

JUN 29 2015



COMMONWEALTH OF PENNSYLVANIA
 PENNSYLVANIA PUBLIC UTILITY COMMISSION
 P.O. BOX 3265, HARRISBURG, PA 17105-3265

FCC Mail Room

IN REPLY PLEASE
 REFER TO OUR FILE
 M-2015-2460706
 M-00900239

June 24, 2015

MARLENE H DORTCH
 OFFICE OF THE SECRETARY
 FEDERAL COMMUNICATIONS COMMISSION
 445 12TH STREET SW
 ROOM TW-B204
 WASHINGTON DC 20554

Re: FCC CG Docket No. 03-123
 DA 15-671
 Submission of Pennsylvania's TRS Annual Consumer Complaint Log
 Summary for the 12-month period ending May 31, 2015

Dear Ms. Dortch:

In accordance with 47 CFR § 64.604 (c)(1), please find enclosed for filing in the above-captioned docket an original and one (1) copy of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2015. Hamilton Relay Inc is Pennsylvania's certificated traditional TRS and STS provider, and Hamilton Telephone Company d/b/a Hamilton Telecommunications is Pennsylvania's contracted captioned telephone voice-carry-over relay service (CTRS) provider. AT&T Corp. was the traditional TRS provider that ended service in Pennsylvania approximately December 16, 2014. (Letter dated January 26, 2015 sent to the FCC Secretary is attached) The providers have maintained and prepared the consumer complaint log summaries. These summaries cover all complaints to the service providers. AT&T provided the TRS consumer complaint log for the period June 1 2014 to December 16, 2014. Hamilton Telecommunications has stated on the enclosed attached letter that they will compile the total number of interstate relay calls by type of TRS and will file the information with the FCC under protective seal as a confidential filing. AT&T has not included the total number of interstate relay calls by type of TRS as they consider this information proprietary. The Pennsylvania Public Utility Commission's Bureau of Consumer Services has no registered TRS or CTRS complaints for this report period.

If you have any questions or need additional information, please contact Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.

Sincerely,

Rosemary Chiavetta
 Secretary

cc: Enclosures: Original and 1 copy; PUC letter January 26, 2015; AT&T Corp and Hamilton Reports

Eric Jeschke, PUC TUS
 Dana Wilson, FCC (e-mail copy only by TUS staff)

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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

FCC CG Dkt
No. 03-123

PUC BP8
2316012

January 26, 2015

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW, ROOM TW-B204
WASHINGTON DC 20554

Re: Notice of Substantive Change regarding the Pa. TRS Program

Dear Ms Dortch:

The Pennsylvania Public Utility Commission (Pa. PUC) hereby provides notice pursuant to 47 C.F.R. § 64.606(f)(1) of a recent change to the FCC-certified Pa. Telecommunications Relay Services (TRS) program at FCC File No TRS 58-12 (DA 13-1530). As of December 16, 2014, Hamilton Relay Inc.¹ (Hamilton) is the new intrastate TRS provider in Pennsylvania.

In 2014, AT&T Corp (ATT) notified the Pa. PUC that it wanted to abandon its certificate of public convenience to provide intrastate TRS in Pennsylvania, consistent with its intention to exit the field of TRS operations across the nation. On December 4, 2014, at PUC Docket No. A-2014-2447601, the Pa. PUC approved the application of Hamilton to operate as Pennsylvania's certificated intrastate TRS provider. A certificate of public convenience to provide TRS was issued to Hamilton on January 9, 2015. ATT's certificate to provide TRS has been cancelled.

Hamilton will process Pennsylvania TRS calls from a combination of relay centers located in Nebraska, Georgia, Maryland, Massachusetts, and Louisiana. As an existing TRS provider in other states, Hamilton has a record of meeting or exceeding all FCC-related standards. It observes all FCC regulations, including exceeding standards established by the FCC for maintaining certification.

