



**CapTel FCC Complaint Log
2009**

Sprint CapTel FCC Log Report. Total number Contacts: 241

| Tally | Date of Complaint | Nature of Complaint | Date Resolved | Explanation of Resolution or Status |
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| 1 | 6/2/2008 | Technical - General | 6/2/2008 | 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. |
| 2 | 6/3/2008 | Captions Lag too far behind voice | 6/3/2008 | Customer shared feedback regarding delay of captions during their call. Customer Service Representative apologized for incidence and thanked customer for the feedback. Reported incidence to Call Center personnel for follow up with the agent. |
| 3 | 6/4/2008 | Technical - General | 6/4/2008 | 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. |
| 4 | 6/4/2008 | Accuracy of captions | 6/4/2008 | Customer shared feedback regarding accuracy of captions. CS Rep 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. Additional coaching in call handling skills was provided to the CA as a result. Advised customer accordingly. Customer satisfied. |
| 5 | 6/6/2008 | Unable to make Spanish Captioned call | 6/6/2008 | All Spanish operators were occupied at the time of customer's call attempt. Advised customer to try again after a few moments or to remain in queue until an operator becomes available. Customer confirmed ability to make a successful call. |
| 6 | 6/11/2008 | Accuracy of captions | 6/11/2008 | Investigated and identified the cause of no captions on the call. Shared incidence with the call center manager who followed up with the agent and their supervisor accordingly. Apologize to the customer for the inconvenience this caused. Agent monitored for captioning performance. |
| 7 | 6/12/2008 | Technical - General | 6/12/2008 | 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. |
| 8 | 6/13/2008 | Technical - General | 6/13/2008 | 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. |

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| 9 | 6/13/2008 | Technical - General | 6/13/2008 | Long distance network problem identified where initial call from new unit to "commission" the phone was 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. |
| 10 | 6/16/2008 | Accuracy of captions | 6/16/2008 | Customer shared feedback regarding accuracy of captions. Customer Service advised customer that it would be most helpful to have a sampling of what the customer is seeing to determine if the captioning is affected by phone line quality (dropping characters in the words) or actual agent performance. Told customer if she documents the date, time, sample errors and agent ID we can do specific follow up with the captionist at the Call Center. We can also advise the customer whether the customer's experience is caused by poor data connection quality or agent at the Captioning Service. Customer has chosen not to provide specific follow up. |
| 11 | 6/16/2008 | Captions - stop in middle of call | 6/16/2008 | Researched call and found no technical or human factor for call disruption at the center end. Explained that one time occurrence of captions stopping during a call may be attributed to a bad connection thus disruption in the call's data connection. Customer noted this was a one time incidence of numerous calls she has made. Advised customer to contact us should this experience occur again. |
| 12 | 6/17/2008 | Billing - General | 6/17/2008 | Confirmed with the customer that the default relay carrier billing charges appear on his bill prior to customer's carrier of choice registration date, due to his home carrier of choice not being registered with CapTel. Explained to customer that now that he is registered, he will receive billing according to his home carrier of choice. Advised consumer of the many ways carrier of choice registration is brought to CapTel consumer's attention. |
| 13 | 6/18/2008 | Technical - General | 6/18/2008 | 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. |
| 14 | 6/19/2008 | Accuracy of captions | 6/19/2008 | Customer shared feedback regarding accuracy of captions. CS Rep apologized advised customer we can follow up if provided more details. Suggested customer document the date, time, and CA # of any future calls. With this detail in hand CapTel Customer Service can follow up with Call Center personnel and the CA on the call. Customer stated they would do this, but we have not heard back from the customer. |

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| 15 | 6/19/2008 | Disconnect/Reconnect during calls | 6/19/2008 | 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. |
| 16 | 6/23/2008 | Technical - General | 6/23/2008 | 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. |
| 17 | 6/23/2008 | Disconnect/Reconnect during calls | 6/23/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 18 | 6/24/2008 | Technical - General | 6/24/2008 | 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. |
| 19 | 6/24/2008 | Answering machine message retrieval | 6/24/2008 | Customer shared feedback regarding accuracy of captions while retrieving an auto answer message. Customer Service apologized for incidence and investigated call. Customer Service advised customer of a technical difficulty recorded by the agent on the call that contributed to the customer's experience. Customer noted this was indeed a unique experience that he had not seen before. |
| 20 | 6/26/2008 | Accuracy of captions | 6/30/2008 | Customer shared feedback regarding accuracy of captions. CS Rep 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. This CA's calls were monitored for quality and coaching for call handling skills was provided. Customer satisfied. |
| 21 | 6/26/2008 | Accuracy of captions | 6/30/2008 | Customer shared feedback regarding accuracy of captions. CS Rep 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. This CA's calls were monitored for quality and coaching for call handling skills was provided. Customer satisfied. |
| 22 | 6/27/2008 | Billing - General | 6/27/2008 | Collected information and took appropriate action. |
| 23 | 6/30/2008 | Dialing Issue - Unable to dial regional 800 number | 6/30/2008 | Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. |
| 24 | 6/30/2008 | Captions - stop in middle of call | 7/1/2008 | Advised customer that dropped call from cell phone user may have been cause of captions stopping during call. |
| 25 | 7/1/2008 | Disconnect/Reconnect during calls | 7/1/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |

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| 26 | 7/2/2008 | Technical - General | 7/7/2008 | Provided customer with alternate toll-free number to use when trying to reach a specific regional automated system from the CapTel phone. Customer found resolution satisfactory. |
| 27 | 7/2/2008 | Disconnect/Reconnect during calls | 7/2/2008 | 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 and also discussed the option of contacting their local telephone provider to check the quality of their phone lines. |
| 28 | 7/3/2008 | Service - General | 7/3/2008 | Investigated customer's documented call. Explained to customer that the captionist documented a trouble ticket on the call indicating a technical difficulty. This resulted in a drop in the data connection to the Call Center. Customer Service Representative educated customer on the option of turning off and turning on captions at any time during a 2-Line CapTel call to reconnect to the Captioning Service while the other party remains connected on Line 1. Customer satisfied. |
| 29 | 7/9/2008 | Accuracy of captions | 7/9/2008 | Customer shared feedback regarding accuracy of captions. CS Rep 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. Suggested customer document the date, time, CA # for more specific follow up. |
| 30 | 7/9/2008 | Captions Lag too far behind voice | 7/9/2008 | Customer shared feedback regarding delay of captions during their call. Customer provided specific call detail. Customer Service apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. No technical issues identified, although agent will be monitored closely. |
| 31 | 7/10/2008 | Accuracy of captions | 7/10/2008 | Discussed need for specific information in order to investigate problematic calls. Suggested customer document the date, time, CA # for more specific follow up in the future. Customer understands, and will document any future caption quality issues. |
| 32 | 7/14/2008 | Disconnect/Reconnect during calls | 7/14/2008 | Explained the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and provided tips to reduce occurrence. Advised customer to program Call Waiting block code in menu of CapTel phone to avoid disconnection phenomenon on captioned calls. |

