

# Web CapTel 2010 FCC Complaint Report

6/1/09 to 5/31/10

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## **800i--Accuracy of Captions**

Customer shared feedback regarding accuracy of captions. Customer called back and shared examples of voice recognition errors.

**Inquire Date** 2/10/2010

**Record ID** 10483

**Call Taken By** Customer Service

**CA Number**

**Responded By** CTI--KP

**Response Date** 2/10/2010

**Resolution** 2/10/2010

Customer Service suggested customer document the date time and CA number of any further calls to allow us to take specific action with the CA captioning the call. These examples were passed on to the call center as provided but the caller did not have time date or CA number. Customer Service apologized and thanked customer for bringing their experience to our attention.

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## **800i--Accuracy of Captions**

Customer's mother-in-law reported that customer is experiencing inaccurate captions during her calls.

**Inquire Date** 4/20/2010

**Record ID** 10663

**Call Taken By** Customer Service

**CA Number**

**Responded By** CTI--JR

**Response Date** 4/30/2010

**Resolution** 4/30/2010

Customer Service advised customer to document the date time and CA number of any calls where she experiences inaccurate captions so Customer Service is able to investigate these calls further. Customer subsequently shared feedback regarding accuracy of captions and provided specific call data. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.

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## **800i--Accuracy of Captions**

Customer shared feedback regarding accuracy of captions.

**Inquire Date** 4/23/2010

**Record ID** 10674

**Call Taken By** Customer Service

**CA Number**

**Responded By** CTI--JL

**Response Date** 4/23/2010

**Resolution** 4/23/2010

Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service suggested customer document the date time and CA number of any future calls to allow us to take specific action with the CA captioning the call.

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## **800i--Accuracy of Captions**

Customer's daughter asked why words captioned do not match what other party is saying on occasion.

**Inquire Date** 5/24/2010

**Record ID** 10769

**Call Taken By** Customer Service

**CA Number**

**Responded By** CTI--KS

**Response Date** 5/24/2010

**Resolution** 5/24/2010

Customer Service explained that captions are produced by a live captionists using voice recognition software and that sometimes similar sounding words can be captioned. Further explained that when this occurs a correction should appear in brackets shortly there after. Customer Service suggested customer document the date time and CA number of any future calls to allow us to take specific action with the CA captioning the call.

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**800i--Accuracy of Captions**

Customer indicated receiving incorrect captions on many of her calls.

*Inquire Date 5/26/2010*  
*Record ID 10772*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 5/26/2010*  
*Resolution 5/26/2010*

Customer Service explained how captions are produced and that when errors occur the correct word should appear in brackets. Customer Service encouraged customer to document date time and CA number of any calls she find particularly troublesome for further investigation.

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**800i--Captions - No Captions**

Customer stated they are unable to receive captions on their 800i device.

*Inquire Date 3/3/2010*  
*Record ID 10477*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Mitchell*  
*Response Date 3/3/2010*  
*Resolution 3/3/2010*

Customer Service advised a physical reset. Customer was able to receive captions and was satisfied.

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**800i—Captions – No Captions**

Customer called reporting inability to receive captions with 800i connected to either modem or router.

*Inquire Date 3/24/2010*  
*Record ID 10595*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--RC*  
*Response Date 3/24/2010*  
*Resolution 3/24/2010*

Customer Service arranged a software update to resolve the issue and offered further assistance if necessary.

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**800i--Captions - No Captions**

Customer reported no captions on his calls.

*Inquire Date 3/29/2010*  
*Record ID 10605*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JL*  
*Response Date 3/29/2010*  
*Resolution 3/29/2010*

Customer Service advised a physical reset. This resolved the customer's experience.

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**800i--Captions - No Captions**

Customer reported that captions were intermittent.

*Inquire Date 4/1/2010*  
*Record ID 10614*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 4/1/2010*  
*Resolution 4/1/2010*

On a subsequent follow up call the customer indicated that they had made an adjustment to their home network setup that resolved the issue.

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**800i--Captions - No Captions**

Customer reported difficulties maintaining a connection to the captioning service.

*Inquire Date 4/6/2010*  
*Record ID 10626*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--TJ*  
*Response Date 4/6/2010*  
*Resolution 4/6/2010*

Customer Service advised replacing the router and offered further assistance.

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**800i--Captions - No Captions**

Customer's son reported that the customer could not receive captions. Customer's daughter replaced the customer's router.

*Inquire Date 4/7/2010*  
*Record ID 10627*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JR*  
*Response Date 4/7/2010*  
*Resolution 4/7/2010*

Confirmed this allowed the Hamilton Web CapTel800i to receive captions successfully.

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**800i--Captions - Slow or Delayed**

Customer reported one particular call where captions seemed to be appearing slower than normal.

*Inquire Date 3/30/2010*  
*Record ID 10608*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--ST*  
*Response Date 3/30/2010*  
*Resolution 3/30/2010*

Customer Service explained that captions should be on average three to five seconds behind the speaker and this may be longer if there are multiple speakers or if the CA needs to type in corrections or spellings of proper names. Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center personnel for follow up with the CA by the CAs supervisor.

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**800i--Captions - Stop during call**

Customer called and captions stopped midway through the call.

*Inquire Date 3/1/2010*  
*Record ID 10509*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--MP*  
*Response Date 3/1/2010*  
*Resolution 3/1/2010*

Customer Service advised customer to turn captions off and then back on. Confirmed this resolved customer's experience.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 3/11/2010  
**Record ID** 10571  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KW  
**Response Date** 3/29/2010  
**Resolution** 3/29/2010

Customer stated her 800i is experiencing intermittent loss of captions.

Customer Service advised updating software and also checking the Ethernet connection on the back of the CapTel. After completing software update and performing a power cycle of devices customer has captions successfully again.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/5/2010  
**Record ID** 10622  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 4/15/2010  
**Resolution** 4/15/2010

Customer reported seeing Connection Failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible Network or Platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/14/2010  
**Record ID** 10648  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JR  
**Response Date** 4/14/2010  
**Resolution** 4/14/2010

Customer is experiencing captions stopping during calls and problems getting captions at all on some calls.

Customer Service advised customer to press captions Off and On to restore captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network or platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/16/2010  
**Record ID** 10658  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MMO  
**Response Date** 4/28/2010  
**Resolution** 4/28/2010

Customer reported seeing Connection Failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network or platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/16/2010  
**Record ID** 10657  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 4/16/2010  
**Resolution** 4/16/2010

Customer's brother reported captions were not appearing on the 800i phone.

Customer then pressed the caption button Off and On again and made a successful connection to the Captioning Service. Offered to do further troubleshooting, but customer's brother declined at this time.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/19/2010  
**Record ID** 10661  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--ST  
**Response Date** 4/19/2010  
**Resolution** 4/19/2010

Customer reported seeing connection failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network or platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/20/2010  
**Record ID** 10665  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 4/30/2010  
**Resolution** 4/30/2010

Customer reported seeing connection failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network or platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/27/2010  
**Record ID** 10681  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 4/29/2010  
**Resolution** 4/29/2010

Customer reported seeing connection failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network or platform issue. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/27/2010  
**Record ID** 10683  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MMO  
**Response Date** 4/30/2010  
**Resolution** 4/30/2010

Customer reported seeing connection failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore Captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network and platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/28/2010  
**Record ID** 10691  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 4/28/2010  
**Resolution** 4/28/2010

Customer reported seeing connection failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore Captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network and platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 4/29/2010  
**Record ID** 10695  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JL  
**Response Date** 4/29/2010  
**Resolution** 4/29/2010

Customer reported seeing connection failed message during their captioned calls.

Customer Service advised customer to press captions Off and On to restore Captions while their experience is being investigated. Customer Service referred the incidence to engineering to evaluate possible network and platform issues. Issue Resolved.

