

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp
236074	2/2/2011	4:55:00 PM	Phone	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 5:00:00 PM	within 24 hours
224964	12/20/2010	3:45:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer indicated that he saw the message "Waiting for CapTel operator." CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 9:55:00 AM	within 24 hours
225137	12/20/2010	6:00:00 PM	EMail	Technical	NA	22990	Technical - General	Customer's daughter reported via live chat that incoming callers hear a message stating, "Please hold for the next available operator". CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to receive incoming captioned call successfully without delay.	12/21/2010 12:25:00 PM	within 24 hours

Rep. Initials
JA
MP
AA