Web CapTel FCC Complaint Log
2009 - 2010

Complaint Tracking for Web CapTel (06/01/2009-06/30/2010). Total Customer Contacts: 158

Tally	Date of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date of Resolution
1	6/2/2009	Disconnect/Reconnect	The customer's experience of disconnection during a Captionist swap was investigated. The customer was advised that disconnections generally do not occur after a Captionist change and that this was probably due to some issue on the line. The customer was advised to provide specific detail (date and time) and let us know next time the issue occurs.	6/2/2009
2	6/9/2009	Accuracy of Captions	A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Captionist by a Supervisor.	6/12/2009
3	6/12/2009	Disconnect/Reconnect	A customer shared call detail about a Sprint WebCapTel call that was prematurely disconnected. A Customer Service Representative was unable to locate the call from the information provided. The Customer Service Representative asked the customer for more information regarding their experience but the customer did not respond.	6/12/2009
4	6/12/2009	Disconnect/Reconnect	A customer shared feedback regarding the delay of captions during their call. Upon further investigation records show that the call was dropped from the customer's end possibly due to connectivity issues. Customer Service exchanged emails with customer, and shared information with the customer about what they will see when a connectivity issue arises such as "CN Restored" (showing connection restored after a break in data connection) and also how the voice path will be maintained when the data connection is lost. The customer was advised to document any future calls with data connection lost so we can investigate further.	6/12/2009
5	6/12/2009	Accuracy of Captions	A customer shared feedback regarding the accuracy of captions during a Sprint WebCapTel call and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Captionist by a Supervisor.	6/12/2009
6	6/18/2009	Technical Issue	Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.	6/18/2009
7	6/30/2009	Technical Issue	A customer noted a problematic Sprint WebCapTel call having connected with a pre-recording. Customer Service collected the call data information and after further investigation advised the customer that they may have miss-dialed the area code and telephone number and hence connected with a telemarketing-style number. The customer was advised to check the number and attempt their call again.	6/30/2009
8	7/13/2009	Technical Issue	A customer indicated that she was unable to make a Sprint WebCapTel call. Through further troubleshooting the customer realized that a phone in another room was accidentally off the hook. The customer is now able to successfully use Sprint WebCapTel.	7/13/2009
9	7/13/2009	Technical Issue	A Sprint WebCapTel user reported screen formatting issues when using the service on the iPhone 3g with the newest Safari browser. The customer was advised that this will be corrected with the next scheduled upgrade to the system.	7/14/2009
10	7/16/2009	Technical Issue	A customer experienced an inability to dial an outbound call through the WebCapTel service for a short period of time. The inbound calls were not affected. Resetting the equipment component resolved this issue.	7/16/2009
11	7/16/2009	Technical Issue	A customer experienced an inability to dial an outbound call through the WebCapTel service for a short period of time. Inbound calls were not affected. Resetting the equipment component resolved this issue.	7/16/2009
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18	7/17/2009	Technical Issue	A customer experienced an inability to dial an outbound call through the WebCapTel service for a short period of time. Inbound calls were not affected. Resetting the equipment component resolved this issue.	7/17/2009
19	7/20/2009	Accuracy of Captions	A customer exchanged emails with Customer Service sharing feedback regarding the captioning transcript. The customer stated that the transcript did not include punctuation such as periods at the end of sentences and the customer noted that the spelling of her name was wrong. The customer provided specific call samples. The customer described a few word errors but later noted that corrections were made during the call. A Customer Service Representative shared detail on how captions are generated and corrections are inserted. The Customer Service Representative noted that, similar to TV captioning, no periods are used to save time on the call. It was suggested to the customer that they should have the other party spell unusual words like her name for clarification so the Captionist knows for future use during the call since the Captionist is not able to ask the other party. The customer acknowledged the detail shared and expressed appreciation.	7/20/2009
20	7/20/2009	Technical Issue	A customer found that their office Internet connection had insufficient bandwidth causing WebCapTel to lose connection frequently during captioned calls. The office technician is working on providing a better connection for the WebCapTel user in the near future.	7/20/2009
21	7/28/2009	Misdialed Number	Customer Service explained to the customer that he is not able to reach a certain number using Sprint WebCapTel because the number is either incorrect or has been disconnected.	7/28/2009
22	8/3/2009	Technical Issue	A recent update to the platform resulted in a customer being unable to use the Remember Me function. Technical Support resolved this issue on. The customer is now able to use this function successfully.	8/3/2009
23	8/3/2009	Technical Issue	A Customer Service Representative advised the customer that a recent update to the platform resulted in loss of the Remember Me function. Technical support resolved this issue on August 5, 2009. The customer is now able to use this function successfully. The Customer Service Representative also reviewed changes in the captioning screen. Customer Service advised that the customer's suggestions for future upgrades relating to the number type categories was forwarded to the WebCapTel development team for future consideration.	8/5/2009
24	8/3/2009	Technical Issue	A recent update to the platform resulted in a customer being unable to use the Remember Me function. Technical Support resolved this issue. The customer is now able to use this function successfully.	8/3/2009
25	8/3/2009	Technical Issue	A recent update to the platform resulted in a customer being unable to use the Remember Me function. Technical Support resolved this issue. The customer is now able to use this function successfully.	8/3/2009