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**800i--Captions - Stop in Middle of Call**

**Inquire Date** 5/3/2010  
**Record ID** 10715  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connections failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/5/2010  
**Record ID** 10722  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JL  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/5/2010  
**Record ID** 10720  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JL  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing connections failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/6/2010  
**Record ID** 10724  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KW  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/6/2010  
**Record ID** 10725  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KS  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/7/2010  
**Record ID** 10728  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/10/2010  
**Record ID** 10731  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MJS  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/10/2010  
**Record ID** 10733  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/11/2010  
**Record ID** 10734  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--RC  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/12/2010  
**Record ID** 10738  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--ST  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/13/2010  
**Record ID** 10739  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KS  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/13/2010  
**Record ID** 10740  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MP  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/13/2010  
**Record ID** 10741  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--TJ  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/13/2010  
**Record ID** 10742  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/13/2010  
**Record ID** 10743  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--RC  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer's son reported they were seeing a connection failure message during their captioned calls which resulted in loss of captions.

**Inquire Date** 5/14/2010  
**Record ID** 10746  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KW  
**Response Date** 5/14/2010  
**Resolution** 5/14/2010

Customer Service advised customer to press captions Off and On to restore captions during the call while their experience was investigated. CapTel engineering made a change to the CapTel IP network platform remedying the circumstance. Customer Service has confirmed that customer was successfully maintaining their captioning connection.

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**800i--Captions - Stop in Middle of Call**

Customer reported seeing a connection failure message during their captioned calls on May 13th which resulted in loss of captions.

**Inquire Date** 5/18/2010  
**Record ID** 10757  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KS  
**Response Date** 5/18/2010  
**Resolution** 5/18/2010

Customer Service advised customer that CapTel engineering made a change to the CapTel IP network platform remedying the circumstances. Customer Service confirmed customer is able to make and receive calls successfully.

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**800i--Dial Tone - Not Heard**

Customer said he did not get a dial tone on his CapTel 800i.

*Inquire Date 2/16/2010*  
*Record ID 10494*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 2/16/2010*  
*Resolution 2/16/2010*

Customer Service verified that he had a dial tone at the phone jack he was using.

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**800i--Dial Tone - Not Heard**

Customer reported that there is no dial tone on the 800i.

*Inquire Date 4/19/2010*  
*Record ID 10659*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JL*  
*Response Date 4/19/2010*  
*Resolution 4/19/2010*

Customer Service advised a physical reset. This resolved customer's experience.

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**800i – Dial Tone – Not Heard**

Customer reported that he has no dial tone on his 800i.

*Inquire Date 4/20/2010*  
*Record ID 10666*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--MP*  
*Response Date 4/20/2010*  
*Resolution 4/20/2010*

Customer Service advised customer test the 800i phone at a different phone jack. Customer Service confirmed that the 800i works at a different phone jack and advised customer to contact his telephone company to repair the faulty jack identified during troubleshooting.

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**800i--Dial Tone - Not Heard**

Customer reported that he could not consistently hear a dial tone on the CapTel 800i.

*Inquire Date 4/28/2010*  
*Record ID 10692*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JS*  
*Response Date 4/28/2010*  
*Resolution 4/28/2010*

Troubleshooting found that the phone cord into the jack of the 800i was loose and once he pushed it all the way in dial tone was consistent. Customer Service advised if trouble continued he might want to try a new phone cord.

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**800i--Dialing Issue - Can't Dial Out In Caption Mode**

Customer reported no captions are appearing on the 800i phone.

*Inquire Date 2/12/2010*  
*Record ID 10490*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--TJ*  
*Response Date 2/12/2010*  
*Resolution 2/12/2010*

Customer Service advised customer to perform an electronic reset which resolved the customer's experience.

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**800i—Technical – General**

Customer said that he had static on his 800i phone.

**Inquire Date** 4/23/2010  
**Record ID** 10673  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 4/23/2010  
**Resolution** 4/23/2010

Customer Service advised customer to place DSL filter on 800i phone line. This resolved customer's issue.

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**CapTel--Captions -- stop in middle of call**

Customer stated that they have been disconnected about five or six times, but each time the captions came back.

**Inquire Date** 5/13/2010  
**Record ID** 10705  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 5/14/2010  
**Resolution** 5/14/2010

Hamilton Web CapTel Product Manager explained about a recent connection failure issue that was being worked on through CTI Engineering. Customer Service explained how to keep the connection live and processing. Customer was satisfied. CTI Engineering made a change to the CapTel IP network platform which resolved the issue.

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**CapTel--Captions -- stop in middle of call**

Customer stated that in the middle of placing a call they lost connection completely to their web session for a call and could not process a call.

**Inquire Date** 5/19/2010  
**Record ID** 10710  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 5/20/2010  
**Resolution** 5/20/2010

Hamilton Web CapTel Product Manager discovered an outage and a disconnection through Hamilton's Server that may have caused this issue. Hamilton Web CapTel Product Manager apologized to the customer for the inconvenience and explained to the customer. Customer was satisfied. CTI Engineering made a change to the CapTel IP network platform which resolved the issue.

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**CapTel--Complaints**

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

**Inquire Date** 6/1/2009  
**Record ID** 9631  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JR  
**Response Date** 6/1/2009  
**Resolution** 6/1/2009

Customer Service verified the customer was using the correct username and password. Customer Service assisted the customer with a successful login. Customer was satisfied.

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**CapTel--Complaints**

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

**Inquire Date** 6/8/2009  
**Record ID** 9632  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JG  
**Response Date** 6/8/2009  
**Resolution** 6/8/2009

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

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**CapTel--Complaints**

Customer stated that captioning has been very slow.

**Inquire Date** 6/12/2009  
**Record ID** 9633  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MF  
**Response Date** 6/12/2009  
**Resolution** 6/12/2009

Customer Service explained how captioning works and offered suggestions of options to speed up captions on the screen. Customer was satisfied.

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**CapTel--Complaints**

Customer stated they were unable to register with Hamilton Web CapTel and requested assistance with placing a call.

**Inquire Date** 6/19/2009  
**Record ID** 9756  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MF  
**Response Date** 6/19/2009  
**Resolution** 6/19/2009

Customer Service manually registered customer for Hamilton Web CapTel and confirmed a login with the customer and explained how to place a call. Customer was satisfied.

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**CapTel--Complaints**

Customer was unable to log into their Hamilton Web CapTel account and requested their password be reset.

**Inquire Date** 6/20/2009  
**Record ID** 9525  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 6/22/2009  
**Resolution** 6/22/2009

Hamilton Web CapTel Customer Service reset the customer password. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated they were unable to connect to the Hamilton Web CapTel site and place a call.

**Inquire Date** 6/29/2009  
**Record ID** 9757  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JS  
**Response Date** 6/29/2009  
**Resolution** 6/29/2009

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

---

**CapTel--Complaints**

Customer stated they were unable to place a call using Hamilton Web CapTel as they reached a recording stating number could not be completed as dialed.

**Inquire Date** 7/2/2009  
**Record ID** 9728  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JG  
**Response Date** 7/2/2009  
**Resolution** 7/2/2009

Customer Service forwarded information to technical department and discovered that there was a new area code where the customer was calling. Information was added to the database and test call was placed for customer. Everything worked properly and customer was informed. Customer was satisfied.

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**CapTel--Complaints**

Customer experienced an inability to dial an outbound call through the Hamilton Web CapTel service for a short period of time.

**Inquire Date** 7/16/2009  
**Record ID** 9729  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JS  
**Response Date** 7/16/2009  
**Resolution** 7/16/2009

Customer Service assisted the customer with resetting their equipment and this resolved the issue.

---

**CapTel--Complaints**

Customer stated that they were unable to get captions on their call through Hamilton Web CapTel.

**Inquire Date** 7/17/2009  
**Record ID** 9731  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JS  
**Response Date** 7/17/2009  
**Resolution** 7/17/2009

Customer Service discovered that the call was not providing any audio and so the CA was unable to voice for captioning to appear. Customer was notified.

---

**CapTel--Complaints**

Customer reported an isolated incident of where her phone would not ring in order to allow her Hamilton Web CapTel call to be processed.

**Inquire Date** 7/17/2009  
**Record ID** 9730  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MF  
**Response Date** 8/3/2009  
**Resolution** 8/3/2009

Customer Service attempted to gather call details to have technical look into this issue, but there has been no further response from the customer.

