

Web CapTel 2009 FCC Complaint Report

6/1/08 to 5/31/09

CapTel--Complaints

Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 6/12/2008
Record ID 8758
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 6/12/2008
Resolution 6/12/2008

Customer Service explained Web CapTel and its benefits. Customer was satisfied.

CapTel--Complaints

Customer stated difficulties with customizing the font, color and size on the Web CapTel page.

Inquire Date 6/23/2008
Record ID 8597
Call Taken By Customer Service
CA Number
Responded By CTI--TJ
Response Date 6/23/2008
Resolution 6/23/2008

Customer Service explained how to set these options on the Web CapTel page. Customer was satisfied.

CapTel--Complaints

Customer stated their CapTel telephone was not working through their home telephone line and inquired what other options were available.

Inquire Date 7/3/2008
Record ID 8763
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 7/3/2008
Resolution 7/3/2008

Customer Service suggested Web CapTel when their CapTel device was not being supported by their telephone line. Customer was satisfied.

CapTel--Complaints

Customer stated there had been intermittent times when they are unable to place a call through Web CapTel.

Inquire Date 7/3/2008
Record ID 8545
Call Taken By Customer Service
CA Number
Responded By CTI--JS
Response Date 7/3/2008
Resolution 7/3/2008

Customer Service apologized and stated that CapTel was experiencing technical difficulties at that time. Technical has resolved the issue and Web CapTel service level met and/or exceeded requirements for the day.

CapTel--Complaints

Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 7/7/2008
Record ID 8759
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 7/7/2008
Resolution 7/7/2008

Customer Service explained Web CapTel and compatibility with a digital telephone line. Customer was satisfied.

CapTel--Complaints

Customer stated their CapTel telephone was not working on their home telephone line and wondered what other options are available.

Inquire Date 7/11/2008

Record ID 8764

Call Taken By Customer Service

CA Number

Responded By CTI--EY

Response Date 7/11/2008

Resolution 7/11/2008

Customer Service suggested that customer use Web CapTel. Customer was satisfied.

CapTel--Complaints

Customer stated that Web CapTel was not working properly with their wireless connection on the laptop.

Inquire Date 7/15/2008

Record ID 8768

Call Taken By Customer Service

CA Number

Responded By CTI--TJ

Response Date 7/15/2008

Resolution 7/15/2008

Customer Service explained that with the wireless network if there was a weak data signal then the customer could lose transmission to Web CapTel. Customer understood.

CapTel--Complaints

Customer was unable to dial a number through Web CapTel as it keeps dialing out 01.

Inquire Date 7/18/2008

Record ID 8491

Call Taken By Supervisor

CA Number

Responded By Michelle

Response Date 7/18/2008

Resolution 7/18/2008

Supervisor apologized and directed customer to Web CapTel customer service. Customer understood.

CapTel--Complaints

Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 7/30/2008

Record ID 8766

Call Taken By Customer Service

CA Number

Responded By CTI--EY

Response Date 7/30/2008

Resolution 7/30/2008

Customer Service explained Web CapTel and compatibility with a digital telephone line. Customer was satisfied.

CapTel--Complaints

Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 7/30/2008

Record ID 8761

Call Taken By Customer Service

CA Number

Responded By CTI--EY

Response Date 7/30/2008

Resolution 7/30/2008

Customer Service explained Web CapTel and compatibility with a digital telephone line. Customer was satisfied.

CapTel--Complaints Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 7/30/2008
Record ID 8767 Customer Service explained Web CapTel and compatability with a digital telephone line.
Call Taken By Customer Service Customer was satisfied.
CA Number
Responded By CTI--EY
Response Date 7/30/2008
Resolution 7/30/2008

CapTel--Complaints Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 7/31/2008
Record ID 8762 Customer Service explained Web CapTel and compatability with a digital telephone line.
Call Taken By Customer Service Customer was satisfied.
CA Number
Responded By CTI--EY
Response Date 7/31/2008
Resolution 7/31/2008

CapTel--Complaints Customer stated they were unable to register because of the validation code.

Inquire Date 8/8/2008 Customer Service assisted customer with the online registration and validation code.
Record ID 8769 Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By CTI--KM
Response Date 8/8/2008
Resolution 8/8/2008

CapTel--Complaints Customer stated their CapTel telephone was not working on their home line and wondered what other options are available.