If you have any question in this matter please contact Louise Fink Smith, LAW Bureau Assistant Counsel, (717) 787-8866, finksmith@pa.gov, or Eric Jeschke, BTUS Staff Analyst, (717) 783-3850, ejeschke@pa.gov.

Sincerely,

Louise Fink Smith
Assistant Counsel
PA Attorney ID No. 77373

cc: Eric Jeschke, Analyst

¹ A Hamilton affiliate provides intrastate captioned TRS (CTRS) in Pennsylvania pursuant to contract.



PENNSYLVANIA RELAY SERVICE
2014 – 2015 FCC Annual Consumer Summary Log

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014

TTY 2014, August 2

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, August 2

FCC: Carrier of Choice

TTY 2014, August 27

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, August 27

FCC: Carrier of Choice

September 2014

TTY 2014, September 7

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, September 7

FCC: Carrier of Choice

October 2014

TTY 2014, October 2

The customer complained that CA s were not placing his/her relay calls.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for any inconvenience. Advised that the issue would be investigated.

Contact Closed: 2014, October 2

FCC: Answer Performance

November 2014 – Nothing to report.

December 2014 – Nothing to report.

PENNSYLVANIA RELAY SERVICE
 2014- 2015 TRS ANNUAL SUMMARY OF CONSUMER COMPLAINTS



June 1, 2014 through January 31, 2015

Complaint Summary by Category

CATEGORY	2014							2015					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
AVAILABILITY								N/A	N/A	N/A	N/A	N/A	0
SPEED OF ANSWER					1			N/A	N/A	N/A	N/A	N/A	1
CA CHANGE								N/A	N/A	N/A	N/A	N/A	0
CA GENDER								N/A	N/A	N/A	N/A	N/A	0
VERBATIM								N/A	N/A	N/A	N/A	N/A	0
REAL TIME								N/A	N/A	N/A	N/A	N/A	0
60 WPM								N/A	N/A	N/A	N/A	N/A	0
EMERG 911								N/A	N/A	N/A	N/A	N/A	0
COC			2	1				N/A	N/A	N/A	N/A	N/A	3
CA COMPETENCY								N/A	N/A	N/A	N/A	N/A	0
SEQUENCE								N/A	N/A	N/A	N/A	N/A	0
THREE WAY CALLING								N/A	N/A	N/A	N/A	N/A	0
CALL RELEASE								N/A	N/A	N/A	N/A	N/A	0
SPEED DIAL								N/A	N/A	N/A	N/A	N/A	0
RATES								N/A	N/A	N/A	N/A	N/A	0
Total	0	0	2	1	1	0	0						4

PA Relay transition to new provider 12-15-2014

AT&T Relay Services Consumer Complaint Categories 2014-2015

#	Mandatory Minimum Standard	Category
1	Available 24 hours a day/ 7 days a week	Availability
2	Answer 85% of calls within 10 seconds daily	Speed of Answer
3	CA must stay with call minimum of 10 minutes (15 for STS)	CA Change
4	Accommodate a TRS user's requested CA gender	CA Gender
5	Must relay conversation verbatim	Verbatim
6	Must relay in real time	Real Time
7	Text must be generated at a minimum speed of 60 words per minute	60 WPM
8	Handle emergency (911) calls to the appropriate emergency services	911
9	Carrier of choice	COC
10	Competent skills in spelling, typing, grammar	CA
11	Prohibit refusing sequential calls	Sequence
12	Provide three-way calling	3-way
13	Call Release functionality	Call Release
14	Speed dialing functionality	Speed Dial
15	TRS users shall pay rates no greater than rates for functional equivalent	Rates

For the 2014-2015 Annual Consumer Complaint reporting year, AT&T has updated the categories used in summarizing consumer contacts to ensure close alignment with current FCC rules and requirements.