---

**CapTel--Complaints**

Customer stated that when placing a call through Hamilton Web CapTel there was not a ring back to her number. Customer stated that the only ring that occurred was to the other party, but the call dropped immediately.

**Inquire Date** 7/18/2009  
**Record ID** 9634  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/21/2009  
**Resolution** 7/21/2009

Customer Service forwarded the information to the technical department. The technical department discovered a technical issue, which was resolved. Customer Service notified the customer. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated that they are unable to place a call using Hamilton Web CapTel on their mobile device.

**Inquire Date** 7/21/2009  
**Record ID** 9635  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/21/2009  
**Resolution** 7/21/2009

Customer Service verified information and connected customer with CapTel Customer Service. CapTel Customer Service walked customer through the steps of placing a call using the Safari browser. Test call worked properly. Customer was satisfied.

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**CapTel--Complaints**

**Inquire Date** 7/23/2009  
**Record ID** 9732  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MF  
**Response Date** 7/23/2009  
**Resolution** 7/23/2009

Customer stated that the captions were very poor on the call they had placed through the Hamilton Web CapTel service. Customer stated there were several misspellings and words that did not make any sense in the scheme of the conversation.

Customer Service apologized and explained to the customer how captions are received and transmitted. Customer Service stated if customer would like CAs counseled then call information would be needed to look into specific calls for the customer. Customer understood.

---

**CapTel--Complaints**

**Inquire Date** 7/30/2009  
**Record ID** 9733  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JG  
**Response Date** 7/30/2009  
**Resolution** 7/30/2009

Customer stated that captions quit during the processing of a call.

Customer Service assisted customer in correcting web browser settings for the customer and the customer could receive captions. Customer was satisfied.

---

**CapTel--Complaints**

**Inquire Date** 7/31/2009  
**Record ID** 9734  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JR  
**Response Date** 7/31/2009  
**Resolution** 7/31/2009

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

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

---

**CapTel--Complaints**

**Inquire Date** 8/17/2009  
**Record ID** 9771  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/17/2009  
**Resolution** 8/31/2009

Customer stated that Hamilton Web CapTel has become unreliable and often in the middle of his calls he will loose captioning.

Customer Service apologized for the experience and offered to have technical look into this issue and requested call information from the customer. There has been no further contact from the customer in regards to this issue.

---

**CapTel--Complaints**

**Inquire Date** 8/20/2009  
**Record ID** 9849  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 8/20/2009  
**Resolution** 8/20/2009

Customer stated they did not receive captions during their call.

Customer Service advised customer of the settings for their Internet Browser to allow for captions. Customer reset settings and captions appeared fine. Customer was satisfied.

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**CapTel--Complaints**

Customer was unable to log into their Hamilton Web CapTel account to place a call. Customer has attempted to resign up with alternate usernames and passwords.

**Inquire Date** 8/20/2009  
**Record ID** 9850  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 8/20/2009  
**Resolution** 8/20/2009

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account. Customer satisfied.

---

**CapTel--Complaints**

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

**Inquire Date** 8/21/2009  
**Record ID** 9769  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/21/2009  
**Resolution** 8/21/2009

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

---

**CapTel--Complaints**

Customer unable to place a call through Hamilton Web CapTel.

**Inquire Date** 8/21/2009  
**Record ID** 9851  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JS  
**Response Date** 8/21/2009  
**Resolution** 8/21/2009

Customer Service directed information to the technical department. Technical department needed to add the area code and prefix to the system in order for dialing to complete. System was updated and customer was able to place the call through Hamilton Web CapTel. Customer was satisfied.

---

**CapTel--Complaints**

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

**Inquire Date** 8/21/2009  
**Record ID** 9852  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 8/21/2009  
**Resolution** 8/21/2009

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

---

**CapTel--Complaints**

Customer was unable to click on the email verification link they received.

**Inquire Date** 8/25/2009  
**Record ID** 9853  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JR  
**Response Date** 8/25/2009  
**Resolution** 8/25/2009

Customer Service discovered it has been longer than 72 hours. Customer Service resent the link to the customer. Customer was able to verify their email address and complete the registration. Customer was satisfied.

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**CapTel--Complaints**

Customer stated they did not receive captions during their call.

**Inquire Date** 8/27/2009  
**Record ID** 9854  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 8/27/2009  
**Resolution** 8/27/2009

Customer Service advised customer of the settings for their Internet Browser to allow for captions. Customer reset settings and captions appeared fine. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated that every time they wish to place another call they have to click on the Logout tab and then log back in to back another call.

**Inquire Date** 9/2/2009  
**Record ID** 9915  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 9/2/2009  
**Resolution** 9/2/2009

Customer Service explained that customer did not have to use the log out tab at the end of each call and could use any of the tabs at the top of the screen in order to end the call and place another one. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated they are unable to place a call using Hamilton Web CapTel.

**Inquire Date** 9/3/2009  
**Record ID** 9857  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/9/2009  
**Resolution** 9/30/2009

Customer Service attempted to gather account information and call information from customer to forward to technical, but there has been no further response from customer in regards to this issue.

---

**CapTel--Complaints**

Customer stated that while using Hamilton Web CapTel to place a call to technical support for his computer he is asked to reboot his computer by technical support and this will loose his connection to CapTel. Customer inquired if there is a way to stay connected.

**Inquire Date** 9/8/2009  
**Record ID** 9918  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 9/8/2009  
**Resolution** 9/8/2009

Customer Service explained that unfortunately rebooting CapTel servicewill be lost. Customer Service stated that unless customer had another computer to call from or wireless device to call from the customer would loose connection with Hamilton Web CapTel. Customer understood.

---

**CapTel--Complaints**

Customer stated they are unable to place a call using Hamilton Web CapTel.

**Inquire Date** 9/8/2009  
**Record ID** 9858  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/8/2009  
**Resolution** 9/8/2009

Customer Service attempted to gather account information and call information from customer to forward to technical, but there has been no further response from customer in regards to this issue.

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**CapTel--Complaints**

Customer is unable to receive captioning on a Mobile CapTel call using the iPhone.

**Inquire Date** 9/8/2009  
**Record ID** 9919  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MF  
**Response Date** 9/8/2009  
**Resolution** 9/8/2009

Customer Service directed customer to an Apple Technician, who was able to assist the customer with setup of their calls. Customer Service also mentioned to be sure and maintain the 3G coverage area to keep call connected and logged on. Customer was able to place calls and was satisfied.

---

**CapTel--Complaints**

Customer as unable to place a call through Hamilton Web CapTel.

**Inquire Date** 9/8/2009  
**Record ID** 9917  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JS  
**Response Date** 9/8/2009  
**Resolution** 9/8/2009

Customer Service directed information to the technical department. Technical department needed to add the area code and prefix to the system in order for dialing to complete. System was updated and customer was able to place the call through Hamilton Web CapTel. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated they are unable to place a call to a number they have saved in their Hamilton Web CapTel account, but when they manually enter the number the call processes correctly.

**Inquire Date** 9/14/2009  
**Record ID** 9920  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--JR  
**Response Date** 9/14/2009  
**Resolution** 9/14/2009

Customer Service suggested customer verify that the number they have in their saved number list is saved correctly. Customer understood.

---

**CapTel--Complaints**

Customer stated they could not complete registration as they could not locate their activation email.

**Inquire Date** 9/23/2009  
**Record ID** 9939  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--RC  
**Response Date** 9/23/2009  
**Resolution** 9/23/2009

Customer Service confirmed that the activation email had been sent and assisted customer with locating the email. Account was activated and customer was able to place a call. Customer was satisfied.

---

**CapTel--Complaints**

Customer is experiencing a lot of delays in the captioning and missing characters.

**Inquire Date** 9/30/2009  
**Record ID** 9940  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--EY  
**Response Date** 9/30/2009  
**Resolution** 9/30/2009

Customer Service apologized and stated that CA would be counseled in regards to their speed and accuracy of their captioning. Customer Service also offered test calls to gather a sample of the issue the customer is experiencing to give to technical. Customer has been unable to provide a sample of this issue.