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27	8/3/2009	Technical Issue	A recent update to the platform resulted in a customer being unable to use the Remember Me function. Technical Support resolved this issue. The customer is now able to use this function successfully.	8/3/2009
28	8/3/2009	Technical Issue	A recent update to the platform resulted in a customer being unable to use the Remember Me function. Technical Support resolved this issue. The customer is now able to use this function successfully.	8/3/2009
29	8/5/2009	Technical Issue	A WebCapTel user reported that they were unable to place a captioned call. Technical support identified the cause and remedied the circumstance. A Customer Service Representative confirmed that the customer was able to successfully complete a call. The Customer Service Representative apologized to the customer for this delay in making their call.	8/5/2009
30	8/12/2009	Technical Issue	A new area code and prefix was added to the database so that the customer could use their cell phone to place and receive calls through Sprint WebCapTel. Issue resolved.	8/12/2009
31	8/12/2009	Technical Issue	A customer stated that calls through Sprint WebCapTel to a particular cell phone number had gone directly to voicemail. This turned out to be an intermittent issue with the cell phone number that was being called. The customer was satisfied with the WebCapTel on the Go function.	8/12/2009
32	8/17/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue resolved.	8/17/2009
33	8/17/2009	Captions - stop during call	A customer reported captions stopping in the middle of call and showing considerable lag time behind the spoken words. A Customer Service Representative asked the customer questions regarding their Internet/WebCapTel set up and suggested that the customer document the date time Captionist Identification so that specific research can be done on the experience. The investigation did not provide insight. Upon checking back with the customer there have been no new incidences to report. It appears what occurred was Internet connection support related as we found no difficulties logged at the Call Center for this customer's calls.	8/27/2009
34	8/21/2009	Website Issue	A customer's computer security settings were not allowing for successful use of the Sprint WebCapTel service. The customer was advised to adjust these security settings, and clear the cache of their internet browser or try a different browser to be able to make successful Sprint WebCapTel calls.	8/21/2009
35	8/31/2009	Accuracy of Captions	A customer was experiencing display issues when using the WebCapTel service resulting in wavy lines of captions. Changing browsers resolved the issue.	8/31/2009
36	8/31/2009	Technical Issue	A customer reported that the audio on her calls is lower than on a regular call when using the Sprint WebCapTel service. The customer reported that she does not have this experience when she uses the CapTel service with her CapTel phone. Investigation points to the way Sprint WebCapTel calls are routed through several different entities causing possible degradation of audio. Customer Service offered to do test calls with the customer to try and duplicate this experience for further insight.	8/31/2009

37	9/8/2009	Technical Issue	A customer was advised that the error message she received on her computer when using Sprint WCT was not created by the Website but rather some conflict in her computer. The customer was advised to try a different browser or different computer.	9/8/2009
38	9/11/2009	Technical Issue	A customer reported a computer error when using WebCapTel. A Customer Service Representative sent an email advising her that the error was related to her computer not WebCapTel and suggested that she try a different browser and also that she try her logon on a different computer.	9/11/2009
39	9/11/2009	Technical Issue	Customer Service explained to the customer that the error message "Application uses wrong type" is the result of a computer issue not related to WebCapTel.	9/11/2009
40	9/14/2009	Technical Issue	A customer reported an unspecified error when using WebCapTel. Customer Service sent the customer an email suggesting that she try a different browser. Changing browsers allowed her to make WebCapTel calls but the customer acknowledged that she had realized she was calling a wrong number.	10/5/2009
41	9/17/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.	9/17/2009
42	9/17/2009	Technical Issue	A customer was advised that the error message she received on her computer when using Sprint WebCapTel was not created by the Website but rather some conflict in her computer. The customer was advised to try a different browser or different computer.	9/17/2009
43	9/23/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.	9/23/2009
44	10/1/2009	Technical Issue	The customer was advised to adjust their security settings to avoid receiving the error message with Sprint WebCapTel. This resolved the customer's experience.	10/1/2009
45	10/5/2009	Technical Issue	The customer was advised to try a different web browser and contact their computer technical support to aid in reviewing the computer settings for use with the WebCapTel service. It was confirmed that the customer is now using WebCapTel successfully.	10/5/2009
46	10/5/2009	Technical Issue	The customer was advised that the error message she received on her computer when using Sprint WebCapTel was not created by the Website but rather some conflict in her computer. She was advised to try a different browser or different computer.	10/5/2009

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48	10/7/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.	10/7/2009
49	10/14/2009	Technical Issue	A customer reported that she was not receiving calls even though she had clicked on Wait for Calls. A Customer Service Representative advised her of the correct procedure to Start Waiting for Calls.	10/14/2009
50	10/15/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue resolved.	10/15/2009
51	10/19/2009	Technical Issue	The customer was advised that the error message he received on his computer when using Sprint WebCapTel was not created by the Website but rather some conflict in the computer. The customer was advised to try a different browser or different computer.	10/19/2009
52	10/20/2009	No Captioning	A WebCapTel user experienced a period of time where captions were unavailable due to technical difficulties experienced by the Internet Gateway server. The connection was re-established Tuesday morning October 20, 2009 which allowed the WebCapTel calls to be routed and processed normally. The customer confirmed their ability to make captioned calls once again.	10/20/2009
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56	10/23/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.	10/23/2009