PENNSYLVANIA RELAY SERVICE
2014- 2015 TRS ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2014 through January 31, 2015



Complaint Summary by Month

	2014							2015					
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE								N/A	N/A	N/A	N/A	N/A	0
TTY			2	1	1			N/A	N/A	N/A	N/A	N/A	4
TOTAL	0	0	2	1	1	0	0	N/A	N/A	N/A	N/A	N/A	4

PA Relay transition to new provider 12-15-2014

Received & Inspected

JUN 29 2015

FCC Mail Room



M-2015-2460706

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Aurora, Nebraska 68818
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e-mail: info@hamiltonrelay.com

June 11, 2015

Rosemary Chiavetta, Commission's Secretary
Bureau of Directors Office
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

RE: TRS Consumer Complaint Log Summaries for June 1, 2014 through May 31, 2015
PA PUC Dockets No. # M-2015-2460706
FCC CG DOCKET NO. 03-123

Dear Ms. Chiavetta,

Attached you will find the Pennsylvania Captioned Telephone Relay Service (PA CTRS) and TRS annual complaint log. Hamilton Relay began providing Telecommunications Relay Service to Pennsylvania on December 16, 2014. The enclosed complaint log reflects this date.

The complaint log submission must reference CG Docket No. 03-123. In 2014, the filing was due July 1st.

Attached is the Public Notice which contains instructions for electronic and paper filings.

In addition, last year's Public Notice contained a requirement to include the total number of interstate relay calls by type of TRS (i.e. traditional TRS, STS, Captioned Telephone, IP, VRS). As we did in 2014, Hamilton is again planning to compile this information for you and will submit to the FCC under protective seal as a confidential filing.

PA TRS and CTRS has received 35 complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2014 through May 31, 2015.

If you have any questions about the complaint log report or need any assistance, please let me know.

Thanks,

A handwritten signature in cursive script, appearing to read "Beth Slough".

Beth Slough
National TRS Contract Manager

Hamilton Relay
1001 12th Street
Aurora, NE 68818
402.694.5101 Voice/TTY
402.694.5037 Fax

cc: Eric Van Jeschke, Analyst
Pennsylvania Public Utility Commission
Bureau of Fixed Utility Services
Telecommunications Group
P.O. Box 3265
Harrisburg, PA 17105-3265
Voice (717) 783-3850
ejeschke@state.pa.us
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Enclosures