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**CapTel--Complaints**

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

*Inquire Date 10/5/2009*  
*Record ID 9999*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 10/5/2009*  
*Resolution 10/5/2009*

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

---

**CapTel--Complaints**

Customer is unable to click on the Place a Call button on the website.

*Inquire Date 10/7/2009*  
*Record ID 10000*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--ST*  
*Response Date 10/7/2009*  
*Resolution 10/7/2009*

Customer Service explained that some of the website features may not work when using a non-supported browser (IE8). Customer Service explained how to use the keyboard to place a call and not the mouse. Customer was satisfied.

---

**CapTel--Complaints**

Customer was unable to place a call through Hamilton Web CapTel.

*Inquire Date 10/9/2009*  
*Record ID 10001*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JR*  
*Response Date 10/9/2009*  
*Resolution 10/9/2009*

Customer Service directed information to the technical department. Technical department needed to add the area code and prefix to the system in order for dialing to complete. System was updated and customer was able to place the call through Hamilton Web CapTel. Customer was satisfied.

---

**CapTel--Complaints**

Customer reported difficulties logging into their Hamilton Web CapTel account.

*Inquire Date 10/14/2009*  
*Record ID 10002*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 10/14/2009*  
*Resolution 10/14/2009*

Customer Service advised customer in a Federal office to speak to the office technician to ensure that their computer meets the technical requirements to log on and use Hamilton Web CapTel in the office. Customer Service sent technical specifications through email. Customer was satisfied.

---

**CapTel--Complaints**

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

*Inquire Date 10/16/2009*  
*Record ID 9949*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 10/19/2009*  
*Resolution 10/19/2009*

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

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***CapTel--Complaints***

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

***Inquire Date 10/16/2009***  
***Record ID 10005***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI--EY***  
***Response Date 10/16/2009***  
***Resolution 10/16/2009***

Customer Service verified the customer was using the correct username and password. Customer was using incorrect password. Customer Service explained how to retrieve a password. Customer able to log on successfully and update their account. Customer satisfied.

---

***CapTel--Complaints***

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

***Inquire Date 10/20/2009***  
***Record ID 9951***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By Tina***  
***Response Date 10/20/2009***  
***Resolution 10/20/2009***

Customer Service forwarded information to the technical department. The technical department assisted the customer with logging into their account. Customer was satisfied.

---

***CapTel--Complaints***

Customer stated they did not get captions on their call through Hamilton Web CapTel.

***Inquire Date 10/20/2009***  
***Record ID 10006***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI--JS***  
***Response Date 10/20/2009***  
***Resolution 10/20/2009***

Customer Service explained that there had been technical difficulties within the Internet Gateway Server. The connection was re-established allowing Hamilton Web CapTel calls to be routed and processed normally. Customer confirmed their ability to make a captioned call once again.

---

***CapTel--Complaints***

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

***Inquire Date 10/27/2009***  
***Record ID 10012***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI--KP***  
***Response Date 10/28/2009***  
***Resolution 10/28/2009***

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

---

***CapTel--Complaints***

Customer as unable to place a call through Hamilton Web CapTel.

***Inquire Date 10/27/2009***  
***Record ID 10014***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI--EY***  
***Response Date 10/27/2009***  
***Resolution 10/27/2009***

Customer Service directed information to the technical department. Technical department needed to add the area code and prefix to the system in order for dialing to complete. System was updated and customer was able to place the call through Hamilton Web CapTel. Customer was satisfied.

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**CapTel--Complaints**

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

*Inquire Date 10/29/2009*  
*Record ID 10013*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JR*  
*Response Date 10/29/2009*  
*Resolution 10/29/2009*

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

---

**CapTel--Complaints**

Customer stated they are unable to make and receive a call using Hamilton Web CapTel.

*Inquire Date 11/2/2009*  
*Record ID 10023*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 11/2/2009*  
*Resolution 11/2/2009*

Customer Service explained how to make and receive a Hamilton Web CapTel through their account. Customer Service did a test call with the customer and everything is working properly. Customer was satisfied.

---

**CapTel--Complaints**

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

*Inquire Date 11/5/2009*  
*Record ID 10024*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 11/5/2009*  
*Resolution 11/5/2009*

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account.  
Customer satisfied.

---

**CapTel--Complaints**

Customer is unable to click the "Place a Call" button to process a Hamilton Web CapTel call.

*Inquire Date 11/12/2009*  
*Record ID 10025*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JS*  
*Response Date 11/12/2009*  
*Resolution 11/12/2009*

Customer Service assisted customer with adjusting their browser settings to resolve the issue.  
Customer was satisfied.

---

**CapTel--Complaints**

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

*Inquire Date 11/18/2009*  
*Record ID 10022*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 11/18/2009*  
*Resolution 11/18/2009*

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

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**CapTel--Complaints**

Customer stated they are unable to place a call using Hamilton Web CapTel.

*Inquire Date 11/20/2009*  
*Record ID 10026*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--MMO*  
*Response Date 11/20/2009*  
*Resolution 11/20/2009*

Customer Service advised customer of the settings for their Internet Browser and their system to allow for a Hamilton Web CapTel call to be placed. Customer reset settings and was able to process a call. Customer was satisfied.

---

**CapTel--Complaints**

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

*Inquire Date 12/2/2009*  
*Record ID 10075*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JL*  
*Response Date 12/2/2009*  
*Resolution 12/2/2009*

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

---

**CapTel--Complaints**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

*Inquire Date 12/7/2009*  
*Record ID 10076*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JR*  
*Response Date 12/7/2009*  
*Resolution 12/7/2009*

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated they had received notification that their account was activated, but they are unable to log on, as they receive an error that their account is not active.

*Inquire Date 12/7/2009*  
*Record ID 10034*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Michelle*  
*Response Date 12/7/2009*  
*Resolution 12/7/2009*

Supervisor forwarded information to the technical department. The technical department discovered the customer needed to click on the email verification to finalize activation. Customer was notified and able to place a call.

---

**CapTel--Complaints**

Customer stated that when placing a call it only displays a few sentences of captioning and it is really slow.

*Inquire Date 12/11/2009*  
*Record ID 10038*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 12/11/2009*  
*Resolution 12/11/2009*

Customer Service assisted caller with trouble shooting and resetting their browser. Customer was able to process a call and display all of the captioning. Customer was satisfied.

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**CapTel--Complaints**

Customer stated they did not receive captions during their call.

*Inquire Date 12/15/2009*  
*Record ID 10078*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 12/15/2009*  
*Resolution 12/15/2009*

Customer Service advised customer of the settings for their Internet Browser to allow for captions. Customer reset settings and captions appeared fine. Customer was satisfied.

---

**CapTel--Complaints**

Customer as unable to place a call through Hamilton Web CapTel.

*Inquire Date 12/23/2009*  
*Record ID 10079*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--MJS*  
*Response Date 12/23/2009*  
*Resolution 12/23/2009*

Customer Service directed information to the technical department. Technical department needed to add the area code and prefix to the system in order for dialing to complete. System was updated and customer was able to place the call through Hamilton Web CapTel. Customer was satisfied.

---

**CapTel--Complaints**

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

*Inquire Date 12/28/2009*  
*Record ID 10080*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 12/28/2009*  
*Resolution 12/28/2009*

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account. Customer satisfied.

---

**CapTel--Complaints**

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

*Inquire Date 12/28/2009*  
*Record ID 10081*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 12/28/2009*  
*Resolution 12/28/2009*

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account. Customer satisfied.

---

**CapTel--Complaints**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

*Inquire Date 12/30/2009*  
*Record ID 10077*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--JR*  
*Response Date 12/30/2009*  
*Resolution 12/30/2009*

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

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**CapTel--Complaints**

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

**Inquire Date** 1/4/2010  
**Record ID** 10195  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-MJS  
**Response Date** 1/4/2010  
**Resolution** 1/4/2010

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

---

**CapTel--Complaints**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

**Inquire Date** 1/4/2010  
**Record ID** 10196  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-ST  
**Response Date** 1/4/2010  
**Resolution** 1/4/2010

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

---

**CapTel--Complaints**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

**Inquire Date** 1/7/2010  
**Record ID** 10199  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-TJ  
**Response Date** 1/7/2010  
**Resolution** 1/7/2010

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated they are unable to place a call using Hamilton Web CapTel.

