hamilton CapTel App. Customer Care explained how to ensure they were in the proper 4G network, or how to process a call using Wi-Fi. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
862367	2/9/2015 16:48		Tyna	Tyna	Customer stated several connection issues during the call. Captions appear after the call has ended and disconnects.	2/9/2015	Customer Care discovered the customer was using a wireless network that required 4G to place a call using the Hamilton CapTel App. Customer Care explained how to ensure they were in the proper 4G network, or how to process a call using Wi-Fi. Customer was satisfied.	Mobile CapTel - External - Miscellaneous
572956	2/18/2015 22:22		Erik	Carey	Customer stated captions stopped in the middle of their call.	2/19/2015	Customer Care provided several troubleshooting tips; which did not resolve the issue. Customer Care discovered that the issue is occurring because the customer has made adjustments to the setting on their Smartphone and the customer is not familiar with the Smartphone. Customer needs assistance with their Smartphone equipment. Customer Care advised the customer to go into the Verizon store for assistance with the phone. Customer Care also provided the toll free access number to	Mobile CapTel - External - Miscellaneous
757856	2/19/2015 13:23		Tyna	Tyna	Customer stated when placing a call using the Hamilton CapTel App the called party cannot hear them.	3/2/2015	Customer Care requested additional information to assist the customer further. There has been no further contact from the customer.	Mobile CapTel - Tech - General
855760	2/19/2015 15:13		Tyna	Tyna	Customer stated they were told they were not in a 4G area for their wireless device and why not getting captions.	2/19/2015	Customer Care was attempting to assist the customer and the line disconnected.	Mobile CapTel - External - Miscellaneous

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
645270	2/19/2015 23:46		John	John	Customer stated that they are unable to place calls using the Hamilton CapTel App.	3/8/2015	Customer Care attempted to follow up to provide troubleshooting; however, there was no answer from the customer and no way to leave a voicemail. There has been no further contact from the customer.	Mobile CapTel - Tech - General
655830	2/26/2015 8:19		Jon	Jon	Customer stated several connection issues during the call.	2/26/2015	Customer Care was able to determine the customer was using two accounts with the same location number. Customer was able to verify both accounts and assist the customer with logging in obtaining a Call Me#. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Connection Issues
778702	3/2/2015 9:17		Tyna	Tyna	Customer stated they are unable to place a captioned call.	3/2/2015	Customer Care was able to determine the customer is not able to place calls since the number they are using is also being used by another caption service. Customer Care explained how to reset their location number in order to use their Hamilton CapTel account. Customer understood.	Mobile CapTel - Tech - Unable to Call
600014963	3/3/2015 16:14		Tyna	Tyna	Customer states they are unable to log in to the Hamilton CapTel App on their Smartphone.	3/3/2015	Customer Care was unable to locate an account for this customer with the information provided. Customer placed a call to the provided number; which was unsuccessful. Customer Care left a message to have the customer return a call for assistance. Customer Care also provided information to the email address provided by the customer. There has been no return call from the customer.	Mobile CapTel - External - Miscellaneous
600036652	3/3/2015 16:28		Tyna	Tyna	Customer stated they are unable to place a captioned call. They are unable to receive a message to identify a telephone number.	3/4/2015	Customer Care requested additional information to further assist the customer. Customer Care also provided information on placing an outbound call using the Hamilton CapTel App for Smartphone.	Mobile CapTel - Tech - Unable to Call
136621	3/3/2015 18:56		Jenn	Jenn	Customer inquired for technical support on username and password information.	3/22/2015	Customer Care forwarded information to technical; which reset the customer's account. Customer was notified and placed a successful test call.	Mobile CapTel - Service - General
4016971	3/9/2015 17:25		Tyna	Tyna	Customer was not able to log in.	3/10/2015	Customer Care forwarded information to technical; which reset the customer's account. Customer was notified and placed a successful test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - General
3024256	3/24/2015 14:38		Tyna	Tyna	Customer stated calls are dropping when using the Hamilton CapTel App on their Smartphones.	3/26/2015	Customer Care sent an email with troubleshooting tips to help resolve the issue. Customer stated problem was with their wireless service provider and this issue has been resolved. Customer was satisfied.	Mobile CapTel - External - Miscellaneous