Pennsylvania Relay 2015 FCC TRS 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
894307	12/17/2014		Tyna	Tyna	Customer stated when placing calls the typing is always at high rapid flashing speed.	12/17/2014	Customer Care attempted to identify the problem the customer was experiencing but the customer stated the conversation was garbled. Customer Care offered garbling tips to help resolve the issue to further assist the customer. Customer disconnected.	Service Complaints - Miscellaneous
929878	12/17/2014		Tyna	Tyna	Customer states the typing from the CA is way too fast.	12/17/2014	Customer Care attempted to provide assistance with offering to set slow typing on their profile. Customer disconnected.	Service Complaints - Miscellaneous
4072651	12/18/2014		Tina	Tina	Customer stated several issues with Relay and how unhappy with the new service they are.	12/29/2014	Customer Care sent an email to apologize to the customer and explain about some of the new procedures. Customer Care requested call details from the customer in regards to their calls. There has been no further reply from the customer.	Service Complaints - Miscellaneous
190262	12/18/2014		Dawn	Dawn	Customer stated the CA did not provide their CA number during the call; customer did not provide call details.	12/19/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Didn't Give CA Number
753530	12/19/2014		Tyna	Tyna	Customer stated unhappy with the calls processed through Hamilton Relay verses how calls were processed through the previous Relay service provider.	12/19/2014	Customer Care apologized and provided information regarding the Hamilton Relay Services and explained how customer feedback is important to make sure the customers calls are processed properly.	Service Complaints - Miscellaneous
405190	12/20/2014		Tyna	Tyna	Customer called regarding a problem TTY user experienced when attempting to place a long distance call through the Relay Service.	12/29/2014	Customer Care obtained the contact phone number of the TTY user and determined no profile was established. Customer Care set up a profile and is awaiting the long distance information from the caller who is the legal guardian for the TTY user. Customer called back and long distance provider was added.	Technical Complaints - Tech Issues 7-1-1 Problem
102432	12/24/2014		Tina	Tina	Customer dislikes that PA Relay has switched to a new provider. Customer stated all profile information was not set correctly.	2/20/2015	Customer Care apologized and explained about new carrier. Customer Care verified customer and forwarded information to technical. Profile was updated. Customer was satisfied.	Service Complaints - Miscellaneous
651220	1/2/2015		Tyna	Tyna	Customer left a voice mail stating their phone is dead and provided a return number to call.	1/2/2015	Customer Care attempted a return call and reached someone that was unaware of the call and asked Customer Care to call back later. Customer Care has returned the call, and has been unable to reach anyone. There has been no return call from the customer.	Technical Complaints - Miscellaneous
178019	1/13/2015		Dawn	Dawn	Customer stated he was called 3 times via 7-1-1 and when answered he did not receive a response.	1/15/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
706037	1/17/2015		Dawn	Dawn	Customer stated PA Relay CAs are now unfriendly, unresponsive, robotic. Customer inquired as to what has changed in the service after 15 years.	1/17/2015	Customer Care apologized and explained about some of the new policy and procedures being followed by the CAs. Customer understood.	Service Complaints - Miscellaneous
374749	1/28/2015		Tyna	Tyna	Customer stated when they attempted to place a call through Relay, an AT&T recording came on and the call could not be completed.	1/30/2015	Customer Care apologized to the customer and explained what the recording meant. Customer Care recommended they contact their telephone service provider to check their account. Customer understood.	Technical Complaints - Tech Issues 7-1-1 Problem
320086	1/31/2015		Tyna	Tyna	Customer stated that since Hamilton has taken over the state of Pennsylvania Relay service a person that calls them through Relay does not appear on their caller id anymore.	1/30/2015	Customer Care attempted to contact the customer and explain the Relay service does not control how a customer's number appears on a caller id. Customer Care explained that this is based on how they have caller id set up with their telephone service provider. Customer understood.	Technical Complaints - Tech Issues 7-1-1 Problem
4082680	2/5/2015		Dawn	Dawn	Customer called and left voicemail for someone to call them tomorrow. Customer wishes to know why no one will answer their questions.	2/5/2015	Customer Care retrieved the voicemail, but could not understand all of the customer's message. Customer did not leave a call back number; Customer Care is unable to follow up with the customer.	Service Complaints - Miscellaneous
844020	2/10/2015		Dawn	Dawn	Customer stated when they place a call through the Relay they are told that all their calls are going to a busy.	3/3/2015	Customer Care apologized and forwarded information to technical department; which showed several calls were made by the caller on the specific day mentioned and only a few of them stated busy. Customer Care contacted the customer and explained that it appears this indication is happening on long distance calls. Customer Care verified the customer and discovered the profile was set up for the incorrect long distance carrier; profile was updated. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LVCO Problem
184033	2/12/2015		Tyna	Tyna	Customer states when calling to Relay they are connected in HCO and cannot hear the CA.	2/19/2015	Customer Care apologized and forwarded information to the technical department; which discovered the CA followed the proper procedure and the customer disconnected before the connection to HCO could be made. Customer was notified.	Technical Complaints - Tech Issues HCO/2LHCO Problem