Inquire Date 8/12/2008
Record ID 8774 Customer Service suggested that customer use Web CapTel. Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 8/12/2008
Resolution 8/12/2008

CapTel--Complaints Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 8/15/2008
Record ID 8770 Customer Service explained Web CapTel and compatability with a digital telephone line.
Call Taken By Customer Service Customer was satisfied.
CA Number
Responded By CTI--EY
Response Date 8/15/2008
Resolution 8/15/2008

CapTel--Complaints

Customer stated they were unable to access their account.

Inquire Date 8/22/2008
Record ID 8561
Call Taken By Customer Service
CA Number
Responded By CTI--TJ
Response Date 8/22/2008
Resolution 8/22/2008

Customer Service re-registered the customer and this resolved the issue. Customer was satisfied.

CapTel--Complaints

Customer stated that Web CapTel was not working properly with their wireless connection on the laptop.

Inquire Date 8/26/2008
Record ID 8772
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 8/26/2008
Resolution 8/26/2008

Customer Service explained that with the wireless network if there was a weak data signal then the customer could lose transmission to Web CapTel. Customer understood.

CapTel--Complaints

Customer stated that Web CapTel was not working properly with their wireless connection on the laptop.

Inquire Date 8/28/2008
Record ID 8771
Call Taken By Customer Service
CA Number
Responded By CTI--KM
Response Date 8/28/2008
Resolution 8/28/2008

Customer Service explained that with the wireless network if there was a weak data signal then the customer could lose transmission to Web CapTel. Customer understood.

CapTel--Complaints

Customer stated that Web CapTel was not working properly with their wireless connection on the laptop.

Inquire Date 8/29/2008
Record ID 8773
Call Taken By Customer Service
Rep
CA Number
Responded By CTI--EY
Response Date 8/29/2008
Resolution 8/29/2008

Customer Service explained that with the wireless network if there was a weak data signal then the customer could lose transmission to Web CapTel. Customer understood.

CapTel--Complaints

Customer was unable to receive the activation email due to spam filter on their inbox.

Inquire Date 9/2/2008
Record ID 8776
Call Taken By Customer Service
Rep
CA Number
Responded By CTI--JS
Response Date 9/2/2008
Resolution 9/2/2008

Customer Service explained how to complete registration and set spam filtering. Customer was satisfied.

CapTel--Complaints

Customer was unable to receive the activation email due to spam filter on their inbox.

Inquire Date 9/5/2008
Record ID 8775
Call Taken By Customer Service
Rep
CA Number
Responded By CTI--JS
Response Date 9/5/2008
Resolution 9/5/2008

Customer Service explained how to complete registration and set spam filtering. Customer was satisfied.

CapTel--Complaints

Customer stated that the captioning on the call was very slow and most things were spelled incorrectly. Customer did not have the specific CA number or call information.

Inquire Date 9/23/2008
Record ID 8777
Call Taken By Customer Service
Rep
CA Number
Responded By CTI--EY
Response Date 9/23/2008
Resolution 9/23/2008

Customer Service offered to send information to technical but no information was available. Customer Service apologized and thanked the customer for the feedback. Customer Service stated this information would be shared with management but without call information no further specific follow up could occur. Customer understood.

CapTel--Complaints

Customer was unable to log into their Web CapTel account.

Inquire Date 9/24/2008
Record ID 8778
Call Taken By Customer Service
CA Number
Responded By CTI--JS
Response Date 9/24/2008
Resolution 9/24/2008

Customer Service discovered customer had not logged out properly the time before. Customer Service assisted customer with logging out fully and logging back in. Customer was satisfied.

CapTel--Complaints

Customer stated they are unable to place a CapTel call from a specific telephone line.

Inquire Date 9/29/2008
Record ID 8755
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 9/29/2008
Resolution 9/29/2008

Customer Service advised the customer that when the telephone line does not support CapTel and internet connectivity was available the customer could use Web CapTel. Customer understood.

CapTel--Complaints

Customer stated they were unable to register because of the validation code.

Inquire Date 9/29/2008
Record ID 8750
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 9/29/2008
Resolution 9/29/2008

Customer Service assisted customer with the online registration and validation code. Customer was satisfied.

CapTel--Complaints Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 10/3/2008
Record ID 8784
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 10/3/2008
Resolution 10/3/2008

CapTel--Complaints Customer received the "CN RESTORED" error message during the process of a Web CapTel call and did not know what that meant.

Inquire Date 10/13/2008
Record ID 8782
Call Taken By Customer Service
CA Number
Responded By CTI--JL
Response Date 10/13/2008
Resolution 10/13/2008

Customer Service explained that this message indicates that the internet connection had been interrupted and captions were restored. Customer Service suggested customer contact their internet service provider to have their internet connection tested. Customer understood.

