



Relay Iowa 2010 FCC Complaint Report

6/1/09 to 5/31/10

CapTel--Complaints

Customer has been unable to place a call to her mother who uses CapTel. Customer dials through CapTel's toll free number and can hear her mother answer but the captions do not appear on the screen.

***Inquire Date 8/3/2009
Record ID 19875
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 8/3/2009
Resolution Date 8/3/2009***

Supervisor suggested several things to observe when the customer was able to do test calls with her mother's device. Customer Service contacted the customer and stated that relay would forward her information to CapTel customer service. Customer Service explained that it may be a technical issue with the device and suggested placing test calls with CapTel. Customer was satisfied and information was forwarded to CapTel.

CapTel--Complaints

Customer stated they are unable to receive or make calls with their CapTel device, as the captioning has not appeared since adding a second telephone line.

***Inquire Date 8/4/2009
Record ID 19880
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 8/11/2009
Resolution Date 8/11/2009***

Relay Iowa Outreach Project Manager forwarded to the customer troubleshooting suggestions and directed customer to CapTel customer service to assist with the technical issue. Customer was satisfied.

CapTel--Complaints

Customer stated that when they placed a call using CapTel it appeared that she was billed by the incorrect long distance carrier. Customer had several other questions in regards to the CapTel device and its features.

***Inquire Date 8/24/2009
Record ID 19961
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/24/2009
Resolution Date 8/24/2009***

Customer Service apologized and explained about profiling their number for the correct carrier through CapTel. Customer Service offered to give information to CapTel. Customer was calling CapTel directly. Customer Service answered customer's other questions in regards to CapTel and its features. Customer was satisfied.

CapTel--Complaints

Customer stated that they are not satisfied with their CapTel device. Customer stated that they have been receiving garble during the calls and they have had several technical issues with the device since receiving the device.

***Inquire Date 9/3/2009
Record ID 20133
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 9/23/2009
Resolution Date 9/23/2009***

Relay Iowa Outreach Project Manager did a home visit to assist with the issues the customer was having. Test calls were done, which were successful.

CapTel--Complaints

Customer stated that their second telephone line installed in their home is not allowing for the captions to appear on the CapTel device.

Inquire Date 9/28/2009
Record ID 20172
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 9/29/2009
Resolution Date 10/15/2009

Relay Iowa Outreach Project Manager is working with the customer and also with CapTel to resolve this issue. A representative from Qwest will be at the customer's home early next month to check the lines for trouble. An issue was discovered with the second line and was resolved.

CapTel--Complaints

Customer stated that their second line installed in their home is not allowing for the captions to appear on their CapTel device.

Inquire Date 9/28/2009
Record ID 20173
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 9/28/2009
Resolution Date 9/28/2009

Relay Iowa Outreach Project Manager directed information to CapTel customer service. It was discovered that the customer did not have touch tone set up on their second line, which prevented captioning. Customer contacted their telephone provider and touch tones were reinstalled, which resolved the issue. Customer was satisfied.

CapTel--Complaints

Customer stated their CapTel captioning was not working while they were in Texas.

Inquire Date 12/28/2009
Record ID 20514
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/28/2009
Resolution Date 12/28/2009

Customer Service explained that the CapTel device was issued in one state and while in Texas it did not allow for roaming. Due to this the captioning would not be received. Customer Service directed the customer to CapTel customer service to inquire about reprogramming the device while in another state for an extended period of time. Customer understood.

CapTel--Complaints

Customer stated they were unable to place or receive calls on her CapTel device that was connected to their lifeline equipment.

Inquire Date 1/29/2010
Record ID 20685
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 1/29/2010
Resolution Date 1/29/2010

During a home visit, Relay Iowa Outreach Project Manager connected the equipment so that both devices worked properly. Customer was satisfied.

CapTel--Complaints

Customer requested assistance with their 2 Line CapTel device, as they are no longer able to receive calls.

Inquire Date 2/15/2010
Record ID 20801
Call Taken By Customer Service
CA Number
Responded By Lori
Response Date 2/15/2010
Resolution Date 3/13/2010

Relay Iowa Outreach Project Manager set up a home visit to assist the customer. Relay Iowa Outreach Project Manager discovered there is a connection issue with the device and the incoming calls are not working properly. This issue was escalated to CapTel customer service. Relay Iowa Outreach Project Manager contacted the customer to ensure that the issue was resolved.