Pennsylvania Relay 2015 FCC TRS 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
106626	2/12/2015		Tyna	Tyna	Customer stated when calling into Relay in HCO connect mode the CA's are not responding and they are unable to place a call. Customer requested an update to their profile for an automatic fault connection.	2/19/2015	Customer Care apologized and attempted to gather call details which the customer refused to provide. Information was forwarded to the technical department, but without call details no information could be located in regards to the call the customer was referring to. Customer Care verified the customer and their contact mode was updated on their profile. Customer understood.	Technical Complaints - Tech Issues HCO/LHCO Problem
383861	2/13/2015		Carry	Carry	Customer stated they have experienced issues in which several CA's did not follow policy/procedure.	2/14/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department, but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
196334	2/15/2015		Ryan	Carry	Customer stated the CA did not follow policy/procedure.	2/26/2015	Customer Care attempted to call the customer back for more information; however, there was no answer. Customer Care left a voicemail. There has been no further contact from the customer.	Service Complaints - Didn't Follow Policy/Procedure
887379	2/21/2015		Tyna	Tyna	Customer stated they received a bill showing a long distance charge for AT&T when they are set up with Verizon.	2/21/2015	Customer Care verified the customer does reflect Verizon as their long distance provider effective Jan 2015. Customer was satisfied.	External Complaints - Miscellaneous
954774	2/18/2015		Tina	Carry	Customer stated that they were unable to place a call through Relay.	2/20/2015	Customer Care advised that there was a technical issue with the Relay. Technical department resolved the issue promptly. Customer Care apologized for any inconvenience this may have caused with their call. Customer understood.	Technical Complaints - Miscellaneous
794314	2/4/2015		Tyna	Tyna	The customer's friend called and stated problems with the customer's TTY/VCO device.	2/24/2015	Customer Care attempted a call back to the customer through the Relay and was able to hear the customer but they disconnected. Customer called the friend and was advised the customer is not getting tone on their TTY. The friend also provided the telephone number for the customer's daughter and a message was left to have them call Customer Care to further assist the customer. The daughter called back one was provided with the Pennsylvania Telecommunication Device Distribution Program to schedule an appointment to look at the TTY/VCO device. Customer was satisfied.	Technical Complaints - Tech Issues VCO/LVCO Problem
183812	2/26/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	2/26/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the CA's. Customer understood.	Service Complaints - Suspicious/Harassment Call
954155	2/27/2015		Tyna	Tyna	Customer stated the current Relay provider for Pennsylvania is terrible and wanted to know why it has changed.	2/27/2015	Customer Care apologized to the customer and attempted to gather specific information from the customer. Customer stated never had a problem with garbling with previous Relay provider. Customer Care provided information on how to clear garbling. Customer Care provided the call details needed to have technical department investigate the issue for the customer. Customer wanted to further file a complaint beyond Hamilton Relay. Customer Care referred the customer to the Public Service Commission and provided their information.	Service Complaints - Miscellaneous
706626	4/1/2015		Carry	Carry	Customer stated they believe a call they are placing through Relay should be a local call.	4/1/2015	Customer Care verified the numbers being dialed and discovered they were from different states. Customer Care referred the customer to their telephone service provider regarding information on their calling plan. Customer understood.	External Complaints - Miscellaneous
165648	4/9/2015		Dan	Dan	Customer was upset that the CA could not answer a direct question.	4/9/2015	Customer Care explained why the CA is not able to answer a direct question. Customer was also trying to get back in touch with the supervisor that spoke to them when the call occurred, but the customer did not provide a valid CA ID. Customer understood.	Service Complaints - Miscellaneous
847020	4/21/2015		Jenn	Jenn	Customer stated that the CA was consistently typing mistakes and made it difficult to read the conversation.	4/21/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department, but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbal ms
689428	4/22/2015		Tyna	Tyna	Customer inquired how calls are placed through the Relay. Customer stated that calls are appearing on their telephone service statement and they do not use Relay.	4/22/2015	Customer Care explained the Relay and how calls are processed and billed. Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
303650	4/23/2015		Tyna	Tyna	Caller stated when trying to reach a customer through the Relay they were receiving an operator generated message from telephone service provider.	4/23/2015	Customer Care placed two test calls to customer, which were successful. Customer Care provided the call information to the caller. The customer then called back through the Relay and stated there were service problems with their telephone service provider but all is working now. Customer was satisfied.	External Complaints - Miscellaneous
884227	4/25/2015	9188	Jennifer	Jennifer	Customer stated the CA hung up on them.	4/28/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which discovered that the CA did not disconnect the call. Technical determined that the customer hung up and the CA did follow proper procedure. Customer was notified.	Service Complaints - CA Hung Up on Caller
666655	4/28/2015		Carry	Carry	Customer stated that they placed a call to a VCO user and during the call the VCO user stopped receiving Tyna. Customer stated the CA never came back on the line after the VCO user disconnected.	4/30/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which verified the CA had processed the call and followed the proper procedure. Customer was notified.	Technical Complaints - Tech Issues VCO/LVCO Problem
872618	5/4/2015		Tyna	Tyna	Customer continues to call and state frustration about the Relay Service and CA's poor typing and rudeness. Customer requested the number of the Pennsylvania Public Service Commission.	5/4/2015	Customer Care apologized and stated their concerns would be forwarded to management. Customer Care provided the customer with the telephone number for the Pennsylvania Public Service Commission. Customer was satisfied.	Service Complaints - Miscellaneous
112882	5/6/2015		Jenn	Jenn	Customer stated they are receiving a "shortcuts are best" recording when trying to reach Relay.	5/6/2015	Customer Care apologized and explained that the customer was receiving an QPR generated message from their telephone provider. Customer Care referred the customer to their telephone service provider for further information. Customer understood.	External Complaints - Miscellaneous
895230	5/17/2015	4173	Scott	Scott	Customer stated that the CA had excessive mishearing and garbling during the call.	5/28/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied. The CA's test typing score was 88.7 WPM with 95% accuracy.	Service Complaints - CA Accuracy/Spelling/Verbal ms