57	10/23/2009	Technical Issue	A customer reported that they were unable to successfully place Sprint WebCapTel calls from their laptop. A Customer Service Representative worked with the customer and all is working now.	11/6/2009
58	10/26/2009	Technical Issue	A customer reported an error when using Sprint WebCapTel but did not report the text of the error. He is now using WebCapTel.	10/26/2009
59	10/26/2009	Connection Issue	A customer sent an email reporting difficulty dialing out on WebCapTel. A Customer Service Representative thanked the customer for bringing attention to this experience and researched the situation. The customer was advised to try to make another call and wait a bit longer than normal. The customer confirmed that they could place calls and that the issue they were experiencing was fully resolved.	10/26/2009
60	10/27/2009	Technical Issue	Technical Support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the WebCapTel Service. Issue resolved.	10/27/2009
61	11/5/2009	Technical Issue	The customer was having difficulty entering Waiting for Call mode. The customer was advised to clear her browser cache which resolved her issue.	11/5/2009
62	11/9/2009	No Captioning	A customer identified a call for which he got no captions. The Captionist reported audio trouble that prevented captioning. A Customer Service Representative explained and apologized to the customer for the inconvenience.	11/9/2009
63	11/16/2009	Technical Issue	A customer said that the Place Call button did not activate when she entered a phone number. Customer Service had her enter the numbers by typing them, instead of by copying from the address book. The customer was able to place her call.	11/16/2009
64	11/19/2009	No Captioning	A customer reported that they were unable to get a captionist on a call stating they see "Waiting for Operator" on their display. Technical Support identified and corrected the issue. A Customer Service Representative confirmed that the customer is able to make and receive a captioned call.	11/19/2009
65	12/10/2009	Technical Issue	A customer was unable to access Sprint WebCapTel service during maintenance and updating of the site. After this brief time the customer was able to successfully resume use of the Sprint WebCapTel service. The Customer Service Representative informed the customer of the changes that took place with the website upon their request.	12/10/2009
66	12/10/2009	Technical Issue	A customer was unable to access Sprint WebCapTel service during maintenance and updating of the site. After this brief time the customer was able to successfully resume use of the Sprint WebCapTel service. The Customer Service Representative informed the customer of the changes that took place with the website upon their request.	12/10/2009

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68	12/11/2009	Technical Issue	A customer was unable to log into their Sprint WebCapTel account after updates were made to the site. A Customer Service Representative made an adjustment to the customer's log in information to allow for successful use of the Sprint WebCapTel service.	12/11/2009
69	12/11/2009	Captions - stop during call	A customer reported loss of captions midway through call and included call detail. Research indicated a one-time technical issue at captioning workstation. The Customer Service Representative apologized for the inconvenience.	12/11/2009
70	12/11/2009	Technical Issue	A Customer Service Representative explained to the customer that the Sprint WebCapTel website had recently undergone renovations and advised the customer to try their call again. The Customer Service Representative also explained that Sprint WebCapTel on the Go would work on an iPhone.	12/11/2009
71	12/11/2009	Technical Issue	A customer was temporarily unable to access their Sprint WebCapTel account. The customer is now able to log into their account successfully.	12/11/2009
72	12/11/2009	Connect/Reconnect	A customer entered an incorrect number upon logging in and needed to change their default number for My Telephone Number and Waiting for Calls at fields. The Customer Service Representative advised the customer that changing the number at Waiting for Calls changed the default in both fields.	12/11/2009
73	12/11/2009	Technical Issue	A Customer Service Representative explained to the customer that the Sprint WebCapTel website had recently undergone renovations and assisted the customer with the new log in procedure. The Customer confirmed that this resolved the customer's experience.	12/11/2009
74	12/14/2009	Technical Issue	A customer experienced initial difficulty when the Sprint WebCapTel site was updated. A Customer Service Representative confirmed that the customer is now successfully using Sprint WebCapTel.	12/14/2009
75	12/14/2009	Accuracy of Captions	The customer said that the captions drop out about once every ten days. The Customer Service Representative determined that the customer is using a wireless internet connection for Sprint WebCapTel. The Customer Service Representative explained to the customer WebCapTel requires a steady broadband connection that may not be supported by using a wireless connection.	12/14/2009
76	12/14/2009	Technical Issue	A Customer Service Representative investigation to customer's issue and found that the customer's computer is what was causing the issue. The Customer Service Representative provided suggestions and tips on how to resolve issue when using WebCapTel.	12/14/2009