CapTel--Complaints

Customer stated they were not receiving captions on their CapTel device when calling through the relay.

Inquire Date 3/12/2010
Record ID 20934
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/12/2010
Resolution Date 3/12/2010

Customer Service discovered customer was using the CapTel device through traditional relay. Customer Service explained how to set the device when placing calls through CapTel and through the relay. Customer understood.

CapTel--Complaints

Customer stated that their CapTel device was not working while they were in Arizona. Customer stated that they reside in Iowa, which was where the device was acquired.

Inquire Date 3/29/2010
Record ID 20934
Call Taken By Prg Manager
CA Number
Responded By Lori
Response Date 4/1/2010
Resolution Date 4/1/2010

Relay Iowa Outreach Project Manager directed customer to CapTel customer service to have their device reprogrammed for use while in Arizona. Customer understood.

CapTel--Complaints

Customer stated that their CapTel device is not working properly and they are unable to adjust the volume.

Inquire Date 4/7/2010
Record ID 21189
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/7/2010
Resolution Date 4/7/2010

Customer Service offered trouble shooting suggestions. Customer Service discovered that the customer's provider was Qwest and directed customer to CapTel customer service for further software updates. Customer was satisfied.

CapTel--Complaints

Inquire Date 5/18/2010
Record ID 21341
Call Taken By Customer Service Rep
CA Number
Responded By Lori
Response Date 5/18/2010
Resolution 6/6/2010

Customer stated that their CapTel device is not working properly and would like a home visit to help diagnose the issue.

Relay Iowa Outreach Project Manager set up a home visit for June 10, 2010 to assist the customer. Relay Iowa Outreach Project Manager conducted home visit and was able to resolve issue. Customer was satisfied.

External Complaints--Miscellaneous

Inquire Date 7/1/2009
Record ID 19713
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/1/2009
Resolution Date 7/1/2009

Customer stated they have continued to have issues with Qwest and their telephone does not always ring when someone calls.

Customer Service thanked the customer for the update and verified that they were able to process their relay calls. Customer stated there was nothing wrong with the relay calls. Customer was satisfied.

External Complaints--Miscellaneous

Inquire Date 7/13/2009
Record ID 19724
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/13/2009
Resolution Date 7/13/2009

Customer inquired if Relay is able to place a trouble ticket on behalf of a deaf customer with their phone company for trouble on the line.

Customer Service explained that due to confidentiality laws that relay is unable to place a trouble ticket on behalf of a customer unless the customer is on the line with the Relay. Customer understood.

External Complaints--Miscellaneous

Inquire Date 9/9/2009
Record ID 20077
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/9/2009
Resolution Date 9/9/2009

Customer stated the attorney's office they called through the relay refused their call and screamed at the CA. Customer inquired where they could report issue.

Customer Service apologized and suggested contacting the Better Business Bureau and Deaf Services. Customer was satisfied.

External Complaints--Miscellaneous

Inquire Date 9/22/2009
Record ID 20147
Call Taken By Supervisor
CA Number
Responded By Steve
Response Date 9/23/2009
Resolution Date 9/23/2009

Customer stated that they have seen a lot of overseas activity on their phone lines from the correctional facility and believe that it is through the relay.

Supervisor stated that he did not have that information but would have someone contact the customer in regards to this issue. Assistant Operations Manager left a message for the customer but there has been no return call and customer did not leave any other contact information.

External Complaints--Miscellaneous

Customer stated that each call they place through the relay shows as a long distance call. Customer stated their phone service is with Frontier and Sprint.

Inquire Date 10/14/2009
Record ID 20257
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 10/14/2009
Resolution Date 10/14/2009

Assistant Operations Manager forwarded the information to the technical department. The technical department discovered that the customer's telephone number was displaying as an out of state number. Assistant Operations Manager contacted the carrier to reset the caller ID, which resolved the issue. Customer was notified and satisfied.

External Complaints--Miscellaneous

Customer stated that when someone dials their office number and is transferred to their answering service, they reach the relay.

