WebCapTel
FCC Complaint Log 2009

Complaint Tracking for WebCapTel (06/01/2008-05/31/2009). Total Customer Contacts: 49

Tally	Date of Complaint	Nature of Complaint	Date & Time Resolved	Explanation of Resolution or Status
1	7/2/2008	Accuracy of captions	7/2/2008 2:15:00 PM	Customer Service Representative shared call sample with Call Center management and confirmed that follow up by this captionist's (CA's) supervisor with the CA has occurred. This CA is being coached on transcription call handling and will be monitored for quality captioning provision. Sent communications detailing this action to customer.
2	7/2/2008	Internet Connection problems	7/7/2008 9:05:00 AM	Identified lag time on 2 specific calls where the customer experienced "CN restored." Researched the calls and advised the customer as one action to upgrade their Internet Explorer browser to v 7.0.
3	7/3/2008	Technical General	7/3/2008 3:30:00 PM	WebCapTel customer reported intermittent ability to make a WebCapTel call for a short period of time on Friday afternoon July 3 2008. The majority of WebCapTel users experienced no difficulties placing calls. The source of the technical difficulty was identified by CapTel technical support and resolved on July 3rd at 4:30 pm. The WebCapTel service level met and/or exceed requirements for the day.
4	7/11/2008	Internet Connection problems	7/11/2008 2:05:00 PM	Explained that an interruption in the customer's internet connection would cause a CN RESTORED message to appear on the captioning screen.
5	8/11/2008	Internet Connection problems	8/11/2008 3:25:00 PM	Explained that an interruption in the customer's Internet connection would cause a CN RESTORED message to appear on the captioning screen.
6	8/19/2008	Technical General	8/19/2008 10:00:00 AM	Customer reported an incident of captions stopping in middle of call. Investigated and put in place a technical adjustment to remedy the circumstance. Customer reports all is well.
6	8/1/2008	Technical General	8/26/2008 9:00:00 AM	Customer reported one number they were unable to dial through the captioning service. Identifying this particular number used a new area code and prefix that needed to be added to the CapTel system. Remedied the circumstance by adding the area code and prefix to the system allowing this number to be dialed successfully.
7	8/19/2008	Internet Connection problems	8/19/2008 3:20:00 PM	Reviewed with WebCapTel user how sometimes data packets sending captions to the computer can be interrupted if the Internet connection is not solid or has heavy traffic.
8	9/3/2008	Technical General	9/3/2008 8:25:00 AM	Informed customer there were technical difficulties that the captionist was experiencing during the call. Apologize for the incidence and informed the customer that the issue was resolved.
9	9/10/2008	Accuracy of captions	9/10/2008 3:45:00 PM	Customer sent over transcript from WebCapTel call and indicated that Speaker Unclear was used many times during the conversation. Details of call was reviewed by captioning center supervisor with Captionist.

