Hamilton Relay
California Relay Service
2010 2011 CapTel ANNUAL FCC COMPLAINT LOG

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
186387	6/1/2010	2:45:00 PM	Phone	Other	40000	Consumer education - general	Customer called stating she got a message that scared her, so disconnected the CapTel and put it away. CSR recognized customer was referring to the new California Announcement for all CapTel calls beginning June 2, 2010. CSR explained that the State of California requires use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer stated she is moving so will reconnect the CapTel at that time and just leave it in the closet for now.	6/1/2010 2:55:00 PM	within 24 hours	JL
186506	6/2/2010	10:10:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked about California privacy announcement. CSR explained that announcement has been implemented to comply with California privacy laws to inform all parties that there is a third party on the call. Further explained that the captioning service has not changed in any way, and that the customer can continue to place and receive calls as normal.	6/2/2010 10:15:00 AM	within 24 hours	KS
186512	6/2/2010	10:15:00 AM	CapTel	Service	11030	Accuracy of captions	Customer reported that captions of names and proper nouns are sometimes incorrect. CSR explained that captions are produced by a live captionist using voice recognition software, and that sometimes similar sounding words can be captioned. CSR noted the captionist cannot speak to the other party to confirm spelling so the CapTel user will want to verify spelling when needed. CSR 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, if desired.	6/2/2010 10:30:00 AM	within 24 hours	KS
186555	6/2/2010	11:45:00 AM	Phone	Other	40000	Consumer education - general	Customer reported that people are disconnecting the call when they hear the recording and they want that to be changed. CSR informed customer that the state of California has a privacy law that requires to let the callers know if there is a third party involved in the call. CSR informed customer they cannot change or remove this recording due to the requirement from the State of California.	6/2/2010 11:50:00 AM	within 24 hours	TJ
186579	6/2/2010	12:00:00 PM	EMail	Other	40000	Consumer education - general	Customer contacted Customer Service indicating that as of June 2, 2010, "At the beginning of every phone conversation, a voice comes on the line indicating that the call is being monitored for service quality...I need to know what the monitoring is for, what is being done with the monitoring, and how long will this monitoring last." CSR sent customer email response advising that the new California CapTel contract has required use of this message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/2/2010 2:30:00 PM	within 24 hours	MMo
186649	6/2/2010	2:55:00 PM	Phone	Other	40000	Consumer education - general	Customer reported there is a delay from when the voice and captions appear. CSR informed customer that it will be normal to hear the voice and then see captions 3-5 seconds later. Explained that if the other party speaks at a faster pace, the delay will be longer. Customer also stated they wanted the new recording to be removed stating this "makes me feel like a lower class citizen." CSR informed customer that at this time the announcement cannot be removed because the State of California has required use of this message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/2/2010 3:00:00 PM	within 24 hours	TJ
186732	6/3/2010	9:10:00 AM	Phone	Other	40000	Consumer education - general	Customer's daughter called regarding they are hearing a recording that says "this call is being monitored for service quality" and they are wondering why there is a recording. CSR informed customer's daughter that the State of California requires this language to comply with California privacy laws. Customer's daughter then stated, "isn't this an invasion of privacy." CSR then explained how confidentiality works with the captionist such as they are not allowed to repeat or write down anything they say. Customer requested a copy of the privacy law. CSR referred customer to DDTP.	6/3/2010 9:20:00 AM	within 24 hours	TJ
186755	6/3/2010	10:00:00 AM	Phone	Other	40000	Consumer education - general	Customer's wife had received the literature about the changes to CapTel in CA and wanted to know what it would mean for them. CSR explained that the captioning service and CapTel experience would remain essentially the same. Also explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. CSR assured customer there were no new costs involved to the service. Customer understood.	6/3/2010 10:10:00 AM	within 24 hours	RC
186801	6/3/2010	11:40:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked if there was a way to remove the announcement that there was a third party on the line as "it made [her] caller very nervous." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer understood.	6/3/2010 11:50:00 AM	within 24 hours	RC
186866	6/3/2010	2:40:00 PM	Phone	Other	40000	Consumer education - general	Customer reported they see "This call is being monitored for service quality" and they want to know if this was new. CSR informed customer this became a requirement under the new CRS-3 contract and this contract began June 2, 2010. CSR explained that the State of California has required use of this message to comply with the State's privacy Law to let all parties know there is a 3rd party on the line. Customer inquired who is monitoring the call. CSR informed the customer that the 3rd party is the Captionist/supervisor or CapTel service provider who periodically observe live calls and score the Captionist based on performance. Customer expressed concern that this "was an invasion of my privacy." CSR informed customer that all CA's follow strict confidentiality practices and sign a confidentiality agreement per State and FCC rules for all relay service providers. Upon request, CSR provided the DDTP number to express concern about the announcement they hear before their CapTel calls.	6/3/2010 2:55:00 PM	within 24 hours	TJ
186878	6/3/2010	3:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired on what the message "This call is being monitored for Service Quality" means. CSR explained that this message is designed to let all parties know that there is a 3rd party on the line and is required per California state privacy laws as of June 2, 2010. CSR also emphasized to customer that her CapTel phone should still function as it has prior to implementation of the announcement.	6/3/2010 3:10:00 PM	within 24 hours	ST
186920	6/3/2010	4:30:00 PM	CapTel	Service	11030	Accuracy of captions	Customer shared concern regarding accuracy of captions. Customer requested that the captionist be better trained. CSR advised customer that if she could provide dates and times of calls we would be able to locate the specific captionist that required additional training. Customer said she did not have any times at the moment, but she would keep that in mind. Customer asked that her concerns be noted. CSR noted her concern would be documented.	6/3/2010 4:40:00 PM	within 24 hours	RC
186919	6/3/2010	4:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concerns about the privacy announcement on captioned calls. Customer explained she had to scream "DON'T HANG UP" multiple times before a call was accepted by her daughter since the recording began. Customer also reported that several business are automatically hanging up, she feels, because they believe it is a telemarketer. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer requested local number to report her experiences and ask if the wording could be changed to prevent hang ups. CSR provided information for the DDTP.	6/3/2010 4:45:00 PM	within 24 hours	RC
186954	6/4/2010	9:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer's husband asked if there was a way to remove the announcement that there is a third party on the line. CSR explained that at this time, the announcement cannot be removed because the State of California has required use of this message to comply with the States Privacy Law.	6/4/2010 10:30:00 AM	within 24 hours	JL
186955	6/4/2010	10:20:00 AM	Phone	Other	40000	Consumer education - general	Customer's daughter asked if there was a way to remove the announcement that there is a third party on the line as "it made the CapTel user nervous." CSR explained that at this time, the announcement cannot be removed because of the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/4/2010 10:35:00 AM	within 24 hours	JL
187043	6/4/2010	12:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported noise on her phone line and CSR discussed the line requirements of her CapTel. She then stated, "then why does the recording state the call is being monitored for service quality?" Advised customer that the State of CA required this language to comply with CA privacy laws, not so we can service her CapTel unit.	6/4/2010 12:20:00 PM	within 24 hours	JL
187051	6/4/2010	12:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer called very upset over the new announcement he just started to hear. Customer stated, 'How dare we monitor his calls, he does not appreciate this!' CSR advised that the state of CA requires this language to comply with CA privacy laws. Customer would not calm down. CSR referred him to the DDTP for assistance.	6/4/2010 12:50:00 PM	within 24 hours	JL
187075	6/4/2010	1:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported they would like to complain about the new announcement. Customer stated, "People are hanging up immediately when they hear that and it is very disturbing." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer said she understood and really doesn't like it but she will tell her callers to stop hanging up on her.	6/4/2010 1:40:00 PM	within 24 hours	KP
187192	6/7/2010	9:00:00 AM	Phone	Other	40000	Consumer education - general	Customer's husband questioned why there is now a recording that states, "This Call is being monitored for service quality." CSR discussed the State of CA requires this language to comply with CA privacy laws. Customer's husband satisfied.	6/7/2010 9:00:00 AM	within 24 hours	JL
187171	6/7/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer questioned why she has started hearing, "This call is being monitored for service quality?" CSR sent an email explaining the State of California requires this language to comply with California privacy laws. CSR shared that because the Communication Assistant (CA) is completely transparent on CapTel calls, it is required that an announcement be made informing callers of the CA's presence. CSR advised customer that at this time, the announcement cannot be removed.	6/7/2010 10:40:00 AM	within 24 hours	JL

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187301	6/7/2010	12:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer called expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated, 'What is this announcement? Can you get rid of it? Can you put me through to someone who can get rid of it?' CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer insisted that the message must be removed. CSR referred customer to DDTP.	6/7/2010 12:30:00 PM	within 24 hours	MJS
187356	6/7/2010	2:45:00 PM	CapTel	Service	11040	Captions Lag too far behind voice	Customer reported a call where captions were over 17 seconds behind the voice and captions were repeated during the call. CSR investigated and identified there was a trouble ticket logged by the captionist reporting a difficulty at their workstation. CSR shared finding with the customer and apologized for this experience.	6/7/2010 2:55:00 PM	within 24 hours	KP
187359	6/7/2010	3:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported they see and hear "Your call is being monitored for service quality" and they want it delayed or removed because it is disrupting their ability to leave voice mail messages. CSR informed customer that at this time the announcement cannot be removed because the State of California has required use of this message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/7/2010 3:15:00 PM	within 24 hours	TJ
187370	6/7/2010	3:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "This is a huge burden on my life." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer requested to speak with a supervisor. CSR explained she was sorry that she cannot assist further with her request and referred customer to DDTP.	6/7/2010 3:35:00 PM	within 24 hours	KP
187394	6/7/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer questioned why she is hearing a message about her calls being monitored. CSR discussed that the State of CA requires this language to comply with CA privacy laws. Customer understands.	6/7/2010 4:10:00 PM	within 24 hours	JL
187397	6/7/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010 and wondered if this is a permanent change, since she is now experiencing hang-ups when she never did before the announcement began. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer expressed frustration with the announcement and wanted us to know that.	6/7/2010 4:10:00 PM	within 24 hours	ST
187412	6/7/2010	4:30:00 PM	EMail	Other	40000	Consumer education - general	Customer expressed concerns about the privacy announcement on captioned calls and asked if there was a way to remove it. Customer believes it is "the most intrusive and confusing announcement" and causes her callers to hang up before the call can begin. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR provided DDTP's number so customer could share her concern with them.	6/7/2010 4:40:00 PM	within 24 hours	RC
187514	6/8/2010	11:15:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern that the new California privacy message meant that she would now be billed for captioned calls. CSR explained to customer that the new message is required by the state of California to comply with California privacy laws, and that she will not be billed for calls made through the captioning service.	6/8/2010 11:20:00 AM	within 24 hours	MP
187549	6/8/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, because people are confused by it and hang up on her. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR supplied customer with the number for DDTP to contact about her displeasure with the message.	6/8/2010 12:40:00 PM	within 24 hours	MP
187662	6/9/2010	8:15:00 AM	EMail	Other	40000	Consumer education - general	Customer reported that she uses the CapTel 200 for business calls and is getting hung up on due to the announcement for all California CapTel calls beginning June 2, 2010. Customer stated that because of this message, her callers think she is a telemarketer. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR also provided customer with the contact information for the Deaf and Disabled Telecommunications Program (DDTP) so she could express her concerns.	6/9/2010 8:45:00 AM	within 24 hours	JR
187658	6/9/2010	8:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer questioned why she heard "This call is being monitored for service quality" and was concerned that something was wrong with her CapTel phone or telephone line. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Assured customer that there is nothing wrong with her CapTel phone or her telephone line.	6/9/2010 8:40:00 AM	within 24 hours	JR
187663	6/9/2010	9:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer said "Did you hear that? People are hearing this message and hanging up on me all the time." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR advised customer to contact DDTP to discuss his concerns further. Customer called back twice and stated he had been told to call AT&T, and also the FCC and did not get anyone who knew anything about the state law. Customer was referred to the CA-PUC as a source who would know the privacy law's specifics. Customer expressed frustration his calls are being hung up on due to the announcement.	6/9/2010 2:10:00 PM	within 24 hours	ST
187711	6/9/2010	10:55:00 AM	Phone	Other	40000	Consumer education - general	Customer's daughter asked why there was a message about service quality on phone calls to the customer. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/9/2010 11:05:00 AM	within 24 hours	RC
187721	6/9/2010	11:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed dissatisfaction about the announcement for all California CapTel calls. Customer stated, "This is just terrible. Money should be used for other things, and I would like it removed." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	6/9/2010 11:55:00 AM	within 24 hours	KP
187767	6/9/2010	1:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the announcement for all California CapTel calls. CSR explained that the State of California has required use of the announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer asked if this meant the captioning service had changed, and CSR assured customer that the captioning service is the same as before the message.	6/9/2010 1:25:00 PM	within 24 hours	KP
187784	6/9/2010	1:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010 and asked "Why are my calls being monitored?". CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR explained that a captionist will monitor the call to ensure correct transcription of captions and captioning service staff may also monitor to ensure quality service standards are being met. Customer satisfied.	6/9/2010 2:05:00 PM	within 24 hours	ST
187791	6/9/2010	2:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. She stated, "This new announcement may cost me my job!", since she uses the CapTel in a work environment. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR referred customer to DDTP with her complaint.	6/9/2010 2:20:00 PM	within 24 hours	MP
187789	6/9/2010	2:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported difficulty reaching her doctor's office as they were disconnecting the call after hearing "This call is being monitored for service quality." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR also contacted customer's doctor's office to inform them about the announcement so they would not disconnect customer's calls.	6/9/2010 2:15:00 PM	within 24 hours	JR
187793	6/9/2010	2:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated, "Now that we understand it, we will be able to deal with it."	6/9/2010 2:25:00 PM	within 24 hours	KP
187862	6/9/2010	4:00:00 PM	NA	Other	40000	Consumer education - general	Customer asked why the CA announcement suddenly appeared on her CapTel 200. "This call is being monitored for service quality?" CSR sent an email explaining the State of California requires this language to comply with California privacy laws. Because the Communication Assistant (CA) is completely transparent on CapTel calls, California law requires that an announcement be made informing callers of the CA's presence. CSR advised customer that at this time, the announcement cannot be removed. Customer's email asked that it be forwarded to authority that can remove the message, thus this was done.	6/9/2010 5:00:00 PM	within 24 hours	EY