**Inquire Date** 1/12/2010  
**Record ID** 10201  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-MP  
**Response Date** 1/12/2010  
**Resolution** 1/12/2010

Customer Service advised customer of the settings for their Internet Browser to allow for a Hamilton Web CapTel call to be placed. Customer reset settings and was able to process a call. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

**Inquire Date** 1/14/2010  
**Record ID** 10205  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-ST  
**Response Date** 1/14/2010  
**Resolution** 1/14/2010

Customer Service stated information would be forwarded to technical. The technical department discovered an issue with the registration and customer was sent a second activation link. Customer has been able to verify their account and place a call.

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**CapTel--Complaints**

Customer reported difficulties with registering for Hamilton Web CapTel.

**Inquire Date** 1/15/2010  
**Record ID** 10206  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-JR  
**Response Date** 1/18/2010  
**Resolution** 1/18/2010

Customer Service manually registered the customer and ensured they could log in and place a successful call. Customer was satisfied.

---

**CapTel--Complaints**

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

**Inquire Date** 1/18/2010  
**Record ID** 10207  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-RC  
**Response Date** 1/18/2010  
**Resolution** 1/18/2010

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account. Customer satisfied.

---

**CapTel--Complaints**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

**Inquire Date** 1/21/2010  
**Record ID** 10200  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-JL  
**Response Date** 1/21/2010  
**Resolution** 1/21/2010

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

---

**CapTel--Complaints**

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

**Inquire Date** 1/26/2010  
**Record ID** 10208  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-EY  
**Response Date** 1/26/2010  
**Resolution** 1/26/2010

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account. Customer satisfied.

---

**CapTel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

**Inquire Date** 1/27/2010  
**Record ID** 10129  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 2/4/2010  
**Resolution** 2/4/2010

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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***CapTel--Complaints***

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

***Inquire Date 1/27/2010  
Record ID 10122  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/4/2010  
Resolution 2/4/2010***

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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***CapTel--Complaints***

Customer stated that they were unable to reset their password.

***Inquire Date 1/27/2010  
Record ID 10212  
Call Taken By Customer Service  
CA Number  
Responded By CTI-MF  
Response Date 1/27/2010  
Resolution 1/27/2010***

Customer Service provided instructions for updating their password. Customer was satisfied.

---

***CapTel--Complaints***

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

***Inquire Date 1/27/2010  
Record ID 10124  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/4/2010  
Resolution 2/4/2010***

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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***CapTel--Complaints***

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

***Inquire Date 1/27/2010  
Record ID 10125  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/4/2010  
Resolution 2/4/2010***

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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***CapTel--Complaints***

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

***Inquire Date 1/27/2010  
Record ID 10123  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/4/2010  
Resolution 2/4/2010***

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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**Captel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

*Inquire Date 1/27/2010*  
*Record ID 10128*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 2/4/2010*  
*Resolution 2/4/2010*

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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**Captel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

*Inquire Date 1/27/2010*  
*Record ID 10130*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 2/4/2010*  
*Resolution 2/4/2010*

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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**Captel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

*Inquire Date 1/27/2010*  
*Record ID 10120*  
*Call Taken By Operations Mgr*  
*CA Number*  
*Responded By Tina*  
*Response Date 2/11/2010*  
*Resolution 2/11/2010*

Assistant Operations Manager stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

---

**Captel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

*Inquire Date 1/27/2010*  
*Record ID 10121*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 2/11/2010*  
*Resolution 2/11/2010*

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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**Captel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

*Inquire Date 1/27/2010*  
*Record ID 10126*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 2/4/2010*  
*Resolution 2/4/2010*

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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**CapTel--Complaints**

Customer stated that they registered for Hamilton Web CapTel, but are unable to log into their account and click on the activation email.

*Inquire Date 1/27/2010*  
*Record ID 10127*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 2/4/2010*  
*Resolution 2/4/2010*

Customer Service stated information would be forwarded to the technical department. The technical department discovered an issue with the registration and customer was resent an activation link. Customer has been able to verify their account and place a call.

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**CapTel--Complaints**

Customer stated that captions stopped in the middle of their call.

*Inquire Date 2/1/2010*  
*Record ID 10265*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-MF*  
*Response Date 2/1/2010*  
*Resolution 2/1/2010*

Customer Service discovered that the customer was using an unsupported web browser that was causing the captions to stop. Customer Service explained the technical requirements for successful use of this service. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated that when they get to the captioning screen the display is too small and they are unable to read the captions.

*Inquire Date 3/11/2010*  
*Record ID 10090*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 3/12/2010*  
*Resolution 3/12/2010*

Customer Service explained how to widen the caption screen on the iPhone. Customer was satisfied.

---

**CapTel--Complaints**

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates through Hamilton and changes to their username/password.

*Inquire Date 3/19/2010*  
*Record ID 10093*  
*Call Taken By Operations Mgr*  
*CA Number*  
*Responded By Diane*  
*Response Date 3/19/2010*  
*Resolution 3/19/2010*

Assistant Operations Manager explained about the recent updates and changes to the website address and the username/password. Customer understood and was able to log on and place a call.

---

**CapTel--Complaints**

Customer was receiving a security error when attempting to use the icon on their desktop for HamiltonWeb CapTel.

*Inquire Date 3/19/2010*  
*Record ID 10095*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 3/19/2010*  
*Resolution 3/19/2010*

Customer Service explained why this error appeared and assisted the customer in resetting their bookmark. Customer was satisfied.

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**CapTel--Complaints**

Customer was receiving a security error when attempting to use the icon on their desktop for HamiltonWeb CapTel.

*Inquire Date 3/19/2010*  
*Record ID 10094*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Mitchell*  
*Response Date 3/19/2010*  
*Resolution 3/19/2010*

Hamilton Web CapTel Product Manager explained why this error appeared and assisted the customer in resetting their bookmark. Customer was satisfied.

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**CapTel--Complaints**

Customer was receiving a security error when attempting to use the icon on their desktop for HamiltonWeb CapTel.

*Inquire Date 3/19/2010*  
*Record ID 10092*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 3/19/2010*  
*Resolution 3/19/2010*

Customer Service explained why this error appeared and assisted the customer in resetting their bookmark and saved contacts in their contact list. Customer was satisfied.

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**CapTel--Complaints**

Customer was receiving a security error when attempting to use the icon on their desktop for Hamilton Web CapTel.

*Inquire Date 3/19/2010*  
*Record ID 10096*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 3/19/2010*  
*Resolution 3/19/2010*

Customer Service explained why this error appeared and assisted the customer in resetting their bookmark. Customer was satisfied.

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**CapTel--Complaints**

Customer stated that when placing a call with Hamilton Web CapTel, they enter their 'My Telephone Number' and the number to dial. Customer stated that the screen shows dialing the outbound number, but the 'My Telephone Number' line never rings, but captioning begins on the screen.

*Inquire Date 3/19/2010*  
*Record ID 10117*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 3/19/2010*  
*Resolution 3/20/2010*

Customer Service apologized and explained that the Hamilton Web CapTel website was recently updated. Customer Service forwarded the information to the technical department. The technical department discovered that the customer was using an incorrect number.

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**CapTel--Complaints**

Customer was receiving a security error when attempting to use the icon on their desktop for HamiltonWeb CapTel.

*Inquire Date 3/19/2010*  
*Record ID 10098*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 3/19/2010*  
*Resolution 3/19/2010*

Customer Service explained why this error appeared and assisted the customer in resetting their bookmark. Customer was satisfied.

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**CapTel--Complaints**

**Inquire Date** 3/19/2010  
**Record ID** 10116  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/19/2010  
**Resolution** 3/19/2010

Customer stated that when placing a call with Hamilton Web CapTel, they enter their 'My Telephone Number' and the number to dial. Customer stated that the screen shows dialing the outbound number, but the 'My Telephone Number' line never rings, but captioning begins on the screen.

