

Hamilton Relay Web CapTel

FCC Complaint Report

6/1/10 to 5/31/11

800i--Accuracy of Captions

Customer shared feedback regarding accuracy of captions.

Inquire Date 7/22/2010

Record ID 11625

Call Taken By CTI

CA Number

Responded By TJ

Response Date 7/22/2010

Resolution 7/22/2010

Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service 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.

800i--Accuracy of Captions

Customer shared feedback regarding accuracy of captions and provided specific call data.

Inquire Date 7/30/2010

Record ID 11652

Call Taken By CTI

CA Number 6336

Responded By RC

Response Date 7/30/2010

Resolution 7/30/2010

Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management and follow up was done with the CA by the CA's Supervisor.

800i--Accuracy of Captions

Customer's daughter called and stated the captionists are not typing out what is being said accurately.

Inquire Date 8/2/2010

Record ID 11379

Call Taken By CTI

CA Number

Responded By KW

Response Date 8/2/2010

Resolution 8/2/2010

Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Since customer was unable to provide any specific data, Customer Service 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.

800i--Accuracy of Captions

Customer's son reported general dissatisfaction with the accuracy of captions.

Inquire Date 8/18/2010

Record ID 11438

Call Taken By CTI

CA Number

Responded By MF

Response Date 8/18/2010

Resolution 8/18/2010

Customer Service explained how captions are produced and encouraged him to document dates, times and CA numbers of calls that they find particularly troublesome for further investigating.

800i--Accuracy of Captions

Customer reported disappointment in the operators not making corrections right after the mistake and not spelling names correctly. Customer expressed the need for higher accuracy.

Inquire Date 11/5/2010

Record ID 11822

Call Taken By CTI

CA Number

Responded By TJ

Response Date 11/5/2010

Customer Service apologized to the customer for her experience and explained how captions are generated using voice recognition rather than typing. Customer Service advised customer that if she wishes to document the date and the time of a specific call Customer Service can take further action on her behalf. Customer Service advised customer they have passed on her feedback to Call Center Management as received.

800i--Accuracy of Captions

Customer reported that on occasion the captions are not accurate noting misspelling.

Inquire Date 12/6/2010
Record ID 12161
Call Taken By CTI
CA Number
Responded By TJ
Response Date 12/6/2010
Resolution 12/6/2010

Customer Service asked if there are corrections made after the mistake and customer said sometimes. Customer does not have specific call detail. Customer Service apologized for their experience and thanked customer for taking time to share this with us. Customer Service noted we can take very specific action with the CA's Supervisor and the CA by providing coaching and extra monitoring if the customer provides the date, time and CA# of any future calls where they see this occur. Customer has not reported further.

800i--Accuracy of Captions

Customer reported that the captions are coming through as if they are not in English.

Inquire Date 12/8/2010
Record ID 12174
Call Taken By CTI
CA Number
Responded By TJ
Response Date 12/8/2010
Resolution 12/8/2010

Customer Service apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service noted that if they wish us to take specific follow up with Call Center Management she may provide the date, time and CA# of any future unsatisfactory calls to allow us to perform possible coaching and additional monitoring. Customer Service contacted the customer on 12/14 as follow up and customer reported the transcription has been better and had no specifics to report.

800i--Accuracy of Captions

Customer referenced specific call with misspelled and inaccurate captions and too many corrections. Customer referenced a specific CA #.

Inquire Date 1/12/2011
Record ID 12374
Call Taken By CTI
CA Number 3577
Responded By MM
Response Date 1/12/2011
Resolution 1/12/2011

Customer Service 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. Customer Service followed up by email with extensive detail on the call and customer responded expressing appreciation for the follow up.

800i--Accuracy of Captions

Customer shared feedback regarding accuracy of captions and provided specific call data.

Inquire Date 1/19/2011
Record ID 12407
Call Taken By CTI
CA Number
Responded By RC
Response Date 1/19/2011
Resolution 1/19/2011

Customer Service 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.

800i--Accuracy of Captions

Customer reported two calls with specific call data with incorrect captions where corrections were not issued.

Inquire Date 1/26/2011
Record ID 12471
Call Taken By CTI
CA Number
Responded By KP
Response Date 1/26/2011
Resolution 1/26/2011

Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management and follow up was conveyed to this customer. Customer expressed appreciation with the follow up taken.

800i--Accuracy of Captions

Inquire Date 4/26/2011
Record ID 13098
Call Taken By CTI
CA Number
Responded By ES
Response Date 4/26/2011
Resolution 4/26/2011

Customer shared dissatisfaction regarding the accuracy of captions. Customer gave examples of proper nouns that were misrepresented.

Customer Service apologized and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service noted that if the date and time of the call is shared Customer Service can take very specific follow up action with the CA on the call and their Supervisor for more coaching and mentoring. Customer wanted to just share her concerns and not have to provide specific call detail. Customer Service apologized for her frustration.

800i--Accuracy of Captions

Inquire Date 5/2/2011
Record ID 12979
Call Taken By Customer Service
CA Number
Responded By Lonita
Response Date 5/2/2011
Resolution 5/2/2011

Customer stated that they continually receive “speaker unclear” and “message unclear” on their CapTel phone.

Customer Service explained that this occurs when the CA is unable to identify what has been spoken by the other party. Customer Service suggested that the customer ask the other party to speak up or speak clearly when the messages are received. Customer understood.

800i—Captions – No Captions

Inquire Date 7/26/2010
Record ID 11640
Call Taken By CTI
CA Number
Responded By MP
Response Date 7/26/2010
Resolution 7/26/2010

Customer reported that he could not get captions on the CapTel phone.

Customer Service found that customer had a DSL filter on his DSL modem connection which was blocking the internet connection.

800i--Captions - No Captions

Inquire Date 10/25/2010
Record ID 11189
Call Taken By Customer Service
CA Number
Responded By JA
Response Date 10/25/2010
Resolution 10/25/2010

Customer reported that he is not receiving captions on his CapTel 800i.

Customer Service advised customer to perform a physical reset. Confirmed this resolved customer's experience.

800i--Captions - No Captions

Inquire Date 4/16/2011
Record ID 11189
Call Taken By Customer Service
CA Number
Responded By JA
Response Date 4/16/2011

Customer stated that they are able to make and receive calls, but no captioning is occurring. Customer stated that they receive an error that says “captions unavailable, unable to connect, check network settings”.