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187895	6/10/2010	9:10:00 AM	Phone	Other	40000	Consumer education - general	Customer's son inquired why are they hearing the message "This call is being monitored for service quality" when they haven't before. CSR explained that this became a requirement under the new CRS-3 contract. The new contract started on June 2, 2010. The State of California has required use of this message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customers son inquired if they can remove this because "she is not able to communicate with anybody now because of this stupid rule." CSR informed customer at this time unfortunately the announcement cannot be removed because the State of California has required use of this message.	6/10/2010 9:20:00 AM	within 24 hours	TJ
187901	6/10/2010	9:30:00 AM	EMail	Other	0800-40000	Consumer Education	Customer reported receiving a Caller ID blockage message when dialing to her friend from the CapTel. CSR requested specific information from customer regarding the number dialed for further investigation. CSR noted that typically a Caller ID block is experienced when a party has a privacy block on their line. Customer did not respond to e-mail communication or telephone message left for follow up.	6/14/2010 1:00:00 PM	over 48 hours	MF
187972	6/10/2010	11:35:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked why there was now a privacy announcement on calls when there was not one before. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law. Explained that this had become a requirement with the CRS-3 contract that began on June 2, 2010. Customer also asked why captions seemed to be behind the speaker when a caller spoke quickly. CSR explained to customer that it is normal to experience a 3-5 second delay between her caller's voice and the captions and that the captions can be impacted if the speaker begins talking faster than the transcription speed. CSR agreed customer could ask her callers to slow down if the captions become too fast for her to read. Customer understood.	6/10/2010 12:05:00 PM	within 24 hours	RC
187984	6/10/2010	12:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer questioned why her captioned calls are now being monitored. CSR explained that the State of California requires use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer also expressed concern about confidentiality of her captioned calls. CSR explained that the captionist can only hear what the other party is saying and that all captionists follow strict confidentiality practices and do sign a confidentiality contract.	6/10/2010 12:35:00 PM	within 24 hours	JR
187990	6/10/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern over the privacy announcement. Customer stated, "This announcement is terrible. People are hanging up because they think I am a telemarketer. I can't even reach the shop where my car is and I've tried three times - they just keep hanging up." CSR explained that the announcement was put in place to ensure compliance with privacy laws and could not be removed. Provided customer with contact information for DDTP.	6/10/2010 12:45:00 PM	within 24 hours	MJS
187991	6/10/2010	12:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated, "I do not want my calls monitored. I call people in the military and have private calls." CSR advised customer that nothing has changed with her service and that CA requires this language to comply with CA privacy laws. Discussed with customer that since the Captionist is transparent on CapTel calls the announcement is required to inform callers of the Captionist's presence. Customer calmed down and thanked CSR for the information.	6/10/2010 1:00:00 PM	within 24 hours	JL
188011	6/10/2010	2:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked why there was a service quality message on the CapTel. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer understood.	6/10/2010 2:30:00 PM	within 24 hours	RC
188044	6/10/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked, "Why are you putting a message about caption quality, because it is not quality at all." Customer proceeded to explain that the service quality announcement, "is a nuisance, because captions are not quality anyway." CSR explained that this message is required to comply with state privacy laws to alert both parties that there is another party on the line. Customer indicated that she did not want to file a complaint about caption accuracy, and wanted to express frustration at the service quality message itself.	6/10/2010 4:05:00 PM	within 24 hours	KS
188045	6/10/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer thought that there was something wrong with his phone. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer understood.	6/10/2010 4:15:00 PM	within 24 hours	MP
188082	6/11/2010	8:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer stated, "I do not like this recorded message. This is illegal for you to record our conversations. Take it off." CSR explained the state requirements and that this does comply with the states privacy law to let all parties know there is a 3rd party on the line. CSR also discussed how captions are generated. Customer understands.	6/11/2010 10:15:00 AM	within 24 hours	JL
188078	6/11/2010	10:25:00 AM	CapTel	Other	40000	Consumer education - general	Customer stated, "When my brother calls and hears the message that this call is being monitored, he hangs up." Customer's caller also stated, "When he calls people they hang up on him thinking that the message is a telemarketer." CSR discussed that beginning June 2, 2010 the state of CA requires this message to comply with CA privacy laws. Advised customer that nothing has changed with his service and he should feel comfortable using the CapTel.	6/11/2010 10:35:00 AM	within 24 hours	JL
188208	6/11/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer questioned if the announcement that comes on her CapTel can be deleted, it is confusing for her and her callers, and some people just hang up on her. CSR advised customer that the State of CA requires this announcement to comply with CA privacy laws. Customer said she understands, but it is a nuisance.	6/11/2010 12:40:00 PM	within 24 hours	JL
188212	6/11/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and asked "Why have all my calls been monitored for the last two weeks?" CSR explained that the State of California, as of June 2, 2010, has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer satisfied.	6/11/2010 12:40:00 PM	within 24 hours	ST
188218	6/11/2010	12:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that some of his calls exhibit the CA privacy announcement and some do not. CSR advised customer that the announcement will only be heard on captioned calls placed or received on his CapTel phone and will not be heard on non-captioned calls. Test calls with customer confirmed this explained his experience.	6/14/2010 10:30:00 AM	over 48 hours	MP
188263	6/11/2010	1:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked that "intrusive" announcement at the beginning of a call be removed. She was referring to the CA-mandated announcement that her call is being monitored. She said, "It's loud, it's obnoxious and it talks right on top of a conversation." CSR explained that the announcement was mandated by California privacy laws, and that it cannot be removed. CSR provided contact information for DDTP.	6/11/2010 1:30:00 PM	within 24 hours	EY
188242	6/11/2010	2:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concerns that the California privacy announcement was causing his callers to hang up on him. Caller stated, "It's really annoying and it seems that they shot themselves in the foot with this." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer asked who to express his concerns to. CSR referred to DDTP.	6/11/2010 2:10:00 PM	within 24 hours	RC
188275	6/11/2010	2:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer said that since the start of the California announcement, "This call is being monitored for service quality," her calls have been hung up on before she gets a chance to speak. CSR explained that the announcement was to comply with California privacy law because the CA is a third party on the call. Customer expressed frustration at not being able to complete her calls. CSR offered to call numbers of those hanging up on her to educate them regarding the new announcement.	6/11/2010 4:45:00 PM	within 24 hours	EY
188301	6/11/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the new California announcement and explained that he is now missing the beginning of important conversations. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	6/11/2010 4:15:00 PM	within 24 hours	JR
188424	6/14/2010	10:30:00 AM	Phone	Other	40000	Consumer education - general	Customer questioned why there is now a recording that states, "This Call is being monitored for service quality." CSR discussed the State of CA requires this language to comply with CA privacy laws.	6/14/2010 10:40:00 AM	within 24 hours	MMo
188430	6/14/2010	10:30:00 AM	Phone	Product	33080	Dialing Issue - Can't dial out in caption mode	Customer called noting that she could not call with captions to the operator or to 411 for Information, however she could call out successfully to other numbers. CSR forwarded call information onto Technical Support for further investigation. As an alternative to dialing 411 for Information, CSR advised customer that she could dial 555-1212. Customer indicated that she would report back as to her success.	6/16/2010 10:45:00 AM	over 48 hours	MMo
188356	6/14/2010	11:50:00 AM	Phone	Other	40000	Consumer education - general	Customer left a voice mail stating, "This has gone on long enough, I do not need my calls monitored. It is causing people to hang up on me." CSR contacted customer and explained that the state of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer called Customer service 3 different times and stated this announcement is "the most stupid thing California has done in a long time," and that "whoever came up with this was not deaf." CSR apologized and provided the DDTP number. CSR explained who is monitoring the calls, such as the CA, supervisors and the captioning service. Customer stated they will call DDTP for further assistance.	6/14/2010 3:50:00 PM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
188462	6/14/2010	12:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and said that 'the strangest thing has been happening: He makes an outgoing call and a message comes up about the call being monitored for service quality. CSR explained about the announcement for all California CapTel calls beginning June 2, 2010 that the State has required to comply with the State's Privacy Law and let all parties know there is a 3rd party on the line. Customer understood and thanked CSR for the explanation.	6/14/2010 12:10:00 PM	within 24 hours	MF
188573	6/14/2010	3:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked to have California announcement, "This call is being monitored ..." removed from her phone. Customer was distraught, saying people hung up on her before she was even able to say anything to them. CSR advised customer that the announcement is to comply with California privacy law, and cannot be removed. Customer said she needed it removed, so CSR provided her with contact information for DDTP.	6/14/2010 3:15:00 PM	within 24 hours	EY
188565	6/14/2010	3:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that she cannot reach her pharmacy because she keeps getting hung up on, she believes because of the CA privacy message. Customer does not have any trouble reaching other numbers. CSR called pharmacy and explained the CA privacy message and asked that they take a moment longer to wait for customer to speak.	6/14/2010 3:50:00 PM	within 24 hours	MP
188574	6/14/2010	3:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked why all of his calls are "being monitored". CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line as of June 2, 2010. Customer also inquired about dialing 911 from his CapTel phone, so CSR explained how a call is processed when one dials 911 in 1-Line mode.	6/14/2010 3:45:00 PM	within 24 hours	JR
188604	6/14/2010	4:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired why she was seeing a message on her CapTel about her calls being monitored for service quality for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/14/2010 4:50:00 PM	within 24 hours	MF
188760	6/15/2010	12:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and stated, "I would like this message removed from my phone. I do not like this message." Customer indicated that other party frequently hangs up after hearing the California privacy message. CSR explained that the message cannot be removed as it is required by California privacy laws to make it clear there is a third party on the line. CSR referred customer to DDTP to express her dissatisfaction.	6/15/2010 1:05:00 PM	within 24 hours	KS
188775	6/15/2010	1:00:00 PM	Phone	Other	40000	Consumer education - general	Caller for customer reported friends and family hanging up on the CapTel user because of the recent recording, "This call is being monitored for service quality," they feel it is a telemarketer. Customer would like it removed. CSR advised caller for customer that this is required to comply with the CA privacy laws. Caller requested another contact. CSR referred to DDTP.	6/15/2010 1:10:00 PM	within 24 hours	JL
188869	6/15/2010	2:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked why callers were now hearing the announcement "This call is being monitored for service quality." CSR explained that the announcement was placed in order to comply with California privacy laws. Customer satisfied with this explanation.	6/15/2010 3:00:00 PM	within 24 hours	EY
188981	6/16/2010	12:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer called stating that "My calls cannot go through. This message is interfering with me being able to make calls because people hear this message and they don't think its really me calling them and I am getting hung up on so this needs to go." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer wanted to register a complaint, so CSR referred customer to DDTP to further discuss her concerns.	6/16/2010 12:50:00 PM	within 24 hours	ST
189008	6/16/2010	1:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated about an announcement for all California CapTel calls beginning June 2, 2010, "I don't like it. It is annoying and half the time the party hangs up before I can reach them. I will tell you what; if I didn't need this phone because I am 90% deaf, I would discontinue use of this service. I will complain up until the high heavens. This is not right for people like me!" CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Referred her to the DDTP for further assistance.	6/16/2010 2:05:00 PM	within 24 hours	MF
189144	6/17/2010	10:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer called very upset at 10:00am and again at 10:30am about the new CA announcement and stated each time "I did not give anyone permission to place a taped message on my phone service and I demand that this be taken off immediately! I do business with a lot of government workers and they are now hanging up on me. This is a violation of my privacy." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. The announcement only applies when using a state-issued CapTel phone. CSR apologized and advised customer her contact with us has been documented and that she contact the appropriate agency to submit a formal complaint. Customer mentioned she would call her state legislator. CSR forwarded communications to Hamilton Relay to share with the state so they were aware of the customer's communications.	6/17/2010 10:50:00 AM	within 24 hours	KW
189173	6/17/2010	10:55:00 AM	CapTel	Other	40000	Consumer education - general	Customer called and stated, "I would like this announcement removed from my phone service." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. CSR informed customer that her input has been documented and will be forwarded to the appropriate sources but also advised customer to contact the Deaf and Disabled Telecommunication Program for the state of CA. Customer understood.	6/17/2010 11:05:00 AM	within 24 hours	KW
189195	6/17/2010	11:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer called very upset at 11:45am requesting this announcement be removed because callers are disconnecting her calls when they hear the message. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. Discussed that the announcement only applies when using a California issued CapTel phone. CSR apologized and advised customer contact the appropriate agency.	6/17/2010 11:50:00 AM	within 24 hours	JL
189208	6/17/2010	12:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked why her calls are being monitored. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer also stated that she is being hung up on so CSR discussed the option of calling her friend without captions and let her know to expect the announcement when she calls with captions.	6/17/2010 1:00:00 PM	within 24 hours	JR
189315	6/17/2010	5:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer called about the privacy announcement and stated, "My friends think the phone is tapped or it is the FBI or whatever and they hang up. Or they think it is a telemarketer. They do not want to be tapped, they do not want to be monitored, and they will not call me. Then I have to call them from my other phone and I can barely hear. I understand the privacy laws but my friends won't talk to me." CSR offered to refer to DDTP but the customer declined. Customer stated, "If you're going to transfer me to a government agency, don't bother. The Californian government isn't interested in fixing things like this." Customer stated they will instead attempt to use an amplified phone for their personal calls and will ask their callers to speak very slowly.	6/17/2010 5:15:00 PM	within 24 hours	MJS
190021	6/18/2010	8:00:00 AM	Phone	Other	40000	Consumer education - general	A constituent caseworker for a California State Senator left a voice mail message on behalf of customer saying that "... Now the person who answers her calls hears this recording 'call may be monitored for quality assurance' and she has never gave permission for this recording. She feels it is an intrusion on her privacy on her personal calls, and she wants it taken off." CSR followed up with constituent caseworker and explained that the State of California has required use of this announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Caseworker understood and appreciated call back and explanation. CSR followed up with customer at constituent caseworker's request letting her know that a representative from the California State Senator's office contacted CapTel Customer Service on her behalf regarding the announcement she called them about.	6/18/2010 9:35:00 AM	within 24 hours	DF
189363	6/18/2010	10:25:00 AM	CapTel	Other	40000	Consumer education - general	Customer stated that "there has been a weird statement on my CapTel for the last 3 weeks, what is that and why is it there? What changed?" CSR explained that the State of California has required use of an announcement beginning June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer satisfied with explanation.	6/18/2010 10:30:00 AM	within 24 hours	ST
189416	6/18/2010	1:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about the new CA privacy message at the beginning of her captioned call. Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. She stated that she finds the message, "Disturbing, very disturbing." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	6/18/2010 1:10:00 PM	within 24 hours	MP
189476	6/18/2010	3:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/18/2010 3:55:00 PM	within 24 hours	MF

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
189477	6/18/2010	3:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "This has interfered with every one of my calls and it interrupts the greeting with my callers. I have had four people hang up on me today. I want this message removed right away. It makes an already tricky system very difficult." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR informed customer that her concern will be passed on but also referred customer to DDTP in CA to file her complaint.	6/18/2010 4:00:00 PM	within 24 hours	KW
189484	6/18/2010	4:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated that the announcement is "frustrating" and "irritating" because most people hang up on her. She also stated that this message is discouraging her from using the phone. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Advised customer of the contact information for California DDTP.	6/18/2010 4:40:00 PM	within 24 hours	MP
189806	6/21/2010	12:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated in regards to an announcement for all California CapTel calls beginning June 2, 2010, "I get hung up on about 50% of the time because of this message. Is there any way to make it say 'Don't hang up' or something? It's really getting in the way of me being able to communicate on the phone. People hang up on me and it makes me feel stupid just sitting there". CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Referred customer to the DDTP for further assistance.	6/21/2010 12:55:00 PM	within 24 hours	MF
189704	6/21/2010	1:30:00 PM	CapTel	Service	11030	Accuracy of captions	Customer reported that sometime the captions that she receives on her CapTel phone are completely different than what her caller said. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR explained that since the captionists use voice recognition technology to create the captions, sometimes words may caption as a similar sounding word, and that corrections will appear in brackets. CSR also gave customer tips such as asking her caller for clarification, or asking her callers to speak more clearly. CSR 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.	6/21/2010 1:40:00 PM	within 24 hours	MP
189898	6/22/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer called and stated, "Remove this message from my phone! It is annoying and people are hanging up on me!" CSR explained that the message cannot be removed as it is required by California privacy laws to make it clear there is a third party on the line. CSR referred customer to DDTP to express her dissatisfaction.	6/22/2010 10:45:00 AM	within 24 hours	KP
190073	6/23/2010	9:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer called and asked for information: What division of CPUC had ordered "This call will be monitored for service quality" message on her CapTel calls? What specific section of California Privacy Law they used to justify placing the announcement? Customer said there were no hearings or advance notice of this announcement. Customer further asked how she, individually or as part of a class, could be exempted from this requirement. CSR tried to refer customer to DDTP, but she was not satisfied with this. CSR then said he would refer customer's request to CapTel's Director of Customer Service and Regulatory Affairs. Customer's questions were forwarded to the state via Hamilton Telephone and the customer was sent a letter that advised her to contact DDTP to convey her questions and concerns to CPUC.	6/23/2010 10:00:00 AM	within 24 hours	EY
190116	6/23/2010	11:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that she is being hung up on due to the California announcement. Customer stated, "My calls keep getting disconnected because of this message. I'm seriously depressed. People don't have the patience to sit and wait for that message to finish. They've already hung up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	6/23/2010 11:55:00 AM	within 24 hours	JR
190119	6/23/2010	11:55:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that since the privacy announcement had started being used, she was unable to reach any businesses. Customer stated, "I've been really really happy with the CapTel until this message." CSR contacted one of the businesses in question and found that they had hung up thinking it was a telemarketer when the recording was heard. CSR explained the State of California has required the use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line and advised that it may not be a telemarketer. Customer requested contact information for local assistance with this issue. CSR provided contact information for DDTP.	6/23/2010 12:05:00 PM	within 24 hours	RC
190290	6/24/2010	10:20:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked if CapTel Customer Service put a message on her phone that states her calls will be monitored for service quality. Customer stated, "The message is very disruptive and my callers are hanging up on me." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Referred customer to the Deaf and Disabled Telecommunications Program to relay her concerns about the announcement.	6/24/2010 10:25:00 AM	within 24 hours	JR
190381	6/24/2010	1:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and asked, "For a while now you guys have been monitoring all of my calls. How much longer do you need to do that? I feel like I'm being investigated here." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR discussed that the captionist is always monitoring a call to ensure that captions are transcribed accurately and to insert any needed corrections. Explained that captioning call center staff occasionally monitor calls to ensure that service quality standards are being met. Customer satisfied with explanations.	6/24/2010 1:55:00 PM	within 24 hours	ST
190436	6/24/2010	4:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. She had a great deal of dissatisfaction to express. Customer stated, "They're not helping me. All they are doing is aggravating me..." and asked for the message to be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR referred customer to DDTP and gave her the telephone number.	6/24/2010 5:00:00 PM	within 24 hours	TK
190480	6/25/2010	10:05:00 AM	CapTel	Other	40000	Consumer education - general	Customer called regarding the California announcement message and said, "This monitoring thing is more of a pain in the neck than anything! I can't get the people I want on the phone because they hang up too fast. This needs to stop now." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated she is frustrated but does not wish to file a formal complaint with DDTP.	6/25/2010 10:15:00 AM	within 24 hours	ST
190489	6/25/2010	10:10:00 AM	Phone	Other	40000	Consumer education - general	Customer called regarding 3 times regarding California service quality announcement. Customer asked, "What are they monitoring for? They just mess with who you're calling. Somebody needs to monitor their budget. What are they monitoring for?" Customer called again at 11:05 am on June 25 stating, "This thing is not working at all! It disconnects my calls because my callers hear this damn message and they hang up!" CSR advised that the state of CA requires this language to comply with CA privacy laws. CSR referred customer to the DDTP for assistance. Customer called again and inquired about the correct DDTP number and also inquired about the 24 hour California Customer Service number. CSR provided customer the correct Customer Service and DDTP number.	6/25/2010 11:25:00 AM	within 24 hours	MMo
190506	6/25/2010	11:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that people were hanging up on her because of announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line.	6/25/2010 11:45:00 AM	within 24 hours	TK
190609	6/25/2010	2:45:00 PM	Phone	Other	40000	Consumer education - general	Customer called referencing CA service announcement saying, "I am not a happy camper. On every single call, people hear that announcement and they hang up. I can understand one call, but every single call?...When you make a regular call on a regular phone, you don't hear that announcement. Something's wrong with this picture. I'm going to have to take this up with someone." CSR advised that the state of CA requires this language to comply with CA privacy laws. CSR referred customer to the DDTP for assistance.	6/25/2010 2:55:00 PM	within 24 hours	MMo
190643	6/25/2010	3:45:00 PM	Phone	Other	40000	Consumer education - general	Customer called regarding California service quality announcement. Customer stated, "Since last week, I get 'This call is being monitored for service quality' on both my home and work phones. Is there anything that can be done about this? I'd like to see if anything can be done about this. It's very distracting. I have actually had a few incoming calls at work that have been dropped and one voice goes over the other. A lot of people don't like it. I might try to get another phone." CSR advised that the state of CA requires this language to comply with CA privacy laws. CSR referred customer to the DDTP for assistance.	6/25/2010 3:55:00 PM	within 24 hours	MMo
190667	6/25/2010	4:45:00 PM	EMail	Other	40000	Consumer education - general	Customer wrote, "That [message] is not acceptable to me at all. I am stone deaf & have no other way of communicating, for neither personal or business calls. I no longer understand words either. So it just adds to my problem. It seems to me that something can be done. It doesn't take care of business calls which I have to make. They are necessary for me to do because my husband is elderly & is not capable of handling messages any longer" about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Referred customer to the DDTP for further assistance.	6/28/2010 9:00:00 AM	over 48 hours	MF

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190886	6/28/2010	3:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer called regarding an announcement heard at the start of his calls. Customer stated, "What is causing this monitoring message? It is driving me crazy and it drives everyone I call crazy. It really bothers me and them and I want it removed. I've had a CapTel for 6 months and this recording was not there in the beginning so I want it gone." CSR explained that the State of California requires use of this announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR advised customer to contact DDTP for further assistance and to noted we would document their complaint.	6/28/2010 3:25:00 PM	within 24 hours	ST
190955	6/29/2010	8:45:00 AM	Phone	Other	40000	Consumer education - general	Customer called regarding California service quality announcement. Customer asked, "Is there any way I can get the recording 'This call is being monitored for service quality' off? It's not even what's happening. It's crazy. It's a trained captionist...being captioned for a deaf person. Is that the only language they'll allow? It sounds like the CIA. People just hang up." CSR advised that the state of CA requires this language to comply with CA privacy laws. CSR referred customer to the DDTP for assistance.	6/29/2010 8:55:00 AM	within 24 hours	MMo
191050	6/29/2010	12:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed frustration about an announcement for all California CapTel calls. Customer is getting hung up on frequently and the message delays the initial greeting. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. CSR apologized and informed customer of the contact information for DDTP in California and also assured customer that CapTel Customer Service will pass along the concern.	6/29/2010 12:20:00 PM	within 24 hours	KW
191059	6/29/2010	12:40:00 PM	Phone	Other	40000	Consumer education - general	Customer stated about an announcement for all California CapTel calls beginning June 2, 2010, "You keep coming on my calls and interrupting them and I want to shut off this service completely. I've disconnected the phone but you will probably still interrupt me. Come pick up your phone..." CSR explained that the State of California has required use of this announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer was referred to CTAP, as he stated he would not use the phone anymore with this announcement.	6/29/2010 12:55:00 PM	within 24 hours	MF
191082	6/29/2010	1:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to asked about the California privacy announcement. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated, "What a disruption, wow." Customer then indicated he will contact his state legislator.	6/29/2010 1:25:00 PM	within 24 hours	KS
191171	6/29/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer said that Calif. announcement was an "invasion of her privacy" and "very inconvenient." She said that the announcement has created problems with making calls. CSR advised caller the State of California has required the message to comply with the State's Privacy law to let all parties know there is a third party on the line. Customer said she was not happy but she understood.	6/29/2010 4:15:00 PM	within 24 hours	EY
191218	6/29/2010	5:00:00 PM	Phone	Other	40000	Consumer education - general	Customer called on repeated follow-up contact regarding the California 'service quality' announcement. Customer swore profusely at CRS and expressed anger and frustration due to hang ups on her calls. Customer has called numerous times in frustration. CSR advised that the state of CA requires this language to comply with CA privacy laws. CSR provided detail as to where customer may escalate her complaint via US mail.	6/30/2010 5:15:00 PM	within 48 hours	MMo
191223	6/30/2010	10:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer requested that we please remove the message she hears about monitoring her phone. Customer states she does not need to be monitored. CSR advised customer that this message is required to comply with the CA state privacy law because the CA is completely transparent on the CapTel calls. CSR advised it is required that an announcement be made informing callers of the CA presence.	6/30/2010 10:55:00 AM	within 24 hours	JL
191321	6/30/2010	1:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed frustration with the announcement message pertaining to service quality. "This has never been on my phone before and now all of a sudden it is being monitored for quality assurance? This is irritating and aggravating." CSR explained why the announcement is present on all calls and has been required as of June 2, 2010 to comply with the state's privacy laws to let all callers know that there is a 3rd party on the line. Customer then stated, "I don't want this call to be monitored for quality purposes. This is ridiculous, it is my telephone!!! I don't give a damn what the state says. The state is stupid, ignorant, and bankrupt. To hell with service quality!" CSR sent an email to DDTP letting them know of this complaint, and mailed the customer information on additional ways that a complaint may be filed.	6/30/2010 2:55:00 PM	within 24 hours	ST
191365	6/30/2010	3:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that the other party is hanging up because of the announcement and they would like it removed. CSR explained that at this time, the announcement cannot be removed because the State of California has required use of this message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. CSR emailed DDTP on customer's behalf.	6/30/2010 4:05:00 PM	within 24 hours	TJ
191372	6/30/2010	4:10:00 PM	Phone	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated, "This phone is supposed to help deaf people, but this message makes it a hindrance." CSR sent email to DDTP at caller's request.	6/30/2010 4:25:00 PM	within 24 hours	TK
191427	7/1/2010	9:25:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer specifically stated, "People are disconnecting when they hear it, assuming it's a business call." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	7/1/2010 9:30:00 AM	within 24 hours	KS
191576	7/1/2010	3:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated that she would like this removed as callers are hanging up right away. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent a copy of the complaint to the CA DDTP and sent customer a hard copy of the complaint in the mail.	7/1/2010 3:55:00 PM	within 24 hours	KP
191581	7/1/2010	4:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported hearing a message that his call is being monitored for service quality. He would like it removed because it disrupts his call when a call is answered. CSR explained that this is required language to comply with the CA privacy laws. Customer stated he understands but that he is not pleased with the situation.	7/1/2010 4:25:00 PM	within 24 hours	JL
191640	7/2/2010	10:10:00 AM	Phone	Other	40000	Consumer education - general	Customer contacted CapTel Customer Service at 10:11 AM requesting the DDTP number. CSR provided number to customer. Customer called again 10:30 AM stating: "I am very upset that most of my clients are disconnecting their calls due to the privacy announcement, it interrupts the conversation and they do not want their call monitored. I am going to return my phone and get a cell phone, as I can't do business this way." CSR explained that the State of California has required use of an announcement as of June 2,2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent an email to DDTP on customer's behalf.	7/2/2010 10:20:00 AM	within 24 hours	TJ
191916	7/6/2010	10:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported difficulty dialing out to a specific number. CSR investigated customer's experience and found that CA was unable to caption initial audio on the call because the California privacy message overlapped and made audio unclear. CSR advised customer to try her call again, and confirmed that customer's subsequent attempt was successful.	7/6/2010 10:55:00 AM	within 24 hours	MP
192001	7/6/2010	1:20:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern regarding the new required California privacy announcement that states her calls are being monitored. She stated she is not comfortable having her conversations monitored. Explained that the State of California has required the announcement in order to comply with the state's privacy law. Also advised that the captioned calls are being processed as before, with a live Captioning Assistant and they are bound by strict confidentiality rules. Customer would like to be contacted by DDTP to discuss further. Sent contact detail to DDTP for follow up.	7/6/2010 1:55:00 PM	within 24 hours	JS
192033	7/6/2010	2:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated, "This smacks of big brother snooping into my telephone calls."	7/6/2010 3:00:00 PM	within 24 hours	TK
192054	7/6/2010	3:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that she would like the announcement to be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. The announcement only applies when using a California issued CapTel 200 phone.	7/6/2010 3:30:00 PM	within 24 hours	KP
192076	7/6/2010	3:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed irritation with the message pertaining to monitoring of the call. CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer does not wish to file a complaint at this time.	7/6/2010 3:55:00 PM	within 24 hours	ST