77	12/14/2009	Technical Issue	A customer was unable to sign into the Sprint WebCapTel site using their phone number . This was due to the database recognizing that their phone number was already in use on the Hamilton WebCapTel site. A technical made adjustments and resolved the issue.	12/14/2009
78	12/14/2009	Accuracy of Captions	A customer says that captions have stopped in the middle of her last two calls. A Customer Service Representative sent an email advising the customer to clear their cache and asked further troubleshooting questions. The customer is now successfully using Sprint WebCapTel.	12/14/2009
79	12/14/2009	Connect/Reconnect	A customer was receiving an error message when trying to place a Sprint WebCapTel call. The Customer Service Representative advised the customer to be sure that they only have one Sprint WebCapTel session open at a time to avoid this error message. They also assisted the customer with saving contacts in their Sprint WebCapTel account.	12/15/2009
80	12/15/2009	Accuracy of Captions	A customer called to report that her captions are stopping in the middle of her WebCapTel calls. The Customer Service Representative offered further troubleshooting assistance but the customer declined. The customer has confirmed that they are successfully using Sprint WebCapTel.	12/15/2009
81	12/15/2009	Technical Issue	A customer received an error message upon logging in to the Sprint WebCapTel site. Technical support made an adjustment that allowed customer to fully utilize the website.	12/15/2009
82	12/15/2009	Technical Issue	A customer got a blank white screen when she tried to log on to Sprint WebCapTel. The Customer Service Representative found that she was using Internet Explorer 6.0 and advised the customer that Sprint WCT requires Internet Explorer 7.0 or above.	12/15/2009
83	12/15/2009	Technical Issue	The Customer Service Representative advised the customer that the error she experienced indicates there was likely an issue of the Internet connection (streaming of live data) being interrupted. They explained that this is the nature of the Internet and can be expected on lengthy connections/calls through the Internet.	12/15/2009
84	12/17/2009	Technical Issue	The Customer Service Representative advised the customer who was receiving an error message while logging in to Sprint WebCapTel to clear her browser cache. The customer was then able to successfully log in to Sprint WebCapTel and make calls.	12/17/2009
85	12/17/2009	Technical Issue	A customer said that when he tried to dial using Web CapTel that his phone did not ring. The Customer Service Representative tested his phone number on their Sprint Web CapTel account and it worked correctly as a callback number. The customer then tested it from his home number and was able to connect.	12/17/2009
86	12/18/2009	Accuracy of Captions	A customer reported that Spanish calls on Sprint WebCapTel were being captioned in English. The Customer Service Representative made a correction to the redesigned website. The Customer Service Representative thanked the customer for reporting this issue and confirmed that the customer is able to make captioned calls in Spanish.	12/18/2009

87	12/21/2009	Connect/Reconnect	After investigating a failed conference call using Web CapTel the Customer Service Representative informed the customer of the correct dialing procedure for conference calling. The Customer Service Representative also gave the customer information for a free bridge number to use with teleconferencing and WebCapTel.	12/21/2009
88	12/21/2009	Captions - stop during call	A customer complained of captions stopping during a call or being very slow during a brief period of time. After researching other possibilities and not finding other issues, the Customer Service Representative advised the customer that this could likely be due to increased Internet traffic during that time of the call.	12/21/2009
89	12/22/2009	Captions - stop during call	A customer reported loss of captions during a few calls. The Customer Service Representative did extensive troubleshooting with UTI technical support to determined a possible incompatibility between the customers internet service and Sprint website. The customer is working with his Internet Service Provider to resolve the issue. The UTI technical support offered ongoing assistance to the Internet Service Provider technician if needed.	12/22/2009
90	12/28/2009	Captions - stop during call	The Customer Service Representative helped a customer identify that their temporary Internet service issue was the cause of a dropped connection for the captions. The customer's Internet service appears to have stabilized and the customer reports no longer experiencing dropped captions due to loss of Internet service.	12/28/2009
91	12/28/2009	Technical Issue	A customer was unable to place Sprint WebCapTel calls from their home telephone number because it was still connected to their deleted username. After the Customer Service Representative resolved this issue in the system, the customer confirmed they were able to successfully make Sprint WebCapTel calls from their home phone number.	12/28/2009
92	12/28/2009	Accuracy of Captions	A customer referenced generalized problems with transmission of Sprint WebCapTel calls but did not provide further details. The Customer Service Representative explained to the customer how captions are generated using voice recognition technology. The Customer Service Representative asked the customer to record the date, time, and captionist's number for problematic calls and to forward the information onto CapTel Customer Service for further investigation.	12/28/2009
93	12/29/2009	Captions - stop during call	A customer's captions freeze while on Sprint WebCapTel calls. A Customer Service Representative advised the customer to contact their internet service provider because their problem is related to their internet connectivity on their network	12/29/2009
94	1/1/2010	Technical	A customer called with difficulty altering My Telephone Number after the site was redesigned. The Customer Service Representative assisted the user with clearing their Internet Explorer cache. The customer was satisfied with these results.	1/18/2010
95	1/4/2010	Disconnect/Reconnect	A customer was experiencing disconnection of captions during calls. After further investigation, the Customer Service Representative found several viruses on her PC that were also causing issues with her email and Internet connection. The customer is working to resolve the virus issues and believes once that is fixed; it will resolve the disconnection issue with her captioned calls. The Customer Service Representative asked the customer to keep us updated and offered further assistance if needed.	1/4/2010
96	1/4/2010	Disconnect/Reconnect	A customer indicated that they experienced captions disconnecting on their in-progress Sprint WebCapTel calls. The Customer Service Representative advised the customer that this may be due to an interruption in service on their network and that if the conversation text is no longer visible after such a disconnection there is no way of retrieving the call content. The Customer Service Representative also discussed the use of call-waiting with Sprint WebCapTel.	1/4/2010

