

Relay Iowa 2008 FCC Complaint Report

6/1/07 to 5/31/08



External Complaints-- Miscellaneous

Inquire Date 6/8/2007
Record ID 14036
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/8/2007
Resolution 6/8/2007

Customer stated that he received a call from another relay provider and did not like the policies that the CA had to follow. Customer stated that the other provider directed him to Relay Iowa to file the complaint.

Supervisor apologized and stated that she could not comment on the policies of another provider and gave the customer the appropriate customer service number. Customer was satisfied.

External Complaints-- Miscellaneous

Inquire Date 6/29/2007
Record ID 14075
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/29/2007
Resolution 7/3/2007

Customer stated they were unable to place a call through the relay on their cell phone. Customer stated that they have Verizon Wireless.

Customer Service forwarded the information to the technical department. The technical department discovered that the cell phone was identifying incorrectly to the relay. Customer Service attempted to contact the customer to direct them to their cell phone provider. Customer Service has attempted to contact the customer several times to direct them to their cell phone provider.

External Complaints-- Miscellaneous

Inquire Date 7/2/2007
Record ID 14151
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/5/2007
Resolution 7/5/2007

Customer places calls through the relay using their US Cellular cell phone. Their cell phone is identifying as a landline.

Customer Service explained why this was happening and directed the customer to their provider. Customer Service offered to contact the provider, but customer refused.

External Complaints-- Miscellaneous

Inquire Date 8/8/2007
Record ID 14324
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/8/2007
Resolution 9/7/2007

Customer inquired why he was unable to place a long distance through the relay and why his number has a block on it.

Customer Service stated that there are no blocks or restrictions on his profile and directed the customer to their provider. Qwest technicians have been in contact with the relay and the customer to resolve this issue. Qwest has resolved this issue. Customer Service has attempted to contact customer several times and has left messages for customer.

**External Complaints--
Miscellaneous**

Inquire Date 10/17/2007
Record ID 14737
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/17/2007
Resolution 1/10/2008

Customer has been unable to dial long distance through the relay using US Cellular.

Customer Service forwarded information to the technical department. The technical department continues to work with the provider. Issue was resolved by US Cellular. Customer Service has left several messages for the customer.

**External Complaints--
Miscellaneous**

Inquire Date 10/25/2007
Record ID 14877
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/25/2007
Resolution 10/25/2007

Customer stated that they were unable to dial 7-1-1 from their cell phone from either Cingular or Verizon network.

Customer Service forwarded information to the technical department. The technical department has contacted both carriers, who stated that this was a roaming issue, but 7-1-1 is supported. Customer Service directed the customer to the carrier for any further issues. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 11/15/2007
Record ID 14990
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 11/16/2007
Resolution 11/20/2007

Customer stated that they are unable to place a call through the relay using their US Cellular cell phone. Customer stated the CA said their line was showing as a land line.

Customer Service explained why the customer would receive this information and directed the customer to contact US Cellular. Customer Service offered to speak to US Cellular, once the customer had spoke with them. Customer understood. There has been no return call in regards to this issue.

**External Complaints--
Miscellaneous**

Inquire Date 12/4/2007
Record ID 15124
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/4/2007
Resolution 1/10/2008

Customer has been unable to place a call through the relay using US Cellular. Customer stated that her call is showing as a normal line.

Customer Service apologized and contacted US Cellular for the customer. Customer Service has continued to work with US Cellular, but with no resolution. US Cellular has been placing test calls to discover the problem. US Cellular has resolved this issue and the customer was notified. Customer stated that calls are now working through the relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer requested ICN as their participating provider and to set up a profile. Customer stated they had received a bill from Sprint and were unsure why this happened.

**Inquire Date 12/5/2007
Record ID 15100
Call Taken By Operations Mgr
CA Number
Responded By Tina/Barb
Response Date 12/6/2007
Resolution 12/6/2007**

Lead CA explained that ICN is not a participating provider through the relay and forwarded the information to the technical department. The technical department discovered that the calls were not placed through Relay Iowa and directed the customer to Sprint concerning their bill. Customer understood.

**External Complaints--
Miscellaneous**

Customer was calling for his mother and stated that every time they call her, when using their US Cellular phone, they receive a Sprint recording.

**Inquire Date 1/1/2008
Record ID 15246
Call Taken By Lead CA
CA Number
Responded By Matt/Tina
Response Date 1/2/2008
Resolution 2/20/2008**

Lead CA forwarded the information to the technical department. Lead CA suggested that the customer contact US Cellular about the issue. Customer will be notified of the technical department's findings. The technical department continues to work with US Cellular. Issue was resolved by US Cellular and customer was notified.