CapTel--Complaints Customer was unable to place a call through Web CapTel.

Inquire Date 10/15/2008
Record ID 8495
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/15/2008
Resolution 10/15/2008

Customer Service directed customer to Web CapTel customer service for technical support. Customer understood.

CapTel--Complaints Customer stated they were unable to place a call using Web CapTel.

Inquire Date 10/27/2008
Record ID 8783
Call Taken By Customer Service
CA Number
Responded By CTI--ST
Response Date 10/27/2008
Resolution 10/27/2008

Customer Service advised customer to attempt to place the call again and to not use spaces between characters in the username or password. Customer understood.

CapTel--Complaints Customer was unable to place a call through Web CapTel.

Inquire Date 10/30/2008
Record ID 8497
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/31/2008
Resolution 10/31/2008

Customer Service directed customer to Web CapTel customer service for technical support. Customer understood.

CapTel--Complaints Customer stated they could not hear any of the conversation when placing a call using Web CapTel.

Inquire Date 11/10/2008
Record ID 8788
Call Taken By Customer Service
CA Number
Responded By CTI--TJ
Response Date 11/11/2008
Resolution 11/11/2008

CapTel--Complaints Customer stated there was a long lag time between what was being said on the conference call and for it to appear on the Web CapTel screen.

Inquire Date 11/14/2008
Record ID 8790
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 11/14/2008
Resolution 11/14/2008

Customer Service explained about the lag time and gave customer some tips to help with conference calls being placed through Web CapTel. Customer was satisfied.

CapTel--Complaints Customer was unable to log back into their account after their last call.

Inquire Date 11/17/2008
Record ID 8786
Call Taken By Customer Service
CA Number
Responded By CTI--JS
Response Date 11/17/2008
Resolution 11/17/2008

Customer Service discovered customer had logged out incorrectly. Customer Service assisted customer with logging out and logging back into their account. Customer was satisfied.

CapTel--Complaints Customer called in again stating that he cannot get the Mobile CapTel to work on the iphone.

Inquire Date 12/6/2008
Record ID 8513
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 12/6/2008
Resolution 12/6/2008

Lead CA apologized and attempted to gather information to return a call to customer. Customer was upset and hung up.

CapTel--Complaints Customer stated that he cannot get the Mobile CapTel to work on an iphone.

Inquire Date 12/6/2008
Record ID 8512
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 12/6/2008
Resolution 12/6/2008

Lead CA apologized and attempted to gather information to return a call to customer. Customer was upset and hung up.

CapTel--Complaints

Customer was unable to place a call using Web CapTel

Inquire Date 12/8/2008
Record ID 8792
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 12/8/2008
Resolution 12/8/2008

Customer Service sent information to the technical department. Technical department discovered that the area code and prefix customer was calling was new and needed to be updated in the system. Information was updated in the system and test call was completed successfully. Customer was satisfied.

CapTel--Complaints

Customer stated that during a Web CapTel call the captions quit transmitting.

Inquire Date 12/8/2008
Record ID 8800
Call Taken By Customer Service
CA Number
Responded By CTI--JS
Response Date 12/10/2008
Resolution 12/10/2008

Customer Service forwarded information to the technical department. Technical department was unable to discover the call from the information provided. Customer Service notified customer of technical findings and suggested customer monitor future calls and to report any issues to Customer Service with call date, time and CA number. Customer understood.

CapTel--Complaints

Customer was unable to register with Web CapTel.

Inquire Date 12/11/2008
Record ID 8794
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 12/11/2008
Resolution 12/11/2008

Customer Service discovered their email domain was blocking the activation emails and assisted the caller with registration. Customer was satisfied.

CapTel--Complaints

Customer would like their "My Telephone Number" to be automatically maintained in their Web CapTel application so they do not have to enter it every time.

Inquire Date 12/12/2008
Record ID 8804
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 12/12/2008
Resolution 12/12/2008

Customer Service apologized to the customer and stated that this was not available at this time, but stated their information would be forwarded to the Relay Manager. Customer understood.

CapTel--Complaints

Customer was unable to place a call through Web CapTel.

Inquire Date 12/17/2008
Record ID 8515
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/17/2008
Resolution 12/17/2008

Customer Service directed customer to Web CapTel customer service for technical support. Customer understood.