Customer Service apologized and explained that the Hamilton Web CapTel website was recently updated. Customer Service forwarded the information to the technical department. The technical department discovered that the customer was using an incorrect number.

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**CapTel--Complaints**

**Inquire Date** 3/19/2010  
**Record ID** 10099  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/19/2010  
**Resolution** 3/19/2010

Customer stated that their contact numbers are now all appearing under the same list and not separated out like they were before. Customer does not like that all contacts are together with their "My Telephone Numbers".

Customer Service explained about the recent updates to the Hamilton Web CapTel website and the new contact icons. Customer understood.

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**CapTel--Complaints**

**Inquire Date** 3/20/2010  
**Record ID** 10107  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2010  
**Resolution** 3/22/2010

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates through Hamilton and changes to their username/password.

Customer Service explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

**Inquire Date** 3/21/2010  
**Record ID** 10102  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 3/21/2010  
**Resolution** 3/25/2010

Customer was receiving a security error when attempting to connect to the relay website. Customer stated that once the security error disappeared they were still unable to login to their account.

Hamilton Web CapTel Product Manager explained the recent updates and assisted the customer to update their username and password. Customer was satisfied and able to process a call.

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**CapTel--Complaints**

**Inquire Date** 3/22/2010  
**Record ID** 10108  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2010  
**Resolution** 3/22/2010

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates and changes to their username/password.

Customer Service explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

**Inquire Date** 3/22/2010  
**Record ID** 10119  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Diane  
**Response Date** 3/23/2010  
**Resolution** 3/23/2010

Customer stated several issues with the Hamilton Web CapTel website. Customer stated they have been unable to log on to their account with their username and password. Customer also stated that they do not like all of their contacts and their "My Telephone Numbers" being in the same place.

Assistant Operations Managers explained about the recent updates to the website and provided the correct information in order to log on. Assistant Operations Manager stated that the customer's concern about the contact list would be forwarded to the development team. Customer was satisfied.

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**CapTel--Complaints**

**Inquire Date** 3/22/2010  
**Record ID** 10114  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 3/23/2010  
**Resolution** 3/23/2010

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates and changes to their username and password.

Hamilton Web CapTel Product Manager explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

**Inquire Date** 3/22/2010  
**Record ID** 10111  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2010  
**Resolution** 3/22/2010

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates and changes to their username and password.

Customer Service explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

**Inquire Date** 3/22/2010  
**Record ID** 10110  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2010  
**Resolution** 3/22/2010

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates and changes to their username and password.

Customer Service explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

**Inquire Date** 3/22/2010  
**Record ID** 10109  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2010  
**Resolution** 3/22/2010

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates and changes to their username and password.

Customer Service explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

Customer requested instructions to clear the security error.

**Inquire Date** 3/22/2010  
**Record ID** 10106  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 3/22/2010  
**Resolution** 3/22/2010

Hamilton Web CapTel Product Manager provided the customer with the appropriate steps to clear the error. Customer was satisfied.

---

**CapTel--Complaints**

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates and changes to their username and password.

**Inquire Date** 3/23/2010  
**Record ID** 10112  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 3/23/2010  
**Resolution** 3/23/2010

Hamilton Web CapTel Product Manager explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Complaints**

Customer stated that when they attempt to place a call using Hamilton Web CapTel they receive a blue screen and are unable to process the call.

**Inquire Date** 3/24/2010  
**Record ID** 10118  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 3/24/2010  
**Resolution** 5/31/2010

Hamilton Web CapTel Product Manager emailed the customer for additional information on which browser or wireless device the customer was using. There has been no response from the customer.

---

**CapTel--Complaints**

Customer was unable to update their username as they receive a message that the name is already in use.

**Inquire Date** 3/25/2010  
**Record ID** 10115  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/25/2010  
**Resolution** 3/25/2010

Customer Service explained the message and provided the customer with possible usernames that were available to use that were similar to what the customer was requesting. Customer was satisfied.

---

**CapTel--Complaints**

Customer stated that when placing a call with Hamilton Web CapTel they enter their 'My Telephone Number' and the number to dial. The screen shows dialing the outbound number, but the 'My Telephone Number' line never rings, but captioning begins on the screen.

**Inquire Date** 3/26/2010  
**Record ID** 10136  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane  
**Response Date** 3/26/2010  
**Resolution** 3/26/2010

Customer Service apologized and explained that the Hamilton Web CapTel website was recently updated. Customer Service forwarded the information to the technical department. The technical department discovered that the customer was using an incorrect number. .

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**CapTel--Connection Issues**

Customer was unable to log on to her account.

*Inquire Date 3/20/2010*  
*Record ID 10227*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By ATI*  
*Response Date 3/20/2010*  
*Resolution 3/20/2010*

Customer Service attempted to assist the customer, but they were unable to hear the representative. Customer disconnected before information was obtained.

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**CapTel--Connection Issues**

Customer was unable to log on to her account. Customer verified that their username and password did not contain spaces or symbols.

*Inquire Date 3/20/2010*  
*Record ID 10230*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By ATI*  
*Response Date 3/20/2010*  
*Resolution 3/20/2010*

Customer Service attempted to acquire information, but customer disconnected.

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**CapTel--Connection Issues**

Customer was unable to register for Hamilton Web CapTel. Customer stated that the links were not working correctly.

*Inquire Date 3/29/2010*  
*Record ID 10251*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By ATI*  
*Response Date 3/29/2010*  
*Resolution 3/29/2010*

Customer Service assisted the customer with registration. Customer was satisfied.

---

**CapTel--Connection Issues**

Customer was unable to log on to Hamilton Web CapTel.

*Inquire Date 4/1/2010*  
*Record ID 10259*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By ATI*  
*Response Date 4/1/2010*  
*Resolution 4/1/2010*

Customer Service explained the recent changes to the website and verified their username and password. Customer Service discovered that the customer needed to update their username. Username was updated and customer was satisfied.

---

**CapTel--Connection Issues**

Customer stated that during the middle of their call they received a message that asked them to "Log Off".

*Inquire Date 2/23/2010*  
*Record ID 10133*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Mitchell*  
*Response Date 2/24/2010*  
*Resolution 2/24/2010*

Hamilton Web CapTel Product Manager explained by email that there is no time limit and the customer should not have received the "Log Off" message. Hamilton Web CapTel Product Manager has attempted to obtain additional information, but there has been no response from the customer.

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**CapTel--Connection Issues**

**Inquire Date** 3/15/2010  
**Record ID** 10257  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** ATI  
**Response Date** 3/15/2010  
**Resolution** 3/15/2010

Customer was unable to place a Hamilton Web CapTel call using her username and password. She reset her password and never received the e-mail so her login and password are not working.

Customer Service discovered that the customer had not registered. Customer Service assisted the customer with registration. Customer was able to place a call and was satisfied.

---

**CapTel--Connection Issues**

**Inquire Date** 3/28/2010  
**Record ID** 10441  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/29/2010  
**Resolution** 3/29/2010

Customer stated that they were unable to access the Hamilton Web CapTel by using their bookmark since the change to the website.

Customer Service provided the customer the new website address and assisted the customer with a reset of their bookmark. Customer was satisfied.

---

**CapTel--Connection Issues**

**Inquire Date** 4/6/2010  
**Record ID** 10442  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/7/2010  
**Resolution** 4/7/2010

Customer was unable to maintain a connection with the website to place multiple calls.

Customer Service forwarded the information to the technical department. The technical department discovered after placing test calls with the customer that their internet connection timed out. Customer Service also discovered that there had been a large storm in the area that was creating issue with internet connections. Customer was later able to place mutiple calls and was satisfied.

---

**CapTel--Connection Issues**

**Inquire Date** 4/17/2010  
**Record ID** 10701  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Mitchell  
**Response Date** 4/19/2010  
**Resolution** 4/19/2010

Customer was unable to log into to their Hamilton Web CapTel account since the recent update to the system.

Customer Service assisted the customer with updating their desktop application and provided their username and password. Customer Service attempted to place a test call, but customer's internet connection timed out. Customer was notified and undertood.