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| 33 | 7/14/2008 | Service - General | 7/15/2008 | Customer shared feedback regarding the service of a specific captionist during some Spanish captioned calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved. |
| 34 | 7/15/2008 | Accuracy of captions | 7/15/2008 | Customer shared general feedback regarding accuracy of captions. Customer had no specific call she wanted to investigated. Customer Service Representative apologized for this experience and thanked customer for the feedback. Customer Service Representative explained that with specific call details (date, time, CA # and example of error noted) we can determine the cause of the captioning issue or follow up with the specific agent. Customer stated she will document any future incidence. Customer has not gotten back to us with specifics at end of month. |
| 35 | 7/17/2008 | Accuracy of captions | 7/17/2008 | Customer shared feedback regarding a word error during a call that was not corrected. Customer Service Representative thanked customer for the feedback and informed the customer that this information was shared with appropriate captioning service staff for follow up with the agent to stress the importance of corrections. |
| 36 | 7/17/2008 | Captions - stop in middle of call | 7/17/2008 | Customer reported incidence regarding cessation of captions during a call. Customer Service Representative apologized for incidence, thanked customer for reporting such incidence. Customer Service identified call noted and reported such to Call Center Management for follow up with the agent and agent's supervisor. Further advised this 2-Line CapTel user that at any time she may get a new agent by turning captions off then on again. This will allow customer to re-establish a connection with a new agent via Line 2, and keep the voice party connected on Line 1. |
| 37 | 7/22/2008 | Accuracy of captions | 7/22/2008 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for the incident. Suggested customer document the date, time, agent ID for more specific follow up at the captioning center to best determine the cause of the caption quality issue. Customer agreed to do so. |
| 38 | 7/23/2008 | Billing - General | 7/29/2008 | Collected information and took appropriate action. Customer appreciated assistance provided. |

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| 39 | 7/24/2008 | Billing - General | 7/24/2008 | Customer mistakenly provided the wrong phone number for carrier registration via email to CapTel Customer Service. The number customer gave was what was entered in the system, thus when the correct number was used to place a call our system sent billing to the default carrier for a long distance call. CapTel Customer Service corrected customer's registration records with correct phone number once brought to our attention. This remedied the circumstance. |
| 40 | 7/25/2008 | Captions - dropped characters/garbled text | 7/25/2008 | Advised customer to check the connections between the CapTel and the wall jack. When she asked for someone to visit her home, CSR referred her to CTAP. |
| 41 | 7/29/2008 | Billing - General | 8/4/2008 | Collected information and took appropriate action to remedy circumstance to customer's satisfaction. |
| 42 | 7/29/2008 | Disconnect/Reconnect during calls | 7/29/2008 | E-mailed customer information explaining the difference between a CapTel and a traditional phone; why disconnection/reconnection might be occurring; and tips to reduce their occurrence. As a result, incidence of disconnections has not since occurred. |
| 43 | 8/1/2008 | Billing - General | 8/1/2008 | Collected information from customer and took appropriate action with the default carrier. |
| 44 | 8/4/2008 | Disconnect/Reconnect during calls | 8/4/2008 | Sent customer a letter explaining the difference between a CapTel and a traditional phone. Letter explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence. |
| 45 | 8/6/2008 | Disconnect/Reconnect during calls | 8/6/2008 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 46 | 8/6/2008 | Accuracy of captions | 8/6/2008 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for customer's experience and reported examples to the Call Center. Requested customer document the date, time, agent ID for more specific follow up with the agent on the call. |
| 47 | 8/7/2008 | Captions Lag too far behind voice | 8/7/2008 | Customer shared feedback regarding delay of captions during their call. Customer Service apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, agent ID for more specific follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission. |
| 48 | 8/12/2008 | Disconnect/Reconnect during calls | 8/12/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |

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| 49 | 8/15/2008 | Accuracy of captions | 8/15/2008 | A DDTP representative called to share results of a test call and the accuracy of the call. Reported the shared detail with Call Center Management for follow up with the CA. CA's performance is being monitored. Reported back to DDTP representative the action taken. Representative expressed satisfaction with the action taken and follow up. |
| 50 | 8/15/2008 | Accuracy of captions | 8/15/2008 | Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Called customer to follow up after not getting any reply regarding agent's time or date of a unsatisfactory call. Discussed caption quality, and he said the quality has gotten better. Explained the differences between live captioning and closed-captioning of pre-recorded TV programs, and how errors appear and are corrected on the CapTel. Advised documenting date, time and agent ID of any calls with poor captions and no corrections, and contact technicians for investigation. |
| 51 | 8/19/2008 | Disconnect/Reconnect during calls | 8/19/2008 | Sent customer detailed letter explaining the difference between a CapTel and a traditional phone. Letter explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence. |
| 52 | 8/20/2008 | Disconnect/Reconnect during calls | 8/20/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 53 | 8/21/2008 | Disconnect/Reconnect during calls | 8/21/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 54 | 8/21/2008 | Accuracy of captions | 8/22/2008 | Customer shared feedback regarding accuracy of captions. Customer says that sometimes captions are very good and other times captions have errors more than usual. Suggested customer document the date, time, agent ID for more specific follow up. Customer has not gotten back to customer service with any additional detail. |
| 55 | 8/25/2008 | Technical - General | 8/25/2008 | 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. |
| 56 | 8/25/2008 | Disconnect/Reconnect during calls | 8/25/2008 | Discussed with customer about disconnections during calls and explained the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and provided tips to reduce their occurrence. |