97	1/5/2010	Captions - stop during call	A customer stated that her captions are stopping in the middle of her WebCapTel calls. The Customer Service Representative informed the customer that captionist's may not simply stop captioning and that by law they must caption everything that is spoken. The Customer Service Representative advised installing and using a different web browser to be used with Sprint WebCapTel. The customer is now able to make successful Sprint WebCapTel calls.	1/5/2010
98	1/5/2010	Technical	The customer received an error message upon logging in to the Sprint WebCapTel site. Technical support made an adjustment that allowed the customer to fully utilize the website. The customer confirmed successfully logging in and use.	1/5/2010
99	1/5/2010	Accuracy of Captions	A customer shared generalized feedback regarding captioning accuracy on his calls. The Customer Service Representative suggested that the customer document examples of errors along with the date, time, and the Captionist's number of any future calls to allow us to take specific action with the Captionist captioning the call. The Customer Service Representative attempted to reach the customer for follow-up and was unsuccessful and no further response was received from customer.	1/5/2010
100	1/6/2010	Technical	A customer sent an email reporting that he could not access the Place Call tab. The Customer Service Representative sent an email asking him for system details and the customer responded that he was now able to use the Web CapTel properly.	1/6/2010
101	1/6/2010	Accuracy of Captions	A customer called with a complaint that captions are completely dropping in the middle of certain calls. The Customer Service Representative informed the customer of the minimum web browser requirements for Sprint WebCapTel. The customer's IT department upgraded her Internet Explorer to version 7 and the issue still occurred. The Customer Service Representative then suggested the browser, Mozilla Firefox. The customer will attempt Mozilla and contact Customer Service again if necessary.	1/21/2010
102	1/8/2010	Captions - stop during call	The Customer Service Representative advised the customer that if their calls are cut off prematurely, their may be a problem with maintaining a steady internet connection. The Customer Service Representative confirmed that the customer can still make calls with Sprint WebCapTel.	1/8/2010
103	1/8/2010	Captions - stop during call	The customer provided specific call data of a call which had no captions. The call data was investigated and a technical issue was discovered at the Captionist's workstation which was corrected. The Customer Service Representative shared the investigation and findings with the customer. They apologized to customer for this inconvenience and the customer was advised to try call again and did so successfully.	1/8/2010
104	1/8/2010	Captions - stop during call	A customer sent an email citing inaccurate captions and also said that calls disconnect from captions. The Customer Service Representative sent an email seeking specific information to identify the call with the inaccurate captions and also seeking computer information to identify possible causes of disconnected calls. The customer chose not to pursue this further and is actively using the service.	1/8/2010
105	1/11/2010	Technical	A customer reported difficulty making a call and it was determined that she is experiencing an error when trying to log into Sprint WebCapTel. This error message means that the website is no longer receiving a response from the customer's browser so the connection is dropped. The Customer Service Representative requested further information from the customer regarding their network setup. The Customer Service Representative also provided instructions on how to download and try another browser to see if it provides a more consistent connection to the website.	1/11/2010
106	1/11/2010	Technical	A customer's daughter called Customer Service complaining of the intermittent ability to call to a Sprint WebCapTel user. The Customer Service Representative provided comprehensive troubleshooting assistance and subsequently advised the customer and his daughter. They advised the customer to confirm that he is logged onto Sprint WebCapTel and in the Waiting for Calls field. The Customer Service Representative said to make sure he is not manually logging off the site if he is expecting an incoming captioned call. The Customer Service Representative also advised the parties of the possibility of upgrading his Internet connection speed so as to access a more consistent and stable connection for Sprint WebCapTel calls.	2/9/2010