PA PUC Docket No. # M-2014-2399134

FCC Docket No. 03-123

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
516795	06/19/2014 04:42PM	Chat	Service	N/A	Customer reported that captions stopped 40 minutes into a conference call using his CapTel in 2-Line mode.	CSR passed along call information to technical support who confirmed a technical issue occurred on that particular call causing difficulty with captions. CSR apologized to the customer for this experience. CSR made sure the customer knew for future calls that he may press the captions button off and on again and instantly get a new captioning connection. CSR confirmed that the customer is able to connect with captions successfully in 2-Line Mode.	07/01/2014 05:01PM	Over 48 hours	KA
536541	09/10/2014 05:36pm	CapTel	Service	N/A	Customer reported being unable to make an outgoing captioned phone call.	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.	09/10/2014 05:48pm	Within 24 Hours	AGG
548208	10/29/2014 01:58am	Phone	Service	N/A	Customer reported being unable to connect with the captioning service.	CSR's investigation revealed that there was a connection-related issue in the call center around the time of the customer's experience. It has been confirmed that the issue has been resolved. CSR followed up with the customer and apologized for the incident. Customer confirmed she has had no further difficulties.	10/29/2014 10:03am	Within 24 Hours	KR
563663	01/08/2015 04:42pm	Phone	Service	10546	Customer's husband reported that there were errors in the captions during a call while using the CapTel 800 in 2-Line mode.	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up by the Training Manager. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	01/14/2015 03:18pm	Over 48 hours	SB
596529	05/29/2015 09:30am	CapTel	Service	N/A	Customer reported inaccurate captions when captioning an external answering machine.	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR investigation found the CAs have logged trouble tickets on some of the customer's calls for audio cutting in and out and muffled audio. CSR sent the customer a letter with tips on how to get the best captions when captioning an external answering machine message, such as making sure the answering machine audio is not too high and holding the CapTel handset close to, but not on, the external answering machine speaker.	05/29/2015 09:41am	Within 24 Hours	KA