Federal FCC Complaint Log
2009 - 2010

Complaint Tracking for Federal (06/01/2009-05/31/2010). Total Customer Contacts: 19

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/20/09	Unable to make captioned calls	07/20/09	The customer reported a failure notice on their CapTel phone when making an outbound Federal CapTel call. Technical support made an adjustment to remedy the circumstance and resolved the matter promptly. The Customer Service Representative verified with the customer that they can make and receive calls. The Call Center was in operation and processing other calls the entire time.
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8	07/20/09	Unable to make captioned calls	07/22/09	The customer reported a failure notice on their CapTel phone when making an outbound Federal CapTel call. Technical support made an adjustment to remedy the circumstance and resolved the matter promptly. The Customer Service Representative verified with the customer that they can make and receive calls. The Call Center was in operation and processing other calls the entire time.
9	07/22/09	The customer felt that "the captioner didn't take advantage of the status report that I have supplied from this morning, because there are typos on the project names."	07/22/09	This is a training issue due to the fact that the captionist is new to the job. The captionist did not use the prep material from the customer. The captionist will not be assigned to RCC calls until further notice.
10	10/02/09	The customer had tried several different times in a week to schedule a RCC reservation. They were finally able to schedule the reservation but only after numerous attempts.	10/02/09	The Customre Service Representative checked the servers and everything is running normally. The Customer Service Representative is currently receiving confirmation from other FedRCC users as well. The Customer Service Representative replied back to customer updating them on the status of their complaint.

11	10/15/09	During the last several calls with the captioning provided by FedRCC, the customer noticed increased stallings throughout the call (i.e. captioning receiving stopped for 30 seconds or more or captions were received really slow when the refresh was set at <1 second). The customer wanted to let FedRCC aware of this issue and find out if this was a FedRCC issue or an IRS IT issue.	10/15/09	The Customer Service Representativve replied to the customer and let them know that there is a typical delay of 3-5 seconds. The Customer Service Representative also asked they could join one of their events to listen to audio and help troubleshoot future. The Customer Service Representative have yet to hear back from the customer.
12	01/11/10	A Federal IP customer says that she is getting boxes or zeros instead of text in the conversation area when she makes calls. The Customer Service Representative apologized for the inconvenience and a follow-up was requested.	01/11/10	The Federal IP user notified us that it was an end-user JAVA issue and that their technician has fixed it. This issue has been resolved.
13	02/12/10	The customer has a complaint regarding the timing of the captions. The customer felt that the data didn't flow through in time when the other people on the call were waiting for their response to speak up during the conference call.	02/12/10	The Customer Service Representative emailed the customer and thanked them for their email and input. They informed the customer that the typical delay for captions is 3 to 5 seconds however, there are a lot of factors that can affect this. The Customer Service Representative commented that the strength of the network client's use and the amount of traffic on the network are just two of the factors. The Customer Service Representative also commented that if the captioner has to do a lot of corrections this can also increase the delay. The Customer Service Representative informed the customer that that if they provide the captionist at least 4 hours of prep time before the call, the captioner can build a dictionary under your name. The prep can include; names of attendees, typical acronyms that are used, agenda, and power points.
14	02/17/10	Dial Tone - Not heard	02/17/10	The customer is unable to obtain a dial tone. The Customer Service Representative sent an email that advised the customer to check the power of the device, an electronic reset, check the handset for function, and check the phone jack and cord for function. The customer reported that the phone port in her office that was used for the CapTel has been disabled.
15	03/29/10	The captionist declined to identify her name and reluctantly answered the question regarding how many words per minute she could type. The captionist's answered changed from the first time she had answer this question. In addition, the transcript was not readable even after I had requested that thee captionist feel free to interrupt us if she could not hear or understand a person's name or terminology. There were no interruptions but the call-in connectivity was frustrating. The custsomer is not sure which phone system is to be blamed. The customer feels that the captionist should have the same typing speed as a court reporter, 200 words per min.	03/29/10	The Customer Service Representative educated the customer of the 2-way service offering. The Customer Service Representative also spoke with the captioner about giving information to the customers and communicating to the customers. The Customer Service Representative refered them to the office.
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17	03/29/10	A customer wanted to let FedRCC become aware that the captionist was quite inaccurate during their call. The customer found it very difficult to understand some parts of the conversation and was wondering if there might be a problem with the captionist's equipment. The customer aslo want to let the service know so the captioner can check his or her equipment if needed.	03/29/10	Th e Customer Service Representative ran a quality report/score. The Customer Service Representative discussed this with the captioner. In addition they told the customer that they are running a report and that this specific captioner will not be assigned to her future meetings.
18	03/30/10	Dialing Issue - Unable to dial regional 800 number	03/30/10	The customer reported the inability to reach a specific 800 number and was receiving a message informing him he was out of area. Technical Support made an adjustment to enable the CapTel user to successfully make captioned call to the regional 800 number. The customer confirmed that this resolved his experience.
19	04/02/10	Accuracy of captions	04/02/10	The customer said that on some calls the captions did not reflect what was actually said. The Customer Service Representative apologized for the incidence and advised the customer that the service strives for a high degree of accuracy. The Customer Service Representative suggested that the customer document the date, time, and captionist's number of any future calls to allow us to follow up with the captioning staff.