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
192091	7/6/2010	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated, "I simply cannot place business calls anymore. I do not know what to do." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent a complaint to the DDTP on the customer's behalf and sent customer hard copy of correspondence.	7/6/2010 4:20:00 PM	within 24 hours	KP
192235	7/7/2010	10:15:00 AM	Phone	Other	40000	Consumer education - general	Customer's husband called on behalf of his wife stating that his wife would like this announcement removed from their phone service. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. CSR informed customer that his wife's input has been documented and forwarded on to the Deaf and Disabled Telecommunication Program for the state of CA.	7/7/2010 10:20:00 AM	within 24 hours	KW
192315	7/7/2010	11:15:00 AM	Phone	Other	40000	Consumer education - general	Caller for customer said, "We keep getting people hanging up because of the recording and we want the recording removed." CSR explained that the California PUC requires the announcement to comply with the California privacy law. Customer went on to say, "It's not needed and it's inconvenient." CSR advised caller that this contact would be reported to the state.	7/7/2010 11:30:00 AM	within 24 hours	EY
192336	7/7/2010	1:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "I love using this phone but since the message started it is becoming impossible to make calls to my doctors. What good is the phone if I cannot use it?" CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent complaint on behalf of customer to DDTP.	7/7/2010 2:00:00 PM	within 24 hours	KP
192347	7/7/2010	2:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked why she sees the message "This call is being monitored for service quality." Customer said this message is causing her some confusion since she isn't sure whether to hang up or hold the line when the message appears on the screen. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Advised customer to stay on the line since her caller will be able to hear her once the announcement is finished.	7/7/2010 2:25:00 PM	within 24 hours	JR
192368	7/7/2010	2:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about the recording "your call is being monitored for service quality" and informed CSR that they are being hung up on due to the recording. CSR explained to customer that as of June 2nd, at the beginning of each call, the CapTel user will see a text message and both the CapTel user and the hearing caller will hear a prerecorded message.	7/7/2010 2:55:00 PM	within 24 hours	TJ
192621	7/8/2010	1:20:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to register a complaint that the CA Privacy Announcement is interfering with his ability to keep in touch with his doctors. Customer stated that when contacting his doctor, the call disconnects due to the recording. CSR explained that the state of California has required use of an announcement as of June 2, 2010 to let all parties know that there is a 3rd party on the line. CSR explained that monitoring is done by the captionist to ensure that captions are being transcribed during a call. CSR filed a complaint with the DDTP on the customer's behalf.	7/8/2010 1:50:00 PM	within 24 hours	ST
192623	7/8/2010	2:00:00 PM	Phone	Other	40000	Consumer education - general	Customer's daughter inquired about the new CA Privacy message and if there was a way to remove it. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer's daughter said she understood and will explain this to the customer.	7/8/2010 2:10:00 PM	within 24 hours	MP
192730	7/9/2010	9:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent copy of the customer's complaint to the DDTP and copied customer on email.	7/9/2010 9:10:00 AM	within 24 hours	KP
192733	7/9/2010	9:15:00 AM	Phone	Other	40000	Consumer education - general	Customer's husband expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Caller understood	7/9/2010 9:25:00 AM	within 24 hours	TK
192775	7/9/2010	11:10:00 AM	CapTel	Other	40000	Consumer education - general	Customer called to express frustration with the CA Privacy Announcement message. Customer stated "I would like this monitoring message removed. It is interfering with my ability to reach my doctor's office. They have hung up on me three times in a row this morning alone." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated "I think the state would be in compliance with privacy laws by NOT using this message." Customer requested to file a complaint. CSR filed complaint with DDTP as requested and provided copy of complaint to customer.	7/9/2010 11:20:00 AM	within 24 hours	ST
192818	7/9/2010	12:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated, "She is calling numbers and they are hanging up on her because of the announcement, "This call is being monitored for service quality." She questioned if something is wrong with her phone. CSR discussed that this message is required to comply with CA privacy laws. Contacted the person she was trying to phone and discussed staying on the line and waiting for the customer's call to connect. Customer satisfied.	7/9/2010 1:10:00 PM	within 24 hours	JL
192827	7/9/2010	1:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer called at 1:30 PM and again at 2:30 PM and expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated, "This is stupid. I can't make any calls go through." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR also confirmed that the CapTel service has not changed since the message started. CSR sent complaint on customer's behalf to DDTP and sent hard copy to customer.	7/9/2010 1:25:00 PM	within 24 hours	KP
192919	7/9/2010	4:30:00 PM	EMail	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. She stated, "I object to monitoring my phone calls. This is an invasion of my personal privacy and I do not see any need for this sort of thing. My personal conversations is of no concern to anyone if I am not doing anything unlawful." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer is frustrated but understood.	7/9/2010 4:45:00 PM	within 24 hours	KS
193297	7/12/2010	8:00:00 AM	EMail	Other	40000	Consumer education - general	Customer wrote as follow up to last month's contact, "I wanted to let someone know that when I make a call using the CapTel phone and the recording comes on when someone answers on the other end. I have been hung up on so many times because the person doesn't appreciate answering the phone and having a recorded message. They don't know what it is, but they know it is not a live person and therefore a waste of their time. I have to continuously say, "hello, hello, hello" so they can hear me over the recording and not hang up. If that doesn't work, I call through the regular phone and tell them I cannot hear on the phone and that I've been trying to call through the CapTel phone service and they keep hanging up on me because of the recording and ask them please not to hang up because I am there. Then I hang up and call back through the CapTel service. I have been informed that this recording is required due to the privacy law. I just wanted someone to know that it is quite inconvenient often, but I am still appreciative to have a CapTel phone." CSR provided the customer contact information for the CPUC, the CA Attorney General's Office and the FCC as additional options for expres	7/13/2010 11:15:00 AM	within 48 hours	TJ
193271	7/12/2010	9:00:00 AM	Phone	Other	40000	Consumer education - general	Customer called and stated, "What they need to do is to take this [announcement] off my line. I had to send a letter the other day and mail it to someone, because I couldn't call them, and I told them to do the same... write me a letter back...I've been very inconvenienced." Customer has called repeatedly reporting difficulties completing calls due to hang ups as a result of the announcement message. CSR noted this complaint would be shared with CA and the FCC.	7/12/2010 9:10:00 AM	within 24 hours	MMo
192991	7/12/2010	9:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer understood.	7/12/2010 9:50:00 AM	within 24 hours	TK

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
193116	7/12/2010	1:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported frustration with the Privacy Announcement message stating, "This message is causing people to hang up on me. It really is aggravating so please tell me this is just a temporary thing." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR offered to file a complaint for customer but customer declined that option at this time.	7/12/2010 1:15:00 PM	within 24 hours	ST
193611	7/12/2010	1:40:00 PM	EMail	Other	40000	Consumer education - general	Customer expressed frustration about the fact that her doctor's office and others are hanging up on her because of the announcement for all California CapTel calls. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR forwarded on customer's complaint to the DDTP of California.	7/14/2010 8:40:00 AM	within 48 hours	KW
193420	7/13/2010	12:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated, "Can you please remove the message people hear when I call them, they are hanging up on me." CSR advised customer that this is required to comply with CA privacy laws. Advised that because the Communication Assistance is completely transparent on the CapTel calls it is required that an announcement be made informing callers of the captionists presence. CSR offered to email her complaint to the appropriate parties.	7/13/2010 12:15:00 PM	within 24 hours	JL
193491	7/13/2010	2:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called expressing frustration with the CA Privacy Announcement stating that "Everyone is hanging up on me. They hear this strange voice which is not mine and they hang up!" CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer requested that a complaint be filed on her behalf. CSR filed complaint with DDTP and mailed customer a copy of the complaint filed.	7/13/2010 2:55:00 PM	within 24 hours	ST
193551	7/13/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "It is hard enough being deaf, and now this happened. I only used the phone for emergencies but now I cannot use it because by the time the announcement is done the other person has hung up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent copy of customer's complaint to the DDTP and copied customer.	7/13/2010 4:55:00 PM	within 24 hours	KP
193714	7/13/2010	5:55:00 PM	Phone	Other	40000	Consumer education - general	Customer called on repeated follow-up contact regarding the California "service quality" announcement. Customer stated that she is unable to place calls now with the recording before each call. Customer is upset about the recording and would like someone to contact her. CSR reported call to DDTP & FCC as this customer has called to complain repeatedly about the announcement's disruption to her making successful calls without resolution.	7/13/2010 6:10:00 PM	within 24 hours	MMo
193642	7/14/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked if there was a way to remove the CA privacy announcement message as it was "driving her crazy" and causing her business contacts to question it each time they called her. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. At customer's requested CSR sent information to DDTP for follow up.	7/14/2010 10:35:00 AM	within 24 hours	RC
193737	7/14/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated, "I am very unhappy. This is an invasion of privacy. They are intruding on my privacy." CSR sent email to DDTP at customer's request. CSR sent a copy of the complaint to customer's home address.	7/14/2010 12:35:00 PM	within 24 hours	TK
193806	7/14/2010	3:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "I have contacted everyone I could about it and people just kept passing me off so I had to give up. It is a bad thing and people keep hanging up on me." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent complaint on customer's behalf to DDTP, the FCC and sent customer hard copy in the mail.	7/14/2010 4:30:00 PM	within 24 hours	KP
193944	7/14/2010	4:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the CA announcement on her CapTel calls. Customer reported she has already written a letter and called the CA PUC. The man she spoke to at the PUC told her it had to do with AT&T, her phone company. She called to get another number for the PUC. CSR discussed that this announcement is there to comply with the California privacy laws and CSR emailed complaint to the appropriate parties at DDTP on her behalf.	7/14/2010 4:15:00 PM	within 24 hours	JL
193959	7/15/2010	10:30:00 AM	EMail	Other	40000	Consumer education - general	Customer stated, "I still have difficulty with the recording that comes on saying that the phone call is being monitored - many people hang up, thinking it is a crank call. It also interferes with reading a recording from the party one is calling. I wish it could be eliminated." CSR forwarded customer's concerns to California DDTP on customer's behalf.	7/16/2010 4:40:00 PM	within 48 hours	KW
194080	7/15/2010	3:00:00 PM	Mail	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010 stating, "A lot of people hang up when they hear that message. Can I sign a waiver and promise to tell everyone I call that they are being recorded?" CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a formal complaint to the DDTP on customer's behalf.	7/15/2010 3:05:00 PM	within 24 hours	MF
194501	7/19/2010	11:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer questioned why she hears, "This call is being monitored for service quality," and she wondered if she could have it removed. CSR discussed that this message cannot be removed at this time and that it is required to comply with CA privacy laws because a Communication Assistant is completely transparent on CapTel calls.	7/19/2010 11:10:00 AM	within 24 hours	JL
194709	7/19/2010	4:30:00 PM	Phone	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated, "I thought this was temporary but I guess it is here to stay. Some people hang up right away when they hear it, and others are intimidated and uncomfortable with their calls being monitored." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Also advised that there has been no change in the CapTel service since the message began. CSR also sent complaint to the DDTP on customer's behalf and sent copy to customer.	7/19/2010 4:35:00 PM	within 24 hours	KP
194737	7/20/2010	8:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer called twice to express concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer reported on 7/21/10 at 2:41 pm that the other party and the CapTel user do not want another party listening to their calls and stated "It is not fair to me. I don't know why California would pass a stupid law." CSR explained that the State of California requires this language to comply with California privacy laws. Because the communication assistant (CA) is completely transparent on the CapTel calls, it is required that an announcement be made informing callers of the CA's presence. CSR sent complaint to DDTP on customer's behalf and sent the customer a copy.	7/21/2010 9:35:00 AM	within 48 hours	KP
194742	7/20/2010	8:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer reported that they are fine with this.	7/20/2010 8:15:00 AM	within 24 hours	KP
194826	7/20/2010	11:15:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that she was unable to navigate an automated system because the California privacy announcement was overlaying the beginning of the recording. CSR advised customer to press 0 on this particular recording to transfer to a live operator.	7/20/2010 11:20:00 AM	within 24 hours	RC

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
195218	7/21/2010	12:15:00 PM	CapTel	Product	0800-33080	Dialing Issue - Can't dial out in caption mode	Customer's neighbor called and stated the CapTel will not dial out with captions. CSR advised customer to perform a physical reset of the CapTel phone which resolved customer's experience.	7/21/2010 12:35:00 PM	within 24 hours	KW
195224	7/21/2010	12:30:00 PM	CapTel	Service	11030	Accuracy of captions	Customer reported that the captions are sometimes incorrect, causing difficulties for her in understanding the conversation. CSR explained how captions are produced and sent out in whole words. Also explained that when an incorrect word appears, the correct word should appear in brackets shortly after. CSR encouraged her to document specific call dates, times, and CA#'s of calls that she finds particularly troublesome.	7/21/2010 12:40:00 PM	within 24 hours	MP
195525	7/21/2010	5:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the CA privacy announcement. She says it is interrupting her phone calls. She is able to call out ok, but she wanted to discuss the privacy statement is interrupting her calls and she doesn't like it. CSR explained the privacy announcement was implemented by the state in order to comply with the CA privacy laws.	7/22/2010 1:00:00 PM	within 24 hours	JL
195382	7/21/2010	6:00:00 PM	Phone	Technical	22990	Technical - General	Customer reported being unable to place calls. After further investigation, determined the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Tech 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.	7/22/2010 10:15:00 AM	within 24 hours	KP
195555	7/21/2010	6:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated, "Can you please do something about that message. It interferes when I try to make a call and sometimes the call will not go through" (which may be happening as a result of the person answering hanging up when they hear the message). Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR forwarded complaint on to DDTP on behalf of customer.	7/22/2010 5:00:00 PM	within 24 hours	KW
195796	7/21/2010	6:30:00 PM	Phone	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	7/21/2010 6:40:00 PM	within 24 hours	RC
195381	7/22/2010	8:30:00 AM	Phone	Other	40000	Consumer education - general	Customer inquired upon California "service quality" announcement. Customer stated "It's sort of spooky. When the person is speaking, I don't get the typed speech. What do I do? Is there a way I can eliminate that message?" CSR explained that the State of CA requires this language to comply with CA privacy laws, and forwarded feedback onto DDTP.	7/22/2010 8:40:00 AM	within 24 hours	MMo
195521	7/22/2010	12:30:00 PM	Phone	Other	40000	Consumer education - general	Customer called again with feedback on California "service quality" announcement. Customer stated, "I cannot finish a call with that monitoring service. I want this thing off. Do they have this on regular phones? It cuts me off. The whole thing is crazy. It's very frustrating." CSR explained that the State of CA requires this language to comply with CA privacy laws, and forwarded feedback on behalf of the customer in an email to DDTP.	7/23/2010 2:25:00 PM	within 48 hours	MMo
195599	7/22/2010	4:15:00 PM	Phone	Other	40000	Consumer education - general	Customer called asking about California "service quality" announcement. Customer stated "I'm concerned because I work as a paralegal/work in a law office and it is confusing on the other end. I can't explain and they hang up." CSR explained that the State of CA requires this language to comply with CA privacy laws, and advised customer to contact state agencies to share her feedback.	7/22/2010 4:25:00 PM	within 24 hours	MMo
195652	7/22/2010	7:05:00 PM	Phone	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer reported that they are continually disconnected due to the announcement. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer has decided to stop using the CapTel 200 and switch to an 800i due to the announcement.	7/22/2010 7:30:00 PM	within 24 hours	RC
195802	7/22/2010	7:20:00 PM	Phone	Other	40000	Consumer education - general	Customer's husband expressed concerns that the customer was being hung up on due to the privacy announcement. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Provided information for DDTP for customer to lodge a formal complaint.	7/22/2010 7:30:00 PM	within 24 hours	RC
195678	7/23/2010	10:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer inquired if CapTel Customer Service placed the California announcement. CSR informed customer that the State of California requires this language to comply with California privacy laws. Because the Communication Assistant (CA) is completely transparent on CapTel calls. It is required that an announcement be made informing callers of the CA's presence.	7/23/2010 10:55:00 AM	within 24 hours	TJ
195757	7/23/2010	11:15:00 AM	Phone	Other	40000	Consumer education - general	Customer contacted customer service and immediately asked to speak to a manager. Customer stated, "I am calling because my calls are being monitored for service quality. There is this one lady I call and she is positively spooked by it, so is there any way I could eliminate her number from being told she is being monitored?" Customer further shared, "I originally had this and I didn't have it on there, you know, then this all started all of a sudden. I think it got set up with things said that might have bothered them... A guy that didn't know anyone was listening or listening over his shoulder. " Customer further noted, "sometimes it cuts off what they are trying to say...it is very annoying." CSR explained that the change is the result of a new contract started June 2, 2010 that requires an announcement to let people know there is a 3rd party on the line, and that unfortunately the announcement cannot be removed at this time. CSR offered to email DDTP and copied to the customer on the customer's behalf so they would be aware of the request for the removal of the announcement to this one lady	7/23/2010 11:30:00 AM	within 24 hours	RC
195748	7/23/2010	12:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to express frustration with the CA privacy announcement message. Customer stated, "every time I dial a number and I don't get through! They are monitoring my calls and then I am hung up on. I am fed up!" Customer further stated, "I dial a number they monitor the call and that is all I don't get my party I had this with almost every number...what to do with the California privacy it is a stick in the mud because I cannot use this phone properly...privacy or no privacy I can't get to my party. What do I do to reach my party (who is hanging up on the call per investigation)? I had the phone last year. I did not have this problem...I think it is a terrible law...you can't use the phone isn't that stupid...looks like this has to be removed because we cannot use the phone. I am going to call somebody to take CapTel out of business. I am going to file a lawsuit against CapTel because I think it is ridiculous. The state law has nothing to do with my reaching the other party." (Research shows other party is hanging up.) "I am just tired of calling you people and telling you the same story	7/23/2010 1:15:00 PM	within 24 hours	ST
195798	7/23/2010	2:20:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, stating that she would like it removed because "it's freaking my friends out." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	7/23/2010 2:30:00 PM	within 24 hours	KS
195799	7/23/2010	2:25:00 PM	Phone	Other	40000	Consumer education - general	Customer's husband said that customer has had several people hang up on her when the CA privacy announcement is played. He asked if the announcement could be removed from the call. CSR said that the announcement was placed by the Calif. PUC to comply with the state's privacy law. Caller said that he would try to alert wife's callers about this announcement.	7/23/2010 2:40:00 PM	within 24 hours	EY
195819	7/23/2010	3:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired how long the California announcement "monitoring service quality" was going to be on her calls. CSR explained that the announcement could not be removed and at this time it is not set to be removed in the future. Customer also stated the announcement was "disrupting the beginning of her calls" and she was missing callers stating their name. Customer then stated, "I think California has more important things to do than figure out who is calling me" and "The announcement says nothing about being for privacy reasons, and if it's for service reasons they should have figured that out by now." CSR thanked customer for the feedback and assured customer their comments would be shared with DDTP.	7/23/2010 3:10:00 PM	within 24 hours	AA
196033	7/26/2010	11:50:00 AM	Phone	Other	40000	Consumer education - general	Customer called on repeated follow-up contact regarding the California "service quality" announcement. Customer referenced that announcement interferes with her captioned calls. Customer inquired upon other options available to her. CSR advised customer accordingly.	7/26/2010 12:30:00 PM	within 24 hours	MMo