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| 57 | 8/26/2008 | Technical - General | 8/26/2008 | Customer reported incidence where the agent never started captioning on a call 8/26/08 at 2:20 pm Central Time. Investigation identified a workstation difficulty and notation that the workstation was repaired prior to the customer's call. Reported positive resolution to the customer, and apologized for this incidence. Customer had re-dialed her call successfully after noting the difficulty. |
| 58 | 8/26/2008 | Disconnect/Reconnect during calls | 8/26/2008 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 59 | 8/28/2008 | Technical - General | 8/28/2008 | Customer says agent was very slow to begin captioning on a call on 8/28/08 at 11:08 am. Investigated incidence and identified a technical difficulty on this call. Customer Service Representative apologized to customer for this occurrence. |
| 60 | 8/29/2008 | Service - General | 9/2/2008 | Customer shared feedback regarding the service of some captionists during some Spanish captioned calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved. |
| 61 | 8/29/2008 | Disconnect/Reconnect during calls | 9/2/2008 | 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. |
| 62 | 9/1/2008 | Technical - General | 9/2/2008 | Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user. |
| 63 | 9/3/2008 | Accuracy of captions | 9/3/2008 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. CS suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. |
| 64 | 9/3/2008 | Disconnect/Reconnect during calls | 9/3/2008 | Sent customer email explaining the difference between a CapTel and a traditional phone. Email explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence. |

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| 65 | 9/3/2008 | Technical - General | 9/3/2008 | Customer reported that agent appeared on the display but no captioning occurred on a call on 9/3/08 at 9:08 am Central Time. Investigation shows that the agent experienced technical difficulties and the supervisor sent a message of technical difficulty and disconnected the call. Customer re-dialed her call successfully. Customer Service representative apologized for this incidence. Customer satisfied. |
| 66 | 9/4/2008 | Technical - General | 9/4/2008 | Customer reported incidence where a CA # appeared but no captions followed on a call 9/4/08 at 12:33 pm Central Time. Investigation identified a workstation difficulty and notation that the workstation has been serviced. Apologized for this incidence. Customer had re-dialed her call successfully after noting the difficulty. |
| 67 | 9/9/2008 | Technical - General | 9/9/2008 | Customer reported receiving a "technical difficulties" message while on a call. Customer Service investigated and advised the there was a technical difficulty at the workstation serving her call, thus she was advised to hang up and re-dial. Customer Service representative apologized for the incidence and informed the customer that the issue was corrected once the call was disconnected. |
| 68 | 9/10/2008 | Captions Lag too far behind voice | 9/10/2008 | Customer shared feedback regarding seconds of delay of captions during their call feeling awkward. Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service representative explained how the voice recognition works and how there will be seconds of delay behind the voice as the captions are generated. Advised customer how they can fill those moments of time while reading captions and awaiting new ones. |
| 69 | 9/10/2008 | Accuracy of captions | 9/10/2008 | Customer shared feedback regarding accuracy of captions. Customer Service 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. Suggested customer document the date, time, agent ID for more specific follow up. |
| 70 | 9/10/2008 | Captions Lag too far behind voice | 9/10/2008 | Customer shared that she felt her calls are captioned better during the week compared to the weekend. Customer was advised if they wish they can document a date, time and agent ID allowing us to take specific follow up with a particular captionist and their supervisor. Customer has not gotten back to us with any specifics. |
| 71 | 9/12/2008 | Billing - General | 9/12/2008 | Phone company reimbursed customer for the bill. Customer satisfied. |

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| 72 | 9/15/2008 | Accuracy of captions | 9/15/2008 | Customer shared feedback regarding accuracy of captions on his call. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. CS suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. |
| 73 | 9/15/2008 | Technical - General | 9/17/2008 | Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user. |
| 74 | 9/15/2008 | Accuracy of captions | 9/15/2008 | Customer shared feedback regarding accuracy of captions. Customer Service 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. |
| 75 | 9/16/2008 | Disconnect/Reconnect during calls | 9/16/2008 | Mailed 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. |
| 76 | 9/18/2008 | Accuracy of captions | 9/18/2008 | Customer shared feedback regarding missing or wrong words in the captions. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. CS suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. |
| 77 | 9/22/2008 | Technical - General | 9/22/2008 | Tech support added this new area code to the system allowing the customer to successfully complete a captioned call through the Captioning Service. Issue resolved. |
| 78 | 9/29/2008 | Accuracy of captions | 9/30/2008 | 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 ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 79 | 9/29/2008 | Technical - General | 10/1/2008 | Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user. |
| 80 | 9/29/2008 | Technical - General | 10/1/2008 | Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user. |

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| 81 | 10/7/2008 | Technical - General | 10/7/2008 | Tech support added this new area code/prefix combination to the system database, allowing the customer to successfully complete a captioned call through the Captioning Service. |
| 82 | 10/8/2008 | Captions - stop in middle of call | 10/8/2008 | Advised customer that captioning assistant experienced no audio during call, thus sent a technical message noting difficulty and to hang up and try call again. A subsequent test call yielded great captions. Issue resolved. |
| 83 | 10/8/2008 | Accuracy of captions | 10/8/2008 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer unable to provide specific detail on the noted call. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 84 | 10/10/2008 | Billing Issue - Calling Card - unable to use | 10/10/2008 | CapTel Customer Service has determined that this user's calling card provider is routing the call through a VOIP network not compatible with CapTel. As an interim solution, CS mailed a prepaid calling card to customer to provide this consumer time to obtain a different company's calling card. |
| 85 | 10/13/2008 | Disconnect/Reconnect during calls | 10/13/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 86 | 10/14/2008 | Accuracy of captions | 10/14/2008 | Customer shared feedback regarding accuracy of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. |
| 87 | 10/14/2008 | Disconnect/Reconnect during calls | 10/14/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Also advised contacting telephone company to have lines checked. |
| 88 | 10/14/2008 | Accuracy of captions | 10/14/2008 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 89 | 10/16/2008 | Technical - General | 10/21/2008 | Telephone carrier adjusted telephone switch in network to allow proper translation set-up in order to allow CapTel user to call other party to designated telephone number. |