Customer Service discovered that the customer was using the device in an office setting. Customer Service worked with the telephone administrator to ensure proper settings. Customer was able to place a call successfully.

800i--Captions - Stop during call

Inquire Date 5/22/2011
Record ID 13127
Call Taken By Customer Service
CA Number
Responded By Miranda
Response Date 5/22/2011
Resolution 5/22/2011

Customer stated that the captions occasionally stop during the middle of the conversation.

Customer Service explained how their internet connection can affect the call. Customer Service suggested a physical reset of the device, which was successful and customer was satisfied.

800i--Captions - Stop during call

Inquire Date 5/22/2011
Record ID 13125
Call Taken By Customer Service
CA Number
Responded By Miranda
Response Date 5/22/2011
Resolution 5/22/2011

Customer stated that the captions occasionally stop during the middle of the conversation.

Customer Service explained how their internet connection can affect the call. Customer Service suggested a physical reset of the device, which was successful and customer was satisfied.

800i--Captions - Stop during call

Inquire Date 5/28/2011
Record ID 13149
Call Taken By Customer Service
CA Number
Responded By Chuck
Response Date 5/28/2011
Resolution 5/28/2011

Customer stated that the captions occasionally stop during the middle of the conversation.

Customer Service explained how their internet connection can affect the call. Customer Service suggested a physical reset of the device, which was successful and customer was satisfied.

800i--Captions - Stop in Middle of Call

Inquire Date 4/30/2011
Record ID 12976
Call Taken By Customer Service
CA Number
Responded By Jacque
Response Date 4/30/2011
Resolution 4/30/2011

Customer stated that the captions occasionally stop during the middle of the conversation.

Customer Service explained how their internet connection can affect the call. Customer Service suggested a physical reset of the device, which was successful and customer was satisfied.

800i--Captions Lag Too Far Behind Voice

Inquire Date 7/8/2010
Record ID 11894
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2010
Resolution 7/8/2010

Customer stated that they had experienced increased lag time on their captioning.

Customer Service placed test calls with the customer, which displayed the normal lag time of 3-4 seconds behind voicing of the other party. Customer Service explained that their internet connection may have been affecting the display time. Customer understood.

800i--Captions Lag Too Far Behind Voice

Inquire Date 7/16/2010
Record ID 11610
Call Taken By CTI
CA Number
Responded By KS
Response Date 7/16/2010
Resolution 7/16/2010

Customer reported captions lagging further than normal.

Customer Service shared troubleshooting tips including removing DSL filters if telephone line is not DSL. Also asked several questions to try to determine the cause of the experience and offered further assistance at customer's convenience.

800i--Captions Lag Too Far Behind Voice

Inquire Date 9/10/2010
Record ID 11354
Call Taken By CTI
CA Number
Responded By MM
Response Date 9/10/2010
Resolution 9/10/2010

Customer's relative reported captions that lagged behind the spoken words on a specific call.

Customer Service apologized for incidence and thanked customer for the feedback. Customer Service sent specifics of call detail to Call Center management for follow up with the CA by the CA's Supervisor. Customer Service also advised use of a DSL filter as a trouble ticket logged indicated static and audio issues on a call. Customer reported she believes this helped the circumstance.

800i--Captions Lag Too Far Behind Voice

Inquire Date 4/28/2011
Record ID 12967
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/29/2011
Resolution 4/29/2011

Customer stated that they had experienced increased lag time on their captioning.

Customer Service placed test calls with the customer, which displayed the normal lag time of 3-4 seconds behind voicing of the other party. Customer Service explained that their internet connection may have been affecting the display time. Customer understood.

800i--Dialing Issue - Can't Dial Out In Caption Mode Customer reported that he is unable to dial out at all but receives incoming calls successfully. Customer Service advised customer to test the CapTel phone at another location. Customer's wife confirmed the phone is now functioning correctly.

Inquire Date 7/27/2010
Record ID 11654
Call Taken By CTI
CA Number
Responded By KP
Response Date 7/27/2010
Resolution 7/27/2010

800i--Dialing Issue - Can't Dial Out In Caption Mode Customer stated they were having difficulty established a caption connection on the 800i and the CapTel representative wanted to verify user information because it was listed under another name.

Inquire Date 8/24/2010
Record ID 11064
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/24/2010
Resolution 8/24/2010

Customer Service verified that the granddaughter called in for the customer and also provided instructions so that the the user would be able to establish a connection. Customer was satisfied.

800i--Service - General Customer reported the inability to get captions on the CapTel 800i.

Inquire Date 10/7/2010
Record ID 11234
Call Taken By CTI
CA Number
Responded By MM
Response Date 10/7/2010
Resolution 10/7/2010

Customer Service found that customer has a one-port modem that is currently being used to connect his computer to the internet. Customer Service advised customer to contact his internet service provider to inquire about obtaining a modem with multiple ethernet ports and inquire about what type of equipment he would need to connect more than one device to the internet.

800i--Service - General Customer reported the inability to dial out from her CapTel with captions.

Inquire Date 12/13/2010
Record ID 12187
Call Taken By CTI
CA Number
Responded By JL
Response Date 12/13/2010
Resolution 12/13/2010

Customer Service advised the customer that on December 12th CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon CapTel continued to process calls throughout the day however answer times were affected. Customer Service confirmed with customer that they are now able to make and receive captioned calls successfully without delay.

800i--Service - General

Inquire Date 12/20/2010
Record ID 12200
Call Taken By CTI
CA Number
Responded By MM
Response Date 12/20/2010
Resolution 12/20/2010

Customer reported seeing "Waiting for CapTel Operator".

Customer Service 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. Customer Service confirmed the customer is now able to make their captioned call successfully without delay.

800i--Service - General

Inquire Date 12/20/2010
Record ID 12209
Call Taken By CTI
CA Number
Responded By JS
Response Date 12/20/2010
Resolution 12/20/2010

Customer's son-in-law reported that the CapTel user is getting a message that captioning line is ringing on their CapTel.

Customer Service 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. Customer Service confirmed the customer is now able to make their captioned call successfully without delay.