**External Complaints--
Miscellaneous**

Customer stated that when attempting to contact the Embassy Suites reservations desk, the receptionist disconnects the call.

**Inquire Date 2/4/2008
Record ID 15746
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/10/2008
Resolution 3/10/2008**

Customer Service contacted the reservations number for the Embassy Suites and filed a complaint on behalf of the customer. Customer Service offered to send educational materials to the company for training purposes. Embassy Suites appreciated the offer but did not accept materials at this time. Customer was notified that a complaint had been filed. Relay Iowa Outreach Project Manager will contact Des Moines Embassy Suites to offer a Relay Friendly Business presentation.

**External Complaints--
Miscellaneous**

Customer has been unable to place a call through relay on their cell phone. The telephone number displays to the relay as a tower number.

**Inquire Date 2/8/2008
Record ID 15553
Call Taken By Lead CA
CA Number
Responded By Val/Tina
Response Date 2/8/2008
Resolution 4/22/2008**

Lead CA forwarded the information to Customer Service. Customer Service has attempted to reach the customer for additional information. There has been no response from the customer.

**External Complaints--
Miscellaneous**

Customer inquired about the legalities of telephone calls through the relay.

Customer Service directed the customer to the FCC and ADA websites. Customer understood.

**Inquire Date 4/21/2008
Record ID 16152
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/21/2008
Resolution 4/21/2008**

**External Complaints--
Miscellaneous**

Customer stated the CA asks for a long distance carrier each time they place a relay call through their US Cellular phone.

Supervisor forwarded the information to Customer Service. Customer Service has attempted to contact the customer, to explain the possibility that the cell tower was displaying incorrectly to the relay. There has been no response from the customer.

**Inquire Date 4/30/2008
Record ID 16268
Call Taken By At the Workstation
CA Number
Responded By Tina
Response Date 5/2/2008
Resolution 5/6/2008**

**External Complaints--
Miscellaneous**

Customer discovered that the previous relay provider had programmed in the relay number and the customer was unable to reach Relay Iowa on their TTY. Customer wanted to set up a profile for Relay Iowa and be able to use Relay Iowa on their device.

Customer Service explained how to clear all memory numbers and reset the device. Customer Service acquired information and stated profile would be set. Customer cleared all memory numbers and placed a test call and everything worked properly. Customer was satisfied and profile was entered.

**Inquire Date 5/2/2008
Record ID 16303
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/2/2008
Resolution 5/2/2008**

**Service Complaints--CA
Misdialed Number**

Customer stated that CA dialed the incorrect number and inquired what to do if they were billed for the call.

Supervisor apologized and stated that the CA would be counseled. Supervisor gave the address to send a copy of the bill if needed. CA was counseled and customer was satisfied. No billing was received from the customer.

**Inquire Date 8/30/2007
Record ID 14428
Call Taken By Supervisor
CA Number 6798
Responded By Jody/Tina
Response Date 8/31/2007
Resolution 9/25/2007**

Service Complaints--CA Typing Speed

Customer had concerns about conference calls through the relay as the CAs that process these calls are unable to keep up with conversation.

Inquire Date 7/25/2007
Record ID 14228
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 7/25/2007
Resolution 7/25/2007

Customer Service apologized and explained that without call information, the CAs would not be able to be counseled. Customer understood.

Service Complaints--CA Typing

Customer stated that the CA requested that the customer slow down and repeat several times. Customer stated that the CA made several typing errors. Customer requested a different CA to finish the call.

Inquire Date 2/6/2008
Record ID 15572
Call Taken By Lead CA
CA Number 6528
Responded By Tina
Response Date 2/8/2008
Resolution 2/8/2008

Lead CA apologized and stated that the CA would be counseled. CA was counseled and the call was processed by another CA.. CA's last typing score was 74 WPM and 98% accuracy.

Service Complaints--Poor Vocal Clarity/Enuciation

Customer stated that the CA left a message on their answering machine. Customer stated that they were unable to understand what the CA had said and wanted to know if they could get clarification.

Inquire Date 9/12/2007
Record ID 14539
Call Taken By Supervisor
CA Number 5255
Responded By Jody
Response Date 9/12/2007
Resolution 9/12/2007

Supervisor explained that conversations of calls are not kept. Customer understood, but hung up. CA was counseled on voice clarity.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving fraudulent phone calls and inquired what to do.

Inquire Date 6/27/2007
Record ID 14101
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/27/2007
Resolution 6/27/2007

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 7/25/2007
Record ID 14227
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/25/2007
Resolution 7/25/2007

Customer has been receiving harassing telephone calls through another relay provider.