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
196085	7/26/2010	1:45:00 PM	Phone	Product	33080	Dialing Issue - Can't dial out in caption mode	Customer reported that she cannot dial out with captions. Further research indicated customer is now using the phone successfully with captions.	7/26/2010 1:55:00 PM	within 24 hours	KP
196136	7/26/2010	2:15:00 PM	NA	Other	40000	Consumer education - general	Customer said that the California privacy announcement has caused people she calls to hang up on her. She said that it is very annoying to have to call the same place as many as three times to get the call through. "Sometimes I get so frustrated I give up," she said. CSR said that the announcement could not be removed because the State of California has required use of this message to comply with the State's Privacy Law. Customer was told that a copy of her concern would be shared with DDTP and sent to her.	7/26/2010 2:30:00 PM	within 24 hours	EY
196148	7/26/2010	3:00:00 PM	Mail	Other	40000	Consumer education - general	Customer expressed frustration with the CA Privacy announcement. Customer stated, "People are hanging up on me when they hear the new intro 'this call is being monitored/recorded. I HATE the new greeting!" CSR explained that the State of California has required use of an announcement beginning June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR explained that monitoring may done by the captioning center staff to monitor the captionist's performance, by a captionist to ensure that captions are transcribed accurately and to know when to insert any needed corrections, and by the CapTel service provider to ensure that quality standards in regards to captioning quality are being met. Offered to file a complaint with DDTP on customer's behalf.	7/26/2010 3:05:00 PM	within 24 hours	ST
196218	7/26/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about phone numbers to call to have the California announcement removed. Customer stated, "People are hanging up on me and they think this phone is playing games! I want this message removed!" CSR offered to file a formal complaint but customer refused. Customer stated, "I have filed complaints for months now and nothing has happened! I need this removed!" CSR then gave the phone numbers for the Hamilton CapTel and the Deaf and Disabled Telecommunications Program office contact number.	7/26/2010 4:50:00 PM	within 24 hours	AA
196264	7/27/2010	9:30:00 AM	Mail	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls that began June 2, 2010. Customer wrote, "Please correct the problem before I have anymore calls from my friends about this. As stated in my earlier call the recording at the beginning of my outgoing calls confuses my friends, etc. and they often hang up before they can hear my voice! You are taping into my telephone line WITHOUT my permission! This is illegal!" CSR filed a complaint with the DDTP on the customer's behalf. CSR sent copy of complaint to customer.	7/27/2010 9:35:00 AM	within 24 hours	TK
196377	7/27/2010	10:30:00 AM	EMail	Other	40000	Consumer education - general	Customer expressed concern that the California privacy announcement was causing the other party to hang up on them. CSR explained that the State of California has required use of an announcement to comply with State's Privacy Law. CSR forwarded customer's concerns to the DDTP.	7/27/2010 12:15:00 PM	within 24 hours	RC
196402	7/27/2010	2:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed displeasure with the California Privacy Announcement. Customer stated, "It's getting ridiculous. I hear people talking, and then I wait for the captions and by the time that message is over I'm 5-6 sentences behind. People are getting frustrated or hanging up on me." CSR explained that the State of California has requires use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated he would stop using CapTel is this continued. CSR forwarded customer's concern to the DDTP.	7/27/2010 2:20:00 PM	within 24 hours	RC
196524	7/28/2010	9:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer expressed that other party is hanging up on her, and asked if message can be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer then suggested that she thinks it would help if the announcement would come on just a second or two later so the customer has a chance to announce herself.	7/28/2010 9:45:00 AM	within 24 hours	KS
196706	7/28/2010	3:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called again with feedback on California "service quality" announcement. Customer stated, "I am still getting cut off all the time. I can't make any of the calls that I need to. I am just beyond frustrated; you have no idea." Customer stated that she is so fed up that she wrote to the governor. Customer also asked CSR to file a complaint with DDTP on her behalf.	7/28/2010 3:55:00 PM	within 24 hours	MP
197129	7/30/2010	12:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and stated, "I am sick of that message about monitoring my calls. Other people hang up on me all the time. When you call other people they hear that message and just hang up and it happens all the time. How can I get that removed?" CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. CSR informed customer that her input has been documented and will be forwarded to the Deaf and Disabled Telecommunication Program for the state of CA.	7/30/2010 12:55:00 PM	within 24 hours	KW
197088	7/30/2010	2:15:00 PM	Phone	Other	40000	Consumer education - general	Customer called inquiring upon California 'service quality' announcement. Customer inquired, "Is this necessary? It's hard to hear with all these interruptions." CSR advised that the state of CA requires this language to comply with CA privacy laws. CSR advised customer how to manage calls by explaining announcement to her callers and advising customer to repeat her greeting after the announcement. Customer indicated she understood.	7/30/2010 2:20:00 PM	within 24 hours	MMo
197125	7/30/2010	3:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked why she is now hearing, "This call is being monitored for service quality." CSR explained that the announcement was placed at the direction of the California PUC to comply with the state's privacy laws. Customer acknowledged CSR's explanation.	7/30/2010 3:35:00 PM	within 24 hours	EY
197257	8/2/2010	9:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer requested to submit a formal complaint about the California Privacy Announcement. Customer stated, "I can't hear if the individual answers and there's a long, awkward silence after the announcement." Customer also stated "The captionist never captions the first part of my calls due to the announcement." CSR explained the announcement and that the captionist cannot hear the other party during that time and sent a complaint to DDTP on the customer's behalf.	8/2/2010 10:10:00 AM	within 24 hours	AA
197332	8/2/2010	11:50:00 AM	Phone	Other	40000	Consumer education - general	Customer inquired where to get the phone "repaired" due to being hung up on from the California announcement. CSR informed customer they do have the option of sending it to state issuing agency, however they are unable to remove the California announcement. CSR explained that the announcement cannot be removed because the State of California has required use of this message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer reported that some incoming calls are not making a connection and sometimes people hang up before it even connects. CSR informed customer that all callers would need to dial a toll free captioning number first in order to receive captions on incoming calls in 1-Line mode. Also noted that callers do need to wait a few seconds until after the California announcement to begin their conversation.	8/2/2010 12:00:00 PM	within 24 hours	TJ
197385	8/2/2010	1:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern that nothing is being done about the CA announcement. Customer stated, "Someone did not do their homework before applying this message. It is a misapplication of the law according to the FCC. I have wasted too many hours trying to contest this and no one cares to contest it. It is discrimination against people with disabilities to have this message on here." CSR sent complaint on behalf of customer to DDTP and sent hard copy to customer.	8/2/2010 1:45:00 PM	within 24 hours	KP
197613	8/3/2010	11:15:00 AM	CapTel	Other	40000	Consumer education - general	Customer questioned the recording, "This call is being monitored for service quality." She stated she does not have any line quality issues and they should remove it from her line. CSR advised customer that this is a requirement to comply with CA privacy laws and does not have to do with her phone line quality. Discussed that because the Communications Assistant is completely transparent on CapTel calls it is required that an announcement be made informing callers of the Communications Assistant's presence.	8/3/2010 11:20:00 AM	within 24 hours	JL
197751	8/3/2010	5:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the announcement for California CapTel calls. Customer said the phrase at the beginning of the phone call is "disconcerting and annoying and makes it harder to understand and hear. The person on the other end thinks it is a telemarketer and hangs up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent copy of complaint to DDTP and sent customer a copy.	8/4/2010 8:30:00 AM	within 24 hours	KP

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197881	8/4/2010	8:00:00 AM	Mail	Other	40000	Consumer education - general	Customer wrote, "I am so sorry and feel all alone. I cannot use my CapTel phone anymore. When I make a call, the person I am calling picks up their phone, a message comes on that the call is being monitored and they hang up. This has been going on for quite awhile. Wondering why this is happening." CSR called and explained to her husband that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. The customer's husband stated by phone, "We just don't get it. The phone is confusing enough with explaining to other people about the captions. Why are they complicating it?" He also noted that he has to make all the calls now. CSR sent a complaint to DDTP on the customer's behalf.	8/4/2010 1:15:00 PM	within 24 hours	RC
197860	8/4/2010	12:30:00 PM	Phone	Technical	0800-28000	Caller ID	Customer's helper reported Caller ID on new CapTel 800 does not work. CSR advised updating software.	8/4/2010 12:35:00 PM	within 24 hours	TK
197907	8/4/2010	2:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that she is often getting hung up on when trying to make captioned calls due to the California privacy announcement. She stated, "I'm trying to call my vet office and I keep getting hung up on. I think people are getting confused by that message." CSR agreed to call the vet's office and explain the message so customer was able to get through successfully. Customer understands that CapTel Customer Service cannot remove this message from her phone, but wished to file a formal complaint. CSR shared customer's concerns with the DDTP.	8/4/2010 2:25:00 PM	within 24 hours	JR
197997	8/4/2010	4:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that he would like the California privacy announcement removed from his CapTel phone. Customer stated, "The message is very irritating and it's hurting my professionalism. People think it's a telemarketer prank." CSR explained that the message cannot be removed. Customer wished to file a formal complaint and stated, "Well, if I have to call you every day to get that message taken off, I will." CSR shared customer's concerns with the DDTP.	8/4/2010 4:40:00 PM	within 24 hours	JR
198006	8/4/2010	4:45:00 PM	CapTel	Service	11030	Accuracy of captions	Customer reported that her captions have been very hard to read because they are not showing her the correct words. CSR confirmed that she is receiving whole words. CSR explained to customer how captions are produced and that if an incorrect word appears, the correct word should appear in brackets shortly thereafter. CSR 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.	8/4/2010 5:05:00 PM	within 24 hours	MF
198001	8/4/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010 stating, "I get hung up on because people answer the phone and the message comes on and then they think no one is there and they hang up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/4/2010 5:05:00 PM	within 24 hours	MF
198103	8/5/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer said, "A lot of people just hang up and I cannot get through to them. I want to scream over the message but they always hang up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent complaint on customer's behalf to DDTP and sent customer a copy.	8/5/2010 10:40:00 AM	within 24 hours	KP
198125	8/5/2010	11:05:00 AM	Phone	Other	40000	Consumer education - general	Phone repair man, while at CapTel user's home, called and asked about the purpose of California greeting and if it could be removed. CSR explained the purpose of the message and informed technician that the message could not be removed, but if customer was unhappy with it, CSR advised she should contact CCS for further assistance.	8/5/2010 11:10:00 AM	within 24 hours	KW
198153	8/5/2010	1:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern that nothing is being done about the CA announcement. Customer stated, "It is really very annoying. No one else has to deal with this." Customer has contacted the DDTP and CPUC already and the message hasn't changed at all. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent customer's complaint to the DDTP and sent copy to customer.	8/5/2010 1:15:00 PM	within 24 hours	KP
198201	8/5/2010	2:45:00 PM	Phone	Other	40000	Consumer education - general	Customer's daughter asked about the necessity of the announcement for all California CapTel calls. She explained that many calls were ended because the CapTel user couldn't be heard over the announcement. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/5/2010 2:50:00 PM	within 24 hours	RC
198406	8/6/2010	1:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated that she is still being hung up on and she can't believe that "this stupid message is still there." Customer declined filing a complaint because she has already done so and been contacted by the FCC. She will follow up with the FCC.	8/6/2010 1:05:00 PM	within 24 hours	MP
198472	8/6/2010	4:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer is trying to call her security system representative and when the recording comes on, "This call is being monitored for service quality." It interrupts her call and the call gets disconnected, she would like it removed. Advised customer that this recording cannot be removed and it is there because the state of CA requires this language to comply with CA privacy laws.	8/6/2010 4:45:00 PM	within 24 hours	JL
198707	8/9/2010	2:30:00 PM	Phone	Billing	0800-50000	Billing Issue - Calling Card unable to use	Customer's brother reported he is unable to reach the CapTel user using his calling card. CSR investigated and informed customer that the calling card they are trying to use is going through an incompatible VOIP network thus preventing the call from connecting to the CapTel user. CSR provided an interim solution for the customer, and also provided the customer a permanent solution by sending them a prepaid calling card.	8/11/2010 4:45:00 PM	over 48 hours	TJ
198761	8/9/2010	4:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer called citing frequent hang-ups by people she calls and she feels its because we are "monitoring them." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent an email at customer's request explaining the CA Announcement and quality assurance monitoring that the Call Center does periodically.	8/9/2010 4:35:00 PM	within 24 hours	ST
198815	8/9/2010	5:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "This is a work phone and it is very disturbing when I call my vendors and they hear this message they hang up. Don't know what to do about this. Not good for the company." CSR sent complaint to DDTP on customer's behalf and sent customer copy of complaint.	8/10/2010 9:15:00 AM	within 24 hours	KP
198797	8/9/2010	5:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010 stating, "[This announcement is] absolutely ridiculous. If there was an emergency, I would be dead on the floor. I tried to call the doctor 3 times with no success. I don't know what to do. I will have to use a different phone." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed customer's complaint with the DDTP.	8/10/2010 9:00:00 AM	within 24 hours	MF
198895	8/9/2010	5:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "It's hard enough being hard of hearing. You can imagine what this adds to it." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/10/2010 11:40:00 AM	within 24 hours	KP
198795	8/10/2010	8:00:00 AM	EMail	Other	40000	Consumer education - general	Customer expressed concern about the California Privacy announcement that had appeared after upgrading her 2-Line CapTel. She explained that the message "has had the effect of several hanging up, not speaking with me, because of this message." CSR explained that the State of California has required use of an announcement to comply with State Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/10/2010 8:30:00 AM	within 24 hours	RC
198981	8/10/2010	3:00:00 PM	EMail	Other	40000	Consumer education - general	Customer expressed concerns about the California privacy announcement stating, "When I make a call to a business or a person, when they answer their is a message that comes on "This call is being monitored for service and quality", before I can say "hello", and the person hangs up. We with hearing problems have enough trouble, and we certainly don't need this being said on our telephone, when we make a call, as it is very disrupting." CSR explained that the announcement was required in order to comply with California privacy laws and as a result cannot be removed. CSR also offered to relay concerns to the DDTP.	8/10/2010 3:15:00 PM	within 24 hours	RC

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199513	8/12/2010	1:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer is outraged and feels the announcement made, "This call is being monitored for service quality." is interrupting her conversations and she is tired of apologizing to friends and family for the interruption. CSR explained that the State of CA requires this language to comply with CA privacy laws because a captionist is completely transparent on the CapTel calls. CSR sent copy of complaint to DDTP and sent customer a copy.	8/12/2010 1:55:00 PM	within 24 hours	JL
199636	8/13/2010	9:00:00 AM	EMail	Other	0800-40000	Consumer Education	Customer expressed concern about an announcement for all California CapTel calls. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR offered to file a formal complaint on the customer's behalf.	8/13/2010 9:05:00 AM	within 24 hours	AA
199825	8/13/2010	2:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer said that she was hanging up her calls at the Calif. PUC mandated privacy announcement because she thought it meant there was something wrong with her phone or phone line. CSR advised her that the announcement was placed to alert people that there is a third party on the line during a captioned call and that she should stay on the line after that announcement. Customer satisfied.	8/13/2010 2:15:00 PM	within 24 hours	EY
199872	8/13/2010	4:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer's phone company representative inquired about the California Announcement. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/13/2010 4:30:00 PM	within 24 hours	AA
200043	8/16/2010	11:25:00 AM	Phone	Other	40000	Consumer education - general	Customer reported they are being hung up by the other party due to the California announcement. Customer stated: "Ever since you started the message about something purposes, they hang up on me. This happens all of the time, to answer the phone and the message comes on, they just hang up and I just wondered what can we do about that. I mean it is so inconvenient you know. I am having to call them again and say don't hang up, you know sometimes they hang up before I can even say that." CSR informed customer that the state of California requires this language to comply with California privacy laws. Because the Communication Assistant (CA) is completely transparent on CapTel calls, it is required that an announcement be made informing callers of the CA's presence. CSR sent an email to DDTP on customer's behalf.	8/16/2010 3:40:00 PM	within 24 hours	TJ
200394	8/16/2010	6:15:00 PM	CapTel	Other	0800-40000	Consumer Education	Caller for customer reported that when the customer calls her doctor's office and other businesses she sees, "This call is being monitored for service quality." The call is then disconnected. CSR advised customer that this message is required to comply with the CA privacy laws. Offered to call the same phone numbers customer called to connect with the parties and explain but customer said she used another phone to make her calls.	8/16/2010 7:35:00 PM	within 24 hours	JL
200302	8/16/2010	6:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "Every time I make a call, it says the call is being monitored and recorded. I want that recording removed. You do not need to monitor my calls for service quality." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/17/2010 8:10:00 AM	within 24 hours	KP
200464	8/17/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern with the CA privacy announcement and stated "I am screaming all the time 'please don't hang up please don't hang up' but of course they still do. Does this message need to be there?" CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer further stated, "Does the state realize how much this message is interfering with my ability to make calls? I feel like I am back in the dark ages." Customer requested a complaint be filed. CSR filed a complaint on customer's behalf to DDTP.	8/17/2010 12:40:00 PM	within 24 hours	ST
200529	8/17/2010	1:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern regarding the California Privacy Announcement stating she is getting hung up on. Customer stated, "People hang up on me, they say "bye" and that's it. I want that thing off my phone. It is giving me a headache. If you are putting it on my CapTel, put it on everybody's CapTel phone. I want a response to this please. I want it off my phone. It's doing nothing for me." CSR thanked customer for sharing that feedback and will forward the complaint to the appropriate entity. This is the customer's sixth complaint to date.	8/17/2010 1:35:00 PM	within 24 hours	AA
200502	8/17/2010	1:45:00 PM	CapTel	Other	0800-40000	Consumer Education	A new CapTel customer asked about the CA privacy announcement at beginning of call. CSR advised customer that the announcement was placed at the request of Calif. PUC to comply with the state's privacy law. Customer asked about the role of communications assistant. CSR advised customer that the CA does not speak directly to either party on the call, but captions the words of the non-CapTel side of the conversation.	8/17/2010 2:00:00 PM	within 24 hours	EY
200605	8/18/2010	8:00:00 AM	EMail	Other	40000	Consumer education - general	Customer reported that the California Privacy Announcement has been causing her a great deal of stress. Customer explained that "the recording obscures the start of captions so the first 'hello is not noticed and again people hang up even if I jump in right away." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/18/2010 8:15:00 AM	within 24 hours	RC
200860	8/18/2010	4:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer's friend expressed concern about an announcement for all California CapTel calls. Customer's friend stated, "It is a problem that the customer's daughter will not speak to the customer anymore because of the announcement." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR advised the friend that the calls are not recorded to be played back at a later date, nor is there someone listening to the whole conversation. CSR noted that the captionist re-voices what they hear of only one side of the conversation. Customer's friend was satisfied. CSR offered to have the daughter call us if in need of any clarification.	8/18/2010 4:55:00 PM	within 24 hours	KP
201028	8/19/2010	1:05:00 PM	NA	Other	40000	Consumer education - general	Customer reported hearing only "Please leave ..." which is part of a voice mail announcement, when attempting to reach a specific phone number. Investigation found that the California Privacy Announcement was overlaying a message stating "Please leave a message (beep)." CSR advised customer to count the three after hearing "Please leave..." then leave her message.	8/19/2010 1:15:00 PM	within 24 hours	EY
201189	8/19/2010	3:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about the new CA Privacy message and if there was a way to remove it. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Discussed this with customer's son also, and he understood and will explain this to the friends and family.	8/20/2010 10:45:00 AM	within 24 hours	JL
201106	8/19/2010	4:15:00 PM	CapTel	Service	11030	Accuracy of captions	Customer's wife reported that Spanish captions are very delayed sometimes and display the wrong words. CSR advised how captions are created and explained why there may be a delay of words behind the spoken voice. CSR explained that if the speaker is speaking faster than the transcription speed the captions may become further delayed. Also explained that the captionist revoices everything that they hear, so the captioning may come out as similar sounding words, but should include a correction in brackets. CSR suggested customer consider documenting the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	8/19/2010 4:30:00 PM	within 24 hours	KP
201268	8/20/2010	1:50:00 PM	Mail	Other	40000	Consumer education - general	Customer wrote, "My only complaint is this voice which comes on explaining that the call is being monitored. I find this very disconcerting as do those I am calling. Can't this be taken off?" CSR explained to customer's husband that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/20/2010 1:55:00 PM	within 24 hours	JR
201329	8/20/2010	3:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "Can this be removed? People are hanging up on me because they think I am some sort of telemarketer." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent complaint on customer's behalf to DDTP and copied customer.	8/20/2010 5:10:00 PM	within 24 hours	KP
201340	8/20/2010	3:50:00 PM	Phone	Service	11030	Accuracy of captions	Customer's wife reported a specific call that the customer experienced errors in accuracy. CSR forwarded this information onto call center management and confirmed that CA6574 on the reported call will be monitored more frequently for quality control. CSR relayed this information to the customer's wife and encouraged her to document specific call dates, times, and CA#'s of calls that they find less than satisfactory for further investigating.	8/23/2010 1:45:00 PM	over 48 hours	MF