107	1/11/2010	Technical	Customer reports receiving an Error 103 - indicating the WebCapTel site is no longer connected and captions stop. Advised consumer that this error means the captioning service is not receiving a response from their browser. Service is a rather slow DSL connection that could be causing the disconnection. Also advised removing any add on browser programs and suggested trying a different browser to see if performance improves.	1/11/2010
108	1/14/2010	Accuracy of Captions	A customer stated that the captioning corrections were distracting. The Customer Service Representative informed the customer of the captionist's role during captioned calls and explained that the captionist inserts the corrections to ensure the accuracy of the captions. The Customer Service Representative also explained how captions are produced and gave tips to improve their experience.	1/15/2010
109	1/15/2010	Technical	A customer reported numerous unsuccessful attempts to and from their Blackberry when using WebCapTel. The Customer Service Representative found out that the customer was attempting to use WebCapTel use all on one device rather than having one device for speaking and listening and one for an internet connection. The Customer Service Representative informed the customer they are unable to use a Blackberry for the voice and the data connection. The Customer Service Representative then advised the customer to use a second device for the voice connection. The Customer Service Representative provided the customer with step-by-step directions on how to place and receive WebCapTel calls on the go. After extensive exchanges of emails The Customer Service Representative confirmed that this is resolved the issue.	1/28/2010
110	1/18/2010	Technical	A customer's husband reported that it took a long time to connect with the Sprint WebCapTel site. The Customer Service Representative advised him that their internet connection speed may be the cause of the delay. He then reported that upgrading their internet speed resolved their experience.	1/20/2010
111	1/20/2010	Accuracy of Captions	A customer reported that the captions stop in the middle of her conference calls. The Customer Service Representative found out that the user has an unsupported browser and provided only the minimum browser requirements.	1/20/2010
112	1/21/2010	Captions - stop during call	The customer reported loss of captions during their calls. The Customer Service Representative advised the customer to clear their computer Internet browser cache. The customer emailed the Customer Service Representative back 5 days later to confirm the matter appears to be resolved.	1/26/2010
113	1/22/2010	Disconnect/Reconnect	A customer reported seeing an error message after the connection to the website failed. The customer's IT support identified a possible intermittent connectivity issue at the customer's work location. The connection issue appears to have resolved on it's own and customer has reported no further incidents of lost connections. The customer will monitor connection issues with their IT support.	1/22/2010
114	1/26/2010	Disconnect/Reconnect	A customer said that he has trouble staying connected to the Sprint WebCapTel site. After the customer said that he was connecting using a laptop computer with a wireless home network The Customer Service Representative advised him that those networks can fail to maintain a solid connection to the Internet and can cause captions to drop. The customer was satisfied with this resolution.	1/26/2010
115	1/27/2010	Technical	A customer reported experiencing audio issues on his WebCapTel calls. The Customer Service Representative performed several test calls with the customer but did not experience any audio issues. The Customer Service Representative advised the customer to document the date and time of any future calls in which the audio is poor so. That way the Customer Service Representative would be able to investigate the issue further.	1/27/2010
116	1/27/2010	Captions - stop during call	WCT user reports captions stopping during calls within the past couple of weeks. Provided technical specifications for browser settings and also asked that consumer check upload and download speed for processing data through the Internet. Advised that we recommend WebCapTel be used with a broadband connection as opposed to wireless for optimum performance. Consumer will follow up with their Internet Service Provider to see if anything can be adjusted to make the connection more stable.	1/27/2010

117	1/28/2010	Technical	A customer reported that she is unable to copy and paste her WebCapTel conversations into a Microsoft Word document. The Customer Service Representative advised the customer to try another browser and this resolved the customer's issue.	1/28/2010
118	2/1/2010	Captions – Stop during call	A customer reported captions stopped during a WCT call but he was not sure of the date or time. The Customer Service Representative suggested that the customer document the date, time and the Captionist's number for any future call so we can take investigate the call and take any needed follow up. The Customer Service Representative discussed that sometimes the Internet connection can drop and captions can stop. The customer was satisfied with this response.	2/1/2010
119	2/2/2010	Technical Issue	A customer sent an email reporting an error , then while the error had been corrected, she still had trouble getting incoming calls. The Customer Service Representative offered to make test calls to the customer and the customer responded that callers to her had not been following the correct procedure and that she no longer had difficulty.	2/2/2010
120	2/3/2010	Technical Issue	A customer reported difficulties using the Sprint WebCapTel service stating it was kicking her out. The Customer Service Representative provided extensive offers to troubleshoot further but the customer has not responded to and of the follow-up contacts. The customer is now successfully making WebCapTel calls.	2/3/2010
121	2/3/2010	Technical Issue	A customer reported difficulty receiving captions using their AOL browser. The Customer Service Representative explained that AOL is not supported and recommended using Internet Explorer, Safari, or Firefox browsers. The customer reported successful previous calls using Internet Explorer and will use that for future calls using Sprint WebCapTel.	2/3/2010
122	2/4/2010	Technical Issue	A customer reported no captions on two calls made with WebCapTel on the Go. After further investigation by the Customer Service Representative, it was revealed that an issue with the connectivity of the customer's blackberry. The Customer Service Representative explained to the customer the variability of wireless signals and advised contacting their phone provider for information on his wireless coverage.	2/4/2010
123	2/12/2010	Captions – Stop during call	A customer emailed a complaint about dropped captions and an error message. The Customer Service Representative advised the customer that the problem could be caused by a poor internet connection and advised the customer in having the line checked. The customer confirmed that they had been experiencing poor internet quality for some time but will be moving soon and will attempt again at their new location. The customer was satisfied with this resolution.	2/12/2010
124	2/12/2010	CN Restored during call (disconnect/reconnect)	A customer called with a complaint that a long call had experienced dropped captions. The Customer Service Representative advised the customer to try other browsers but the customer had same experience on the new browser. The Customer Service Representative advised the customer that the issue may be with packet loss through their Internet connection. The customer has contacted their IT support to investigate stability of Internet connection.	2/25/2010
125	2/15/2010	Captions – Stop during call	A customer reported that captions would sometimes stop mid-call. The Customer Service Representative advised the customer to upgrade their web-browser to a version that met the technical requirements for WebCapTel. The customer confirmed this resolved their issue.	2/15/2010
126	2/18/2010	Captions – Stop during call	A customer's daughter reported that the computer was timing out when it was in Waiting for Calls mode for a long time. The customer also reported that during several calls the captions would stop. The Customer Service Representative advised that it appears that their computer system or browser will only stay connected for a short time and then closes the connection. The customer has decided to get an 800i unit and is no longer using the WebCapTel site.	2/19/2010