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 8/23/2007
Record ID 14376
Call Taken By Program Mgr
CA Number
Responded By Jessi
Response Date 8/23/2007
Resolution 8/23/2007

Customer has been receiving harassing telephone calls through the relay.

Relay Iowa Outreach Project Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Iowa Outreach Project Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 9/28/2007
Record ID 14635
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/28/2007
Resolution 9/28/2007

Customer has been receiving harassing phone calls through the relay, but is unsure of which relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 10/23/2007
Record ID 14828
Call Taken By Program Mgr
CA Number
Responded By Jessica
Response Date 10/23/2007
Resolution 10/23/2007

Customer has been receiving harassing telephone calls and inquired what could be done.

Relay Iowa Outreach Project Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Iowa Outreach Project Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls, but stated the calls are not through Relay Iowa. Customer is unsure of which relay is being used.

***Inquire Date 10/24/2007
Record ID 14830
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/24/2007
Resolution 10/24/2007***

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is known that calls were not through Relay Iowa but through another provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

***Inquire Date 2/4/2008
Record ID 15522
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/4/2008
Resolution 2/4/2008***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

***Inquire Date 3/17/2008
Record ID 15859
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/17/2008
Resolution 3/17/2008***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer had questions about 711 and why they are connecting to TTY as a Voice party. Customer states that CA never connects to voice.

***Inquire Date 5/20/2008
Record ID 16473
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/20/2008
Resolution 5/20/2008***

Customer Service explained why a TTY connection is made and apologized to the customer. Customer Service stated that CA should be changing the connect mode for the customer and attempted to gather call information to have CA counseled but customer disconnected.

Technical Complaints--711 Problems

Relay Iowa Project Manager reported that they are unable to reach 7-1-1. Both landline and cell service at the location are offered by Fibercom.

Inquire Date 10/1/2007
Record ID 14733
Call Taken By Operations Mgr
CA Number
Responded By Barb/Tina
Response Date 10/1/2007
Resolution 10/24/2007

Customer Service worked with the carrier and was able to reset the translation in their area. Customer Service contacted the customer and placed test calls. Customer was satisfied.

Technical Complaints--711 Problems

Customer stated that they are unable to dial 711 from the Sheriff's Office. Customer stated that is a shared office and other sheriff offices are having similar difficulty.

Inquire Date 10/22/2007
Record ID 14853
Call Taken By Program Mgr
CA Number
Responded By Jessica
Response Date 10/22/2007
Resolution 12/28/2007

Relay Iowa Outreach Project Manager returned a call to the office and discovered they had upgraded their TTY software and had to disable the outbound calling feature, because the new software would not support the call from the office. Relay Iowa Outreach Project Manager offered to work with the offices and has attempted to set up a time to work with them. There has been no response from the customer.

Technical Complaints--Miscellaneous

Customer has been unable to reach their veterinarian through the relay, but is able to reach them direct.

Inquire Date 7/31/2007
Record ID 14232
Call Taken By Supervisor
CA Number
Responded By Steve/Tina
Response Date 8/6/2007
Resolution 11/23/2007

Supervisor apologized and forwarded the call information to the technical department. Customer will be notified of the findings. The technical department was unable to discover a resolution. Customer Service contacted the customer for additional information and discovered that the problem was no longer occurring. Customer was satisfied.

Technical Complaints--Miscellaneous

Customer stated that they receive a busy signal when they dial the relay's toll free number.

Inquire Date 3/11/2008
Record ID 15800
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/11/2008
Resolution 3/11/2008

Customer Service contacted the customer's provider and discovered that their long distance service had been disconnected and a toll free block had been placed on their number. Customer Service directed the customer to contact their provider. Customer understood.

Technical Complaints--Carrier Choice not Available/Other Equal Access Customer stated that the CA is requesting a long distance carrier for a local call.

Supervisor forwarded the information to the technical department. The technical department discovered an incorrect setting at the relay, which has been resolved. Customer was notified and satisfied.

Inquire Date 9/27/2007
Record ID 14602
Call Taken By Customer Service Rep
CA Number
Responded By Michelle/Tina
Response Date 9/27/2007
Resolution 11/27/2007

CapTel--Complaints Customer stated they have not been able to receive sound for two days on their CapTel equipment.

Customer Service directed customer to CapTel customer service. Customer was satisfied.

Inquire Date 7/12/2007
Record ID 14212
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 7/12/2007
Resolution 7/12/2007

CapTel--Complaints Customer requested their long distance billing for CapTel to be through Qwest.