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
201508	8/23/2010	10:00:00 AM	Mail	Other	40000	Consumer education - general	Customer stated "Nothing has changed in the last few months. I still get a recording "This call is being monitored for service quality." I am very angry about this because the recording blocks the message on my screen and people hang up because they think they have the wrong number. Actually I believe my phone is being bugged by BIG BROTHER and I want it STOPPED NOW!! Tell those idiots "service quality" is fine except for their nuisance interrupting calls. Don't tell me this is a "privacy issue". It's so private that I can't read my screen because of this irritating nuisance. So then I can't tell who is calling me. That's privacy? HAH!" CSR will forward the customer's complaint to the DDTP. This is the customer's third complaint regarding the California privacy announcement.	8/23/2010 10:05:00 AM	within 24 hours	AA
201512	8/23/2010	11:25:00 AM	Phone	Other	40000	Consumer education - general	Customer renewed contact with Customer Service expressing renewed frustration and anger over CA service quality announcement, and saying that it was preventing her from placing long distance captioned calls to her contacts. Customer said, "You're invading my privacy. I'm very frustrated. I cannot make my calls. It's CapTel's fault. It's ridiculous to monitor calls on a CapTel phone. I don't understand it. I'm sick; I'm elderly. You can't invade our privacy. I'm going to call the media; I may file a lawsuit out of frustration. You people interfere with our calls. This is a service problem that you people have created...Please get it removed...". CSR forwarded customer's feedback onto DDTP.	8/23/2010 11:40:00 AM	within 24 hours	MMo
201675	8/23/2010	3:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the announcement for California CapTel calls. Customer said the phrase at the beginning of the phone call has not been needed for all the years she has had the CapTel and now the person on the other end does not know it is her calling, thinks it is a telemarketer and hangs up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent copy of complaint to DDTP and sent customer a copy.	8/23/2010 4:05:00 PM	within 24 hours	JL
201722	8/23/2010	6:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern that the CA announcement is preventing her from placing outgoing calls successfully. Customer stated, "Ever since the announcement of service quality, I have not been able to reach people I'm trying to call. Other people cannot hear me so they hang up. I try to leave a message and never hear the beep. Why bother using the phone if it doesn't work at all? Why isn't anyone trying to fix this?" CSR explained when and why the privacy announcement was implemented. CSR sent copy of customer's complaint to DDTP.	8/24/2010 8:40:00 AM	within 24 hours	KP
201991	8/24/2010	3:55:00 PM	Phone	Other	0800-40000	Consumer Education	Customer's granddaughter inquired what the California announcement was for and if it could be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/24/2010 4:00:00 PM	within 24 hours	AA
202009	8/24/2010	4:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated the following regarding the California Privacy Announcement: "I just had a death in the family and I can't get through to anyone. I want this taken off my phone and I want it back to being regular." CSR told caller we would forward this comment to the DDTP.	8/24/2010 4:20:00 PM	within 24 hours	AA
202210	8/25/2010	2:00:00 PM	EMail	Other	40000	Consumer education - general	Customer reported calls being disconnected after the California Privacy Announcement. CSR confirmed that the calls were being connected successfully. CSR sent information to DDTP on customer's behalf for further assistance with the California Privacy Announcement.	8/25/2010 2:10:00 PM	within 24 hours	RC
202236	8/25/2010	3:40:00 PM	Phone	Other	40000	Consumer education - general	Customer reported, "I am getting a message, "conversations may be monitored for quality control" for weeks and weeks, which blocks the callers voice. Both AT&T and CapTel say it's not theirs. Could this please be removed?" CSR spoke with customer and advised why the announcement is present. Discussed that the state of CA requires this message to comply with privacy laws. Customer said she was aware of this but wanted to have the reason re-told to her again.	8/25/2010 3:50:00 PM	within 24 hours	TJ
202503	8/26/2010	2:45:00 PM	CapTel	Service	11090	Service - General	Customer reported a call where no captions were received but the audio connection was there at the customer's end. Customer hung up and dialed their call again. Customer provided CSR specific date, time and CA number. CSR investigation determined that there was a trouble ticket filed noting the CA was not getting audio at that end of the call. The CA's station was rebooted by a supervisor after this call, which resolved the circumstance. CSR left a message for the customer with an apology and thanked them for bringing their experience to our attention.	8/27/2010 4:00:00 PM	within 48 hours	JS
202540	8/27/2010	9:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that since the CA privacy announcement had started he had been getting hung up on. He said it was "very embarrassing" each time he was unable to complete a call due to this announcement. CSR explained that the state of California has required the use of this message to comply with state privacy laws, and as a result it cannot be removed.	8/27/2010 9:40:00 AM	within 24 hours	RC
202587	8/27/2010	11:10:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, stating, "the other people often hang up, thinking the call is just a recording." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/27/2010 11:30:00 AM	within 24 hours	KS
202588	8/27/2010	11:30:00 AM	Phone	Other	40000	Consumer education - general	Customer's daughter expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, and asked if the message can be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/27/2010 11:45:00 AM	within 24 hours	KS
202613	8/27/2010	12:15:00 PM	Phone	Other	40000	Consumer education - general	Customer called expressing feedback on CA service quality announcement. Customer said, "I am calling about that voice mail thing 'Your call is being monitored...'. I'd like it removed. It's hard enough using the phone. We find it annoying and disturbing. Everybody I call hesitates, and I hesitate. I'm going to contact [my state representative] because I find it disturbing." CSR forwarded feedback onto DDTP.	8/27/2010 12:25:00 PM	within 24 hours	MMo
203044	8/28/2010	10:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, explaining that message causes other party to hang up prematurely. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	8/28/2010 10:25:00 PM	within 24 hours	KS
202923	8/30/2010	11:35:00 AM	CapTel	Other	40000	Consumer education - general	Customer made the following statement regarding the California Privacy Announcement: "As soon as the other end picks up the phone, it totally tramples the beginning of the conversation, it just messes it up". CSR thanked customer for the feedback and assured their comments would be forwarded to the DDTP.	8/30/2010 11:40:00 AM	within 24 hours	AA
203041	8/30/2010	3:00:00 PM	CapTel	Service	11040	Captions Lag too far behind voice	Customer expressed dissatisfaction due to the delay of captions during an automated recording and some word errors that caused confusion. CSR explained how captions are created and provided tips for navigating through an automated recording. Since the customer did not have details on a specific call for us to follow up on further, CSR suggested customer document the date, time and CA# of any future calls with unsatisfactory captions to allow us to take specific action with the CA captioning the call. Customer noted satisfaction with the advise given.	8/30/2010 3:25:00 PM	within 24 hours	KP
203036	8/30/2010	3:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed frustration that callers are hanging up on her upon hearing that the call is being monitored and stated "I should not have to call people without captions to tell them about this message so they don't hang up." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer expressed frustration however does not wish to file a formal complaint at this time.	8/30/2010 3:10:00 PM	within 24 hours	ST
203276	8/31/2010	2:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer said that a number he called was hanging up on him before he could say anything. CSR was able to confirm with company at that number that the call was being disconnected because of the Calif. announcement, "This call is being monitored for service quality." CSR explained announcement to person who answered phone, who then said that he would no longer hang up at that announcement.	8/31/2010 2:15:00 PM	within 24 hours	EY
203326	8/31/2010	4:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported her frustration with the announcement required for all California calls starting June 2, 2010 stating, "I don't mind the message so much, but I get hung up on all the time when trying to call people, especially those that don't know me like businesses. As soon as they hear that message, they hang up. If it would come on later, I could at least tell them who I am before the message comes on and I think that would help." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a formal complaint to the DDTP on the customer's behalf.	8/31/2010 4:15:00 PM	within 24 hours	MF

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
203769	9/2/2010	3:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called asking "how can I get this monitoring message off of my phone? It is really annoying because people hang up when they hear it." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a complaint on customer's behalf with DDTP.	9/2/2010 3:55:00 PM	within 24 hours	ST
203799	9/2/2010	4:45:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer said that her audiologist's office hung up on her right after the CA privacy announcement. CSR contacted office and receptionist who was new on the job said she had received and hung up on calls with the CA privacy announcement on them. CSR advised her of the exact language, explained the purpose of the announcement and gave her the CapTel Website for more information.	9/2/2010 5:00:00 PM	within 24 hours	EY
203920	9/3/2010	12:30:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer said, "I've had people hanging up on me and I really think it's because of that message that you put on my phone. I think that people assume then that it's one of those automated-type calls that nobody wants. It's really very annoying" about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a formal complaint with the DDTP on the customer's behalf.	9/3/2010 1:00:00 PM	within 24 hours	MF
203917	9/3/2010	12:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the California Privacy announcement for the 7th time. She said that no one calls her anymore because they don't understand the message. She further stated that she is so fed up she is ready to throw the phone away, because she cannot communicate with it anymore anyway. She also stated that the introduction of the privacy message interferes with the ability of a hard of hearing person to communicate and that should be illegal.	9/3/2010 12:50:00 PM	within 24 hours	MP
204208	9/7/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed continuing concern about the CA announcement. Customer stated, "When the message plays, people automatically think it is a telemarketer and hang up. I have contacted the CPUC and they do not want to even hear my complaint. I am one person, I should not have to keep on complaining. I have complained to so many places I cannot even remember. This is a misapplication of the law. Why aren't your lawyers doing anything?" CSR thanked customer for their feedback and passed customer's complaint on.	9/7/2010 12:50:00 PM	within 24 hours	KP
204211	9/7/2010	12:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that she is being hung up on due to the California announcement. Customer stated, "My calls keep getting disconnected because of this message. People do not have the patience to sit and wait for that message to finish. They've already hung up." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	9/7/2010 12:55:00 PM	within 24 hours	JL
204327	9/7/2010	4:35:00 PM	Phone	Other	40000	Consumer education - general	Customer's daughter reported the CapTel user is being hung up on when making outgoing calls, especially to businesses. Daughter asked if the California Privacy Announcement could be delayed a few seconds so the customer can ask the other party to hold. CSR thanked customer's daughter for the feedback and assured the customer's experience would be forwarded on to the DDTP.	9/7/2010 4:45:00 PM	within 24 hours	AA
204423	9/8/2010	11:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated, "I hate it, it is obnoxious and it ruins many phone conversations." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent copy of customer's complaint to DDTP and sent copy to customer.	9/8/2010 1:10:00 PM	within 24 hours	KP
204637	9/9/2010	12:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer stated, "I keep calling and calling and people are hanging up on me. This message really needs to come off! It is affecting me!" CSR thanked customer for her feedback and sent copy of customer's complaint to the DDTP and sent copy to customer. Also provided CPUC contact information for customer.	9/9/2010 12:05:00 PM	within 24 hours	KP
204886	9/10/2010	1:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called stating that "people are hanging up on me before they realize that I am on the line so they disconnect the call because they are not understanding why they are being monitored so what is wrong with my phone?" CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer then stated, "Thank you for explaining this further for me and it is good to know that my phone is ok." CSR offered customer the opportunity to file a complaint but customer stated that she did not want to do so at this time.	9/10/2010 1:50:00 PM	within 24 hours	ST
204952	9/10/2010	4:20:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed frustration with the "This call is being monitored for service quality" and stated "My dentist and my brother and everyone are all hearing that message and thinking I am a telemarketer. It is very frustrating." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR offered to file a complaint on customer's behalf, if desired.	9/10/2010 4:30:00 PM	within 24 hours	ST
205071	9/13/2010	11:20:00 AM	Phone	Other	40000	Consumer education - general	Customer stated: "In the last hour, I have called xxx-xxx-xxxx twelve times and each time I have been hung up on by the by the operator typing this ... being monitored, the person hears that and she hangs up. I need to speak to that person, I hope you can make a call because the various operators keep typing that remark. Which I am aware that it is required in California..." CSR informed customer that at this time, the announcement cannot be removed because of the State of California has required use of this message to comply with the State's privacy Law to let all parties know there is a 3rd party on the line. CSR filed a complaint with the DDTP.	9/13/2010 1:15:00 AM	within 24 hours	TJ
205205	9/13/2010	3:30:00 PM	CapTel	Service	11030	Accuracy of captions	Customer shared feedback regarding a word error that was not corrected. Customer provided specific call data. CSR apologized for this incidence and thanked customer for reporting this so we could follow up. Call detail was shared with Call Center management. Call Center management will ensure that the CA has extra monitoring and is coached appropriately if any issue with making corrections are observed.	9/14/2010 4:30:00 PM	within 48 hours	AA
205279	9/14/2010	8:00:00 AM	Phone	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, stating, "I have had 6 months of every single call being monitored every time the phone rings and it takes too long and my party hangs up on me. I want that monitoring taken off my CapTel and I mean right now...You do not need any more monitoring than 6 months worth." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a complaint with DDTP on customer's behalf.	9/17/2010 2:15:00 PM	over 48 hours	KS
205483	9/14/2010	2:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer stated that the announcement was obviously created by a hearing person who does not understand the difficulty it creates for CapTel users. CSR filed a complaint on customer's behalf.	9/14/2010 2:40:00 PM	within 24 hours	MP
205932	9/16/2010	1:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the CA Privacy announcement. Customer had an emergency in her home this morning and was unable to connect with anyone for help because they hang up when they hear the privacy message. Customer stated that she has taken her complaint to the Attorney General. Customer further stated, "I am so sick of this! I am tired of this government interference in my life! I feel like I am being bugged!" CSR filed a complaint with DDTP on customer's behalf.	9/16/2010 1:15:00 PM	within 24 hours	MP
206079	9/16/2010	4:20:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "This embarrassing message is like a punishment for those who are hard of hearing." Customer was very upset about this message. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR sent copy of complaint to DDTP and to the customer.	9/17/2010 8:15:00 AM	within 24 hours	KP
206046	9/16/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer stated, "I have never had any problems before this message. I need this to be removed. I do not want my calls to be recorded." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Also assured customer that his calls were not being recorded. CSR sent copy of customer's complaint to the DDTP.	9/16/2010 4:55:00 PM	within 24 hours	KP

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206752	9/18/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010, stating, "The other party thinks we are recording them or monitoring them." Customer further indicated that the message makes the other party uneasy and hesitant to speak freely. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a complaint with DDTP on customer's behalf.	9/21/2010 11:00:00 AM	over 48 hours	KS
206486	9/20/2010	11:50:00 AM	CapTel	Other	40000	Consumer education - general	Customer called for the 8th time regarding the California privacy announcement. Customer stated, "Get that god d*** message off my phone – not only my phone but every CapTel phone. It's the worst thing they could have done for people who have this phone. It's awful. What difference does it make? I'm not a terrorist. I just want the d*** thing off my phone. That's all I'm asking for and I get nowhere with nobody. This thing is making a nervous wreck out of me. I mean this is ridiculous." CSR explained that CapTel Customer Service is unable to remove the message from her CapTel phone due to California privacy laws. Offered to file a formal complaint on customer's behalf.	9/20/2010 12:00:00 PM	within 24 hours	JM
206612	9/20/2010	3:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to voice concerns about the CA Privacy Announcement. Customer stated, "This is ridiculous, I cannot make calls because of this stupid message." Customer said she has written to the FCC about it and wants to know why nothing has been done. Customer also said, "I am not the only one. I am in a group with two others and they cannot use it either." CSR explained that the state of California has required use of an announcement to comply with the state's privacy law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR relayed customer's concerns to the DDTP.	9/20/2010 3:45:00 PM	within 24 hours	RC
206799	9/21/2010	12:30:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer reported calling a specific number but the call would disconnect after hearing the California Privacy Announcement. CSR contacted the number being dialed and explained that the customer uses a captioned telephone and there is an announcement at the beginning of every call, but once the announcement is finished, the customer will be able to speak. CSR then advised customer to try the number again, and to give them the captioning service number in case they ever need to call with captions.	9/21/2010 12:45:00 PM	within 24 hours	AA
206885	9/21/2010	3:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls and asked if it could be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	9/21/2010 3:10:00 PM	within 24 hours	JL
207012	9/21/2010	5:55:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer is unable to hear the other party when this announcement comes on. Furthermore, it seems to cause the other party to think she is not there and hang up. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a complaint with DDTP on customer's behalf.	9/22/2010 11:00:00 AM	within 24 hours	KS
207233	9/23/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported dissatisfaction with the CA announcement. Customer stated, "I am not getting any calls because of this message. No one wants to talk to me. I can't get through to any businesses because no one wants their calls being monitored. You guys have no idea. I have been calling for months to get this message removed. How are we supposed to communicate with this message on here?" CSR explained that it is part of the State of California Privacy Law to let other parties know there is a third party on the line and cannot be removed. Customer requested direct contact for DDTP which CSR provided. Customer called a second time today at 12:20 pm and stated further: "I have been calling and complaining about this call monitoring thing on my phone for the last 6-7 months and nobody is doing anything about it. I am not getting any calls on my phone, nobody is calling me because of this service and that is very frustrating when you don't get no calls. Nobody wants to talk to me because my call is being monitored. The fact of the matter is today is very frustrating. When I try to call to people, they hang up or they tell me they do not want to talk to me because of this monitoring thing.	9/23/2010 10:45:00 AM	within 24 hours	KP
207407	9/23/2010	3:00:00 PM	Mail	Other	40000	Consumer education - general	Customer called to voice concerns about the CA Privacy Announcement. Customer stated, "My phone is being monitored for quality service for over three months now. I don't like that for such a long time; because some businesses won't answer my phone calls when they see that the call is being monitored. My insurance agent won't answer my phone call and my mechanic blocks my phone calls. Now that my phone has been monitored for almost four months; That's more time than necessary for quality service and I would like that STOPPED. Please try to stop my phone from being monitored. I don't know if CapTel is the one monitoring my phone; or if it's AT&T...I hope that you can help me and try to stop my phone from being monitored after such a very long time; so some businesses will answer my phone calls; other than this problem with the monitor; then I like my CapTel phone...". CSR explained that the state of California has required use of an announcement to comply with the state's privacy law to let all parties know there is a 3rd party on the line. CSR relayed customer's concerns to DDTP.	9/24/2010 10:20:00 AM	within 24 hours	MMo
207626	9/27/2010	8:00:00 AM	Mail	Other	40000	Consumer education - general	Customer reported continued difficulty using the CapTel due to the California Privacy Announcement. Customer wrote that his experience with the CapTel "cannot improve so long as that useless, obstructive recording drowns out a person's salutation or the first part of an answering machine." Customer explained that without the salutation on a recorded message he has no way to know if he reached the right party. Customer requested more information on what reasons "bureaucrats...may have to justify continuing a detrimental practice." CSR relayed the customer's concerns to the DDTP.	9/27/2010 8:10:00 AM	within 24 hours	RC
207881	9/27/2010	8:10:00 AM	Phone	Other	40000	Consumer education - general	Customer expressed frustration with the California Privacy Announcement message and stated, "I have tried 3 times to reach my doctor and each time I am hung up on. I can't even make an appointment. Very poor service. You say that you are monitoring call quality but every time you do that, people think you are from some company and they hang up. I am very unhappy with the service." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed complaint for customer with DDTP as requested by customer.	9/29/2010 2:25:00 PM	over 48 hours	ST
207901	9/27/2010	4:30:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer expressed concern about the CA announcement. Customer stated, "This message is a misrepresentation. It infers that a third party is listening in for quality, but they are really listening to assist with communication. Why not call black what is black? It is taking away the reason for being deaf, I have to explain myself and that message to the other party now. Why can't you say that the other party is deaf and you are assisting with communication?" CSR explained that the message is part of the California State Privacy law. CSR sent copy of customer's complaint to DDTP.	9/27/2010 4:45:00 PM	within 24 hours	JA
208064	9/28/2010	12:50:00 PM	Phone	Product	33080	Dialing Issue - Can't dial out in caption mode	Customer stated that after smoothing out difficulties with her 2-Line set-up, now when she tries to dial out, the "2" will register as "3", etc. so she is unable to dial out successfully. Customer also stated captions were slow. CSR advised scheduling a home visit from state program representative to complete further troubleshooting.	10/1/2010 4:00:00 PM	over 48 hours	KW
208300	9/29/2010	11:35:00 AM	CapTel	Other	40000	Consumer education - general	Customer called and stated he was frustrated with the California announcement and wondered if it could be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. CSR did give customer tip to speak immediately after the announcement completes, to prevent future hang-ups on CapTel calls.	9/29/2010 11:50:00 AM	within 24 hours	KW
208493	9/30/2010	11:00:00 AM	CapTel	Other	0800-40000	Consumer Education	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. Customer reported that when people hear the message they hang up on her and it has caused a lot of problems. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed.	9/30/2010 11:15:00 AM	within 24 hours	MP