127	3/1/2010	Accuracy of Captions	A customer shared feedback regarding accuracy of captions on teleconference calls and provided specific call data. The call detail was shared with Call Center management who provided feedback as to the difficulty of captioning teleconference calls. After further investigation the Customer Service Representative found documentation of audio/static issues and multi-speaker at the same time. The Customer Service Representative acknowledged that fast paced long conference calls with multiple speakers and audio challenges are the most difficult type of call for the Captionist's to caption. The Customer Service Representative shared the data with the customer and gave them some tips on how to make conference calls go more smoothly.	3/5/2010
128	3/10/2010	Other - General	A customer called and referenced an inability to make calls through Sprint WebCapTel due to an error message. The Customer Service Representative tried to call her through WebCapTel and received a message that the customer did not accept calls from unidentified numbers. The Customer Service Representative advised the customer to contact her phone company and find out if there was any unidentified caller block on her line. The customer confirmed that this resolved their issue.	3/10/2010
129	3/11/2010	Other - General	A customer reported static on calls that she made using Sprint WebCapTel. The Customer Service Representative asked for further information and details. The customer responded by saying that her issue was now resolved with no specific remedy.	3/11/2010
130	3/15/2010	CN Restored during call (disconnect/reconnect)	A customer reported experiencing connection restored and disconnect during calls through WebCapTel. Technical support provided suggestions for minimizing the bandwidth use by other devices as well as suggesting the customer try another browser.	3/15/2010
131	3/15/2010	System/Browser Issues	A customer reported difficulty using the Sprint WebCapTel site recently. After extensive troubleshooting by the Customer Service Representative with the customer, they revealed some possible issues with her browser. The customer has decided to update her browser level and will advise if she needs further assistance.	3/16/2010
132	3/15/2010	Captions – No Captions	A customer cited some specific calls that connected as voice calls but did not have captions. Technical support said the call detail that the customer provided was not adequate to pinpoint the cause of the customer's issue. The customer is now successfully using Sprint WebCapTel.	3/15/2010
133	3/16/2010	System/Browser Issues	The captions would not connect when the customer logged onto the Sprint WebCapTel website. The Customer Service Representative assisted the WebCapTel user with clearing out temporary Internet files by clearing the cache in their browser. The customer is now making successful WebCapTel calls.	3/16/2010
134	3/16/2010	Captions – Stop during call	The customer reported a detailed incidence of captions stopping during their call. The Customer Service Representative advised that it may be an isolated incident related to internet streaming and asked the customer to follow up if this experience happens again.	3/16/2010
135	3/24/2010	Captions lag too far behind voice	A customer reported that a WebCapTel call that had 10-15 seconds lag time before the captions appeared. The Customer Service Representative advised the customer that the call detail he provided has been forwarded to the call center management team for review with the Captionist.	3/24/2010
136	3/29/2010	Captions – Stop during call	The customer reported that the captions stopped in the middle of three Sprint WebCapTel calls. After further investigation the Customer Service Representative explained that the captions were being sent to the customer and were not stopped by the captioning service. The Customer Service Representative further explained that an intermittent Internet connection can cause dropped captions. The customer does not want to do further troubleshooting at this time and said she will monitor future Sprint WebCapTel calls.	3/29/2010

137	4/2/2010	Captions – Stop during call	A customer reported difficulties because they were disconnected from their Sprint WebCapTel call when another call came in at the same time to the same number. The customer's network technician made an adjustment so that incoming calls went directly to voice mail. This resolved the customer's experience.	4/2/2010
138	4/5/2010	System/Browser Issues	A customer reported that when using Sprint WebCapTel her captions do not scroll up after her computer screens fills up with captions. A Customer Service Representative suggested that the customer try using a different browser. The Customer Service Representative also provided the technical requirements of WebCapTel to make sure her current operating system meets those requirements.	4/5/2010
139	4/5/2010	System/Browser Issues	A customer's husband left a voicemail message saying that the customer could not use Sprint WebCapTel. When The Customer Service Representative called in response to this voicemail the customer said that they were now able to use Sprint WebCapTel successfully.	4/5/2010
140	4/7/2010	System/Browser Issues	A customer reported that the captions stopped sporadically on some calls and they see an Error 103 message. Customer Service explained that the message means the browser has stopped sending a response (heartbeat) to the captioning service so the session ends. The customer indicated they would investigate possible Internet Service issues at their end and get back to us if they have any further questions.	4/7/2010
141	4/13/2010	Other - General	A customer reported that his Sprint WebCapTel calls are switching over to a TTY operator system without actually dialing his cell phone to complete a WebCapTel call. The Customer Service Representative attempted to gather further details and information from the customer however the customer has not responded to follow up attempts.	4/13/2010
142	4/21/2010	System/Browser Issues	A customer was getting an Error 103 message when trying to use the Sprint WebCapTel service. A Customer Service Representative explained that the message she was experiencing may be caused by her browser's inability to communicate properly with the Sprint WebCapTel service and inquired further about the browser and operating system that she was using to access the service from. The customer has chosen to use a different CapTel product/service at this time.	4/21/2010
143	4/22/2010	System/Browser Issues	A customer reported that he occasionally experiences Error 103 when using Sprint WebCapTel at his workplace. The Customer Service Representative confirmed that the WebCapTel platform is functioning correctly and explained that this error message is related to something with his computer or network settings. Customer Service provided the customer with troubleshooting suggestions to share with his technical department.	4/22/2010
144	4/23/2010	Accuracy of Captions	A Sprint WebCapTel customer shared feedback regarding the accuracy of captions on some of her calls. A Customer Service Representative suggested that if the customer documents the date time and the Captionist Identification Number of future calls we can take specific action with the the Captionist captioning the call. The customer asked other questions regarding how the captions are generated and expressed satisfaction with the captioning on most calls.	4/23/2010
145	4/28/2010	System/Browser Issues	A customer reported that Sprint WebCapTel is not loading onto their computer. A Customer Service Representative confirmed the website is working successfully. The Customer Service Representative advised the customer to try another browser. It was confirmed that this resolved the issue.	4/28/2010
146	4/28/2010	Captions – Stop during call	A customer reported that captions stop during calls. The Customer Service Representative advised the customer that Sprint WebCapTel can lose connection to captions when used with wireless Internet. The customer's computer uses a wireless network to connect to computer and she also cited dropped captions using an Apple iPhone.	4/28/2010