Inquire Date 10/19/2009
Record ID 20271
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/19/2009
Resolution Date 10/19/2009

Customer Service explained that their number may be call forwarded to one of the relay numbers. Customer Service offered to speak with telephone administrator in their office. Customer refused but accepted the relay numbers to provide to their administrator. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated their Deaf neighbor's TTY is not working and the neighbor has been unable to dial out.

Inquire Date 11/4/2009
Record ID 20350
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/4/2009
Resolution Date 11/4/2009

Customer Service offered suggestions for checking connections to the TTY. Customer was directed to their telephone company to check the lines. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated unable to dial out using relay. Customer stated they just moved their father-in-law into a care facility. Customer stated that there is no dial tone.

Inquire Date 11/25/2009
Record ID 20435
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/25/2009
Resolution Date 11/25/2009

Customer Service explained that many facilities require dialing '9' for an outside line. Customer Service directed the customer to the facility telephone administrator and telephone provider. Customer understood.

External Complaints--Miscellaneous

Inquire Date 5/21/2010
Record ID 21342
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 5/21/2010
Resolution 5/21/2010

Customer stated that the payphone TTY was not working correctly and would not come out in order to place a call.

Customer Service explained how to activate the TTY keyboard on a pay phone. Customer Service further explained that if they were unable to activate the TTY keyboard, they would need to contact the provider of the pay phone. Customer understood.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 6/5/2009
Record ID 19545
Call Taken By Supervisor
CA Number 6454
Responded By Jody
Response Date 6/5/2009
Resolution Date 6/5/2009

Customer stated that CA refused to place his Speech to Speech call.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Fraudulent/Harassment Call

Inquire Date 6/5/2009
Record ID 19540
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/5/2009
Resolution Date 6/5/2009

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

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

Service Complaints--Fraudulent/Harassment Call

Inquire Date 6/10/2009
Record ID 19539
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 6/10/2009
Resolution Date 6/10/2009

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

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

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

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

***Inquire Date 7/8/2009
Record ID 19720
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2009
Resolution Date 7/8/2009***

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

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

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

***Inquire Date 7/8/2009
Record ID 19719
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2009
Resolution Date 7/8/2009***

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

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

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

***Inquire Date 7/23/2009
Record ID 19765
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/23/2009
Resolution Date 7/23/2009***

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

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

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

***Inquire Date 7/31/2009
Record ID 19837
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/31/2009
Resolution Date 7/31/2009***

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

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

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

***Inquire Date 9/16/2009
Record ID 20085
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/16/2009
Resolution Date 9/16/2009***

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

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

Customer has been receiving harassing telephone calls through the relay and requested that they be blocked.

***Inquire Date 12/11/2009
Record ID 20479
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/11/2009
Resolution Date 12/11/2009***

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer was satisfied.

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

Customer's mother-in-law had received a fraudulent telephone call through the relay.

***Inquire Date 12/29/2009
Record ID 20539
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/29/2009
Resolution Date 12/29/2009***

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

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

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

***Inquire Date 1/7/2010
Record ID 20606
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/7/2010
Resolution Date 1/7/2010***

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

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

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

***Inquire Date 3/8/2010
Record ID 20932
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 3/8/2010
Resolution Date 3/8/2010***

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

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

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

***Inquire Date 4/14/2010
Record ID 21066
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/14/2010
Resolution Date 4/14/2010***

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

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

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

***Inquire Date 4/20/2010
Record ID 21143
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/20/2010
Resolution Date 4/20/2010***

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

Service Complaints--Miscellaneous

Customer inquired how to text message through the relay.

***Inquire Date 7/6/2009
Record ID 19716
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/6/2009
Resolution Date 7/6/2009***

Customer Service explained that text messaging was not available through the relay. Customer understood.

Service Complaints--Miscellaneous

Customer stated that the Relay Supervisors continue to interrupt their call every time they attempt to place a call through the relay.

***Inquire Date 10/30/2009
Record ID 20319
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 10/30/2009
Resolution Date 10/30/2009***

Supervisor apologized and attempted to gather call information or Supervisor information so the Supervisor could be counseled. Customer disconnected.

Service Complaints--Miscellaneous

Customer reported to the Relay Iowa Outreach Project Manager that they have experienced issues connecting correctly and processing their calls to the relay.