800i--Service - General

Inquire Date 12/20/2010
Record ID 12211
Call Taken By CTI
CA Number
Responded By AA
Response Date 12/20/2010
Resolution 12/20/2010

Customer indicated that he saw the message "Waiting for CapTel Operator" message.

Customer Service 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. Customer Service confirmed the customer is now able to make their captioned call successfully without delay.

800i - Service - General

Inquire Date 12/20/2010
Record ID 12201
Call Taken By CTI
CA Number
Responded By MM
Response Date 12/20/2010
Resolution 12/20/2010

Customer called indicating that she was unable to place an outbound call on her CapTel phone 800i the prior day.

Customer Service 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. Customer Service confirmed the customer is now able to make their captioned call successfully without delay.

800i - Service - General

Inquire Date 12/20/2010
Record ID 12210
Call Taken By CTI
CA Number
Responded By AG
Response Date 12/20/2010
Resolution 12/20/2010

Customer reported the "Waiting for CapTel Operator" message on their screen.

Customer Service 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. Customer Service confirmed the customer is now able to make their captioned call successfully without delay.

800i--Service - General

Inquire Date 1/6/2011

Record ID 12349

Call Taken By CTI

CA Number

Responded By JH

Response Date 1/6/2011

Resolution 1/6/2011

Customer stated they were receiving "Waiting for CapTel Operator" message.

Customer Service 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. Customer Service confirmed customer is able to get captions now.

800i—Service – General

Customer stated that the caller ID did not display when they received a call.

Inquire Date 7/14/2010
Record ID 10991
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/14/2010
Resolution 7/14/2010

Customer Service requested call information, but the customer disconnected. There has been no further contact from the customer.

800i – Service - General

Customer reported seeing “Waiting for CapTel operator” message.

Inquire Date 1/7/2011
Record ID 12353
Call Taken By CTI
CA Number
Responded By JH
Response Date 1/7/2011
Resolution 1/7/2011

Customer Service 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. Customer Service confirmed customer is able to get captions now.

800i--Service - General

Customer's reported that they were experiencing “Waiting for CapTel operator” message.

Inquire Date 1/20/2011
Record ID 12423
Call Taken By CTI
CA Number
Responded By JM
Response Date 1/20/2011
Resolution 1/20/2011

Customer Service 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 normal. Customer Service apologized for any inconvenience this may have caused.

800i--Service - General

CapTel user's wife reported they were seeing “Waiting for CapTel Operator” on the screen.

Inquire Date 2/2/2011
Record ID 12508
Call Taken By CTI
CA Number
Responded By JS
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing “Waiting for CapTel Operator”.

Inquire Date 2/2/2011
Record ID 12512
Call Taken By CTI
CA Number
Responded By TJ
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12511
Call Taken By CTI
CA Number
Responded By DF
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i -- Service – General

Customer reported experiencing a longer than normal wait for a captionist when trying to place calls.

Inquire Date 2/2/2011
Record ID 12521
Call Taken By CTI
CA Number
Responded By JM
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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 both a "state of emergency" and a "civil danger" warning. 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12509
Call Taken By CTI
CA Number
Responded By JS
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12507
Call Taken By CTI
CA Number
Responded By DF
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12513
Call Taken By CTI
CA Number
Responded By EY
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12514
Call Taken By CTI
CA Number
Responded By MM
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12515
Call Taken By CTI
CA Number
Responded By TJ
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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 both a "state of emergency" and a "civil danger" warning. 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12516
Call Taken By CTI
CA Number
Responded By EY
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12517
Call Taken By CTI
CA Number
Responded By RC
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12518
Call Taken By CTI
CA Number
Responded By JL
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12519
Call Taken By CTI
CA Number
Responded By CH
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12520
Call Taken By CTI
CA Number
Responded By JM
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12522
Call Taken By CTI
CA Number
Responded By JA
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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 both a "state of emergency" and a "civil danger" warning. 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12523
Call Taken By CTI
CA Number
Responded By JL
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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 both a "state of emergency" and a "civil danger" warning. 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. Customer Service followed up and customer was happy captions were again working and understood the explanation.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12510
Call Taken By CTI
CA Number
Responded By MM
Response Date 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12531
Call Taken By CTI
CA Number
Responded By KP
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12532
Call Taken By CTI
CA Number
Responded By KP
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12525
Call Taken By CTI
CA Number
Responded By EY
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12533
Call Taken By CTI
CA Number
Responded By JA
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12524
Call Taken By CTI
CA Number

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were

Responded By JM
Response Date 2/2/2011
Resolution 2/2/2011

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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported seeing "Waiting for CapTel Operator".

Inquire Date 2/2/2011
Record ID 12529
Call Taken By CTI
CA Number
Responded By KP
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported being unable to make captioned calls.

Inquire Date 2/2/2011
Record ID 12526
Call Taken By CTI
CA Number
Responded By JM
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer's mother reported that customer is unable to receive captions on either of her CapTel phones.

Inquire Date 2/2/2011
Record ID 12527
Call Taken By CTI
CA Number
Responded By JM
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer said it is taking longer than usual to connect to captions.

Inquire Date 2/2/2011
Record ID 12528
Call Taken By CTI
CA Number
Responded By JL
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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 both a "state of emergency" and a "civil danger" warning. 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported experiencing a longer than normal wait for a captionist.

Inquire Date 2/2/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard

Record ID 12530
Call Taken By CTI
CA Number
Responded By JL
Response Date 2/2/2011
Resolution 2/2/2011

conditions. Customer Service 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 Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported no captions on 2-2-2011.

Inquire Date 2/3/2011
Record ID 12535
Call Taken By CTI
CA Number
Responded By TJ
Response Date 2/3/2011
Resolution 2/3/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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 both a "state of emergency" and a "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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

800i--Service - General

Customer reported that he saw the captionist was unavailable when trying to place calls on 2/2/11.

Inquire Date 2/3/2011
Record ID 12542
Call Taken By CTI
CA Number
Responded By AG
Response Date 2/3/2011
Resolution 2/3/2011

Customer Service advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service 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. Customer Service confirmed with customer they are able to make and receive calls in a timely manner.

CapTel--Service - General

Customer stated that when logging into Web CapTel, they receive "connection interrupted" message.