CapTel--Complaints Customer was unable to place a call through Web CapTel.

Inquire Date 12/26/2008 Customer Service directed customer to Web CapTel customer service for technical support.
Record ID 8516 Customer understood.
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/31/2008
Resolution 12/31/2008

CapTel--Complaints Customer was unable to access the Web CapTel on their iphone.

Inquire Date 12/26/2008 Customer Service assisted customer with updating their Java Script to allow for the access to Web CapTel. Customer was satisfied.
Record ID 8796
Call Taken By Customer Service
CA Number
Responded By CTI--JG
Response Date 12/29/2008
Resolution 12/29/2008

CapTel--Complaints Customer stated that on their iphone they were unable to process a Mobile CapTel call.

Inquire Date 1/8/2009 Customer Service discovered the customer was not in a 3G network area. Customer Service explained about the 3G network area and how that made the Mobile CapTel accessible.
Record ID 8808 Customer understood.
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 1/8/2009
Resolution 1/8/2009

CapTel--Complaints Customer stated they have received unrequested emails for a username and password reset.

Inquire Date 1/9/2009 Customer Service advised customer that if someone types in a username the same as theirs the email will get sent to that user name's registered email for security reasons. Customer understood.
Record ID 8809
Call Taken By Customer Service
CA Number
Responded By CTI--JS
Response Date 1/9/2009
Resolution 1/9/2009

CapTel--Complaints Customer stated they were unable to register because of the validation code.

Inquire Date 1/16/2009 Customer Service assisted customer with the online registration and validation code.
Record ID 8810 Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By CTI--ST
Response Date 1/16/2009
Resolution 1/16/2009

CapTel--Complaints

Customer was unable to connect to the Web CapTel site and place a call.

Inquire Date 1/22/2009
Record ID 8815
Call Taken By Customer Service
CA Number
Responded By CTI--KW
Response Date 1/22/2009
Resolution 1/22/2009

Customer Service assisted customer with clearing the memory cache to be able to log into the website. Customer was satisfied.

CapTel--Complaints

Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 1/27/2009
Record ID 8812
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 1/27/2009
Resolution 1/27/2009

Customer Service explained Web CapTel and compatibility with a digital telephone line. Customer was satisfied.

CapTel--Complaints

Customer was unable to connect to the Web CapTel site and place a call.

Inquire Date 1/29/2009
Record ID 8806
Call Taken By Customer Service
CA Number
Responded By CTI--JG
Response Date 1/29/2009
Resolution 1/29/2009

Customer Service assisted customer with clearing the memory cache to be able to log into the website. Customer was satisfied.

CapTel--Complaints

Customer was unable to connect to the Web CapTel site and place a call.

Inquire Date 1/30/2009
Record ID 8807
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 1/30/2009
Resolution 1/30/2009

Customer Service assisted customer with clearing the memory cache to be able to log into the website. Customer was satisfied.

CapTel--Complaints

Customer stated that they were disconnected on their Web CapTel call by the CapTel OPR.

Inquire Date 2/1/2009
Record ID 8525
Call Taken By Customer Service
CA Number 6043
Responded By Julie
Response Date 2/2/2009
Resolution 2/2/2009

Customer Service forwarded the issue to Web CapTel Customer Service. Web CapTel discovered there was a technical issue with the audio of the call and apologized to the customer for the call disconnection. Technical issue has been resolved at the workstation. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to process a call using Hamilton Web CapTel.

Inquire Date 2/2/2009
Record ID 8819
Call Taken By Customer Service
CA Number
Responded By CTI-JS
Response Date 2/2/2009
Resolution 2/2/2009

Customer Service forwarded information to technical department. Technical department discovered that customer lost audio connection on their call and this resulted in the CA being unable to provide captions. Customer Service informed customer of what technical discovered. Customer understood.

CapTel--Complaints

Customer is having technical issue with Web CapTel.

Inquire Date 2/4/2009
Record ID 8524
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/4/2009
Resolution 2/4/2009

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

CapTel--Complaints

Customer was unable to connect to the Web CapTel site and place a call.

Inquire Date 2/9/2009
Record ID 8817
Call Taken By Customer Service
CA Number
Responded By CTI--JG
Response Date 2/10/2009
Resolution 2/10/2009

Customer Service assisted customer with clearing the memory cache to be able to log into the website. Customer was satisfied.

CapTel--Complaints

Customer was unable to connect to the Web CapTel site and place a call.