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208592	9/30/2010	1:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. Customer stated, "I don't like that interruption on every call where they come in and they interrupt the call and they keep saying the same thing about the call being monitored. I can't hear the person on the other side who they are when they are calling because of this interruption of this call. It should not be legal." CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR forward the customer's concerns to the DDTP for further review.	9/30/2010 4:35:00 PM	within 24 hours	AA
208635	9/30/2010	4:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and inquired, "Is there any chance you can get this monitoring thing taken off for me? My doctor and my stockbroker are always hanging up on me." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed a complaint with DDTP on the customer's behalf.	9/30/2010 4:50:00 PM	within 24 hours	ST
209040	10/4/2010	3:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer called stating, "I am calling because I have a problem with that voice that says the call is being monitored for service. How can I get rid of that? The reason I want it gone is because every time I call someplace; they hang up on me." CSR explained that the State of California has required use of an announcement as of June 2, 2010 to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. CSR filed complaint on customer's behalf with DDTP.	10/4/2010 4:00:00 PM	within 24 hours	ST
209091	10/5/2010	8:45:00 AM	EMail	Other	40000	Consumer education - general	Customer stated in an email, "I am writing to you regarding AGAIN!! about this calls being monitored on my phone. PLEASE! have this taken off my phone. This is very aggravating and is causing problems with my calls." CSR referred customer to the CPUC to voice her complaint. Also sent a copy of customer's complaint to the DDTP and sent a copy to the customer.	10/5/2010 9:20:00 AM	within 24 hours	KP
209500	10/6/2010	1:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls beginning June 2, 2010. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Customer was extremely angry and upset because she is trying to reach her doctor's office and she is continually hung up on. When she contacted customer service she was near frantic because she is afraid she won't be able to reach anyone to help her. Customer requested that a complaint be filed on her behalf and that she wants the announcement removed.	10/6/2010 1:20:00 PM	within 24 hours	MP
209499	10/6/2010	1:15:00 PM	Phone	Other	0800-40000	Consumer Education	Customer referenced service quality announcement. CSR explained that the state of California has required use of an announcement to comply with the state's privacy law to let all parties know there is a 3rd party on the line.	10/6/2010 1:25:00 PM	within 24 hours	MMo
209617	10/6/2010	4:25:00 PM	EMail	Service	11030	Accuracy of captions	Customer reported that oftentimes her captions are misspelled or incorrect, but did not provide specific examples. CSR explained to customer that with voice recognition technology, it's possible for words that sound similar but are contextually different to appear in her captions. CSR further advised that when this occurs, the correct word should appear in brackets. CSR advised customer to document specific call dates, times, CA#s, and examples of errors she sees for further investigating.	10/6/2010 4:40:00 PM	within 24 hours	MF
210019	10/8/2010	2:00:00 PM	Phone	Other	40000	Consumer education - general	Customer called to complain about the California Privacy announcement. She had complained numerous times and contacted many state officials and the FCC and has not heard back from any. Customer stated, "It's to the point that I will sue the state! I can't make calls and it feels like no one cares." CSR explained that the message is required to comply with California privacy laws and therefore cannot be removed.	10/8/2010 2:15:00 PM	within 24 hours	RC
210098	10/11/2010	9:00:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked if the message heard, "This call is being monitored for service quality," can please be removed. He is constantly getting disconnected from calls because people believe he is a solicitor and do not stay on the line. CSR advised customer that the California announcement is in the process of being changed and if testing goes as anticipated, when the new process is in place, the pre-recorded message heard by both parties will be removed and instead the CapTel user will have the responsibility to inform the person they are talking to that an operator/captionist is on the call once the call connects. CSR explained to customer he will see a silent text reminder at the start of each call reminding him to let the other party know someone is on the line. It will be his responsibility to make the other party on the call aware of the third party's presence. CSR also advised customer that he will receive more details from DDTP regarding the new announcement process in the next few weeks.	10/11/2010 10:30:00 AM	within 24 hours	JL
210235	10/11/2010	1:30:00 PM	EMail	Other	40000	Consumer education - general	Customer stated, "I hate that message you have at the beginning of each phone call. I'm hard of hearing, that is why I have the CapTel in the first place. Having that message, which I realized is required by the PUC, makes it even harder and more confusing for me and for the people on the other end. Please remove that horrible message at the beginning of each call." CSR thanked customer for her feedback and provided her on an update on the most current information about the CA announcement.	10/11/2010 1:40:00 PM	within 24 hours	KP
210459	10/11/2010	5:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that they were attempting to call their doctor's office and they continually get hung up on. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed. Advised that someone contact customer's doctor's office to explain that customer is using a CapTel phone.	10/12/2010 10:45:00 AM	within 24 hours	JM
210598	10/12/2010	4:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the California Privacy Announcement. Customer was extremely upset. CSR advised that the California announcement is in the process of being changed and that the customer will receive more details from DDTP regarding the new announcement process in the next few weeks.	10/12/2010 4:30:00 PM	within 24 hours	MJS
210614	10/12/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer received information regarding the new CA announcement procedure. Customer was not satisfied with this news and stated, "There should be no message at all, silent or audible, as it is all in violation of rights. It is a misapplication of the California law as stated by the FCC. There should be no message as the captionist has the same role as a court reporter and does not need to be identified." Customer wanted to escalate this and asked that CapTel take more responsibility in advocating for its customers. CSR advised customer to contact the CPUC.	10/12/2010 5:30:00 PM	within 24 hours	KP
211253	10/15/2010	10:00:00 AM	EMail	Other	40000	Consumer education - general	Customer expressed continued frustration over the California Privacy Announcement. Customer stated, "I have a handicapped person who tries to call me collect once a week and the recording interferes so badly that the operator gives up before I even can answer...This has been happening for about 6 months now; isn't it time to quit this recording?" CSR reported that the announcement is in the process of being changed. Advised customer that more information would be available from the DDTP shortly.	10/15/2010 10:45:00 AM	within 24 hours	RC
211519	10/18/2010	10:10:00 AM	CapTel	Other	40000	Consumer education - general	Customer inquired if the California announcement could be removed. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result, the announcement cannot be removed, but it is in the process of being changed. CSR referenced the mailing from the CA program.	10/18/2010 10:15:00 AM	within 24 hours	AA
211545	10/18/2010	10:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer called needing clarification on the CA DDTP letter. CSR informed customer that this was a change from the previous announcement and that customer is responsible to inform the other party that a captionist in on the call.	10/18/2010 10:55:00 AM	within 24 hours	KW
211574	10/18/2010	11:45:00 AM	NA	Other	0800-40000	Consumer Education	Customer's wife asked if the letter about the California Privacy Announcement meant that she couldn't be on the phone line at the same time without announcing it as a third party. CSR explained that the text message that will be seen referred to the third party captionist who was transcribing the calls.	10/18/2010 11:55:00 AM	within 24 hours	RC

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211598	10/18/2010	12:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported they see "this call is being monitored for service quality" on their display screen and when they call other people, they hang up on the customer. CSR informed customer that the State of California requires this language to comply with California privacy laws. CSR noted that because the communication Assistant (CA) is completely transparent on CapTel calls, it is required that an announcement be made informing callers of the CA's presence. CSR also explained how they can answer the call and pick up the CapTel on another extension.	10/18/2010 12:30:00 PM	within 24 hours	TJ
211712	10/18/2010	3:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked about the notice she received about the pre-recorded message being removed. CSR advised customer that the message, "You are being monitored for quality service," is being removed, however she would instead see an announcement on her CapTel phone display reminding her to inform the people she calls that there is a person on the call. Customer asked why this message ever came about. CSR discussed that the State of CA required this to comply with CA privacy laws because the Captionist is completely transparent on CapTel calls.	10/18/2010 3:55:00 PM	within 24 hours	JL
211736	10/18/2010	4:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked about the removal of the California privacy announcement. CSR advised customer that CapTel users are legally responsible to announce the presence of the captionist each time they make or receive a call.	10/18/2010 4:20:00 PM	within 24 hours	EY
211739	10/18/2010	4:20:00 PM	Phone	Other	40000	Consumer education - general	Customer's daughter referenced the letter regarding the change in the California Privacy Announcement and inquired what would happen if the customer didn't announce the call. CSR referred customer's daughter to the California Public Utilities Commission for further assistance.	10/18/2010 4:25:00 PM	within 24 hours	AA
213672	10/18/2010	4:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer received information regarding the new CA announcement procedure. Customer was not satisfied with this new development for the CA announcement because "it is a misinterpretation of the law as described by the FCC." Customer wanted to escalate this and asked that CapTel take more responsibility in advocating for its customers. CSR advised customer to contact the CPUC.	10/18/2010 5:30:00 PM	within 24 hours	KP
211752	10/18/2010	4:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked when she needed to make the announcement and what the purpose of the announcement is. CSR informed customer that she may inform her caller anytime during the call and that the announcement is to comply with the CA privacy laws informing callers that a captionist is assisting on the call.	10/18/2010 4:50:00 PM	within 24 hours	KW
211779	10/18/2010	4:55:00 PM	Phone	Other	40000	Consumer education - general	Customer's wife needed clarification about the CA letter concerning the new requirements to announce that a captionist is involved on a CapTel call. CSR informed wife that this is to comply with the CA privacy laws and explained the prompt to announce this when using the CapTel phone.	10/18/2010 5:05:00 PM	within 24 hours	KW
211841	10/19/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the CA announcement. Customer stated, "I really do not want this message, it causes problems and people hang up on me." CSR explained to customer about the change that is coming at the end of October. Customer has received the mailing and is satisfied with the change.	10/19/2010 10:45:00 AM	within 24 hours	KP
211941	10/19/2010	1:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired if she needed to announce to the other party that there is a captionist on the line when they call her, or if she is only responsible for doing this on her outgoing captioned calls. CSR advised her that she will need to announce to the other party that there is a third party on the line for all of her captioned calls, regardless if they are incoming or outgoing.	10/19/2010 1:50:00 PM	within 24 hours	MF
212234	10/20/2010	2:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed disappointment with having to remember to tell callers about a third party presence on each of her CapTel calls. CSR explained that there will be a text reminder at the start of each call to assist with remembering to inform callers about the captionist's presence on the call. Customer stated, "Well I am really unhappy with having to do something like that." Customer then asked what happens if someone forgets to inform callers. CSR advised customer to contact DDTP for further assistance with that question.	10/20/2010 2:40:00 PM	within 24 hours	ST
212441	10/21/2010	12:45:00 PM	Phone	Other	40000	Consumer education - general	Customer inquired about the new CRS rules that begin October 28, 2010. CSR explained to customer that under the new rules there will be no audible message informing callers that there is a 3rd party on the call, and it is the customer's responsibility to inform the people she calls that there is another person on the call.	10/21/2010 1:00:00 PM	within 24 hours	MP
212524	10/21/2010	3:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the California Privacy Announcement. CSR advised customer that the announcement was in the process of being changed. CSR referred customer to the letter that was sent out by the DDTP and explained that the announcement would be removed starting October 28th. Customer acknowledged she had received the mailing. Customer was relieved but still angry that she had to deal with it for another week as the hang ups were causing her problems on the job.	10/21/2010 3:20:00 PM	within 24 hours	RC
212536	10/21/2010	3:30:00 PM	Phone	Other	40000	Consumer education - general	Customer received a letter stating that she now had to announce on all of her calls that there is a third party on the line. CSR explained that this is for captioned calls only, regular phone calls do not apply. Customer satisfied.	10/21/2010 3:45:00 PM	within 24 hours	AG
213655	10/25/2010	12:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the requirement to state that a captionist is on a CapTel call. CSR explained that the State of California has required use of this announcement by customer to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. CSR informed customer the request to sign the agreement addendum is not from CapTel Customer Service but a requirement from the State of California. Customer continued to argue that, "By telling your CapTel users that it is their legal responsibility to announce to their callers that there is an operator on the line, you are violating the ADA in two ways. The first is in regarding to equal access to phones, the second is that an operator is legally not a third party". CSR referred customer to the CA Public Utilities Commission and declined to transfer to a representative at a higher level in Ultratec as he had already spoken to the Director of CapTel Customer Service, Director of Sales and Director of Engineering who all advised he should direct his concerns to the CA PUC. Customer eventually disconnected	10/25/2010 1:00:00 PM	within 24 hours	KW
213061	10/25/2010	2:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called concerning the change in the CapTel Announcement message. Customer asked if she didn't sign the paper if she would be able to keep the pre-recorded message as she would rather have someone else make the announcement. CSR referred caller to the DDTP for further assistance.	10/25/2010 2:55:00 PM	within 24 hours	KP
213352	10/26/2010	2:00:00 PM	Phone	Other	40000	Consumer education - general	Customer's sister inquired if it was truly necessary for him to inform his callers every time that there is a captionist on the line and what will happen if he doesn't do that. CSR explained that he would need to make the announcement in his own words on every call and referred her to the California Public Utilities Commission for further information.	10/26/2010 2:10:00 PM	within 24 hours	MF
213438	10/26/2010	4:50:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer reported difficulty reaching a particular number from his CapTel phone. CSR found that the caller at the number was hanging up on customer due to the California privacy announcement. CSR explained the announcement to the other party to prevent future hang ups.	10/26/2010 4:55:00 PM	within 24 hours	JM
213487	10/27/2010	9:00:00 AM	EMail	Service	11030	Accuracy of captions	Customer wrote, "I have had the CapTel phone for quite a long time and most of the time I absolutely LOVE it. But at times the captionists are so bad ...the conversation doesn't make sense." Customer then complained of the accuracy for a specific call with CA#6481. CSR advised customer that this incident would be further investigated and CSR had call information shared with Call Center Management. CSR subsequently informed customer that this particular CA is still in training status. Call Center training personnel are working closely with the CA to improve their captioning abilities. CSR apologized for this incidence.	10/27/2010 9:15:00 AM	within 24 hours	MF
213658	10/27/2010	2:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the requirement to state that a captionist is on a CapTel call which is mandated by the state of CA privacy laws. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line, and as a result the announcement cannot be removed. CSR referred customer to the CA Public Utilities Commission. Customer called back a few minutes later and stated, "I have already called the CPUC and they refuse to address the issue. It is CapTel's legal responsibility to fight for the rights of its consumers. By telling your CapTel users that it is their legal responsibility to announce to their callers that there is an operator on the line, you are violating the ADA in two ways. The first is in regarding to equal access to phones, the second is that an operator is legally not a third party." Customer requested to speak to someone higher up within CapTel and CSR referred caller to the CPUC.	10/27/2010 3:55:00 PM	within 24 hours	KW