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| 90 | 10/20/2008 | Technical - General | 10/20/2008 | Telephone carrier adjusted telephone switch in network to allow proper translation set-up in order to allow CapTel user to call other party at designated telephone number. |
| 91 | 10/21/2008 | Captions Lag too far behind voice | 10/21/2008 | Customer shared feedback regarding seconds of delay of captions behind the voice during their call. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer Service advised customer as a 2-Line user that she can toggle the captions off and then on again to acquire a different captionist if desired while keeping the voice party connected on line 1. Customer satisfied. |
| 92 | 10/22/2008 | Billing - General | 10/22/2008 | Referred customer to Sprint Relay provider for review of long distance charges billed by the default carrier prior to registering. |
| 93 | 10/24/2008 | Technical - General | 10/24/2008 | After telephone carrier identified and corrected a technical issue with the number the customer was trying to call, user can now reach that number when dialing with captions. |
| 94 | 10/24/2008 | Billing - General | 10/24/2008 | Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly. |
| 95 | 10/28/2008 | Disconnect/Reconnect during calls | 10/28/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence. |
| 96 | 10/30/2008 | Captions - stop in middle of call | 10/30/2008 | Customer shared feedback regarding captions that stopped in the middle of a call, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 97 | 10/30/2008 | Disconnect/Reconnect during calls | 10/30/2008 | Sent customer email explaining the difference between a CapTel and a traditional phone, and why disconnection/reconnection might be occurring. Email included tips to reduce their occurrence. |
| 98 | 11/3/2008 | Technical - General | 11/3/2008 | Telephone carrier adjusted telephone switch in network to allow proper translation set-up in order to allow CapTel user to call other party at designated telephone number. |
| 99 | 11/3/2008 | Accuracy of captions | 11/3/2008 | Customer shared a note mentioning a call made about 2 months ago with lack of caption quality. Customer did not have specifics so we could follow up with the agent, and did not have new calls to cite. Customer noted all is fine now. 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 ID of any future calls to allow us to take specific action with the agent captioning the call. |

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| 100 | 11/3/2008 | Accuracy of captions | 11/3/2008 | Customer shared feedback regarding accuracy of captions. Customer Service representative. apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 101 | 11/4/2008 | Technical - General | 11/4/2008 | Customer Service has determined that the network is classifying the customer's caller's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification as a residential user. Customer was provided an interim option. |
| 102 | 11/4/2008 | Captions Lag too far behind voice | 11/4/2008 | Customer shared feedback regarding the lag time of the captions behind the voice. Customer Service Representative explained how captions are generated and that there may be a slight delay as voice recognition transcription occurs. Advised more specific follow up can be taken with Call Center personnel given a date, time and number called. |
| 103 | 11/5/2008 | Billing - General | 11/5/2008 | Discussed billing and took appropriate action. |
| 104 | 11/6/2008 | Accuracy of captions | 12/4/2008 | Customer shared generalized feedback regarding captions he is receiving. Customer Service Representative asked customer if he could provide a sampling of what he is seeing or detail such as the date, time and agent ID of a call to allow us to take specific action with Call Center personnel. Customer has selected not to provide further comment or detail. |
| 105 | 11/6/2008 | Accuracy of captions | 12/4/2008 | Customer shared generalized feedback regarding captions he is receiving. Customer Service Representative asked customer if he could provide a sampling of what he is seeing or detail such as the date, time and agent ID of a call to allow us to take specific action with Call Center personnel. Customer has selected not to provide further comment or detail. |
| 106 | 11/6/2008 | Dialing Issue - Unable to dial regional 800 number | 11/6/2008 | Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. Customer can now make call successfully. |
| 107 | 11/10/2008 | Dialing Issue - Unable to dial regional 800 number | 11/21/2008 | Initially provided alternate number for customer to use if the regional number did not go through as the experience was intermittent. Finally, Technical Support made an adjustment so that CapTel user was successfully able to make a captioned call to the number consistently. |
| 108 | 11/11/2008 | Dialing Issue - Unable to dial regional 800 number | 11/11/2008 | Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. Confirmed this resolved customer's experience. |

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| 109 | 11/12/2008 | Dialing Issue - Unable to dial regional 800 number | 11/21/2008 | Initially provided alternate number for customer to use if the regional number did not go through as the experience was intermittent. Finally, Technical Support made an adjustment so that CapTel user was successfully able to make a captioned call to the number consistently. |
| 110 | 11/13/2008 | Technical - General | 11/13/2008 | Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The CapTel platform was modified to accept this network classification for a residential user. |
| 111 | 11/13/2008 | Accuracy of captions | 11/13/2008 | Customer shared feedback regarding single words that were not accurately captioned. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer satisfied. |
| 112 | 11/13/2008 | Accuracy of captions | 11/13/2008 | Customer shared feedback regarding accuracy of captions. Customer Service explained how captions are generated using voice recognition. Noted customer may wish to ask other party for confirmation on spelling of a proper noun when it appears questionable as the captionist is not able to ask for this clarification. Feedback as received from the customer was passed on to Call Center Management. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 113 | 11/14/2008 | Accuracy of captions | 11/14/2008 | Customer had very general complaint about quality of captions on her calls. Cited one call where she had trouble, but was not able to provide specifics of that trouble or the date of the call. Customer was not clear on whether caption difficulty was missing letters and garbled captions, (thus related to data connection quality) or conversation captioned inaccurately and not corrected. Customer Service Representative apologized for incidence and thanked customer for bringing her experience to our attention. Customer Service suggested customer document the date, time and agent ID of any future calls that are unsatisfactory to allow us to take very specific action with the agent involved captioning the call. |
| 114 | 11/14/2008 | Accuracy of captions | 11/13/2008 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 115 | 11/17/2008 | Billing - General | 11/17/2008 | Collected information and referred customer to billing party for credit on their account. Customer had not registered her carrier of choice. Customer Service representative registered customer so future billing by the default carrier would not occur. |