Inquire Date 12/7/2010
Record ID 12050
Call Taken By Customer Service
CA Number
Responded By Lacey
Response Date 12/7/2010
Resolution 12/7/2010

Customer Service discovered that the user was registered with both Hamilton and Sprint. Customer Service suggested that the customer log off their other account and then attempt to log in again. Customer was able to log in.

CapTel--Service - General

Customer stated that they were receiving captions on their last call, that were not a conversation that they had not participated in.

Inquire Date 12/21/2010
Record ID 12102
Call Taken By Customer Service
CA Number
Responded By Jennifer
Response Date 12/21/2010
Resolution 12/21/2010

Customer Service attempted to acquire call information, but customer disconnected. There has been no further contact with the customer.

CapTel--Service - General

Customer stated that they were receiving captions on their last call, that were not a conversation that they had not participated in.

***Inquire Date 12/21/2010
Record ID 12103
Call Taken By Customer Service
CA Number
Responded By Nikki
Response Date 12/21/2010
Resolution 12/21/2010***

Customer Service attempted to acquire call information, but customer disconnected. There has been no further contact with the customer.

CapTel--Service - General

Customer stated that they were not receiving captioning.

***Inquire Date 12/23/2010
Record ID 12106
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 12/23/2010
Resolution 12/23/2010***

Customer Service attempted to acquire call information, but customer disconnected. There has been no further contact with the customer.

CapTel--Service - General

Customer stated that they were losing calls using Web CapTel.

***Inquire Date 2/15/2011
Record ID 12828
Call Taken By Customer Service
CA Number
Responded By Rebecca
Response Date 2/15/2011
Resolution 2/15/2011***

Customer Service discovered that the customer was having difficulty with their internet. Customer Service explained that if the customer was experiencing service interruption the call would drop. Customer Service directed customer to their internet provider. Customer understood.

CapTel--Service - General

Customer Service stated that they were experiencing difficulties with Web CapTel.

***Inquire Date 3/14/2011
Record ID 12881
Call Taken By Customer Service
CA Number
Responded By Jill
Response Date 3/14/2011
Resolution 3/14/2011***

Customer Service attempted to acquire call information, but customer disconnected. There has been no further contact from the customer.

CapTel—Service -General

Customer stated that they were receiving an error when attempting to log in.

***Inquire Date 7/1/2010
Record ID 10838
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/1/2010
Resolution 7/1/2010***

Customer Service discovered an issue with the internal server, which was resolved immediately. Customer was able to log in and place calls. Customer was satisfied.

Captel--Service--General

Customer stated that they were not able to log in.

Inquire Date 7/1/2010
Record ID 10837
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/1/2010
Resolution 7/1/2010

Customer Service discovered an issue with the internal server, which was resolved immediately. Customer was able to log in and place calls. Customer was satisfied.

Captel--Technical - General

Customer stated that they are receiving an error stating that their number was in use.

Inquire Date 7/6/2010
Record ID 10850
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/6/2010
Resolution 7/6/2010

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Customer stated that they are receiving an error stating that their number was in use.

Inquire Date 6/25/2010
Record ID 10940
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/25/2010
Resolution 6/25/2010

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Customer stated that they are receiving an error stating that their number was in use.

Inquire Date 6/29/2010
Record ID 10945
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/29/2010
Resolution 6/29/2010

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Customer stated they were experiencing difficulty placing a call. Customer did not receive any captions and the number that came up was not the number they wanted to dial.

Inquire Date 7/1/2010
Record ID 10954
Call Taken By Customer Service
CA Number

Customer Service discovered that the customer was not inputting a complete number. Customer Service was able to offer suggestions to resolve the issue. Customer was able to place a successful call and customer was satisfied.

Responded By Tina
Response Date 7/1/2010
Resolution 7/1/2010

Captel--Unable to make captioned calls

Inquire Date 7/2/2010
Record ID 10958
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/2/2010
Resolution 7/2/2010

Customer stated they were unable to place a captioned call.

Customer Service discovered that the customer was not logged in, due to an incorrect password. Customer Service assisted the customer and a successful call was placed.

Captel--Unable to make captioned calls

Inquire Date 7/12/2010
Record ID 10986
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/12/2010
Resolution 7/12/2010

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Inquire Date 7/19/2010
Record ID 10996
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/19/2010
Resolution 7/19/2010

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Inquire Date 8/16/2010

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in

Record ID 11069
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/16/2010
Resolution 8/16/2010

and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Inquire Date 8/16/2010
Record ID 11125
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/16/2010
Resolution 8/16/2010

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Inquire Date 8/24/2010
Record ID 11061
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/24/2010
Resolution 8/24/2010

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Inquire Date 8/25/2010
Record ID 11063
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/25/2010
Resolution 8/25/2010

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Customer stated that they are receiving an error stating that their number was in use.

Customer Service explained that the customer may not have logged off completely on a prior

Inquire Date 11/18/2010
Record ID 12025
Call Taken By Customer Service
CA Number
Responded By Christy
Response Date 11/18/2010
Resolution 11/18/2010

call. Customer Service explained how to log off correctly. Customer was then able to log in and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Inquire Date 1/11/2011
Record ID 11966
Call Taken By Customer Service
CA Number
Responded By Bennett
Response Date 1/11/2011
Resolution 1/11/2011

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer was able to do so and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Inquire Date 12/13/2010
Record ID 12075
Call Taken By Customer Service
CA Number
Responded By Christy
Response Date 12/13/2010
Resolution 12/13/2010

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer was able to do so and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Inquire Date 12/13/2010
Record ID 12074
Call Taken By Customer Service
CA Number
Responded By Nikki
Response Date 12/13/2010
Resolution 12/13/2010

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer was able to do so and place a call. Customer was satisfied.

Capitel--Unable to make captioned calls

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer

Inquire Date 1/13/2011
Record ID 11977
Call Taken By Customer Service
CA Number
Responded By Christy
Response Date 1/13/2011
Resolution 1/13/2011

was able to do so and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Inquire Date 1/20/2011
Record ID 12720
Call Taken By Customer Service
CA Number
Responded By Brenda
Response Date 1/20/2011
Resolution 1/20/2011

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer was able to do so and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

Inquire Date 1/21/2011
Record ID 12723
Call Taken By Customer Service
CA Number
Responded By Tess
Response Date 1/21/2011
Resolution 1/21/2011

Customer stated experiencing difficulties placing a captioned call.