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
213967	10/28/2010	12:30:00 PM	CapTel	Other	40000	Consumer education - general	Customer's friend called on behalf of customer and asked why the customer has to state that a captionist is on a CapTel call. CSR informed helper that this is a requirement due to CA privacy laws. Customer's helper wanted clarification about how captions are created on a CapTel call. CSR explained how captions are created using voice recognition technology with a captionist. Helper stated that having to announce this message on a call gives the CapTel user violates their dignity. Helper stated this "makes the CapTel user feel more disabled" when the design of the CapTel is to normalize phone conversation. CSR referred helper to the CA Public Utilities Commission to file a complaint.	10/28/2010 12:40:00 PM	within 24 hours	KW
213882	10/28/2010	1:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to ask if her callers will continue to hear a message regarding a third party on the call. CSR explained that as of October 28th, callers will no longer hear a pre-recorded announcement indicating that there is a third party on the call. CSR explained that only the CapTel user will see a text reminder so they can inform callers on their own terms that there is a third party on the call.	10/28/2010 1:40:00 PM	within 24 hours	ST
213914	10/28/2010	2:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer had questions about what she could say regarding the California change in privacy announcement. CSR advised customer she could use her own words to inform the people she calls that there is another person on the call. Customer had additional questions so CSR referred her to DDTP Consumer Affairs for further assistance.	10/28/2010 2:15:00 PM	within 24 hours	JH
214123	10/29/2010	11:45:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked, "How are they going to monitor if someone announces there is a third party on the line? Sometimes you do not want your caller to know that you are hard of hearing." CSR referred caller to the DDTP to ask that question. Customer also asked for the address to return the notice for the new California announcement. CSR provided customer with mailing address for the DDTP.	10/29/2010 11:55:00 AM	within 24 hours	KP
214194	10/29/2010	1:45:00 PM	NA	Other	40000	Consumer education - general	Customer had legal questions about the California change for notifying callers of a third party. Customer wanted to know what would happen to them if they didn't inform people. CSR referred customer to California Public Utilities Commission for assistance.	10/29/2010 1:50:00 PM	within 24 hours	JH
214192	10/29/2010	1:45:00 PM	CapTel	Service	11050	Unable to make captioned calls	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter.	10/29/2010 2:05:00 PM	within 24 hours	JH
214196	10/29/2010	1:45:00 PM	Phone	Service	0800-11050	Unable to make captioned calls	Customer's mother reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	10/29/2010 2:15:00 PM	within 24 hours	KP
214212	10/29/2010	2:00:00 PM	CapTel	Service	11050	Unable to make captioned calls	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	10/29/2010 2:15:00 PM	within 24 hours	KP
214262	10/29/2010	2:00:00 PM	Phone	Service	11050	Unable to make captioned calls	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	10/29/2010 2:15:00 PM	within 24 hours	EY
214245	10/29/2010	2:05:00 PM	Phone	Service	11050	Unable to make captioned calls	Customer's daughter reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	10/29/2010 2:20:00 PM	within 24 hours	KW
214469	11/1/2010	11:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer inquired about what they need to do in regards to the message they see on their display screen regarding the California announcement, if they need to announce that on every call and why they need to announce this. CSR informed customer that they are legally responsible to inform the person they are speaking with that there is a captionist listening to what they say so their words are captioned for them to read on their CapTel display screen. Informed customer they do need to announce this on every call. CSR also explained that the captioned telephone service contract that began on June 2, 2010 must comply with the State's privacy laws.	11/1/2010 11:30:00 AM	within 24 hours	TJ
214518	11/1/2010	12:50:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked about the consequences if she forgot to announce the presence of the Captionist on calls. CSR explained that there would be a text reminder on the phone during every call to remind her to do so. Customer asked if the phone would be taken away. CSR referred customer to the CPUC for further information on the state law and enforcement.	11/1/2010 1:00:00 PM	within 24 hours	RC
214531	11/1/2010	1:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked if she needed to announce the presence of the captionist as soon as the message appeared on her screen or if she should wait for the other party to connect. CSR explained that she was responsible for informing the other party that a captionist was on the line so she would need to wait for them to connect.	11/1/2010 1:15:00 PM	within 24 hours	RC
214551	11/1/2010	1:35:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked if he was required to announce the presence of a third party on each and every captioned call, including people he talks to frequently. CSR advised him that Calif. PUC rules require the announcement on every call.	11/1/2010 1:45:00 PM	within 24 hours	EY
214888	11/2/2010	2:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called twice into customer service and said that CapTel was "complicit in a misapplication of the law" with the CA Announcement requirement. CSR advised customer that we have documented his concerns on numerous occasions and shared them with the proper authorities, and that we have no new information to share at this time. CSR advised customer that the California PUC was the agency to which he should address his concern. Management escalated the repeated contacts customer service has had to the state for further directive on how to advise this customer.	11/2/2010 3:15:00 PM	within 24 hours	EY
215235	11/4/2010	8:15:00 AM	CapTel	Other	40000	Consumer education - general	Customer asked about the message changing and now seeing text words advising her to inform callers about a CA being present. CSR discussed with customer that the text message is a reminder that you are legally responsible to let the other parties know there is a CapTel captionist present on the call. Advised that as a part of CA Privacy Law, an individual cannot listen to a call without consent of all parties.	11/4/2010 8:35:00 AM	within 24 hours	JL
215373	11/4/2010	2:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported they are very disappointed that they have to announce to their callers that there is a third party on the line. Customer stated, "It is very annoying I have to tell everybody that I call about some body's on the line. I find that embarrassing." Customer inquired as to why it was changed. CSR informed customer that previously, a pre-recorded message was sent and heard. The law cannot be changed but based on consumer feedback, the California Public Utilities commission has now determined that the CapTel user's can themselves inform the other parties on the call that there is a captionist on the call.	11/4/2010 2:10:00 PM	within 24 hours	TJ
215653	11/5/2010	2:00:00 PM	EMail	Other	40000	Consumer education - general	Customer asked if she had to inform all callers about the text message. CSR advised customer she is legally responsible to inform the person she are speaking with that there is a captionist listening to what they say so their words are captioned for her to read her CapTel phone display screen. The words she uses to inform the other party are up to her. It is her legal responsibility to make all parties on the call aware there is a captionist, CA, or operator on the call each time the captions are used.	11/5/2010 2:05:00 PM	within 24 hours	JL
215886	11/8/2010	10:05:00 AM	Phone	Other	0800-40000	Consumer Education	Customer's friend inquired if the CapTel phone will work to call into a meeting, similar to a conference call and how to announce there is a 3rd party on the line. CSR informed customer the CapTel user can join a meeting via the telephone as long as they dial the bridge number first. CSR informed customer that as soon as the customer gets a live person on the line, they are legally responsible to announce to the live person there is a third party on the line to comply with the California Privacy Laws.	11/8/2010 10:15:00 AM	within 24 hours	TJ

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216270	11/9/2010	11:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer called in regards to the letter she received from DDTP. CSR explained that the customer is now responsible to inform the other party on every call that there is a third party on the line. CSR also explained that this is why there is a silent text reminder at the beginning of each call. Customer understood.	11/9/2010 11:40:00 AM	within 24 hours	AG
217602	11/15/2010	2:45:00 PM	Phone	Other	40000	Consumer education - general	Customer's daughter called regarding the California Privacy message appearing on customer's CapTel phone. Customer's daughter inquired if there is a way to have callers automatically informed that there is a captionist on the call so that customer doesn't have to do it herself. CSR advised customer's daughter that there is no such option available.	11/15/2010 2:55:00 PM	within 24 hours	MP
217831	11/16/2010	11:15:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that her bank was reluctant to discuss matters with her over the phone after she made the required announcement that an operator was on the call. CSR explained that she was legally responsible to announce the presence of the captionist on all calls, and gave suggestions of other phrases to explain the purpose of a captionist.	11/16/2010 11:25:00 AM	within 24 hours	RC
218190	11/17/2010	2:40:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired if they need to inform all callers there is an operator on the line. CSR informed customer they do and explained that CapTel users are legally responsible for complying with the State's privacy laws, which prohibit an unidentified person from listening to a telephone call without the consent of all parties on to the call.	11/17/2010 2:50:00 PM	within 24 hours	TJ
219379	11/23/2010	12:15:00 PM	CapTel	Other	40000	Consumer education - general	Customer said that she felt it was an undue hardship for people who are old and hard of hearing to have to announce at the beginning of every call that there is a third party on the call and wanted to know what would happen if she forgot to do this on a call. CSR advised customer to contact DDTP Consumer Affairs department with her complaint.	11/23/2010 12:25:00 PM	within 24 hours	EY
219424	11/23/2010	1:10:00 PM	CapTel	Service	11030	Accuracy of captions	Customer reported that the captions on a few calls were not satisfactory. Customer did not have the dates, time or CA#s for us to investigate further. CSR apologized for their experience and noted that if they document future calls with the date and the time along with the CA number, customer service can take very specific follow up measures with Call Center personnel, the CA and their supervisor for any additional monitoring or coaching needed. Customer understood.	11/23/2010 1:25:00 PM	within 24 hours	TJ
219429	11/23/2010	1:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer asked if they need to inform each and every caller there is an operator on the line. CSR informed customer they are legally responsible to inform the other party there is a 3rd party listening on the call as to comply with the California privacy law.	11/23/2010 1:25:00 PM	within 24 hours	TJ
220225	11/29/2010	10:00:00 AM	EMail	Other	0800-40000	Consumer Education	Customer asked about the California Privacy Announcement. CSR explained that due to state law all CapTel users are required to announce the presence of the 3rd party captionist on the phone line. Advised that the customer could use their own words to do so and provided several examples.	11/29/2010 4:45:00 PM	within 24 hours	RC
220092	11/29/2010	1:25:00 PM	CapTel	Other	40000	Consumer education - general	Customer reported that she called her bank and they will not speak to her with a third party on the phone line. CSR recommended trying the call again and educating the other party after the call content can be discussed.	11/29/2010 1:30:00 PM	within 24 hours	JA
220108	11/29/2010	1:45:00 PM	Phone	Other	40000	Consumer education - general	Customer inquired about the recent changes made to the CA announcement. CSR explained the new announcement procedure and that she does need to announce that there is a third party on every call. Customer was satisfied.	11/29/2010 1:55:00 PM	within 24 hours	AG
220569	11/30/2010	4:45:00 PM	CapTel	Other	40000	Consumer education - general	Customer called and asked if the text message reminder needs to be there at the start of each call. Customer stated, "After a while, I think I can remember to tell my callers about the operator. It is getting old really quick to see this constant reminder all the time." CSR explained that the text message reminder is designed to appear at the start of each call as a friendly reminder to inform callers about the CapTel operator being on the call.	11/30/2010 4:55:00 PM	within 24 hours	ST
220735	12/1/2010	12:10:00 PM	CapTel	Other	40000	Consumer education - general	Customer called wanting to discuss a response letter sent to the CA Attorney General's office in response to his complaint filed with the Attorney General's Office that contained "false and misleading information". Customer called back repeatedly to Customer Service with no closure to the matter. Supervisor referred case to CA personnel for advice and shared matter with management. Customer finally spoke to the President of CapTel, Inc. on 12/10/10 who listened to his concerns. Customer told the President he was satisfied with his responses.	12/10/2010 2:30:00 PM	over 48 hours	KW
220986	12/2/2010	12:05:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about the California Announcement message requiring CapTel users to announce there is a third party on the line. CSR explained that the state of California is requiring CapTel users to announce the captionist on all captioned call due to California privacy laws.	12/2/2010 12:15:00 PM	within 24 hours	AA
221256	12/3/2010	11:40:00 AM	CapTel	Other	40000	Consumer education - general	Customer reported that she calls her best friend every day using her CapTel 200 phone and she questioned whether it was necessary to inform her friend every time that there was a third party captionist on the line. CSR explained that according to California privacy laws, it is necessary to inform the party on each call, but referred customer to the California DDTP for further information.	12/3/2010 11:50:00 AM	within 24 hours	JM
221873	12/7/2010	10:30:00 AM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about the CA announcement. Customer stated, "I do not want to have to have concern for my safety that all my calls are being listened to!" CSR explained that the State of California has required use of the message to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. CSR also assured customer that there as been to change in the CapTel service since the announcement began.	12/7/2010 10:35:00 AM	within 24 hours	KP
222390	12/8/2010	6:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer called to complain about the California Privacy Announcement. He stated it was an "insult to someone who served the country". CSR explained that the announcement was required due to California State Privacy Laws. Gave contact information for the CPUC at customer's request.	12/8/2010 6:20:00 PM	within 24 hours	RC
222700	12/10/2010	9:15:00 AM	EMail	Other	40000	Consumer education - general	Customer expressed continued frustration over the California Privacy Announcement. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know that there is a 3rd party on the line. CSR referred party to CPUC to express her feedback.	12/15/2010 4:30:00 PM	over 48 hours	MMo
223686	12/14/2010	6:15:00 PM	CapTel	Service	11030	Accuracy of captions	Customer shared generalized feedback regarding accuracy of captions. CSR apologized for incidence and advised customer their feedback as received would be passed on to Call Center Management. CSR noted that if the customer wishes to document the date, time and CA# of any future calls, we can take more specific action with the CA captioning the call and their supervisor. Customer declined giving specifics.	12/14/2010 6:30:00 PM	within 24 hours	RC
224202	12/16/2010	2:45:00 PM	NA	Service	11030	Accuracy of captions	Customer reported that calls from specific caller have an unusual number of errors. Customer also reported that this caller speaks in a way that can be very difficult to understand. CSR apologized for incidence and thanked customer for the feedback. Explained that captions are created by a live captionist using voice recognition technology. Further explained that sometimes, similar sounding words can be captioned, and that such errors will be corrected shortly thereafter within brackets.	12/16/2010 2:55:00 PM	within 24 hours	AG
224221	12/16/2010	3:40:00 PM	Phone	Technical	22090	Disconnect/ Reconnect during calls	Customer is having difficulty maintaining a data connection with the CapTel phone. Since customer's experience of disconnect/reconnect seems to be very seldom, explained how the quality of the phone line or phone network can affect the performance of the CapTel phone. Also explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.	12/16/2010 3:50:00 PM	within 24 hours	TJ
224900	12/20/2010	3:15:00 PM	Phone	Technical	22990	Technical - General	Customer reported that she was unable to connect with captions on outgoing calls due to a message that the "caption line is ringing." 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 10:00:00 AM	within 24 hours	MF
224913	12/20/2010	3:15:00 PM	Phone	Technical	22990	Technical - General	Customer and Customer's daughter reporting not being able to connect with captions successfully. 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 that the customer was once again making calls successfully.	12/21/2010 9:10:00 AM	within 24 hours	MMo
224941	12/20/2010	3:30:00 PM	NA	Technical	22990	Technical - General	Customer's friend called on the CapTel user's behalf and reported the customer is not able to make a captioned call. 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 equipment vendor corrected the matter. CSR followed up directly with the customer and the friend to confirm the problem had been resolved.	12/21/2010 10:50:00 AM	within 24 hours	KP

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224952	12/20/2010	3:30:00 PM	CapTel	Technical	0800-22990	Technical - General	Customer reported seeing "Waiting for CapTel operator" on the CapTel display. 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 followed up with customer and confirmed he was receiving captions successfully.	12/21/2010 1:30:00 PM	within 24 hours	KP
224956	12/20/2010	3:45:00 PM	CapTel	Technical	22990	Technical - General	Customer reported seeing "Waiting for CapTel operator" on the CapTel display. 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 equipment vendor corrected the matter. CSR followed up with customer and confirmed he was receiving captions successfully.	12/21/2010 11:00:00 AM	within 24 hours	KP
224982	12/20/2010	3:55:00 PM	CapTel	Technical	0800-22990	Technical - General	Customer reported difficulties connecting with captions on outgoing calls. 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 4:45:00 PM	within 48 hours	MF
225003	12/20/2010	4:00:00 PM	Phone	Technical	0800-22990	Technical - General	Customer's niece reported a "Waiting for an Operator" message on the CapTel user's screen. 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 able to make their captioned call successfully.	12/21/2010 10:15:00 AM	within 24 hours	AG
225427	12/20/2010	4:50:00 PM	EMail	Technical	22990	Technical - General	Customer reported being unable to connect with captions when trying to make an outgoing captioned call. 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 12:45:00 PM	within 24 hours	DF
225106	12/20/2010	5:00:00 PM	CapTel	Technical	0800-22990	Technical - General	Customer's daughter reported that customer saw the message, "Waiting for CapTel operator" and was not receiving captions. CSR confirmed with customer's son-in-law that customer is now receiving captions successfully. 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.	12/21/2010 12:40:00 PM	within 24 hours	RC
225077	12/20/2010	5:05:00 PM	Phone	Technical	22990	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. 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 10:50:00 AM	within 24 hours	JL
225082	12/20/2010	5:05:00 PM	Phone	Technical	22990	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. 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 1:00:00 PM	within 24 hours	JL
225109	12/20/2010	5:20:00 PM	EMail	Technical	22990	Technical - General	Customer indicated he saw the message "Captioning Service is Ringing". 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.	12/20/2010 7:30:00 PM	within 24 hours	AA
225116	12/20/2010	5:50:00 PM	EMail	Technical	22990	Technical - General	A DDTP rep used Live Chat to report the need to wait for an operator when attempting to make a captioned call and that the CapTel Customer Service line rang busy. 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.	12/21/2010 12:25:00 PM	within 24 hours	AA
225150	12/20/2010	6:40:00 PM	EMail	Technical	22990	Technical - General	Customer reported her 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's callers are able to reach the customer successfully without delay.	12/21/2010 12:25:00 PM	within 24 hours	AA
225153	12/20/2010	6:45:00 PM	EMail	Technical	22990	Technical - General	Customer reported being unable to connect to captions for a certain amount of time. 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 12:30:00 PM	within 24 hours	RC
225161	12/20/2010	7:00:00 PM	EMail	Technical	22990	Technical - General	Customer's daughter emailed to report the need for her mom to wait for an operator when attempting to make a captioned call. 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 with the customer directly that she is able to make captioned call successfully without delay.	12/22/2010 8:05:00 AM	within 48 hours	JL
225199	12/20/2010	8:10:00 PM	EMail	Technical	22990	Technical - General	Customer emailed noting the need to wait for an operator when attempting to make a captioned call. 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.	12/20/2010 8:15:00 PM	within 24 hours	JL
225216	12/21/2010	7:15:00 AM	Phone	Technical	22990	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. 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 12:10:00 PM	within 24 hours	JL
225310	12/21/2010	9:35:00 AM	EMail	Technical	0800-22990	Technical - General	Customer reported by email her CapTel was not connecting with captions and that the Customer Service line was busy on 12/20/10. 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 advised the customer by email that all is now well.	12/21/2010 4:45:00 PM	within 24 hours	MMo
225333	12/21/2010	10:05:00 AM	CapTel	Technical	22990	Technical - General	Customer called by CapTel reporting he saw the message "Waiting for CapTel operator" on 12/20/10. 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 and had captions on the call where he was reporting.	12/21/2010 10:25:00 AM	within 24 hours	AA
225406	12/21/2010	12:15:00 PM	CapTel	Technical	22990	Technical - General	Customer called and was concerned because she had no captions yesterday evening when her daughter called. CSR apologized and informed customer of the temporary technical situation. 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 12:20:00 PM	within 24 hours	KW
225415	12/21/2010	12:15:00 PM	CapTel	Technical	22990	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call on 12/20/10. 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 12:30:00 PM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
225450	12/21/2010	1:00:00 PM	CapTel	Technical	22990	Technical - General	Customer reported seeing "Waiting for CapTel operator" on his call attempts on 12/20/10. 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. CSR explained an external equipment vendor corrected the matter. Customer confirmed that he is now receiving captions successfully, including on his call to customer service and was satisfied with the explanation.	12/21/2010 1:15:00 PM	within 24 hours	KP
225452	12/21/2010	1:10:00 PM	Phone	Technical	0800-22990	Technical - General	Customer's friend reported the CapTel user was having issues making a captioned connection on 12/20/10. 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 equipment vendor corrected the matter. CSR confirmed the customer is able to make their captioned calls successfully.	12/21/2010 1:15:00 PM	within 24 hours	TJ
225467	12/21/2010	1:15:00 PM	Phone	Technical	0800-22990	Technical - General	A CTAP rep reported experiencing a "Waiting for Captions" message while setting up a customer's phone on 12/20/10. 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 with the customer directly that they are receiving captions successfully without delay.	12/21/2010 1:45:00 PM	within 24 hours	KP
225608	12/21/2010	4:00:00 PM	CapTel	Technical	22990	Technical - General	Customer reported that she could not connect with captions on a CapTel call on 12/20/10, but had captions on the call to Customer Service. 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 able to make their captioned call successfully without delay.	12/21/2010 4:15:00 PM	within 24 hours	EY
226738	12/27/2010	5:30:00 PM	CapTel	Service	11090	Service - General	Customer reported that on 12/26/10 he experienced "caption service is ringing." He confirmed he was receiving captions successfully today. CSR noted that our call answering time is usually so swift that we all come to expect this. Part of the day on 12/26/10, there was an unanticipated spike in call volume resulting in some calls experiencing longer than usual wait times. CSR suggested that should this happen in the future, customer may want to wait a bit longer than usual for their call to connect. CSR apologized for this additional wait time." Customer understood.	12/28/2010 5:40:00 PM	within 48 hours	KP
228339	12/27/2010	6:00:00 PM	Phone	Other	40000	Consumer education - general	Customer called to complain about the CA service quality announcement. CSR explained to customer that there is no longer a CA announcement recording and that the customer is now responsible to inform the other party that there is a captionist on the line.	12/27/2010 6:10:00 PM	within 24 hours	MMo
230220	1/11/2011	1:00:00 PM	Phone	Other	0800-40000	Consumer Education	Customer's helper inquired about the California Privacy Announcement reminder at the beginning of each call. CSR explained that this is a friendly reminder to announce to first-time callers that there is a third party on the line.	1/11/2011 1:10:00 PM	within 24 hours	AG
230559	1/12/2011	12:50:00 PM	CapTel	Technical	0800-22990	Technical - General	Customer reported seeing "Waiting for CapTel Operator" on an outbound call and waited several minutes before disconnecting call. CSR apologized for this experience and assured the customer there are ample number of captionists available. Technical support made a change on 1/25/11 to allow calls to be processed by available captionists.	1/25/2011 4:45:00 PM	over 48 hours	ST
234191	1/13/2011	8:30:00 AM	Mail	Technical	0800-22990	Technical - General	Customer reported receiving "Waiting for CapTel Operator" message. CSR apologized for this experience and assured the customer there are ample number of captionists available. Technical support made a change on 1/25/11 to allow calls to be processed by available captionists. CSR confirmed customer has been able to make captioned calls.	1/13/2011 8:35:00 AM	within 24 hours	JH
231127	1/14/2011	10:00:00 AM	EMail	Other	40000	Consumer education - general	Customer expressed that the wording of the California privacy text announcement was too long and interfered with the beginning of his business calls. CSR explained that the text announcement appears prior to the other party being connected and is required by California privacy law and cannot be changed or removed.	1/14/2011 11:00:00 AM	within 24 hours	RC
236320	1/17/2011	9:30:00 AM	EMail	Service	11030	Accuracy of captions	Customer reported that the captions appear misspelled at times, but customer did not provide specific data. CSR 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. Customer did not follow up with any specifics. Feedback as received was passed on to Call Center Management.	1/17/2011 9:50:00 AM	within 24 hours	KP
232348	1/20/2011	7:05:00 AM	CapTel	Technical	22030	Captions - stop in middle of call	Customer reported that captions stopped in the middle of the call and provided specific call detail. CSR apologized to customer for their experience and informed customer that we will investigate their specific call. Investigation was inconclusive in identifying what occurred. There was not a premature hang up nor trouble ticket on the call.	1/20/2011 7:20:00 AM	within 24 hours	TJ
232664	1/20/2011	4:45:00 PM	CapTel	Technical	22990	Technical - General	State program representative reported that the captions were not coming up as quickly as normal. CSR advised caller that due to a power disruption to some call center work stations callers had a longer than usual wait time to connect to a captionist. Power was restored to the affected workstations and the wait time for all calls went back to norm. CSR apologized for any inconvenience this may have caused. (Speed of answer time for the day was above 85% answered within 10 seconds.)	1/20/2011 4:45:00 PM	within 24 hours	AG
233321	1/24/2011	1:30:00 PM	Phone	Service	0800-11030	Accuracy of Captions	State program on customer's behalf reported a specific call where there were mistakes but no corrections were made. Customer shared feedback regarding accuracy of captions and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	1/24/2011 1:50:00 PM	within 24 hours	TJ
234717	1/28/2011	2:45:00 PM	CapTel	Service	0800-11030	Accuracy of Captions	Customer shared general feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR explained that if the customer wishes to document the date, time and CA# of any future calls CSR can take specific action with the CA captioning the call and their supervisor.	1/28/2011 2:55:00 PM	within 24 hours	AG
235649	2/2/2011	9:45:00 AM	Phone	Service	11090	Service - General	Caller to CapTel user said she couldn't connect, and reported she heard 'please wait for next available agent'. 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 9:50:00 AM	within 24 hours	JL
235656	2/2/2011	9:45:00 AM	TTY	Service	11090	Service - General	Customer reported that he was unable to get captions on calls on his 2-Line CapTel. 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 10:00:00 AM	within 24 hours	JS
236246	2/2/2011	10:05:00 AM	EMail	Service	11090	Service - General	Customer reported seeing "Caption Service is Ringing" on outbound calls on 2/2/2011. 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.	2/3/2011 8:45:00 AM	within 24 hours	ST
235707	2/2/2011	10:45:00 AM	Phone	Service	11090	Service - General	Customer indicated display was saying “caption service line is ringing”. 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 10:50:00 AM	within 24 hours	JH