147	4/29/2010	Captions – Stop during call	Customer reported captions sometimes stopping in the middle of calls. The Customer Service Representative advised using a different Sprint WebCapTel supported browser than the one currently being used.	4/29/2010
148	5/6/2010	Dialing Issue - New local prefix not in database	A customer reported that Sprint WebCapTel did not call his phone when he tried to make a call. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. The issue was resolved.	5/6/2010
149	5/6/2010	Accuracy of Captions	A customer reported that there are spelling errors in the captions he receives using the Sprint WebCapTel service. A Customer Service Representative sent an email advising the customer on how captions are produced and that proper nouns may be spelled incorrectly due to the captionist's guessing or multiple spellings of some words. The Customer Service Representative noted the customer may choose to have the other party spell the word so the Captionist knows the correct reference for the remainder of the call. The Customer Service Representative also encouraged the customer to document the date time and the Captionist number of any calls for further investigation and follow up with Call Center personnel.	5/6/2010
150	5/6/2010	Captions lag too far behind voice	A customer reported that there seems to be a lag time in receiving captions when using Sprint WebCapTel. The Customer Service Representative advised him of how captions are produced and that there is typically a 3-5 second delay in captions behind the spoken word. The Customer Service Representative encouraged the customer to document the date time and the Captionist number of any calls he feels are particularly troublesome for further investigating.	5/6/2010
151	5/13/2010	Accuracy of Captions	A customer reported that there were many instances of "Speaker Breaking Up" in her captions. This caused the customer to be unable to understand. The customer provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management and follow up action was taken with the Captionist by the Captionist's supervisor.	5/19/2010
152	5/13/2010	Captions - stop during call	A customer reported that the captions stopped in the middle of a call while using a cellular internet connection. The Customer Service Representative advised that cellular internet connections may experience difficulty maintaining a connection to the WebCapTel service.	5/13/2010
153	5/17/2010	System/Browser Issues	A customer reported two calls where either the other party's phone didn't ring or their phone didn't ring. The Customer Service Representative confirmed with the customer that the Sprint WebCapTel site is working correctly. The Customer Service Representative advised the customer to try again and to try another browser. The customer confirmed that this resolved their issue.	5/17/2010
154	5/19/2010	Accuracy of Captions	A customer reported that she is dissatisfied with the quality of the captions. The customer notes that some words are out of context. The customer did not have a specific call that she wanted investigated, she was speaking generally. The Customer Service Representative described how captioning is created using voice recognition and how errors are corrected in brackets. Once the customer had a better understanding of voice recognition output she understood completely why she was seeing what she did on occasion. Customer expressed appreciation and stated she has a better understanding of why the occasional wrong word occurs.	6/3/2010
155	5/24/2010	Captions – Stop during call	A customer reported an isolated incident where she experienced Error 103 when using Sprint WebCapTel from her sister's computer. The Customer Service Representative confirmed that the WebCapTel platform is functioning correctly and explained that this error message is related to something with her computer or network settings. Customer Service provided the customer with troubleshooting suggestions to prevent this occurrence in the future.	5/24/2010

156	5/26/2010	Captions – Stop during call	A customer said that captions stopped during a conference call. The Customer Service Representative gathered system information and referred the case to technical support for research. Technical support advised the Website had registered that the customer's phone had hung up. The Customer Service Representative advised the customer to use a hard-wired Internet connection.	5/26/2010
157	5/27/2010	Captions – Stop during call	A customer reported that during a call the captions stopped and he saw Error 103. The Customer Service Representative advised the customer to try updating to a different platform. The customer is now using WebCapTel.	5/27/2010
158	5/27/2010	Unable to make captioned calls	A customer reported that her phone was not ringing to dial out when using Sprint WebCapTel. The Customer Service Representative offered troubleshooting assistance. Subsequently, the customer confirmed successful use of the Sprint WebCapTel service.	5/27/2010