Customer Service discovered that the customer's internet service was experiencing a service interruption. Customer contacted their internet provider.

Captel--Unable to make captioned calls

Inquire Date 1/21/2011
Record ID 12724
Call Taken By Customer Service
CA Number
Responded By Kevin
Response Date 1/21/2011
Resolution 1/21/2011

Customer stated experiencing difficulties placing a captioned call.

Customer Service discovered that the customer's internet service was experiencing a service interruption. Customer contacted their internet provider.

Captel--Unable to make captioned calls

***Inquire Date 2/25/2011
Record ID 12851
Call Taken By Customer Service
CA Number
Responded By Angela
Response Date 2/25/2011
Resolution 2/25/2011***

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer was able to do so and place a call. Customer was satisfied.

Captel--Unable to make captioned calls

***Inquire Date 3/7/2011
Record ID 12866
Call Taken By Customer Service
CA Number
Responded By Jill
Response Date 3/7/2011
Resolution 3/7/2011***

Customer stated experiencing difficulties placing a captioned call.

Customer Service attempted to acquire information, but customer disconnected. There has been no further contact from the customer.

Captel--Unable to make captioned calls

***Inquire Date 11/4/2010
Record ID 11995
Call Taken By Customer Service
CA Number
Responded By David
Response Date 11/4/2010
Resolution 11/4/2010***

Customer stated experiencing difficulties placing a captioned call.

Customer Service explained how to clear their cookies and temporary internet files. Customer was able to do so and place a call. Customer was satisfied.

Mobile--Captions - Stop In Middle Of Call

***Inquire Date 7/7/2010
Record ID 10853
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/7/2010
Resolution 7/7/2010***

Customer stated that they were not able to scroll on their iPhone and then the captions stopped in the middle of the call.

Customer Service discovered that the customer was using the browser version and suggested downloading the app. Customer downloaded the app, which resolved their issue.

Mobile--Captions -- stop in middle of call

Customer stated that they were not able to scroll on their iPhone and then the captions stopped in the middle of the call.

Inquire Date 7/12/2010

Record ID 10984

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 7/12/2010

Resolution 7/12/2010

Customer Service discovered that the customer was using the browser version and suggested downloading the app. Customer downloaded the app, which resolved their issue.

Mobile--Captions -- stop in middle of call

Customer stated that the captioning on their iPhone is interrupted and then the page tries to reconnect, but fails.

Inquire Date 4/27/2011
Record ID 12977
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/2/2011
Resolution 5/2/2011

Customer Service explained that there was an update to the app. Customer received the update and customer was able to complete a call.

Mobile--Captions -- stop in middle of call

Customer stated that the captioning on their iPhone is interrupted.

Inquire Date 5/19/2011
Record ID 13169
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Customer Service explained that there was an update to the app. Customer received the update and customer was able to complete a call.

Mobile--Captions -- stop in middle of call

Customer stated that the captioning on their mobile device was interrupted.

Inquire Date 5/21/2011
Record ID 13124
Call Taken By Customer Service
CA Number
Responded By Miranda
Response Date 5/21/2011
Resolution 5/21/2011

Customer Service discovered that the customer was in a poor coverage area. Customer attempted their call at a different location, which was successful.

Mobile--Connection Issues

Customer stated that their iPhone app was not saving their log in information or their telephone number.

Inquire Date 7/11/2010
Record ID 10869
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/11/2010
Resolution 7/11/2010

Customer Service discovered that the customer had attempted to change their registration. The technical department manually registered the customer and cleared all previous registrations. Customer was able to save their log in information and telephone number.

Mobile--Connection Issues

Customer stated that they were attempting a call, but it did not connect with CapTel.

Inquire Date 7/21/2010
Record ID 10904
Call Taken By Customer Service
CA Number
Responded By Ora
Response Date 7/21/2010
Resolution 7/21/2010

Customer Service discovered that the customer was using the iPhone with Safari browser. Customer cleared the cookies and attempted the call. Customer was able to connect properly.



Mobile--Connection Issues

Customer stated that they were receiving an error message on their iPhone.

Inquire Date 7/29/2010
Record ID 10926
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/29/2010
Resolution 7/29/2010

Customer Service attempted to acquire call information, but customer disconnected. There has been no further contact from the customer.

Mobile-Connection Issues

Customer stated they were unable to connect to Web CapTel on their mobile device.

Inquire Date 12/27/2010
Record ID 12112
Call Taken By Customer Service
CA Number A
Responded By Jill
Response Date 12/27/2010
Resolution 12/27/2010

Customer Service discovered they were using a phone that was not compatible with Web CapTel. Customer Service explained which devices were compatible with Web CapTel. Customer understood.

Mobile—Connection Issues

Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 12/3/2010
Record ID 12049
Call Taken By Customer Service
CA Number
Responded By Christy
Response Date 12/3/2010
Resolution 12/3/2010

Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.

Mobile—Connection Issues

Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 12/3/2010
Record ID 12048
Call Taken By Customer Service
CA Number
Responded By Angela
Response Date 12/3/2010
Resolution 12/3/2010

Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.

Mobile—Connection Issues

Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 12/10/2010
Record ID 12066
Call Taken By Customer Service
CA Number
Responded By Brenda
Response Date 12/10/2010
Resolution 12/10/2010

Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.

Mobile—Connection Issues Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 12/10/2010
Record ID 12061 Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.
Call Taken By Customer Service
CA Number
Responded By Angela
Response Date 12/10/2010
Resolution 12/10/2010

Mobile—Connection Issues Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 12/13/2010
Record ID 12070 Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.
Call Taken By Customer Service
CA Number
Responded By Christy
Response Date 12/13/2010
Resolution 12/13/2010

Mobile—Connection Issues Customer stated they are unable to hear their caller on their Blackberry.