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163679	3/24/2015 17:14		Jenn	Jenn	Customer stated having technical issue with the Hamilton CapTel App for Smartphones.	4/1/2015	Customer Care forwarded information to technical. The technical department requested further information from the customer. There has been no reply from the customer.	Mobile CapTel - Tech - General
583889	3/26/2015 21:23		Carey	Carey	Customer stated they are unable to place a captioned call.	5/14/2015	Customer Care attempted to provide troubleshooting tips; which did not resolve the issue. Customer Care forwarded the information to the technical department; which reset the customer's account. Customer Care has attempted to follow up with the customer; however, there has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call
775140	3/27/2015 8:40		Tyna	Tyna	Customer stated they are unable to place a captioned call.	4/2/2015	Customer Care provided information on properly connecting using their Wireless provider or Wi-Fi signal. There has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call
723062	3/28/2015 16:59		Carey	Carey	Customer stated several connection issues during the call.	4/9/2015	Customer Care followed up via email for more information. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
399979	3/30/2015 15:30		Tyna	Tyna	Customer states the Hamilton CapTel App is not working on their HTC Smartphone.	3/30/2015	Customer Care attempted to provide troubleshooting tips and make sure the customer was connecting properly with their wireless service. Customer states will go to AT&T store and have them look at the phone. There has been no further contact from the customer.	Mobile CapTel - Tech - General
724689	4/1/2015 9:38		Tyna	Tyna	Customer stated the captions were slow or delayed during their call.	4/1/2015	Customer Care explained why the captions could appear slow or delayed during the call. Customer Care apologized and requested call details. Customer stated they are using their Smartphone and the audio connection was not clear. Customer felt the Captioning Assistant was not listening to the call. Customer Care explained the voice recognition system. Customer disconnected before call details could be obtained.	Mobile CapTel - Captions - lag behind voice
247812	4/3/2015 14:28		Tyna	Tyna	Customer states having difficulty when placing an outgoing call using Hamilton CapTel.	4/10/2015	Customer Care emailed customer instructions on placing an outgoing call when using the Hamilton CapTel APP for Smartphones and the proper connection when using their wireless service. There has been no further contact from the customer.	Mobile CapTel - Tech - General
234631	4/8/2015 12:04		Tyna	Tyna	Customer stated the Hamilton CapTel APP is not working on their Android device.	4/8/2015	Customer Care requested additional information to the problem customer was experiencing. Customer stated issues were resolved, but did not provide any information on exactly what the issue had been or how it was resolved. Customer was satisfied.	Mobile CapTel - Tech - General

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
790482	4/13/2015 19:52		Carey	Carey	Customer stated that the captions are not appearing during their calls.	5/21/2015	Customer Care provided several troubleshooting tips through email to customer. There has been no further contact from the customer.	Mobile CapTel - Tech - General
550374	4/15/2015 18:19		Jenn	Jenn	Customer stated they are having trouble receiving calls on the Hamilton CapTel App.	6/11/2015	Customer Care provided troubleshooting tips; which were unsuccessful. Customer Care forwarded information to the technical department; which reset the customer's account. Test calls were placed; which were successful. Customer was notified.	Mobile CapTel - Connection Issues
7043592	4/16/2015 13:45		Carey	Carey	Customer stated that they are receiving an error message stating that they were signed in from another location.	4/16/2015	Customer Care provided troubleshooting steps; which did not resolve the issue. Customer Care verified the customer and reset the account; which resolved the issue. Customer was satisfied.	Mobile CapTel - Tech - General
219685	4/16/2015 18:28		Jenn	Jenn	Customer stated they cannot place outbound calls but can receive them.		Customer Care attempted trouble shooting, which was unsuccessful. Customer Care forwarded information to technical; which requested further information from customer. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
253014	4/18/2015 10:42		Jenn	Jenn	Customer is having issues with the Hamilton CapTel App on their Smartphone.	5/6/2015	Customer Care replied to the message left by customer. Customer stated they were able to resolve the issue with their Smartphone. Customer was satisfied.	Mobile CapTel - Tech - General
967197	4/21/2015 17:53		Tyna	Tyna	Customer stated they are unable to place a captioned call.	4/21/2015	Customer Care provided troubleshooting tips; which were unsuccessful. Customer Care forwarded information to the technical department; which reset the customer's account. Customer was able to successfully place an outgoing call through the Hamilton CapTel App. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
298748	5/3/2015 12:20		Dan	Dan	Customer stated the Hamilton Smartphone app shows as disconnected on their device at times. Customer explained that their Wi-Fi at home jumps between 3G and 4G.	5/3/2015	Customer Care advised that if the app is still running and is just showing as disconnected, then that is an issue with the internet connection being used. Customer understood.	Mobile CapTel - Tech - General
808668	5/5/2015 16:30		Tina	Tina	Customer stated the Caller ID is not working when they place calls using the Hamilton CapTel App. Also, when they reach an IVR and they are unable to type in tones.	5/29/2015	Customer Care apologized and tried several troubleshooting tips; which did not resolve the issue. Customer Care sent out the account manager in the state of Montana to assist with this issue. The technical department discovered a setting of the phone that would cause this issue. Account Manager assisted the customer with resetting their device and this resolved the issue. Customer was satisfied.	Mobile CapTel - External - Miscellaneous