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235712	2/2/2011	10:50:00 AM	EMail	Service	11090	Service - General	Customer reported via Live Chat they are unable to get through to the captioning service. 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 11:00:00 AM	within 24 hours	TJ
235738	2/2/2011	11:00:00 AM	Phone	Service	11090	Service - General	Customer reported seeing, "Captioning line is ringing" when trying to place a call. 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 11:25:00 AM	within 24 hours	EY
235737	2/2/2011	11:00:00 AM	NA	Service	0800-11090	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 11:10:00 AM	within 24 hours	EY
235735	2/2/2011	11:20:00 AM	Phone	Service	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist 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 11:25:00 AM	within 24 hours	JL
236280	2/2/2011	11:30:00 AM	Phone	Service	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. 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.	2/3/2011 11:00:00 AM	within 24 hours	JL
235746	2/2/2011	11:30:00 AM	Phone	Service	0800-11090	Service – General	Customer's neighbor called referencing customer's inability to call out and that they see "Caption Service is Ringing". 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.	2/7/2011 9:45:00 AM	over 48 hours	MMo
235751	2/2/2011	11:45:00 AM	Phone	Service	11090	Service - General	Customer's husband indicated captions were not coming on with 2-Line mode. 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 11:50:00 AM	within 24 hours	JH
235761	2/2/2011	11:50:00 AM	CapTel	Service	0800-11090	Service – General	Customer's husband said the captions are having trouble connecting with 2-Line CapTel. 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 11:55:00 AM	within 24 hours	JL
236443	2/2/2011	12:00:00 PM	Phone	Service	11090	Service - General	Customer reported via voice mail that she was unable to connect with the captioning service. 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.	2/3/2011 2:20:00 PM	within 48 hours	JL
235791	2/2/2011	12:15:00 PM	Phone	Service	11090	Service - General	Customer's daughter indicated display was saying "Caption service line is ringing". 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 12:20:00 PM	within 24 hours	JH
235823	2/2/2011	12:25:00 PM	Phone	Service	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. 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 12:30:00 PM	within 24 hours	EY
236464	2/2/2011	12:25:00 PM	Phone	Service	11090	Service - General	Customer's niece reported the customer is not able to connect with captions. 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.	2/3/2011 12:30:00 PM	within 48 hours	AA
235794	2/2/2011	12:30:00 PM	Phone	Service	11090	Service - General	Customer called and 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 12:35:00 PM	within 24 hours	JL
235799	2/2/2011	12:30:00 PM	Phone	Service	11090	Service - General	Customer called and said she cannot dial out with captions - she just gets the message "Captioning Line is Ringing". 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 12:40:00 PM	within 24 hours	JM
235811	2/2/2011	12:45:00 PM	CapTel	Service	0800-11090	Service – General	Customer reported seeing "Waiting for CapTel Operator". 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 12:55:00 PM	within 24 hours	EY

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235821	2/2/2011	1:00:00 PM	CapTel	Service	0800-11090	Service – General	Customer reports seeing the 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 1:10:00 PM	within 24 hours	EY
236272	2/2/2011	1:20:00 PM	Phone	Service	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. 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.	2/3/2011 9:15:00 AM	within 24 hours	AG
235853	2/2/2011	1:30:00 PM	Phone	Service	11090	Service - General	Customer's helper 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 1:45:00 PM	within 24 hours	JA
235851	2/2/2011	1:35:00 PM	Phone	Service	11090	Service - General	Customer's helper reported that customer is experiencing "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 1:40:00 PM	within 24 hours	JM
235896	2/2/2011	1:50:00 PM	Phone	Service	0800-11090	Service – General	Customer's daughter called and noted that they are 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 2:10:00 PM	within 24 hours	JA
235900	2/2/2011	2:00:00 PM	Phone	Service	0800-11090	Service – General	Customer's friend reported not connecting with the captioning service. 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 2:10:00 PM	within 24 hours	EY
235898	2/2/2011	2:05:00 PM	Phone	Service	11090	Service - General	Customer's neighbor reported that the customer was unable to connect with captions. 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 2:25:00 PM	within 24 hours	MF
235954	2/2/2011	2:45:00 PM	CapTel	Service	11090	Service - General	CTAP rep at location of new CapTel phone asked if interruption of captions was related to the weather. CSR told her that it was. 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 2:55:00 PM	within 24 hours	EY
235959	2/2/2011	3:00:00 PM	EMail	Service	11090	Service - General	Customer reported seeing the message "Captioning Line is Ringing" on her display, but no captions appeared. 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 3:15:00 PM	within 24 hours	JS
235964	2/2/2011	3:15:00 PM	NA	Service	11090	Service - General	Customer emailed noting difficulty making calls all day. 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 3:20:00 PM	within 24 hours	JL
235977	2/2/2011	3:20:00 PM	Phone	Service	0800-11090	Service – General	Customer reported seeing that the captioning service is ringing, but not connecting. 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 3:25:00 PM	within 24 hours	JL
236481	2/2/2011	3:25:00 PM	Phone	Service	11090	Service - General	Customer reported not being able to reach the captioning service successfully. 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.	2/3/2011 1:00:00 PM	within 24 hours	JL
235996	2/2/2011	3:40:00 PM	CapTel	Service	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 3:50:00 PM	within 24 hours	EY
236002	2/2/2011	3:40:00 PM	Phone	Service	0800-11090	Service – General	Customer's relative called to confirm how to make a captioned call and noted not getting through to the CapTel user. 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 3:45:00 PM	within 24 hours	JA
236014	2/2/2011	3:45:00 PM	Phone	Service	0800-11090	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 4:00:00 PM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
236403	2/2/2011	4:00:00 PM	EMail	Service	11090	Service - General	Customer reported her phone has been working well, but on 2/2/11 is showing Captioning Service is Ringing flashing on the display. 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.	2/3/2011 11:20:00 AM	within 24 hours	RC
236909	2/2/2011	4:10:00 PM	EMail	Service	11090	Service - General	Customer reports being unable to connect with captions on incoming and outgoing 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.	2/4/2011 4:40:00 PM	over 48 hours	DF
236048	2/2/2011	4:30:00 PM	Phone	Service	11090	Service - General	Customer's daughter said they are seeing, "captioning service is ringing". 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 4:45:00 PM	within 24 hours	JL
236068	2/2/2011	4:50:00 PM	CapTel	Service	11090	Service - General	Customer reported having difficulty getting captions on calls all day, but had captions on her call to Customer Service. 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	JS
236086	2/2/2011	5:10:00 PM	CapTel	Service	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist 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 5:15:00 PM	within 24 hours	JA
236094	2/2/2011	5:15:00 PM	CapTel	Service	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 5:30:00 PM	within 24 hours	JA
236108	2/2/2011	5:30:00 PM	CapTel	Service	0800-11090	Service – General	Customer reported her calls are not connecting as quickly as usual. 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 5:40:00 PM	within 24 hours	JL
236123	2/2/2011	5:40:00 PM	CapTel	Service	11090	Service - General	Customer reported difficulties connecting with captions and receiving a "caption line is ringing" message. 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 5:50:00 PM	within 24 hours	MF
236118	2/2/2011	5:45:00 PM	Phone	Service	0800-11090	Service – General	Customer reported not being able to connect to captions on her CapTel phone. 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 5:50:00 PM	within 24 hours	KP
236134	2/2/2011	5:55:00 PM	Phone	Service	11090	Service - General	A resident helper at customer's location reported that he saw captioning service line is ringing on a different call, but the call to CapTel Customer Service went through with captioning support. 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 6:00:00 PM	within 24 hours	KP
236152	2/2/2011	6:05:00 PM	CapTel	Service	11090	Service - General	Customer reported receiving a "caption service line is ringing" on her CapTel 200 and not connecting with captions. 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 6:10:00 PM	within 24 hours	MF
236155	2/2/2011	6:15:00 PM	Phone	Service	0800-11090	Service – General	Customer reported seeing "Waiting for CapTel Operator". 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 6:20:00 PM	within 24 hours	KP
236172	2/2/2011	6:30:00 PM	Phone	Service	11090	Service - General	Customer's son said the captions are taking a long time to connect. 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 6:40:00 PM	within 24 hours	JL
236175	2/2/2011	6:30:00 PM	CapTel	Service	11090	Service - General	Customer reported difficulties dialing out today and receiving a message "caption service line is ringing". 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 6:40:00 PM	within 24 hours	MF
236174	2/2/2011	6:35:00 PM	Phone	Service	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. 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 6:40:00 PM	within 24 hours	CH

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236180	2/2/2011	6:40:00 PM	CapTel	Service	0800-11090	Service – General	Customer's helper reported that she is having difficulty connecting with captions. 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 6:50:00 PM	within 24 hours	JA
236186	2/2/2011	6:45:00 PM	Phone	Service	0800-11090	Service – General	Customer's assistant called noting customer's inability to call out with captions and receiving Caption Line is Ringing prompt. 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 7:00:00 PM	within 24 hours	MMo
236366	2/2/2011	7:40:00 PM	CapTel	Service	11090	Service - General	Customer stated that they are not connecting to captioning when dialing out today. 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 7:45:00 PM	within 24 hours	KP
236382	2/2/2011	8:10:00 PM	CapTel	Service	11090	Service - General	Customer reported not being able to reach the Captioning Service. 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 8:15:00 PM	within 24 hours	KP
236584	2/2/2011	8:35:00 PM	EMail	Service	11090	Service - General	Customer emailed and reported having problems making and receiving captioned calls and just seeing "Captioning Service is Ringing" on her display. 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.	2/3/2011 3:20:00 PM	within 24 hours	TJ
236402	2/2/2011	9:00:00 PM	Phone	Service	11090	Service - General	Customer emailed that they are not connecting to the captioning when dialing out today. 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 9:05:00 PM	within 24 hours	KP
236405	2/2/2011	9:15:00 PM	CapTel	Service	11090	Service - General	Customer reported seeing, "Captioning Service is Ringing' flash on the display 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 9:20:00 PM	within 24 hours	KP
236322	2/3/2011	10:05:00 AM	CapTel	Service	11090	Service - General	Customer's daughter reported that she was having difficulties reaching the customer with captions yesterday (2/2). 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.	2/3/2011 10:20:00 AM	within 24 hours	MF
236400	2/3/2011	11:05:00 AM	Phone	Service	11090	Service - General	Customer reported seeing, "Captioning Service is Ringing" on their calls attempted on 2/2/11. 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.	2/3/2011 11:15:00 AM	within 24 hours	JL
236396	2/3/2011	11:10:00 AM	CapTel	Service	0800-11090	Service – General	Customer reported experiencing a longer than normal wait for a captionist. 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.	2/3/2011 11:15:00 AM	within 24 hours	RC
236468	2/3/2011	12:30:00 PM	CapTel	Service	11090	Service - General	Customer reported difficulties connecting with captions on 2/2/11. 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.	2/3/2011 12:35:00 PM	within 24 hours	AA
239667	2/16/2011	4:30:00 PM	CapTel	Service	0800-11030	Accuracy of Captions	Customer's helper reported there were numerous errors in the captions of a call. CSR apologized for the incidence and thanked the customer's helper for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management so the CA's supervisor could increase monitoring and coaching of this CA.	2/16/2011 5:05:00 PM	within 24 hours	ES
239712	2/16/2011	6:35:00 PM	CapTel	Service	11030	Accuracy of captions	Customer reported a specific captioned call where he received numerous incorrect words making it difficult for him to understand the conversation. CSR sent information as provided to captioning service management for follow up with the CA on that particular call. Management informed the CA's Supervisor of the complaint and followed up with additional monitoring and coaching. Follow up with the customer indicated this was an exception and that other captioned calls have been clear.	2/22/2011 6:30:00 PM	over 48 hours	MF
240668	2/21/2011	4:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer expressed concern about an announcement for all California CapTel calls. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to let all parties know there is a 3rd party on the line. Customer inquired if his calls were being recorded. CSR explained how captions are created by a captionist using voice recognition software and confirmed that none of his conversations are recorded.	2/21/2011 4:10:00 PM	within 24 hours	KP
241013	2/22/2011	4:25:00 PM	CapTel	Service	11030	Accuracy of captions	Customer reported a call where he did not receive captions for the "on hold" portion of the call. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor regarding the on hold procedure. The Supervisor was instructed to review the "on hold" procedure with the CA and increase monitoring frequency.	3/2/2011 11:10:00 PM	over 48 hours	AA
241128	2/23/2011	11:15:00 AM	CapTel	Service	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	2/23/2011 11:30:00 AM	within 24 hours	AG

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241207	2/23/2011	1:40:00 PM	Phone	Service	0800-11030	Accuracy of Captions	Customer reported that there are misspellings of words and sometimes wrong words in a captioned call. CSR noted that if there are mistakes or wrong words appear that change the meaning of the text, the captionist should insert a correction in brackets. Customer stated that during her call with the CSR this was occurring but not on the call with her sister. Customer declined documenting the date and the time of future calls, as she did not want to get anyone in trouble. CSR assured customer this detail will help us take more specific action steps with further monitoring and coaching, and that the general feedback would be shared with call center personnel.	2/23/2011 1:55:00 PM	within 24 hours	TJ
241222	2/23/2011	2:20:00 PM	Phone	Service	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions on one word in a captioned call that was incorrect. The customer did not have call detail (time, date or CA#) CSR apologized for this experience and thanked the customer for taking time to contact us. Feedback as received was passed on to Call Center Management. CSR noted that if the customer wishes to document the date, time and CA# of any future calls that contain inaccuracies we can take specific action with the CA captioning the call.	3/1/2011 1:40:00 PM	over 48 hours	TJ
242851	3/1/2011	5:15:00 PM	CapTel	Service	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor for monitoring of non-call content.	3/2/2011 4:35:00 PM	within 24 hours	KP
242999	3/3/2011	10:50:00 AM	CapTel	Service	11030	Accuracy of captions	Customer reported that many of her calls have incorrect words appear, different from what the other party said. CSR explained to customer that with the voice recognition technology it is possible that she may receive words that sound similar but are contextually different and should then see the correct word appear in brackets. CSR offered to further investigate calls that customer found particularly troublesome by documenting the date, time, CA#, and examples of the errors she receives.	3/3/2011 11:00:00 AM	within 24 hours	MF
245922	3/15/2011	9:40:00 PM	CapTel	Technical	22990	Technical - General	Customer reported being disconnected from a particular call on 3/15/2011. CSR investigated and found that the captionist on this call documented a trouble ticket noting they had a loss of audio of the other party during the call. A supervisor was called to authorize sending a message in brackets to the customer and disconnect the call. CSR shared this finding with the customer via email.	3/17/2011 9:55:00 AM	within 48 hours	ST
246915	3/21/2011	12:00:00 PM	CapTel	Other	40000	Consumer education - general	Customer inquired about the necessary announcement she is to make on her captioned calls in order to inform all parties that there is a third party on the line. CSR advised customer that there is no announcement she needs to make to the operator, but that the announcement is to let the other party know that there is an operator on the line. CSR further explained that this was to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	3/21/2011 12:15:00 PM	within 24 hours	MF
249218	3/29/2011	4:30:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer asked what the message means that comes up on the display about notifying his caller about a third party on the line. CSR explained that the State of California has required use of an announcement to comply with the State's Privacy Law to prompt customer to let all parties know there is a 3rd party on the line.	3/29/2011 4:35:00 PM	within 24 hours	KW
255872	4/26/2011	3:35:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer's daughter inquired about the requirement for advising the other party that a third party is on the line in compliance with the California state privacy laws. CSR referred her to the California Public Utility Commission for assistance in determining the rules and enforcement of this requirement. CSR also explained that when reaching a voicemail service, the customer can begin recording her message as soon as she sees the word "Beep" in her captions. CSR also explained how a tilde (~) should appear in her captions to indicate a break in the other party's speech over several seconds in length. CSR further explained the use of the signal meter to indicate when the other party has finished speaking.	4/26/2011 4:00:00 PM	within 24 hours	MF
258209	5/6/2011	1:45:00 PM	CapTel	Other	0800-40000	Consumer Education	Customer reported she was unable to dial out with captions. Through investigating, CSR advised customer to ensure that the caption light is on prior to dialing out on the CapTel phone and performed successful test calls with customer. Customer also inquired about having to announce the required message to comply with the California state privacy laws at the beginning of her telephone calls and whether she had to announce this on every call, even for her frequent callers. CSR advised customer to contact the California Public Utilities Commission for further assistance in regards to the specifics of this law and her legal responsibility.	5/6/2011 2:15:00 PM	within 24 hours	MF
258726	5/9/2011	6:15:00 PM	CapTel	Other	0800-40000	Captions lag too far behind	Customer reported that the captions for the end of her phone conversation were missing and asked if the content could be retrieved. The CapTel user acknowledged they hung up on the call before all the captions where transmitted, and thus missed the end detail. CSR confirmed with customer that conversation content is not kept by the call center and cannot be retrieved after a call has ended for privacy reasons. CSR learned the captionist was captioning with a lag time behind the spoken word more than norm due in part to a fast speaker. CSR also passed call detail to Call Center management who followed up with the CA. The CA's Supervisor will increase monitoring frequency to make sure that delay beyond the norm is not an ongoing issue for this CA.	5/31/2011 12:00:00 PM	over 48 hours	MD
260897	5/18/2011	5:30:00 PM	NA	Service	0800-11020	Answer Time	Customer reported inability to connect to the captioning center on a specific call after placing several other calls with helper. CSR explained that this was very unusual and thanked customer's helper for the feedback. It appears that during the time the call was made, there was an unanticipated spike in call volume which resulted in some calls experiencing longer than usual wait time.	5/18/2011 5:45:00 PM	within 24 hours	MA