---

**CapTel--Connection Issues**

**Inquire Date** 4/29/2010  
**Record ID** 10713  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 5/25/2010  
**Resolution** 5/25/2010

Customer was receiving a security error when attempting to use the icon on their desktop that they had for HamiltonWeb CapTel.

Customer Service explained why this error appeared and assisted the customer in resetting their bookmark. Customer was satisfied.

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**CapTel--Miscellaneous**

Customer stated that they were unable to log into their account to place a call.

**Inquire Date** 1/13/2010  
**Record ID** 10202  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-JR  
**Response Date** 1/13/2010  
**Resolution** 1/13/2010

Customer Service discovered that the customer had a Hamilton Web Relay account and not a Hamilton Web CapTel account. Customer Service explained the difference to the customer. Customer was satisfied.

---

**CapTel--Other**

Customer was unable to log into their account.

**Inquire Date** 3/19/2010  
**Record ID** 10221  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** ATI  
**Response Date** 3/19/2010  
**Resolution** 3/19/2010

Customer Service discovered that the customer had a symbol or space in her username and password. Customer Service assisted the customer with updating their username and password. Customer was able to place a call and was satisfied.

---

**CapTel--Other**

Customer stated they continue to receive an error when attempting to complete their registration by clicking on the link provided in the email from Customer Service

**Inquire Date** 4/6/2010  
**Record ID** 10447  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** ATI  
**Response Date** 4/6/2010  
**Resolution** 4/6/2010

Customer Service suggested that the customer log on to the website and attempt to place a call, which was successful. Customer was satisfied.

---

**CapTel--Other - General**

Customer stated their password appears to no longer work.

**Inquire Date** 3/26/2010  
**Record ID** 10246  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** ATI  
**Response Date** 3/26/2010  
**Resolution** 3/26/2010

Customer Service directed the customer to the website to click on "get password". Customer was able to log on and was satisfied.

---

**CapTel--Other -- General**

Customer stated that they had entered their Hamilton Web CapTel number correctly, but the calls were going to an incorrect number.

**Inquire Date** 2/1/2010  
**Record ID** 10264  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-MP  
**Response Date** 2/1/2010  
**Resolution** 2/1/2010

Customer Service discovered that the number was listed correctly for the call back but the customer had call forwarding on their line. Customer Service directed customer to their phone provider to remove the call forwarding. Customer was satisfied.

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**CapTel--Other -- General**

Customer was unable to sign into their Hamilton Web CapTel account due to recent updates through Hamilton and changes to their username and password.

*Inquire Date 2/24/2010*  
*Record ID 10287*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-MMO*  
*Response Date 2/24/2010*  
*Resolution 2/24/2010*

Customer Service explained about the recent updates and changes to the website address and the username and password. Customer understood and was able to log on and place a call.

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**CapTel--Other -- General**

Customer stated they are unable to access the Hamilton Web CapTel website from their saved bookmark.

*Inquire Date 2/25/2010*  
*Record ID 10292*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-MP*  
*Response Date 2/25/2010*  
*Resolution 2/25/2010*

Customer Service gave customer the website and advised that they may want to create a new bookmark for this page. Customer was satisfied.

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**CapTel--Registration Assistance**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

*Inquire Date 2/5/2010*  
*Record ID 10270*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI--EY*  
*Response Date 2/5/2010*  
*Resolution 2/5/2010*

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

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**CapTel--Registration Assistance**

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

*Inquire Date 2/10/2010*  
*Record ID 10276*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-EY*  
*Response Date 2/10/2010*  
*Resolution 2/10/2010*

Customer Service verified the customer was using the correct username and password and assisted customer with log on. Customer able to log on successfully and update their account. Customer satisfied.

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**CapTel--Registration Assistance**

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

*Inquire Date 2/22/2010*  
*Record ID 10281*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-JL*  
*Response Date 2/22/2010*  
*Resolution 2/22/2010*

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

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**CapTel--Registration Assistance** Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

*Inquire Date 3/2/2010*  
*Record ID 10427*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-RC*  
*Response Date 3/2/2010*  
*Resolution 3/2/2010*

Customer Service suggested customer check their spam folder for the activation email. Customer located the email and customer service explained how to place a call. Customer was satisfied.

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**CapTel--Registration Assistance** Customer was unable to log into their Hamilton Web CapTel account to place a call.

*Inquire Date 3/9/2010*  
*Record ID 10430*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By CTI-JS*  
*Response Date 3/9/2010*  
*Resolution 3/9/2010*

Customer Service verified the customer was using the correct username and password and assisted customer with log on and verifying the account. Customer able to log on successfully and activate their account. Customer satisfied.

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**CapTel--Registration Assistance** Customer stated that they are unable to click on the link provided in the registration email.

*Inquire Date 3/24/2010*  
*Record ID 10235*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By ATI*  
*Response Date 3/24/2010*  
*Resolution 3/24/2010*

Customer Service explained that they could copy and paste the link into their browser. Customer was able to place a call and was satisfied.

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**CapTel--Registration Assistance** Customer was receiving an error that stated "to please activate their account in order to log in". Customer stated they have not received activation notice.

*Inquire Date 5/8/2010*  
*Record ID 10703*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Mitchell*  
*Response Date 5/10/2010*  
*Resolution 5/10/2010*

Hamilton Web CapTel Product Manager directed the customer to their junk mail box. Customer located the activation notice and was able to activate their account. Customer was satisfied.

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**CapTel--Registration Assistance** Customer stated that he was unable to set up an account because the registration account would not accept his username or password.

*Inquire Date 5/12/2010*  
*Record ID 10534*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By ATI*  
*Response Date 5/12/2010*  
*Resolution 5/12/2010*

Customer Service discovered that the customer had registered previously. Customer Service supplied the customer with their username and password. Customer understood.

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**CapTel--Service--General**

Customer was receiving an error while attempting to register for Hamilton Web CapTel.

**Inquire Date** 3/30/2010  
**Record ID** 10253  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Melissa  
**Response Date** 3/30/2010  
**Resolution** 4/1/2010

Customer Service discovered that the customer was clicking on the email validation link more than once, which caused the error. Customer Service emailed the customer on how to place a call now that the email validation link had already been clicked. Customer was satisfied.

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**CapTel--System/Browser Issues**

Customer stated that when they enter the telephone numbers in the number fields too quickly the wrong number appears and then they have to re-enter the number again more slowly.

**Inquire Date** 2/1/2010  
**Record ID** 10266  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MMO  
**Response Date** 2/5/2010  
**Resolution** 2/5/2010

Customer Service apologized for this issue and stated that this would be discussed at the next platform upgrade but suggested the customer enter the numbers more slowly when using the service. Customer understood.

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**CapTel--System/Browser Issues**

Customer stated that it is difficult to enter the telephone numbers in the dialing fields when using Firefox.

**Inquire Date** 2/8/2010  
**Record ID** 10273  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--KP  
**Response Date** 2/8/2010  
**Resolution** 2/8/2010

Customer Service advised the customer to enter the telephone numbers more slowly in the fields to ensure they are entered properly. Customer Service also suggested to try placing the call with another browser. Customer understood.

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**CapTel--System/Browser Issues**

Customer stated that when she attempted to log into Hamilton Web CapTel, they receive a pop-up window that states to check her browser settings. Customer stated that her computer had several Microsoft errors.

**Inquire Date** 3/2/2010  
**Record ID** 10424  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI--MP  
**Response Date** 3/2/2010  
**Resolution** 3/2/2010

Customer Service suggested that the customer contact a computer specialist. Customer Service explained that once the errors were cleared to attempt their call. Customer was satisfied.

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**CapTel--System/Browser Issues**

Customer stated that they have been attempting to make calls for several days with no success. Customer stated that their system times out and never rings back.

**Inquire Date** 4/2/2010  
**Record ID** 10261  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** ATI  
**Response Date** 4/2/2010  
**Resolution** 4/2/2010

Customer Service forwarded information to the technical department. The technical department explained that the customer would need to clear their cache and restart their computer. Customer was able to place a call and was satisfied.

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**CapTel--System/Browser Issues**

Customer stated they are unable to access the website.