Inquire Date 12/30/2010
Record ID 12121 Customer Service explained how to receive a call using the Blackberry application. Customer placed a test call, which was successful. Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By Bonnie
Response Date 12/30/2010
Resolution 12/30/2010

Mobile—Connection Issues Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 1/5/2011
Record ID 11955 Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.
Call Taken By Customer Service
CA Number
Responded By Bennett
Response Date 1/5/2011
Resolution 1/5/2011

Mobile—Connection Issues Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 1/6/2011
Record ID 11957 Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.
Call Taken By Customer Service
CA Number
Responded By Bennett
Response Date 1/6/2011
Resolution 1/6/2011

Mobile—Connection Issues Customer is unable to place a call using her Android phone. Customer receives a message “All lines are busy”.

Inquire Date 1/11/2011
Record ID 11969
Call Taken By Customer Service
CA Number
Responded By Jill
Response Date 1/11/2011
Resolution 1/11/2011

Customer Service apologized and forwarded information to the technical department. The technical department resolved the connection issue and customer was notified.

Mobile—Connection Issues

Customer stated that after placing the call they are never able to speak to their party.

Inquire Date 1/11/2011
Record ID 11965
Call Taken By Customer Service
CA Number
Responded By Bennett
Response Date 1/11/2011
Resolution 1/11/2011

Customer Service discovered the customer was using a Verizon wireless device. Customer Service explained how to connect to Mobile CapTel through Verizon. Customer was satisfied.

Mobile—Connection Issues

Customer stated they are unable to receive captions after updating their iPhone.

Inquire Date 1/13/2011
Record ID 11978
Call Taken By Customer Service
CA Number
Responded By Kevin
Response Date 1/13/2011
Resolution 1/13/2011

Customer Service stated that information would be forwarded to the technical department. The technical department suggested customer reinstall the application. Customer was notified and was able to process a call.

**Mobile—Connection Issues—
stop in middle of call**

Customer stated that the captions stopped during the middle of their call. Customer stated that they were using Mobile CapTel.

Inquire Date 8/17/2010
Record ID 11082
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/17/2010
Resolution 8/17/2010

Customer Service discovered customer was using the Verizon network. Customer Service explained how to process a Mobile CapTel call through Verizon. Customer was satisfied.

Mobile—Connection issues

Customer stated that they were unable to connect to captioning on their mobile phone.

Inquire Date 8/17/2010
Record ID 11086
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/17/2010
Resolution 8/17/2010

Customer Service discovered customer was using the Verizon network. Customer Service explained how to process a Mobile CapTel call through Verizon. Customer was satisfied.

Mobile--Connection Issues

Customer stated they are unable to connect using their Blackberry.

Inquire Date 9/20/2010
Record ID 11135
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/20/2010
Resolution 9/20/2010

Customer Service suggested customer reinstall the application. Customer reinstalled application and placed a test call, which was successful. Customer was satisfied.

Mobile—Connection Issues

Customer stated that they were unable to connect to captioning on their mobile phone.

Inquire Date 7/8/2010
Record ID 10865
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2010
Resolution 7/8/2010

Customer Service discovered customer was using the Verizon network. Customer Service explained how to process a Mobile CapTel call through Verizon. Customer was satisfied.

Mobile—Connection Issues

Customer stated they are unable to place a call using Mobile CapTel as it keeps reloading the main page of the application.

Inquire Date 7/20/2010
Record ID 10899
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/20/2010
Resolution 7/20/2010

Customer Service advised customer to clear the temporary cache and cookie folder and restart the device. Customer reset their equipment and placed a test call, which was successful. Customer was satisfied.

Mobile—Connection Issues

Customer stated they are unable to log in on the iPhone application, but can log in using the internet on Web CapTel.

Inquire Date 4/29/2011
Record ID 12986
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/29/2011
Resolution 4/29/2011

Customer Service verified log in information was correct and stated information would be forwarded to the technical department. The technical department reset customer's account and customer was notified. Customer placed a test call, which was successful. Customer was satisfied.

Mobile—Connection Issue

Customer stated they are unable to place a call using Mobile CapTel as it keeps reloading the main page of the application.

Inquire Date 5/2/2011
Record ID 12989
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/2/2011
Resolution 5/2/2011

Customer Service discovered the customer is using Verizon. Customer Service explained how to process a Mobile CapTel call through Verizon's network. Customer understood.

<p>Mobile—Connection Issues</p> <p><i>Inquire Date 5/14/2011</i> <i>Record ID 13118</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By Lori</i> <i>Response Date 5/14/2011</i> <i>Resolution 5/14/2011</i></p>	<p>Customer was unable to log into their Web CapTel account to place a call.</p> <p>Customer Service verified the customer was using the correct username and password and assisted customer with log in. Customer able to log in successfully and update their account. Customer satisfied.</p>
<p>Mobile—Connection Issues</p> <p><i>Inquire Date 5/16/2011</i> <i>Record ID 13183</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By Diane</i> <i>Response Date 5/30/2011</i> <i>Resolution 5/30/2011</i></p>	<p>Customer stated they are unable to place a call using Mobile CapTel as it keeps reloading the main page of the application.</p> <p>Customer Service discovered the customer is using Verizon. Customer Service explained how to process a Mobile CapTel call through Verizon's network. Customer understood.</p>
<p>Mobile—Connection Issues</p> <p><i>Inquire Date 5/31/2011</i> <i>Record ID 13199</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By Lonita</i> <i>Response Date 5/31/2011</i> <i>Resolution 5/31/2011</i></p>	<p>Customer stated they are unable to receive calls through Mobile CapTel as they keep getting logged out of their account.</p> <p>Lead CA apologized and stated information would be forwarded to the technical department. The technical department discovered the customer was using a phone that was not currently compatible with Mobile CapTel. Customer was notified and placed on the notification list for the new application release. Customer was satisfied.</p>
<p>Mobile—Connection Issues</p> <p><i>Inquire Date 7/29/2010</i> <i>Record ID 10925</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By</i> <i>Response Date 7/29/2010</i> <i>Resolution 7/29/2010</i></p>	<p>Customer stated that they were unable to log into their Web CapTel account to place a call. Customer stated they receive an error "the account is already in use".</p> <p>Customer Service verified the customer was using the correct username and password and assisted customer with log in. Customer Service verified that the customer was not logged in on their computer at the same time. Customer was able to log on successfully and update their account. Customer satisfied.</p>
<p>Mobile—Connection Issues</p> <p><i>Inquire Date 8/16/2010</i> <i>Record ID 11078</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By Tina</i> <i>Response Date 8/16/2010</i> <i>Resolution 8/16/2010</i></p>	<p>Customer was unable to log into their Web CapTel account to place a call.</p> <p>Customer Service verified the customer was using the correct username and password and assisted customer with log in. Customer was able to log in successfully and update their account. Customer satisfied.</p>