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| 116 | 11/18/2008 | Technical - General | 11/18/2008 | Tech support made a change to eliminate difficulty with this caller's number dialing through the captioning service. Issue resolved. |
| 117 | 11/19/2008 | Dialing Issue - Unable to dial regional 800 number | 11/21/2008 | Assisted customer in identifying an equivalent local telephone number to use for his future calls to a specific 800 number entity since the entity's is routing his call to a location other than the consumer's true location. |
| 118 | 11/19/2008 | Captions Lag too far behind voice | 11/19/2008 | Customer's wife shared feedback regarding lag time of captions on some calls. Customer did not have call (date/time) specifics to share. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, agent ID for more specific follow up. Customer's wife chose not to share follow up specifics. |
| 119 | 11/21/2008 | Accuracy of captions | 11/21/2008 | Customer's husband shared general feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer did not have specifics for us to follow up with. Customer Service representative noted that if the customer documents the date, time and agent ID of any future calls, we can take more specific action with the agent captioning the call. |
| 120 | 11/21/2008 | Captions - stop in middle of call | 11/21/2008 | Customer shared feedback regarding stoppage of captions during their call. CS Rep apologized for incidence and thanked customer for the feedback. Customer did not have a specific date, time, or CA # for more specific follow up, but notes she is now successfully making new calls. |
| 121 | 11/24/2008 | Accuracy of captions | 11/24/2008 | 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 ID of any future calls to allow us to take specific action with the agent captioning the call. Customer chose not to provide specific examples at this time. |
| 122 | 11/25/2008 | Accuracy of captions | 11/25/2008 | Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 123 | 11/25/2008 | Dialing Issue - Unable to dial regional 800 number | 12/2/2008 | Technical Support made adjustment so that CapTel user can successfully make captioned call to 800 number. |

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| 124 | 11/26/2008 | Dialing Issue - Unable to dial regional 800 number | 11/26/2008 | Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. |
| 125 | 12/1/2008 | Accuracy of captions | 12/1/2008 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management regarding captioning of a recording. |
| 126 | 12/3/2008 | Dialing Issue - Phone line does not require 1 when dialing 800 number | 12/4/2008 | Technical support removed "1" from unit's "data-in" outbound dialing number. Customer able to make outbound captioned call after this adjustment. |
| 127 | 12/3/2008 | Dialing Issue - Unable to dial regional 800 number | 12/3/2008 | Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. |
| 128 | 12/3/2008 | Technical - General | 12/5/2008 | Worked with telephone provider on technical issue related to captioned calls to customer's voice mail access number. 1-Line CapTel customer confirms that he can now successfully receive captions of his voice mail messages. |
| 129 | 12/4/2008 | Technical - General | 12/4/2008 | Tech support worked with telco provider to fix routing issue for the CapTel user's phone number. Issue has been resolved. |
| 130 | 12/8/2008 | Billing - General | 12/8/2008 | Confirmed bills customer received from the state relay default carrier were calls that occurred prior to customer's registering their preferred carrier of choice. |
| 131 | 12/9/2008 | Accuracy of captions | 12/9/2008 | Customer shared general feedback regarding accuracy of captions on their Spanish call. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. General feedback as received was passed on to Call Center Management. Customer Service Representative suggested if customer will document the date, time and agent ID of any future calls we can take specific action with the agent captioning the call. Customer chose not to provide any follow up detail. |
| 132 | 12/10/2008 | Accuracy of captions | 12/12/2008 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. Call detail shared by the customer by U.S. mail revealed corrections were made by the agent. Customer acknowledged she was anxious about the call for other reasons. |
| 26 | 12/12/2008 | Technical - General | 12/12/2008 | At approximately 2:02 p.m., CapTel experienced an interruption at the Data Center causing some calls to be dropped and others were not answered during the 10 minute outage. Calls continued to queue up during the outage and were promptly answered once the interruption was resolved. Customer was notified of the circumstance and upon trying their call again they were successful. |

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| 27 | 12/12/2008 | Technical - General | 12/12/2008 | At approximately 2:02 p.m., CapTel experienced an interruption at the Data Center causing some calls to be dropped and others were not answered during the 10 minute outage. Calls continued to queue up during the outage and were promptly answered once the interruption was resolved. Customer was notified of the circumstance, notified all is well and advised to try their call again. |
| 133 | 12/12/2008 | Technical - General | 12/12/2008 | At approximately 2:02 p.m., CapTel experienced an interruption at the Data Center causing some calls to be dropped and others were not answered during the 10 minute outage. Calls continued to queue up during the outage and were promptly answered once the interruption was resolved. Customer was notified of the circumstance and noted she was successful when she tried her call again. |
| 134 | 12/17/2008 | Technical - General | 12/17/2008 | 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. |
| 135 | 12/19/2008 | Billing - General | 12/19/2008 | Discussed billing and took appropriate action. |
| 136 | 12/19/2008 | Service - General | 12/19/2008 | Advised program outreach trainer that a severe snow storm impacted staffing at the Captioning Service. Confirmed that a customer's wait time was slightly longer than normally experienced. Advised that customers should let the call ring a few moments longer than the usual few seconds. |
| 137 | 12/19/2008 | Billing - General | 12/19/2008 | Discussed billing and took appropriate action. |
| 138 | 12/19/2008 | Service - General | 12/19/2008 | Severe snow storm impacted staffing at the call center. Customer's wait time was slightly longer than normally experienced. Advised customer to let the call ring a few moments longer than usual. |
| 139 | 12/19/2008 | Service - General | 12/19/2008 | Severe snow storm impacted staffing at the Captioning Service. Customer's wait time was slightly longer than normally experienced. Advised customer to let the call ring a few moments longer than usual. Customer acknowledged they only waited a few seconds and then hung up. |
| 140 | 12/19/2008 | Service - General | 12/23/2008 | Advised program office personnel that a severe snow storm impacted staffing at the Captioning Service. Confirmed that a customer's wait time was slightly longer than normally experienced. Advised that customers let the call ring a few moments longer than the usual few seconds. |