**Inquire Date** 4/12/2010  
**Record ID** 10473  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/12/2010  
**Resolution** 4/12/2010

Customer Service explained that there had been recent updates on the webpage. Customer service directed the customer to the correct website and reset their bookmark icon. Customer was able to place a call and was satisfied.

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**CapTel--System/Browser Issues**

Customer was receiving a security error when attempting to use the icon on their desktop that they had for Hamilton Web CapTel.

**Inquire Date** 4/29/2010  
**Record ID** 10478  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/29/2010  
**Resolution** 4/29/10

Customer Service explained why this error appeared and assisted the customer in resetting their bookmark. Customer was able to place a call and was satisfied.

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**CapTel--Technical - General**

Customer was unable to log on to their account.

**Inquire Date** 5/3/2010  
**Record ID** 10527  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** ATI  
**Response Date** 5/3/2010  
**Resolution** 5/3/2010

Customer Service discovered that the customer had not registered. Customer Service assisted the customer with registration and was able to place a call. Customer was satisfied.

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**CapTel--Technical -- General**

Customer was attempting to register with Hamilton Web CapTel when the website maintenance was occurring and they were unable to complete the registration.

**Inquire Date** 2/4/2010  
**Record ID** 10269  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-DF  
**Response Date** 2/4/2010  
**Resolution** 2/4/2010

Customer Service stated that Technical Support had completed the website maintenance and the customer was able to complete their registration. Customer was satisfied.

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**CapTel--Technical -- General**

Customer is receiving an error whenever they attempt to log into their account.

**Inquire Date** 3/1/2010  
**Record ID** 10423  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** CTI-MP  
**Response Date** 3/1/2010  
**Resolution** 3/1/2010

Customer Service assisted customer in resetting their password. Customer was satisfied.

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***CapTel--Technical -- General***

***Inquire Date 3/12/2010***  
***Record ID 10431***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI-EY***  
***Response Date 3/12/2010***  
***Resolution 3/12/2010***

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

Customer Service manually registered customer for Hamilton Web CapTel and explained how to place a call. Customer was satisfied.

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***CapTel--Technical -- General***

***Inquire Date 4/18/2010***  
***Record ID 10785***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By Thomas***  
***Response Date 4/18/2010***  
***Resolution 4/18/2010***

Customer stated that when attempting to log into the website they are redirected to a page that is unavailable.

Lead CA explained that there had been updates to the webpage and directed the customer to the correct webpage. Customer was satisfied.

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***CapTel--Technical -- General***

***Inquire Date 4/21/2010***  
***Record ID 10474***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By Mitchell***  
***Response Date 4/22/2010***  
***Resolution 4/22/2010***

Customer was unable to activate their Hamilton Web CapTel account in order to place a call.

Hamilton Web CapTel Product Manager discovered that the customer's email account was blocking email from Hamilton Web CapTel. Hamilton Web CapTel Product Manager explained how to add Hamilton Web CapTel to his allowed list. Customer updated their email account and the activation email was resent. Customer was able to activate their account. Customer was satisfied.

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***CapTel--Unable to make captioned calls***

***Inquire Date 3/4/2010***  
***Record ID 10428***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI-EY***  
***Response Date 3/4/2010***  
***Resolution 3/4/2010***

Customer reported that Hamilton Web CapTel no longer dials to a previously used call back number.

Customer Service advised customer to enter number manually which allowed him to make his call. Customer Service then advised him to delete then re-enter his stored contact numbers. This provided complete resolution of customer's issue. Customer was satisfied.

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***CapTel--Unable to make captioned calls***

Customer called in for her son who is unable to place or receive a call using Hamilton Web CapTel.

***Inquire Date 3/8/2010***  
***Record ID 10429***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI-TJ***  
***Response Date 3/8/2010***  
***Resolution 3/8/2010***

Customer Service advised customer to try another browser to see if they are able to make and receive a Hamilton Web CapTel call. Customer was able to make and receive a Hamilton Web CapTel call. Customer was satisfied.

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***CapTel--Unable to make captioned calls***

Customer was unable to process a call using Hamilton Web CapTel.

***Inquire Date 3/19/2010***  
***Record ID 10698***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By Tina***  
***Response Date 3/19/2010***  
***Resolution 3/19/2010***

Customer Service apologized and explained to the customer that the website was recently updated. Customer Service provided the appropriate website and cleared their desktop application. Customer was able to place a call and was satisfied.

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***CapTel--Unable to make captioned calls***

Customer stated that the "Place a Call" button failed to activate when she entered the numbers to place a call.

***Inquire Date 3/19/2010***  
***Record ID 10436***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By CTI-EY***  
***Response Date 3/19/2010***  
***Resolution 3/19/2010***

Customer Service advised customer to enter the numbers manually which allowed her to make a call. Customer was satisfied.

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***CapTel--Unable to make captioned calls***

Customer stated that when placing a call with Hamilton Web CapTel, they enter their 'My Telephone Number' and the number to dial. The screen shows dialing the outbound number, but the 'My Telephone Number' line never rings, but captioning begins on the screen.

***Inquire Date 3/19/2010***  
***Record ID 10700***  
***Call Taken By Customer Service***  
***CA Number***  
***Responded By Tina***  
***Response Date 3/19/2010***  
***Resolution 4/1/2010***

Customer Service forwarded information to the technical department. The technical department discovered an issue with the server, which was resolved and customer was able to process their call. Customer was satisfied.

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***Captel--Unable to make captioned calls***

***Inquire Date 3/23/2010  
Record ID 10699  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 3/23/2010  
Resolution 4/21/2010***

Customer was unable to process a call using Web CapTel.

Assistant Operations Manager explained that the website had been updated and provided the appropriate website. Assistant Operations Manager assisted the customer to clear the cache from their browser. Customer was satisfied.

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***Captel--Unable to make captioned calls***

***Inquire Date 5/2/2010  
Record ID 10475  
Call Taken By Customer Service  
CA Number  
Responded By Mitchell  
Response Date 5/2/2010  
Resolution 5/2/2010***

Customer stated they were unable to log on and requested their username and password.

Hamilton Web CapTel Product Manager forwarded the customer their username and password. Hamilton Web CapTel Product Manager also explained that the customer would need to click on the confirmation email link they had received. Customer was able to confirm account and log on. Customer was satisfied.

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***Captel--Unable to make captioned calls***

***Inquire Date 5/3/2010  
Record ID 10476  
Call Taken By Customer Service  
CA Number  
Responded By Mitchell  
Response Date 5/3/2010  
Resolution 5/3/2010***

Customer was unable to log into their account even after requesting the password information.

Hamilton Web CapTel Product Manager discovered the customer was using the incorrect username and provided correct information to be able to log into their account. Customer was satisfied.

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***Captel--Unable to make captioned calls***

***Inquire Date 5/4/2010  
Record ID 10714  
Call Taken By Lead CA  
CA Number  
Responded By Shane  
Response Date 5/4/2010  
Resolution***

Customer stated they were having issues navigating the website in order to process a call.

Lead CA explained how to process a call, but this seemed to confuse the customer. Lead CA stated that someone would return a call to the customer. Customer Service attempted to return a call but there was no response.

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***CapTel--Website Maintenance***

***Inquire Date 3/20/2010***

***Record ID 10229***

***Call Taken By Customer Service***

***CA Number***

***Responded By ATI***

***Response Date 3/20/2010***

***Resolution 3/20/2010***

Customer stated that they were receiving security warnings on their computer when they attempted to place a call through Hamilton Web CapTel.

Customer Service explained that they could continue and that the security warning should only last 24 hours. Customer Service further explained that there was no security risk, but that Hamilton was updating their security certificate. Customer was satisfied.

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***Mobile--System Browser Issues***

***Inquire Date 3/19/2010***

***Record ID 10218***

***Call Taken By Customer Service***

***CA Number***

***Responded By ATI***

***Response Date 3/19/2010***

***Resolution 3/19/2010***

Customer was unable to process a call through Hamilton Web CapTel on their mobile phone.

Customer Service forwarded information to the technical department. The technical department discovered that the customer's browser required to have the cache cleared. Customer was able to place a call and was satisfied.

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