

Michigan Captel FCC Complaint Report 2010

Date of Complaint	Time of Call	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolved
6/4/2009	11:30:00 AM	Technical	Michigan Captel FCC Complaint	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.	6/4/2009
6/18/2009	12:50:00 PM	Product	Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	6/18/2009
6/22/2009	10:10:00 AM	Product	Dialing/Setup - Call Waiting	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.	6/22/2009
6/24/2009	9:20:00 AM	Technical	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.	6/24/2009
6/26/2009	2:00:00 PM	Product	Dialing/Setup - Call Waiting	Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.	6/26/2009

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6/30/2009	3:25:00 PM	Product	Dialing/Setup - Dialing Prefix	Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.	6/30/2009
7/6/2009	11:40:00 AM	Product	Dialing/Setup - Call Waiting	Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	7/6/2009
7/6/2009	3:00:00 PM	Product	Dialing Issue - Can't dial out in caption mode	Advised telephone technician of the need for the CapTel unit to dial to an 866 number. They will remove block on dialing 800 numbers from her line.	7/6/2009
7/10/2009	10:25:00 AM	Product	Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	7/10/2009
7/21/2009	1:00:00 PM	Billing	Billing - General	Advised customer on how billing for captioned long distance works and confirmed their preferred carrier of choice is in our system.	7/21/2009
8/31/2009	1:15:00 PM	Product	Dialing/Setup - Dialing Prefix	Advised customer to remove mistaken dialing prefix programmed in menu of CapTel.	8/31/2009
10/29/2009	4:35:00 PM	Product	Dialing/Setup - Call Waiting	mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	10/29/2009
11/20/2009	12:15:00 PM	Product	Dialing/Setup - Call Waiting	mistaken and unnecessary Call Waiting block code. This resolved previously experienced	11/20/2009

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11/20/2009	2:10:00 PM	Product	Dialing/Setup - Call Waiting	Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	11/20/2009
11/20/2009	2:10:00 PM	Product	Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse	Advised customer to change phone setting from pulse to tone. This resolved customer's experience.	11/20/2009
1/12/2010	10:00:00 AM	Product	Dialing/Setup - Call Waiting	CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.	1/12/2010
2/15/2010	12:45:00 PM	Product	Dialing/Set up - Call Waiting	Customer called Customer Service citing disconnections on captioned calls. CSR confirmed that customer had Call Waiting service on phone line but had not programmed a Call Waiting block code in phone. CSR explained how to program code and also discussed option of 2-Line, which would allow full use of Call-Waiting feature.	2/15/2010

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2/22/2010	2:40:00 PM	Technical	Disconnect/Reconnect during calls	Customer stated she loses connection on nearly all of her calls. CSR sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.	2/22/2010
2/23/2010	4:25:00 PM	Product	Dialing/Setup - Dialing Prefix	Customer reported that she is unable to dial out with captions from the CapTel phone. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.	2/23/2010
3/8/2010	1:25:00 PM	Product	Dialing/Setup - Dialing Prefix	Customer was unable to connect with captions in 2-Line mode in their office. After further discussion, CSR advised proper programming of dialing prefix for second phone line for 2-Line CapTel set up. Confirmed this adjustment resolved customer's experience.	3/8/2010

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3/10/2010	9:05:00 AM	Product	Dialing/Setup - Call Waiting	Customer's daughter reported the customer was unable to dial out with captions. Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	3/10/2010
3/19/2010	12:10:00 PM	Product	Dialing/Setup - Dialing Prefix	Customer reported seeing "caption line is ringing" on their display screen when trying to make an outgoing captioned call. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.	3/19/2010
3/22/2010	11:40:00 AM	Product	Dialing/Setup - Dialing Prefix	Phone technician was assisting with the set up of the CapTel in 2-Line mode in an office setting. CSR advised proper programming of dialing prefix for second phone line. Confirmed this adjustment resolved customer's experience.	3/22/2010
3/22/2010	11:40:00 AM	Product	Set up - General	Phone technician was assisting with the set up of the CapTel in 2-Line mode in an office setting. CSR explained how to turn 2-Line mode on in the menu. Test calls confirmed that unit is working successfully in 2-Line mode.	3/22/2010

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3/24/2010	1:30:00 PM	Product	Dial Tone - Not heard	Customer said he had no dial tone. CSR advised customer to perform a physical and electronic resets which resulted in an intermittent dial tone. CSR advised customer to move the phone to a different location which resolved the customer's experience.	3/24/2010
3/30/2010	11:10:00 AM	Product	Dialing/Setup - Dialing Prefix	Customer's technician reported that captions do not connect on incoming calls. CSR advised proper programming of dialing prefix to use CapTel in 2-Line mode successfully. Confirmed this adjustment resolved customer's experience.	3/30/2010
3/30/2010	11:10:00 AM	Product	Dialing/Setup - Call Waiting	Customer's technician reported their inability to get captions on incoming calls in 2-Line mode. CSR advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	3/30/2010
4/2/2010	8:15:00 AM	Product	Dial Tone - Not heard	Customer reported no dial tone on the CapTel. CSR advised a physical reset and this resolved the customer's experience.	4/2/2010

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4/7/2010	9:50:00 AM	Product	Dialing/Setup - Call Waiting	Customer inquired how to remove and how to insert the proper call waiting block code. CSR explained extensively how to remove the *70 with a comma from the menu settings if they are discontinuing the service from their phone company. CSR also explained how to insert the proper block call waiting, if customer decides to keep the service.	4/7/2010
4/20/2010	12:45:00 PM	Product	Dialing/Setup - Call Waiting	Customer's friend called reporting problem with CapTel phone 200. CSR advised customer to delete mistaken Call Waiting block code in menu of CapTel phone as secondary line had no Call Waiting service. This resolved problem.	4/20/2010
4/26/2010	8:50:00 AM	Product	Dial Tone - Not heard	Customer said she gets no dial tone on her CapTel phone. She could not hear CSR to get any advice. CSR called her back and got answering machine. Left message to check the connection of the CapTel phone to phone line at both phone and wall jack. Customer now using CapTel phone.	4/26/2010
4/26/2010	9:45:00 AM	Product	Dial Tone - Not heard	Customer reported no dial tone on her CapTel. CSR advised a physical reset and this resolved the customer's experience.	4/26/2010