Mobile--Registration Assistance Customer stated difficulties with registering for Hamilton Web CapTel.
Inquire Date 6/4/2010 Customer Service manually registered the customer. Customer placed a test call, which was
Record ID 10564 successful. Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/4/2010
Resolution 6/4/2010

Mobile--Registration Assistance Customer stated they forgot their username and password.
Inquire Date 6/18/2010 Customer Service gathered information and forwarded it to the technical department for
Record ID 11017 verification. The information was verified and log in information was sent to the customer.
Call Taken By Customer Service Customer was satisfied.
CA Number
Responded By Tina
Response Date 6/18/2010
Resolution 6/18/2010

Mobile--Registration Assistance Customer stated they were having problems with their log in information.
Inquire Date 7/9/2010 Customer Service forwarded information to the technical department for verification.
Record ID 10972 Customer's user name and password were verified and information was emailed to the
Call Taken By Customer Service customer.
CA Number
Responded By Tina
Response Date 7/9/2010
Resolution 7/9/2010

Mobile--Registration Assistance Customer stated they were having problems with their registration.
Inquire Date 7/9/2010 Customer Service explained how to register and offered assistance with the process. Customer
Record ID 10975 was able to register and place a call successfully. Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/9/2010
Resolution 7/9/2010

Mobile--Registration Assistance Customer stated they were unable to register because of the validation code.
Inquire Date 7/21/2010 Customer Service assisted customer with the online registration and validation code.
Record ID 11028 Customer was satisfied.
Call Taken By Customer Service
CA Number
Responded By Miranda
Response Date 7/21/2010
Resolution 7/21/2010

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 8/12/2010
Record ID 11076
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/12/2010
Resolution 8/12/2010

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 8/13/2010
Record ID 11042
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/13/2010
Resolution 8/13/2010

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 1/19/2011
Record ID 12128
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 1/19/2011
Resolution 1/19/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 3/31/2011
Record ID 12680
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/1/2011
Resolution 4/1/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 4/30/2011
Record ID 12974
Call Taken By Customer Service
CA Number
Responded By Trisha
Response Date 4/30/2011
Resolution 4/30/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/6/2011
Record ID 12982
Call Taken By Customer Service
CA Number
Responded By Miranda
Response Date 5/6/2011
Resolution 5/6/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/7/2011
Record ID 12984
Call Taken By Customer Service
CA Number
Responded By Chuck
Response Date 5/7/2011
Resolution 5/7/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/11/2011
Record ID 13191
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/13/2011
Record ID 13133
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/13/2011
Resolution 5/13/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/14/2011
Record ID 13193
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/18/2011 Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.
Record ID 13163
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/19/2011 Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.
Record ID 13170
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Mobile--Registration Assistance Customer stated they were having problems with their registration.

Inquire Date 5/20/2011 Customer Service explained how to register and offered assistance with the process. Customer was able to register and place a call successfully. Customer was satisfied.
Record ID 13164
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Mobile--Service-General Customer stated difficulties placing calls with their Blackberry through Verizon.

Inquire Date 9/17/2010 Customer Service explained how to process a call using Verizon's network. Customer was able to place a successful call. Customer was satisfied.
Record ID 11132
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/17/2010
Resolution 9/17/2010

Mobile--Service-General Customer stated difficulties placing calls with their Blackberry through Verizon.

Inquire Date 9/21/2010 Customer Service explained how to process a call using Verizon's network. Customer was able to place a successful call. Customer was satisfied.
Record ID 11137
Call Taken By Customer Service
CA Number
Responded By Alton
Response Date 9/21/2010
Resolution 9/21/2010

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 12/10/2010
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 12/10/2010
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated after each call on their Blackberry they must log back in to place another call.

Inquire Date 12/10/2010
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Kevin
Response Date 12/10/2010
Resolution 12/10/2010

Customer Service apologized and information was forwarded to the technical department. The technical department resolved the issue and customer was notified to install the update to the application. Customer installed the update and placed a test call, which was successful. Customer was satisfied.

Mobile--Service-General

Customer stated they are unable to place a call using Mobile CapTel.

Inquire Date 12/10/2010
Record ID 12069
Call Taken By Customer Service
CA Number
Responded By Jill
Response Date 12/10/2010
Resolution 12/10/2010

Customer Service advised customer of the settings for their Internet Browser and their system to allow for a Mobile CapTel call to be placed. Customer reset settings and placed a test call, which was successful. Customer was satisfied.

Mobile--Service - General

Customer stated that after running an update to the iPhone he is unable to access the contact list.

Inquire Date 12/13/2010
Record ID 12071
Call Taken By Customer Service
CA Number
Responded By Jennifer
Response Date 12/13/2010
Resolution 12/13/2010

Customer Service was attempting to gather information, but customer disconnected. There has been no further contact from the customer.

Mobile--Service-General

Customer stated they received a connection failed error message when attempting to log into Mobile CapTel.

Inquire Date 12/13/2010
Record ID 12072
Call Taken By Customer Service
CA Number
Responded By Lacey
Response Date 12/13/2010
Resolution 12/13/2010

Customer Service explained how to clear all temporary files and reset the device. Customer reset the equipment and placed a test call, which was successful. Customer was satisfied.

Mobile--Service - General

Customer stated they were unable to switch back to caption screen after answering the call on their iPhone.

Inquire Date 12/14/2010
Record ID 11980
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 2/14/2010
Resolution 2/14/2010

Customer Service suggested customer clear the temporary files and restart the device. Customer was still unable to go back to caption screen. Customer Service directed customer to AT&T wireless. Customer was able to resolve the issue with their wireless provider. Customer was able to place call and were satisfied.

Mobile--Service - General

Customer stated they were unable to switch back to caption screen after answering the call on their iPhone.