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
928285	5/6/2015 20:52		Jenn	Jenn	Customer stated that during the call they lost captioning.	5/6/2015	Customer Care explained a loss of Wi-Fi service could be issue. Customer restarted Smartphone and problem was solved. Customer was satisfied.	Mobile CapTel - Connection Issues
445901	5/7/2015 13:37		Tyna	Tyna	Customer stated experiencing problems with the Hamilton CapTel App for Smartphones.		Customer Care provided troubleshooting tips to help resolve the issue with using the Hamilton CapTel App.	Mobile CapTel - System/Browser Issues
372157	5/12/2015 15:07		Jenn	Jenn	Customer is having trouble placing calls through the Hamilton CapTel for smart phone.	5/12/2015	Customer Care provided troubleshooting tips. Customer was satisfied.	Mobile CapTel - Tech - General
829535	5/14/2015 13:24		Tyna	Tyna	Customer stated several connection issues during the call when using Wi-Fi in a restaurant. Call keeps disconnecting.	5/14/2015	Customer Care attempted to obtain information from the customer but was not able to identify the problem. Customer Care did advise the customer that if using a public Wi-Fi signal and call disconnecting it may be the connection with their Smartphone or the wireless signal.	Mobile CapTel - Connection Issues
616773	5/15/2015 14:56		Carey	Carey	Customer stated the captions were slow or delayed during their call.	5/15/2015	Customer Care explained why the captions could appear slow or delayed during the call. Customer Care provided several troubleshooting tips. Customer stated that they will try switching the device to Wi-Fi as the issue may be with the wireless network. Customer will call back if they continue to have issues.	Mobile CapTel - Captions - lag behind voice
323531	5/17/2015 13:56		Jenn	Jenn	Customer stated that when they place or receive a call the person on the other line is not hearing them.	5/17/2015	Customer Care recommended the customer contact their wireless provider as it seems to be a connection issue. Customer was satisfied.	Mobile CapTel - Connection Issues
630910	5/24/2015 18:27		Carey	Carey	Customer's grandson stated several connection issues during the call.	5/24/2015	Customer Care explained that the customer may be receiving a message stating the connection has failed due to their internet connection. Customer stated that they will attempt to place test calls using Wi-Fi and the 4G network. Customer stated that they will call back into Customer Care if they experience any further issues. Customer was satisfied.	Mobile CapTel - Connection Issues
946022	5/26/2015 1:00		Dan	Dan	Customer stated they are having technical issues when using the Hamilton CapTel app.		Customer Care left a message instructing the customer to call back. There has been no further contact from the customer.	Mobile CapTel - Tech - General

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
463458	5/27/2015 16:17		Dan	Dan	Customer stated they were unable to connect to the captioning service after leaving an area with a Wi-Fi connection.	5/27/2015	Customer Care confirmed the customer's telephone service provider allows voice and data to be used simultaneously. Customer Care advised this may be an issue with the mobile network the customer is connecting to and referred them to their telephone service provider. Customer was satisfied.	Mobile CapTel - Connection Issues
147841	5/29/2015 21:40		Garrett	Garrett	Customer stated they were not getting captions and did not have data service at their current location.	5/30/2015	Customer Care explained that if they do not have data service, they will need to connect to Wi-Fi in order to receive captions. Customer connected to a Wi-Fi network and successfully received captions. Customer was satisfied.	Mobile CapTel - Connection Issues
389779	5/31/2015 12:30		Dan	Dan	Customer inquired about why they are not seeing contacts on Caller ID when using the Hamilton CapTel app on their iPhone 6.	5/31/2015	Customer Care confirmed the customer has service through AT&T. Customer Care explained that their voice and data are now both going through the LTE network which is causing the issues. Customer Care advised the customer on how to turn this feature off and referred them to AT&T if the problem persists. Customer was satisfied.	Mobile CapTel - Tech - General
435588	5/31/2015 17:54		Dan	Dan	Customer inquired about not receiving Caller ID information on their iPhone 6.	5/31/2015	Customer Care provided steps to correct the issue and instructed the customer to contact their cellular service provider if those steps did not correct the issue. Customer was satisfied.	Mobile CapTel - Tech - General