10	9/30/2008	Accuracy of captions	9/30/2008 8:45:00 AM	Customer shared feedback regarding accuracy of captions and provided specific call data. Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow-up.
11	10/6/2008	Technical General	10/6/2008 1:40:00 PM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the Sprint WebCapTel Service. Issue resolved.
12	10/27/2008	Internet Connection problems	10/28/2008 3:15:00 PM	WebCapTel user says on 3 recent calls captions stopped during the call. Found that the connection to the Internet appears to have dropped and caused the loss of captions. He was using a router and will make sure he has updated his router firmware to current level to see if that helps.
13	10/30/2008	Technical General	10/30/2008 3:10:00 PM	WebCapTel customer reported she could not make a WebCapTel call. The source of the technical difficulty was identified by CapTel technical support and resolved promptly. The WebCapTel service level met and/or exceeded requirements for the day.
14	10/30/2008	Technical General	10/30/2008 3:25:00 PM	WebCapTel customer reported he could not make a WebCapTel call. The source of the technical difficulty was identified by CapTel technical support and resolved promptly. The WebCapTel service level met and/or exceeded requirements for the day.
15	10/30/2008	Technical General	10/30/2008 3:05:00 PM	WebCapTel customer reported she could not make a WebCapTel call. The source of the technical difficulty was identified by CapTel technical support and resolved promptly. The WebCapTel service level met and/or exceeded requirements for the day.
16	10/30/2008	Technical General	10/30/2008 3:15:00 PM	WebCapTel customer reported she could not make a WebCapTel call. The source of the technical difficulty was identified by CapTel technical support and resolved promptly. The WebCapTel service level met and/or exceeded requirements for the day.
17	11/10/2008	Technical General	11/10/2008 1:30:00 PM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the Sprint WebCapTel Service. Issue resolved.
18	11/11/2008	Internet Connection problems	11/11/2008 11:30:00 AM	Advised customer that her loss of captions seemed to be related to her Internet connection rather than a disconnect at captioning service.
19	11/14/2008	Captions lag too far behind voice.	11/14/2008 4:15:00 PM	Customer shared feedback regarding delay of captions during their call. Investigation indicates that there was severe static and echo that interefered with the ability of the captionist to quickly caption the call. Advised customer to have phone and/or line checked for trouble. Also provided details of system minimum specifications as customer was not using recommended browser level.

20	11/20/2008	Technical General	11/20/2008 3:55:00 PM	Sprint WebCapTel user reported losing captions after start of call. Technical support made a minor adjustment to a setting on the website that improved customer's experience. Also advised customer to clear their cache.
21	11/20/2008	Internet Connection problems	11/21/2008 4:00:00 PM	Captions stopped in middle of WebCapTel call. Subsequent calls went through fine. Investigation showed the internet connection seemed to have dropped call.
22	12/5/2008	Technical General	12/5/2008 5:00:00 PM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.
23	12/12/2008	Captions - Stop in middle of call	12/12/2008 9:25:00 AM	Customer reported interruptions on captions on some long calls which he attributed to the CA failing to complete the call. Customer Service Rrepresentative assured customer that calls are captioned to the end no matter how long.
24	12/15/2008	Technical General	12/15/2008 12:25:00 PM	Customers privacy manager was blocking the callback for the WebCapTel users audio telephone connection due to the number coming in as unknown. Technical support made an adjustment to allow the callback to show the number. Confirmed this resolved the issue.
25	12/22/2008	Internet Connection problems	12/22/2008 11:00:00 AM	Advised customer to check her Internet connection or router to find reason for disconnected captions.
26	12/26/2008	Internet Connection problems	12/26/2008 9:45:00 AM	Consumer sent email indicating difficulty getting captions on WebCapTel calls. Subsequent attempt at contact unsuccessful. Repeated emails asking for more information have gone unanswered.
27	1/12/2009	Technical General	1/12/2009 8:20:00 AM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.
28	1/23/2009	Technical General	1/23/2009 5:30:00 PM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.
29	1/23/2009	Captions lag too far behind voice.	1/23/2009 5:30:00 PM	Customer shared general feedback regarding slowness of captions behind the voice during her call. Customer Service Representative apologized for incidence and thanked customer for the feedback. Let customer know that if she reports a date time and agent number we can take specific follow up with the captionist and their supervisor for additional training or quality monitoring.
30	2/16/2009	Technical General	2/16/2009 4:15:00 PM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through Sprint WebCapTel. Issue resolved.