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| 141 | 12/21/2008 | Accuracy of captions | 12/22/2008 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer only provided general statement rather than specific call detail. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 142 | 12/23/2008 | Disconnect/Reconnect during calls | 12/23/2008 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 143 | 12/29/2008 | Billing - General | 12/30/2008 | Collected and faxed information to billing party for credit on their account. Customer had not registered her carrier of choice. CS rep registered customer so future billing by the default carrier would not occur. |
| 145 | 12/29/2008 | Disconnect/Reconnect during calls | 12/29/2008 | 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. |
| 146 | 12/29/2008 | Billing - General | 12/30/2008 | Customer was referred to Sprint to address long distance charges imposed by the default Relay provider in order to seek possible reimbursement. Customer's preferred long distance carrier was not registered with CapTel, but was registered upon contact with us. Customer expressed appreciation for this assistance. |
| 147 | 1/2/2009 | Captions Lag too far behind voice | 1/6/2009 | Customer shared feedback regarding a 10 second delay of captions during a short call. Customer Service apologized for incidence and thanked customer for the feedback. Call Center personnel followed up with the agent and agent's supervisor regarding insertion of names and proper nouns that could have delayed the text output. Customer satisfied. |
| 148 | 1/5/2009 | Billing - General | 1/5/2009 | Collected and faxed information to billing party for possible reimbursement on their account. |
| 149 | 1/6/2009 | Disconnect/Reconnect during calls | 1/6/2009 | Sent customer information explaining why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Connected customer with CTAP personnel to set up a home visit and further troubleshoot. |
| 150 | 1/7/2009 | Accuracy of captions | 1/7/2009 | Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer had no specific times, dates or agent ID. Customer Service Representative suggested customer document the date, time and agent ID of any future calls they wish to report to allow us to take specific action with the agent captioning the call. |

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| 151 | 1/9/2009 | Accuracy of captions | 1/9/2009 | Customer shared desire for better speech recognition. Customer Service representative suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. Customer has not reported a specific call or agent. |
| 152 | 1/12/2009 | Dialing Issue - Unable to dial regional 800 number | 1/12/2009 | Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. |
| 153 | 1/14/2009 | Technical - General | 1/14/2009 | Prompt correction by technical personnel while troubleshooting with customer remedied the short term inability for this customer to make and receive captioned calls. Customer confirmed ability to make and receive captioned calls successfully. |
| 154 | 1/14/2009 | Technical - General | 1/14/2009 | Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the Captioning Service. Issue resolved. |
| 155 | 1/16/2009 | Billing - General | 1/16/2009 | Changed phone company billing code for customer's long distance provider in our system due to long distance company changing to a different billing code. This change will ensure customer receives billing per their home account arrangement. |
| 156 | 1/16/2009 | Accuracy of captions | 1/16/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 157 | 1/21/2009 | Dialing Issue - Unable to dial regional 800 number | 1/22/2009 | Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. |
| 158 | 1/23/2009 | Technical - General | 1/23/2009 | Telephone carrier made adjustment in the way this call processed through their network, in order to allow successful captioned calls to the consumer's telephone number. |
| 159 | 1/23/2009 | Billing - General | 1/23/2009 | Discussed billing and took appropriate action. |
| 160 | 1/26/2009 | Disconnect/Reconnect during calls | 1/26/2009 | Explained to customer's daughter information explaining the difference between a CapTel and a traditional phone. Also explained why disconnection/reconnection might be occurring and gave tips to reduce their occurrence. |
| 161 | 1/26/2009 | Disconnect/Reconnect during calls | 1/26/2009 | 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. |
| 162 | 1/28/2009 | Billing - General | 1/28/2009 | Discussed billing and took appropriate action. |

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| 163 | 1/30/2009 | Captions - stop in middle of call | 1/30/2009 | Customer shared feedback regarding captions stopping during call, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Investigation identified call had a trouble ticket indicating difficulty at the agent's work station. Customer acknowledges receiving message, "Sorry, experiencing technical difficulties, please try your call again." This was resolved by center personnel immediately. |
| 164 | 2/4/2009 | Accuracy of captions | 2/4/2009 | Customer shared feedback regarding accuracy of one phrase in a captioned sentence. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service suggested customer document the date, time and agent ID of any future incidences to allow us to take very specific action with the agent captioning the call. Caller did not have agent ID or date of call. |
| 165 | 2/5/2009 | Disconnect/Reconnect during calls | 2/5/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 166 | 2/5/2009 | Technical - General | 2/5/2009 | 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. |
| 167 | 2/5/2009 | Accuracy of captions | 2/5/2009 | Customer shared feedback regarding accuracy and speed of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. Customer satisfied. |
| 168 | 2/6/2009 | Billing - General | 2/10/2009 | Discussed billing and took appropriate action. Registered customer's preferred carrier of choice to ensure future billing does not go through the default relay carrier as a result of no registration with CapTel Customer Service. Reimbursed caller accordingly. |
| 169 | 2/6/2009 | Accuracy of captions | 2/6/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 170 | 2/6/2009 | Disconnect/Reconnect during calls | 2/6/2009 | Explained the difference between a CapTel and a traditional phone and why disconnection/reconnection might be occurring. Advised customer to replace possible defective Y jack and/or have the wall jack evaluated to make sure there is no loose wiring inside the jack, etc. |

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| 171 | 2/9/2009 | Technical - General | 2/9/2009 | After phone company corrected call-routing issue, customer can once again successfully place captioned calls to toll-free numbers. Issue resolved. |
| 172 | 2/9/2009 | Technical - General | 2/9/2009 | Customer reported incidence where captions were not displayed. Customer Service Representative investigated and identified a trouble ticket on the call indicating the agent had no audio of the other party. Customer Service Representative apologized to customer and noted they should have gotten a prompt noting technical difficulty, and to hang up and try the call again. Customer Service Representative reported the incident to call center management for further training. |
| 173 | 2/11/2009 | Disconnect/Reconnect during calls | 2/11/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 174 | 2/23/2009 | Disconnect/Reconnect during calls | 2/23/2009 | 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. Offered future assistance or a possible home visit in setting up the CapTel. |
| 175 | 2/26/2009 | Dialing Issue - Unable to dial regional 800 number | 2/26/2009 | Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. |
| 176 | 2/26/2009 | Disconnect/Reconnect during calls | 2/26/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone and why disconnect/reconnect may be happening. Sent letter with tips to reduce incidence. |
| 177 | 2/27/2009 | Accuracy of captions | 2/27/2009 | 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 shared some detail on how captions are created using voice recognition and how corrections are provided in parenthesis at times. Customer understand and noted she will report any future incidences with specifics such as the date, time and agent ID so we can follow up with specific personnel at the Call Center for training purposes. |
| 178 | 3/2/2009 | Captions - stop in middle of call | 3/2/2009 | Customer shared feedback regarding failure of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Investigated call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 179 | 3/5/2009 | Accuracy of captions | 3/5/2009 | 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 ID of any future calls to allow us to take specific action with the agent captioning the call. |