Inquire Date 2/13/2009
Record ID 8828
Call Taken By Customer Service
CA Number
Responded By CTI-JL
Response Date 2/13/2009
Resolution 2/13/2009

Customer Service assisted customer with clearing the memory cache to be able to log into the website. Customer was satisfied.

CapTel--Complaints

Customer stated that they continue to lose connection with Web CapTel during the middle of a call.

Inquire Date 2/13/2009
Record ID 8823
Call Taken By Customer Service
CA Number
Responded By CTI--TJ
Response Date 2/13/2009
Resolution 2/13/2009

Customer Service advised customer that a wireless connection was not the most stable set up and recommended that the internet connection be plugged directly into the internet modem with an ethernet cable when possible. Customer understood.

CapTel--Complaints

Customer was unable to place a call using Web CapTel.

Inquire Date 2/17/2009
Record ID 8818
Call Taken By Customer Service
CA Number
Responded By CTI--TJ
Response Date 2/17/2009
Resolution 2/17/2009

Customer Service forwarded information to the technical department. Technical department discovered that the area code and prefix had not been updated in the system. Technical department updated the NPA NXX in the system and customer was able to place a call. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to register because of the validation code.

Inquire Date 2/23/2009
Record ID 8821
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 2/23/2009
Resolution 2/23/2009

Customer Service assisted customer with the online registration and validation code. Customer was satisfied.

CapTel--Complaints

Customer was attempting to retrieve a lost password and change their email address using the AOL browser.

Inquire Date 2/25/2009
Record ID 8822
Call Taken By Customer Service
CA Number
Responded By CTI-JG
Response Date 2/25/2009
Resolution 2/25/2009

Customer Service explained that it was recommended to do these changes using Internet Explorer and not the AOL browser. Customer understood.

CapTel--Complaints

Customer inquired if accessibility to the website was still available even though the security certificate had expired.

Inquire Date 3/2/2009
Record ID 8829
Call Taken By Customer Service
CA Number
Responded By CTI-JG
Response Date 3/2/2009
Resolution 3/2/2009

Customer Service confirmed that accessibility was still available and issue was resolved with certificate. Customer was satisfied.

CapTel--Complaints

Customer was unable to log into Web CapTel to place a call.

Inquire Date 3/2/2009
Record ID 8526
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/3/2009
Resolution 3/3/2009

Customer Service directed customer to Web CapTel Customer Service for technical issue with account log in. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to register because of the validation code.

Inquire Date 3/9/2009
Record ID 8830
Call Taken By Customer Service
CA Number
Responded By CTI--MMO
Response Date 3/9/2009
Resolution 3/9/2009

Customer Service assisted customer with the online registration and validation code.
Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to enter numbers in the "Number to Dial" field.

Inquire Date 3/17/2009
Record ID 8832
Call Taken By Customer Service
CA Number
Responded By CTI-JG
Response Date 3/17/2009
Resolution 3/17/2009

Customer Service discovered customer had their Numbers Lock on and this was why they were unable to enter the numbers. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to register because of the validation code.

Inquire Date 3/17/2009
Record ID 8838
Call Taken By Customer Service
CA Number
Responded By CTI--KW
Response Date 3/17/2009
Resolution 3/17/2009

Customer Service assisted customer with the online registration and validation code.
Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to log into Web CapTel to place a call.

Inquire Date 3/19/2009
Record ID 8833
Call Taken By Customer Service
CA Number
Responded By CTI--TJ
Response Date 3/19/2009
Resolution 3/19/2009

Customer Service assisted customer in retrieving their password and resetting their account.
Customer was satisfied.

CapTel--Complaints

Customer stated they have been unable to set up an account with Web CapTel.

Inquire Date 3/20/2009
Record ID 8834
Call Taken By Customer Service
CA Number
Responded By CTI--ST
Response Date 3/20/2009
Resolution 3/20/2009

Customer Service explained that User Name could not contain any special characters or spaces between words.

CapTel--Complaints

Customer stated they were unable to register because of the validation code.

Inquire Date 3/23/2009
Record ID 8839
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 3/23/2009
Resolution 3/23/2009

Customer Service assisted customer with the online registration and validation code.
Customer was satisfied.

CapTel--Complaints

Customer stated that they were unable to connect. Customer sent another email stating that everything was fine now.

Inquire Date 4/1/2009
Record ID 8840
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 4/1/2009
Resolution 4/1/2009

Customer Service sent email requesting error information and then second email from customer was received. Customer was satisfied.