***Inquire Date 3/9/2010
Record ID 20982
Call Taken By Outreach Mgr
CA Number
Responded By Tina
Response Date 3/11/2010
Resolution Date 5/31/10***

Relay Iowa Outreach Project Manager forwarded the information to Customer Service. Customer Service contacted the customer to attempt to set up test calls to ensure that their telephone lines were working properly. Customer Service has verified that the customer's profile was set correctly and has attempted to reach the customer to place test calls. There has been no response from the customer.

Service Complaints--Miscellaneous

Customer stated they are unable to place a call, because the CAs are refusing the place their calls.

***Inquire Date 3/15/2010
Record ID 20917
Call Taken By Lead CA
CA Number
Responded By Candace
Response Date 3/15/2010
Resolution Date 3/15/2010***

Lead CA apologized and attempted to gather call information, but the customer refused and disconnected.

Technical Complaints--Miscellaneous

Customer stated they were unable to reach the relay. Customer verified the toll free number and how to place a call.

***Inquire Date 5/28/2010
Record ID 21344
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 5/28/2010
Resolution 5/28/2010***

Customer Service discovered that the customer was using a multi-use telephone line at an office to attempt a call with a TTY. Customer Service explained that they would need a to use a separate line. Customer placed test calls on a different line, which were successful. Customer was satisfied.

Technical Complaints--711 Problems

Customer stated when they dial 711 or the relay's toll free number, the call does not go through.

Inquire Date 11/10/2009
Record ID 20385
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 11/10/2009
Resolution Date 11/10/2009

Supervisor attempted to gather call information to forward to the technical department. Customer hung up before offering the call information.

Technical Complaints--Busy Signal/Blockage

Customer stated that they were unable to connect to a CA for twenty minutes. Customer stated they continued to disconnect and attempt to reach the relay. Customer inquired why they were unable to connect.

Inquire Date 6/16/2009
Record ID 19538
Call Taken By Supervisor
CA Number
Responded By Steve
Response Date 6/16/2009
Resolution Date 6/16/2009

Supervisor apologized and explained that the relay had been busy during that time. Supervisor explained that if the customer stays on the line, their call will be connected to the next available CA. Customer understood. Calls were answered at 92% within 10 seconds for the day.

Technical Complaints--Busy Signal/Blockage

Customer stated that her calls into the relay were not being answered in a timely manner.

Inquire Date 9/10/2009
Record ID 20080
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 9/10/2009
Resolution Date 9/10/2009

Supervisor apologized and stated that the relay has been very busy. Customer Service suggested that the customer attempt their call again. Customer understood. Calls were answered at 97% within 10 seconds for the day.

Technical Complaints--Busy Signal/Blockage

Customer stated they are unable to place a call through the relay. Customer stated the number rings once and then disconnects.

Inquire Date 9/22/2009
Record ID 20132
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/22/2009
Resolution Date 9/22/2009

Customer Service dialed the number direct and discovered that the line rings once and then goes to a fast busy indicating trouble on the line. Customer Service suggested that the customer attempt their call later. Customer understood.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 5/19/2010
Record ID 21335
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/21/2010
Resolution 5/29/2010

Customer stated they were unable to reach the relay, as the line rang busy during the afternoon hours.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that there were no calls from the customer's telephone number during the time period reported. There were calls from other customers during this time period that reached the relay by dialing the same toll free number. Calls were answered at 97% within 10 seconds for the day. Customer was notified.

**Technical Complaints--Carrier Choice
not Available/Other Equal Access**

Inquire Date 11/17/2009
Record ID 20426
Call Taken By Lead CA
CA Number
Responded By Thomas
Response Date 11/18/2009
Resolution Date

Customer requested Lisco as their long distance provider.

Lead CA explained that Lisco was not a participating provider through the relay. Lead CA contacted the provider and forwarded a letter of authorization to the provider. There has been no further contact from the provider. As of 5/31/2010, Lisco is still not a participating provider through the relay.

**Technical Complaints--Carrier Choice
not Available/Other Equal Access**

Inquire Date 11/30/2009
Record ID 20439
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 12/1/2009
Resolution Date 3/29/2010

Customer requested Heart of Iowa as their long distance provider.