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| 180 | 3/5/2009 | Dialing Issue - Unable to dial regional 800 number | 3/5/2009 | Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. |
| 181 | 3/5/2009 | Accuracy of captions | 3/5/2009 | Customer shared feedback regarding accuracy of captions. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service suggested customer document the date, time and agent ID of future calls. |
| 182 | 3/10/2009 | Accuracy of captions | 3/10/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. Conveyed this with customer and they noted appreciation of the follow-up. |
| 183 | 3/10/2009 | Accuracy of captions | 3/11/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. Customer expressed appreciation for attention and follow-up. |
| 184 | 3/12/2009 | Accuracy of captions | 3/12/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 185 | 3/13/2009 | Dialing Issue - Unable to dial regional 800 number | 3/13/2009 | Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. |
| 186 | 3/13/2009 | Accuracy of captions | 3/25/2009 | Customer shared and example regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management, but example contained no date, time or agent ID. Customer Service noted that if the customer wishes to document the date, time and agent ID of any future calls, we can take very specific action with the agent captioning the call. Customer noted in a follow up call that she did not have specifics to share. |
| 187 | 3/13/2009 | Accuracy of captions | 3/13/2009 | 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 ID of future calls. |
| 188 | 3/17/2009 | Disconnect/Reconnect during calls | 3/17/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |

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| 189 | 3/18/2009 | Captions - stop in middle of call | 3/18/2009 | Customer shared feedback regarding captions stopping at one point during a call. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, agent ID of any future occurrence for more specific investigation. |
| 190 | 3/19/2009 | Disconnect/Reconnect during calls | 3/19/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 191 | 3/20/2009 | Dialing Issue - Unable to dial regional 800 number | 3/20/2009 | Technical Support made adjustment so that CapTel user can successfully make captioned call to 800 number. |
| 192 | 3/23/2009 | Captions Lag too far behind voice | 3/23/2009 | Customer reported a scripted recorded call where she experienced additional seconds of delay of captions during the call. Customer Service Representative apologized for incidence and investigated. Fast paced script resulted in extra seconds of delay as captionist transcribed. Reported agent ID to agent's supervisor for monitoring and assistance. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission. |
| 193 | 3/24/2009 | Disconnect/Reconnect during calls | 3/24/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 194 | 3/24/2009 | Accuracy of captions | 3/24/2009 | Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |
| 195 | 3/26/2009 | Technical - General | 3/26/2009 | At 12:40 PM CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. Customer confirmed ability to make their call. |
| 196 | 3/26/2009 | Technical - General | 3/26/2009 | At 12:40 PM CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. |

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| 197 | 3/27/2009 | Disconnect/Reconnect during calls | 3/27/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence. |
| 198 | 3/30/2009 | Disconnect/Reconnect during calls | 3/30/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence. |
| 199 | 4/1/2009 | Billing Issue - Calling Card - unable to use | 4/3/2009 | CapTel Customer Service has determined that this user's calling card provider is routing the call through a VOIP network not compatible with CapTel. As an interim solution, CS mailed a prepaid calling card to customer to provide this consumer time to obtain a different company's calling card. |
| 200 | 4/3/2009 | Billing - General | 4/6/2009 | Discussed billing and took appropriate action. |
| 201 | 4/3/2009 | Accuracy of captions | 11/21/2008 | Customer's husband shared general feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer did not have specifics for us to follow up with. Customer Service representative noted that if the customer documents the date, time and agent ID of any future calls, we can take more specific action with the agent captioning the call. |
| 202 | 4/6/2009 | Disconnect/Reconnect during calls | 4/6/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 203 | 4/6/2009 | Dialing Issue - Unable to dial regional 800 number | 4/6/2009 | Technical Support made an adjustment to allow dialing of regional 800 number by consumer. Confirmed this resolved issue. |
| 204 | 4/6/2009 | Captions - stop in middle of call | 4/6/2009 | Informed customer that his captions stopped in the middle of his call due to a technical difficulty at a specific captionist's workstation. This has been resolved. Customer Service Representative apologized to the customer. Customer hung up and redialed their call successfully. |
| 205 | 4/6/2009 | Technical - General | 4/6/2009 | Customer shared feedback regarding absence of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management, who determined that technical issue at CA workstation caused captions to not be provided. |

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| 206 | 4/7/2009 | Technical - General | 4/7/2009 | Due to a brief network glitch, customer heard recording, "Please call customer service. The CapTel must be in your state" when he was dialing his friend in New York. The issue resolved itself moments later, and customer can now make calls from his Texas CapTel to his friend in New York. |
| 207 | 4/7/2009 | Disconnect/Reconnect during calls | 4/7/2009 | Mailed 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. |
| 208 | 4/9/2009 | Disconnect/Reconnect during calls | 4/9/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 209 | 4/10/2009 | Accuracy of captions | 4/10/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative thanked customer for feedback, and advised that the call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 210 | 4/13/2009 | Billing Issue - Calling Card - unable to use | 4/13/2009 | Caller to customer uses calling card, occasionally fails to make a data connection with the service due to its traveling through an incompatible VOIP network. Caller has decided to get a regular long-distance plan and is now making calls successfully. |
| 211 | 4/13/2009 | Disconnect/Reconnect during calls | 4/13/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 212 | 4/14/2009 | Captions Lag too far behind voice | 4/14/2009 | Customer shared feedback that for the most part calls go very well but some calls have delays. CS Rep thanked customer for the feedback. Confirmed for customer that he can call up a different captionist at any time during the call with a 2-line mode set-up, if desired. Advised customer to document the date, time, and CA number of any problematic calls for further investigation. |
| 213 | 4/16/2009 | Billing - General | 4/17/2009 | Discussed billing and took appropriate action. |