CapTel--Complaints

Customer was unable to place a call through the relay.

Inquire Date 4/8/2009
Record ID 8844
Call Taken By Customer Service
CA Number
Responded By CTI--JL
Response Date 4/8/2009
Resolution 4/8/2009

Customer Service forwarded information to the technical department. Technical department updated the system with the new NPA NXX to include the requested area code and prefix of the call. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to register for Web CapTel service.

Inquire Date 4/8/2009
Record ID 8845
Call Taken By Customer Service
CA Number
Responded By CTI--JG
Response Date 4/8/2009
Resolution 4/8/2009

Customer Service assisted customer in locating the activation email in their spam folder and completing their registration. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to register because of the validation code.

Inquire Date 4/14/2009
Record ID 8848
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 4/14/2009
Resolution 4/14/2009

Customer Service assisted customer with the online registration and validation code.
Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to log into their Web CapTel account.

Inquire Date 4/27/2009
Record ID 8847
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 4/27/2009
Resolution 4/27/2009

Customer Service explained how to retrieve a lost or forgotten password. Customer was satisfied.

CapTel--Complaints

Customer stated their CapTel telephone does not work on a digital telephone line and inquired what other service was available.

Inquire Date 4/29/2009
Record ID 8851
Call Taken By Customer Service
CA Number
Responded By CTI--MF
Response Date 4/29/2009
Resolution 4/29/2009

Customer Service explained Web CapTel and compatability with a digital telephone line. Customer was satisfied.

CapTel--Complaints

Customer would like to use the same username for both Hamilton and Sprint service.

Inquire Date 5/13/2009
Record ID 8861
Call Taken By Customer Service
CA Number
Responded By CTI--JR
Response Date 5/13/2009
Resolution 5/13/2009

Customer Service explained that the usernames must be different for both services. Customer understood.

CapTel--Complaints

Customer stated they were unable to log into their Web CapTel account.

Inquire Date 5/13/2009
Record ID 8852
Call Taken By Customer Service
CA Number
Responded By CTI--JR
Response Date 5/13/2009
Resolution 5/13/2009

Customer Service explained how to retrieve a lost or forgotten password. Customer was satisfied.

CapTel--Complaints

Customer stated they did not receive any captions when using Web CapTel on their conference call.

Inquire Date 5/14/2009
Record ID 8853
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 5/14/2009
Resolution 5/14/2009

Customer Service placed a test call to the conference line that was successful and explained to the customer how to place a Web CapTel call to the conference bridge. Customer was satisfied.

CapTel--Complaints

Customer was unable to receive captions on their call using Web CapTel.

Inquire Date 5/15/2009
Record ID 8862
Call Taken By Customer Service
CA Number
Responded By CTI--EY
Response Date 5/15/2009
Resolution 5/15/2009

Customer Service explained that IE 7.0 was required to display captions correctly. Customer understood.

CapTel--Complaints

Customer stated they were unable to leave a message for their friend who uses Web CapTel and they could do that before.

Inquire Date 5/20/2009
Record ID 8863
Call Taken By Customer Service
CA Number
Responded By CTI--ST
Response Date 5/20/2009
Resolution 5/20/2009

Customer Service explained that they are able to leave a message for the Web CapTel customer only when they are actively logged in and waiting for a call. If the Web CapTel user was not logged in the caller will hear a recording indicating that the Web CapTel user was not available.

CapTel--Complaints

Customer stated they were unable to log into their Web CapTel account.

Inquire Date 5/26/2009
Record ID 8855
Call Taken By Customer Service
CA Number
Responded By CTI--ST
Response Date 5/26/2009
Resolution 5/26/2009

Customer Service explained how to retrieve a lost or forgotten password. Customer was satisfied.

CapTel--Complaints

Customer stated they were not receiving captions on their Web CapTel call.

Inquire Date 5/28/2009
Record ID 8858
Call Taken By Customer Service
CA Number
Responded By CTI--JG
Response Date 6/3/2009
Resolution 6/3/2009

Customer Service recommended checking web browser settings and testing internet connection speed for issues that could possible interfere with captions appearing on the monitor. Customer was satisfied.

CapTel--Complaints

Customer stated they were unable to log into their Web CapTel account.

Inquire Date 5/29/2009
Record ID 8860
Call Taken By Customer Service
CA Number
Responded By CTI--JG
Response Date 5/29/2009
Resolution 5/29/2009

Customer Service explained how to retrieve a lost or forgotten password. Customer was satisfied.