Assistant Operations Manager explained that Heart of Iowa was not a participating provider through the relay. Assistant Operations Manager contacted the provider and forwarded a letter of authorization to the provider. Heart of Iowa became a participating provider through the relay in March 2010. Customer was notified.

**Technical Complaints--Carrier Choice
not Available/Other Equal Access**

Inquire Date 1/11/2010
Record ID 20603
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/11/2010
Resolution Date 1/11/2010

Customer requested Vonage as their long distance provider through the relay.

Supervisor explained that Vonage is a VOIP provider and that the relay would set a profile for the customer to be able to process calls correctly through the relay. Vonage was contacted again and provided the correct translation number. Customer was satisfied and profile was implemented.

Technical Complaints--Miscellaneous

Customer stated that her mother attempted to dial 911 using the relay and 711 did not answer the line.

Inquire Date 8/18/2009
Record ID 19946
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/18/2009
Resolution Date 8/19/2009

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the call was not dialed to the relay. Customer Service notified the customer who stated that she believed it was a dialing error by her mother.

Technical Complaints--Miscellaneous

Customer has been unable to dial through the relay on their Q90D connected to a cell phone.

Inquire Date 8/20/2009
Record ID 19951
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/20/2009
Resolution Date 8/20/2009

Customer Service suggested customer check their high speed connection and ensure that it was turned off, otherwise they will not be able to dial through the relay using the cell phone. Customer was satisfied.

Technical Complaints--Miscellaneous

Customer stated they are unable to receive typing when receiving a call through the relay.

Inquire Date 9/4/2009
Record ID 20076
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/4/2009
Resolution Date 9/4/2009

Customer Service explained why this could happen and placed a test call, which was successful. Customer was satisfied.

Technical Complaints--Miscellaneous

Customer has been unable to place a call from his office to his mother's VCO device. Customer provided Customer Service with a list of telephone numbers for his office.

Inquire Date 12/15/2009
Record ID 20495
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/17/2009
Resolution Date 12/17/2009

Assistance Operations Manager forwarded the information to the technical department. The customer's profile was updated and customer was satisfied.

Technical Complaints--Miscellaneous

Customer had been attempting test calls with his mother's new VCO device and stated the CA is unable to hear the VCO customer. Customer stated he could hear his mom speaking through the telephone, but the CA was unable to hear her.

Inquire Date 1/6/2010
Record ID 20602
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/6/2010
Resolution Date 1/6/2010

Customer Service apologized and stated there could be a technical issue with CA workstation, because if he is able to hear his mother's conversation the CA should be able to hear it as well. Customer Service requested customer to do another test call to see if CA had same issue. No further contact from customer in regards to this issue.

Technical Complaints--Miscellaneous

Customer stated that they have a profile for slow typing but they are still receiving typing that is too fast.

Inquire Date 1/15/2010
Record ID 20604
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/15/2010
Resolution Date 1/15/2010

Customer Service verified the profile and discovered a connect speed had been set. Profile was updated and customer was notified.

Technical Complaints--Miscellaneous

Customer stated they are unable to place a call to through the relay. Customer reaches a recording that states "not enough digits".

Inquire Date 2/9/2010
Record ID 20885
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/9/2010
Resolution Date 5/31/2010

Supervisor acquired call information and placed test calls, which were successful. Customer Service attempted to contact the customer to acquire additional call information. Customer Service left a message for the customer to gather more call information. There has been no further contact from the customer.

Technical Complaints--Miscellaneous

Customer stated that they have a profile, but it is not working properly when dialing into the relay.

Inquire Date 2/10/2010
Record ID 20749
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 2/10/2010
Resolution Date 2/10/2010

Supervisor forwarded the information to the technical department. The technical department updated the customer's profile to ensure that their calls would be processed correctly regardless of the toll free number dialed. Customer was satisfied.

CapTel--Complaints

Inquire Date 6/19/2009
Record ID 125751
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 6/19/2009
Resolution 6/19/2009

Dialing/Setup - Call Waiting.

Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 7/14/2009
Record ID 129939
Call Taken By CTI
CA Number
Responded By D.G.
Response Date 7/14/2009
Resolution 7/14/2009

Technical - General.

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

CapTel--Complaints

Inquire Date 7/20/2009
Record ID 131059
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 7/20/2009
Resolution 7/20/2009

Dialing/Setup - Call Waiting.

Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 7/30/2009
Record ID 133305
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 7/30/2009
Resolution 7/30/2009

Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse.

Advised customer to change phone setting from pulse to tone. This resolved customer's experience.

CapTel--Complaints

Inquire Date 10/15/2009
Record ID 147236
Call Taken By CTI
CA Number
Responded By MMo.
Response Date 10/15/2009
Resolution 10/15/2009

Accuracy of captions.

Customer shared generalized feedback regarding accuracy of captions. Customer Service apologized for incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.

CapTel--Complaints

Inquire Date 11/6/2009
Record ID 151588
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 11/6/2009
Resolution 11/6/2009

Dialing Issue - Can't dial out in caption mode.

Customer called regarding inability to dial out on the CapTel phone. Advised customer to do a physical and electronic reset. Offered further assistance if needed.

CapTel--Complaints

Inquire Date 11/9/2009
Record ID 151705
Call Taken By CTI
CA Number
Responded By M.Mo.
Response Date 11/9/2009
Resolution 11/9/2009

Accuracy of captions.

Customer shared feedback regarding accuracy of captions. Customer Service apologized for incident and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.

CapTel--Complaints

Inquire Date 12/23/2009
Record ID 159873
Call Taken By CTI
CA Number
Responded By M.J.S.
Response Date 12/23/2009
Resolution 12/23/2009

Dialing/Setup - Dialing Prefix.

Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 2/1/2010
Record ID 166323
Call Taken By CTI
CA Number
Responded By R.C.
Response Date 2/1/2010
Resolution 2/1/2010

Dialing/Setup - Dialing Prefix.

Customer called for assistance with entering a dialing prefix. Customer Service explained the process to enter a dialing prefix in the CapTel menu. Confirmed this resolved the customer's experience.

CapTel--Complaints

Inquire Date 2/2/2010
Record ID 166645
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 2/2/2010
Resolution 2/2/2010

Dialing/Setup - Call Waiting.

Customer was unable to call out with captions. Customer Service found an incorrect entry in the Block Call Waiting field, and advised customer to remove it. This resolved customer's issue.

CapTel--Complaints

Inquire Date 3/2/2010
Record ID 171362
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 3/2/2010
Resolution 3/2/2010

Dialing/Setup - Call Waiting.

Customer's son reported incoming and outgoing 2-Line captioned calls were not connecting with captions. Customer Service advised him to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 04/02/2010
Record ID 176952
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 04/02/2010
Resolution 04/02/2010

Dial Tone - Not heard.

Customer reported there is no dial tone on the CapTel phone. Customer Service advised a physical reset to restore the dial tone. Confirmed this resolved issue.

CapTel--Complaints

Inquire Date 4/26/2010
Record ID 180501
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 4/26/2010
Resolution 4/26/2010

Dialing Issue - Can't dial out in caption mode.

Customer is not able to dial with captions to a number he has been able to reach successfully before. After further research, advised customer to try the call again as it appears it may have been a temporary phone system issue. Customer was able to dial successfully with captions to his friend using the CapTel phone.

CapTel--Complaints

Inquire Date 5/11/2010
Record ID 183012
Call Taken By CTI
CA Number
Responded By R.C.
Response Date 5/11/2010
Resolution 5/11/2010

Dial Tone - Not heard.

Customer's daughter reported that the CapTel did not have a dial tone. Customer Service advised customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

CapTel--Complaints

Inquire Date 5/21/2010
Record ID 184972
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 5/21/2010
Resolution 5/21/2010

Billing - General.

Customer's daughter called to update the registration as customer has moved and has a new phone provider. Customer Service updated customer's Carrier of Choice registration accordingly.

CapTel--Complaints

Inquire Date 5/21/2010
Record ID 184991
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 5/21/2010
Resolution 5/21/2010

Accuracy of captions.

Customer' daughter asked if captions are created using the voice recognition alone and CSR explained the captions are created using both a captionist and voice recognition technology. Caller shared a few examples of word errors during a conversation but she did not have a date or time for us to follow up with Call Center personnel and the captionist on the call. Customer Service suggested to caller that if they experience unusual captioning in the future to document the date, time, CA # and we will take specific follow up. Caller was satisfied.