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| 214 | 4/17/2009 | Accuracy of captions | 4/27/2009 | Customer shared general feedback regarding accuracy of captions. Customer was asked for any specific detail that would help Customer Service follow up with the Call Center personnel. Customer followed up days later and shared an example of 2 word errors. Customer Service Representative apologized for incidence and thanked customer for bringing specifics to our attention. Feedback as received was passed on to Call Center Management. Customer Service Representative educated consumer on how text is generated using voice recognition rather than typing and that corrections will appear in < > brackets after a word error. Customer acknowledged a correction was received during the call. Customer expressed satisfaction with customer support details shared. |
| 215 | 4/17/2009 | Disconnect/Reconnect during calls | 4/17/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 216 | 4/20/2009 | Accuracy of captions | 4/22/2009 | Customer shared an example of a word error from a call that caused her confusion. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative educated consumer on how text is generated using voice recognition and that errors caught will appear in < > brackets after the error. Customer acknowledged a correction was received during the call. Customer was encouraged to ask other party for clarification when desired to verify what was said noting she can do so at any time during the caption transmission. Customer satisfied with customer support details shared. |
| 217 | 4/20/2009 | Accuracy of captions | 4/20/2009 | Customer's husband shared general feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service noted we can take specific action with call center personnel if customer documents the date, time and agent ID of any future calls to allow us to follow up with the agent captioning the call. Customer noted some speakers can be hard to understand and some words sound the same, thus he would encourage his wife to ask for clarification since the captionist can't do so. |
| 218 | 4/22/2009 | Disconnect/Reconnect during calls | 4/22/2009 | Explained to customer the difference between a CapTel and a traditional phone and why disconnection/reconnection might be occurring and provided tips to reduce their occurrence. |
| 219 | 4/22/2009 | Disconnect/Reconnect during calls | 4/23/2009 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips in the mail to reduce their occurrence. |

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| 220 | 4/27/2009 | Technical - General | 4/27/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Customer confirmed all is well now. |
| 221 | 4/27/2009 | Technical - General | 4/27/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Customer confirmed all is well now. |
| 222 | 4/27/2009 | Technical - General | 4/27/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed all is well now. |
| 223 | 4/27/2009 | Technical - General | 4/27/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Customer confirmed all is well now. |
| 224 | 4/27/2009 | Technical - General | 4/27/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed all is well for this customer. |
| 225 | 4/27/2009 | Technical - General | 4/27/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Customer confirmed all is well now. |

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| 226 | 4/28/2009 | Technical - General | 4/28/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed customer is successfully placing captioned calls. |
| 227 | 4/28/2009 | Technical - General | 4/28/2009 | Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Customer now making successful calls. |
| 228 | 4/29/2009 | Accuracy of captions | 4/29/2009 | Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. Agent reported technical difficulty that has since been corrected. Reported findings to the customer and reiterated apology. Customer expressed appreciation as to how his concern was handled. |
| 229 | 4/30/2009 | Billing Issue - Calling Card - unable to use | 4/30/2009 | Sent 2 sheets of Call Me Cards to customer. |
| 230 | 5/4/2009 | Billing - General | 5/4/2009 | Discussed billing and took appropriate action. |
| 231 | 5/4/2009 | Accuracy of captions | 5/4/2009 | Customer shared feedback regarding accuracy of captions during call with Customer Service Representative. Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |
| 232 | 5/4/2009 | Billing - General | 4/6/2009 | Discussed billing and took appropriate action. |
| 233 | 5/4/2009 | Accuracy of captions | 5/4/2009 | Customer shared feedback regarding accuracy of captions during call with Customer Service Representative. Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. |

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| 234 | 5/6/2009 | Captions - stop in middle of call | 5/6/2009 | Customer reported specific call where captions had stopped before call was ended. Customer Service apologized for incidence and thanked customer for the feedback. Advised 2-Line CapTel user that she may turn captions off then on again if they to establish a new connection with the Call Center over line 2, while maintaining a voice connection with the caller on line 1. Customer satisfied. |
| 235 | 5/7/2009 | Billing Issue - Calling Card - unable to use | 5/7/2009 | Investigated and informed customer that the calling card they are trying to use is going through an incompatible VOIP network thus preventing the call from connecting to the CapTel user. Provided an interim solution for the customer, and advised using a different calling card. |
| 236 | 5/8/2009 | Technical - General | 5/8/2009 | Customer reported a one-time isolated incidence where captions were not present. Investigated and explained to customer that captions failed to appear on a call due to a technical issue at the captionist's workstation. Apologized for this incidence. Customer was advised he can turn captions off and on again while still on the call to re-connect to the center and a new captionist. Customer satisfied. |
| 237 | 5/8/2009 | Answering machine message retrieval | 5/8/2009 | Explained to customer that if someone speaks very quickly, is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the agent could not hear that particular word or words clearly enough to determine what was said. Suggested re-playing the message, moving the position of the handset on the speaker, and modifying the outgoing message, if desired. |
| 238 | 5/12/2009 | Technical - General | 5/12/2009 | 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. |
| 239 | 5/15/2009 | Answering machine message retrieval | 5/15/2009 | Customer shared feedback regarding accuracy of captions on answering machine retrieval call, and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the agent by the agent's supervisor. Also gave tips on retrieving answering machine messages. |
| 240 | 5/26/2009 | Accuracy of captions | 5/26/2009 | Customer shared generalized feedback regarding accuracy of captions. Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service suggested customer document the date, time and agent ID of any future calls to allow us to take specific action with the agent captioning the call. |

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| 241 | 5/28/2009 | Technical - General | 6/3/2009 | Customer referenced technical problem involving halted captions and disconnection on isolated captioned call. Collected information and forwarded to Technical Support for further investigation. Trouble ticket identified audio was lost on a portion of the call. Apologized to customer for technical problem experienced. Subsequently advised customer as a 2-Line user, she may toggle-press the Caption button OFF then ON again to reconnect with Captioning Service via a new connection and new captionist at any time during a call via line 2, while maintaining a connection with the other party via line 1. Customer was most appreciative to learn this 2-line tip. |
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