Customer Service directed customer to CapTel to verify profile information. Customer understood.

Inquire Date 10/29/2007
Record ID 14880
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 10/29/2007
Resolution 10/29/2007

CapTel--Complaints Technical - General

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

Inquire Date 11/26/2007
Record ID 56139
CA Number
Responded By JS
Resolution 11/27/2007

CapTel--Complaints Customer stated they are not receiving a bill when placing long distance calls through relay.

Assistant Operations Manager forwarded the information to the technical department. The technical department discovered that the calls were not placed through the relay, but through CapTel. Assistant Operations Manager forwarded the information to CapTel and Qwest, the customer's provider. CapTel stated that Qwest is not a participating carrier for CapTel and the customer is currently being no billed for all long distance calls.

Inquire Date 1/30/2008
Record ID 15462
Call Taken By Operations Mgr
CA Number
Responded By Diane/Tina
Response Date 1/31/2008
Resolution 1/31/2008

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 2/12/2008
Record ID 64111
CA Number
Responded By EB
Resolution 2/12/2008

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence. Customer has experienced no further incidents of disconnection/reconnect since tips were shared.

CapTel--Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 64957
CA Number
Responded By KM
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 2/21/2008
Record ID 65219
CA Number
Responded By JL
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65348
CA Number
Responded By MMo
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Customer stated they were not receiving captioning on their CapTel telephone and inquired what to do.

Inquire Date 2/23/2008
Record ID 15690
CA Number
Responded By Tina
Response Date 2/25/2008
Resolution 5/14/2008

Lead CA offered to have Customer Service contact the customer. Customer Service has left messages attempting to contact the customer with no response.

CapTel--Complaints

Technical - General

Inquire Date 2/25/2008
Record ID 65632
CA Number
Responded By MMo
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 2/27/2008
Record ID 65848
CA Number
Responded By JS
Resolution 2/27/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/7/2008
Record ID 66866
CA Number
Responded By EB
Resolution 3/7/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/10/2008
Record ID 67068
CA Number
Responded By EB
Resolution 3/10/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/11/2008
Record ID 67241
CA Number
Responded By EY
Resolution 3/11/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Customer stated that captions do not appear on their CapTel phone.

Inquire Date 3/12/2008
Record ID 15887
Call Taken By Lead CA
CA Number
Responded By Jackie/Tina
Response Date 3/12/2008
Resolution 4/22/2008

Lead CA stated that Customer Service would return a call to the customer. Customer Service has attempted to contact customer but there has been no answer.

CapTel--Complaints

Customer stated that at times there is a loss of captioning during a call through CapTel.

Inquire Date 3/19/2008
Record ID 15882
Call Taken By Operations Mgr
CA Number
Responded By Barb/Tina
Response Date 3/20/2008
Resolution 3/25/2008

Relay Manager forwarded the information to CapTel Customer Service. CapTel customer service discovered an issue with the customer's provider Qwest. CapTel Customer Service performed a software download with customer's equipment. Relay Iowa Customer Service contacted the customer to ensure that there were no further issues. Customer is satisfied.

CapTel--Complaints

Customer stated that they have been unable to dial a toll free call using their new CapTel phone.

Inquire Date 3/19/2008

Record ID 15863

Call Taken By Customer Service

Rep

CA Number

Responded By Tina

Response Date 3/19/2008

Resolution 3/19/2008

Customer Service directed the customer to contact CapTel Customer Service. Customer was satisfied.

CapTel--Complaints

Technical - General

Inquire Date 3/19/2008

Record ID 68216

CA Number

Responded By KM

Resolution 3/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/20/2008

Record ID 68348

Call CA Number

Responded By EB

Resolution 3/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 4/11/2008

Record ID 70712

CA Number

Responded By JG

Resolution 4/11/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 4/14/2008

Record ID 70977

CA Number

Responded By JS

Response Resolution 4/14/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/17/2008
Record ID 71344
CA Number
Responded By JG
Resolution 4/17/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/21/2008
Record ID 71643
CA Number
Responded By EY
Resolution 4/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/21/2008
Record ID 71664
CA Number
Responded By ST
Response Resolution 4/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/23/2008
Record ID 71940
CA Number
Responded By ST
Response Resolution 4/23/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/28/2008
Record ID 72397
CA Number
Responded By EY
Resolution 4/28/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/28/2008
Record ID 72531
CA Number
Responded By KA
Resolution 4/28/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 5/23/2008
Record ID 75533
CA Number
Responded By KM
Resolution 5/23/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.