31	2/23/2009	Internet Connection problems	2/23/2009 8:30:00 AM	Explained that CN RESTORED appearing on caption screen indicates an interruption to internet connection carrying captioning data stream. Recommended checking for issues with internet connection.
32	2/23/2009	Internet Connection problems	2/23/2009 3:40:00 PM	Explained that satellite internet service may not be stable enough to carry caption data stream during WebCapTel calls. Recommended contacting Internet provider regarding improving connection quality.
33	3/2/2009	Captions lag too far behind voice.	3/2/2009 2:30:00 PM	Customer shared detail regarding a specific call with captionist which he felt had too much delay time. Customer Service researched the specific call and followed up with the Director of Call Center Operations. The Director in turn has brought this captioinist's performance to the attention of captionist's supervisor. The supervisor will do more monitoring of this captionist to make sure that the captionist performs consistently well on all calls the captionis captions. This was a recorded call thus more challenging to transcribe. Training and monitoring will be done to make sure the captionist is more proficient on all types of calls.
34	3/4/2009	Technical General	3/6/2009 5:00:00 PM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue resolved.
35	3/11/2009	Accuracy of captions	3/11/2009 1:20:00 PM	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service suggested customer document the date time and agent number of any future calls to allow us to take specific action with the captionist captioning the call.
36	3/16/2009	Internet Connection problems	3/16/2009 4:50:00 PM	Informed customer that wireless Internet connection is not ideal since this can cause lose of connection which is bringing the message "CN RESTORED" on their browser.
37	3/18/2009	Technical General	3/18/2009 10:25:00 AM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.

38	3/24/2009	Captions lag too far behind voice.	3/24/2009 9:30:00 AM	Customer shared feedback regarding delay of captions during their WebCapTel call. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information provided was shared with the captioning service supervisor for follow up.
39	3/31/2009	Internet Connection problems	3/31/2009 9:20:00 AM	Advised customer that their use of an unstable wireless router connection was contributing to their transmission difficulties using Sprint WebCapTel service.
40	4/1/2009	Internet Connection problems	4/2/2009 4:40:00 PM	WebCapTel user was asking about calls where captions stopped and he saw a message "CN Restored". Advised him that this is due to his Internet connection dropping data packets. He is contacting his IT support for assistance.
41	5/1/2009	Technical General	5/1/2009 11:15:00 AM	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue resolved.
42	5/5/2009	Technical General	5/5/2009 11:30:00 AM	Customer briefly experienced error message due to recent site upgrade. This error message was related to a known issue with Microsoft Internet Explorer related to the implementation of a new video on the web site. Site developers made an adjustment. Customer is now able to access website and use the WebCapTel service
43	5/12/2009	Internet Connection problems	5/12/2009 1:35:00 PM	Explained to consumer that "CN Restored" means the Internet connections that process the data packets from the captioning service were interrupted.
44	5/13/2009	Technical General	5/13/2009 8:40:00 AM	Added new area code and prefix to database so that customer could use cell phone to place and receive calls through Sprint WebCapTel. Issue resolved.
45	5/13/2009	Internet Connection problems	5/13/2009 8:55:00 AM	Explained that "CN RESTORED" appearing on caption screen indicates an interruption to internet connection carrying captioning data stream. Recommended checking for issues with internet connection.
46	11/7/2008	Internet Connection problems	11/7/2008 1:30:00 PM	Customer emailed regarding a problematic WebCapTel call where they had no caption support on the call. Customer Service Representative noted this incidence could be due to their internet connection's inability to maintain a steady data connection to support captions. Customer Service posed questions regarding the customer's internet set up. Customer Service repeated follow up inquires did not bring a reply from the customer.
47	5/11/2009	Captions lag too far behind voice.	5/15/2009 4:30:00 PM	Customer provided call information for an isolated incidence where the switching of captionists on the call was slower than usual using the Sprint WebCapTel service. Cucstomer Service Representative sent information to Captioning Center Management who then followed up on the matter. Informed customer of this follow up.
48	5/18/2009	Internet Connection problems	5/19/2009 3:15:00 PM	Explained that instability in wireless Internet connection can cause interruptions to captions during WebCapTel call.

49	5/27/2009	Internet Connection problems	5/27/2009 4:20:00 PM	Explained that appearance of "CN RESTORED" on WebCapTel caption screen indicates an interruption to the connection to the captioning service. Advised contacting satellite Internet service provider to inquire about strengthening customer's Internet connection.