Inquire Date 1/13/2011
Record ID 11980
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 1/13/2011
Resolution 1/13/2011

Customer Service suggested customer clear the temporary files and restart the device. Customer was still unable to go back to caption screen. Customer Service directed customer to AT&T wireless. Customer was able to resolve the issue with their wireless provider. Customer was able to place call and were satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 12/17/2010
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Kelly
Response Date 12/17/2010
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 1/19/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Rebecca
Response Date 1/19/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 1/20/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 1/20/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 1/31/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 1/31/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 2/6/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Kevin
Response Date 2/6/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 2/15/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Rebecca
Response Date 2/15/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 3/3/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Jessica
Response Date 3/3/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 3/17/2011
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Holly
Response Date 3/17/2011
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 6/30/2010
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/30/2010
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Service-General

Customer stated they were unable to view captions on their iPhone4.

Inquire Date 7/8/2010
Record ID 12065
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2010
Resolution 4/29/2011

Customer Service explained that Mobile CapTel was not compatible at this time for the iPhone4. Customer Service stated that the customer would be notified when available. Customer understood. Customer was contacted when the iPhone4 update was implemented on 4/29/2011. Customer was satisfied.

Mobile--Technical - General

Customer stated their iPhone would not scroll through the entire conversation.

Inquire Date 7/7/2010
Record ID 10856
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/7/2010
Resolution 7/7/2010

Customer Service forwarded information to the technical department. The technical department resolved the issue with application. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated their iPhone would not scroll through the entire conversation.

Inquire Date 7/8/2010
Record ID 10862
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2010
Resolution 7/8/2010

Customer Service forwarded information to the technical department. The technical department resolved the issue with application. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical -- General

Customer stated they receive an error message that their number was in use.

Inquire Date 7/27/2010
Record ID 11008
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/27/2010
Resolution 7/27/2010

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical -- General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/17/2011
Record ID 12916
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/17/2011
Resolution 4/17/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/24/2011
Record ID 12960
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/26/2011
Resolution 4/26/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/24/2011
Record ID 12961
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/26/2011
Resolution 4/26/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/25/2011
Record ID 12959
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/26/2011
Resolution 4/26/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/25/2011
Record ID 12955
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/26/2011
Resolution 4/26/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/26/2011
Record ID 12962
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/26/2011
Resolution 4/26/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 4/28/2011
Record ID 12971
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/29/2011
Resolution 4/29/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 5/13/2011
Record ID 13134
Call Taken By Customer Service
CA Number
Responded By Jody
Response Date 5/13/2011
Resolution 5/13/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 5/13/2011
Record ID 13132
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/13/2011
Resolution 5/13/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Technical - General

Customer stated they receive an error message that their number was in use.

Inquire Date 5/19/2011
Record ID 13140
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/19/2011
Resolution 5/19/2011

Customer Service forwarded information to the technical department for verification and the account was cleared and reactivated, which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 6/30/2010
Record ID 10949
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/30/2010
Resolution 6/30/2010

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 7/2/2010
Record ID 10955
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/2/2010
Resolution 7/2/2010

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 7/6/2010
Record ID 10974
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/6/2010
Resolution 7/6/2010

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 7/6/2010
Record ID 10956
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/6/2010
Resolution 7/6/2010

**Mobile--Unable To make
Captioned Calls**

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

**Inquire Date 7/8/2010
Record ID 10863
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/8/2010
Resolution 7/8/2010**

**Mobile--Unable To make
Captioned Calls**

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

**Inquire Date 7/20/2010
Record ID 10900
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/20/2010
Resolution 7/20/2010**

**Mobile--Unable To make
Captioned Calls**

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

**Inquire Date 7/28/2010
Record ID 10923
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/28/2010
Resolution 7/28/2010**

**Mobile--Unable To make
Captioned Calls**

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

**Inquire Date 7/29/2010
Record ID 10930
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/29/2010
Resolution 7/29/2010**

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 8/2/2010
Record ID 11041
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/2/2010
Resolution 8/2/2010

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 8/2/2010
Record ID 11052
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/2/2010
Resolution 8/2/2010

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 8/24/2010
Record ID 11039
Call Taken By Customer Service
CA Number
Responded By Melissa
Response Date 8/24/2010
Resolution 8/24/2010

Mobile--Unable to make captioned calls

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Inquire Date 3/12/2011
Record ID 12691
Call Taken By Customer Service
CA Number
Responded By Lonita
Response Date 3/12/2011
Resolution 3/12/2011

Mobile--Unable to make captioned calls

Inquire Date 3/13/2011
Record ID 12931
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/13/2011
Resolution 5/25/2011

Customer stated they are unable to place a call using the new Verizon Thunderbolt.

Customer Service explained that the Thunderbolt was not currently a recommended model for Mobile CapTel. Customer Service further explained that testing with the Thunderbolt was currently in progress. Customer understood. Customer was contacted when the Android App was released on 5/25/2011. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 3/30/2011
Record ID 12679
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 3/30/2011
Resolution 5/25/2011

Customer stated they are unable to place a call using the new Verizon Thunderbolt.

Customer Service explained that the Thunderbolt was not currently a recommended model for Mobile CapTel. Customer Service further explained that testing with the Thunderbolt was currently in progress. Customer understood. Customer was contacted when the Android App was released on 5/25/2011. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/2/2011
Record ID 12701
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/2/2011
Resolution 4/2/2011

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/3/2011
Record ID 12679
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/3/2011
Resolution 5/25/2011

Customer stated they are unable to place a call using the new Verizon Thunderbolt.

Customer Service explained that the Thunderbolt was not currently a recommended model for Mobile CapTel. Customer Service further explained that testing with the Thunderbolt was currently in progress. Customer understood. Customer was contacted when the Android App was released on 5/25/2011. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/3/2011
Record ID 12679
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/3/2011
Resolution 5/25/2011

Customer stated they are unable to place a call using the new Verizon Thunderbolt.

Customer Service explained that the Thunderbolt was not currently a recommended model for Mobile CapTel. Customer Service further explained that testing with the Thunderbolt was currently in progress. Customer understood. Customer was contacted when the Android App was released on 5/25/2011. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/11/2011
Record ID 12937
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/11/2011
Resolution 4/11/2011

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/15/2011
Record ID 12911
Call Taken By Customer Service
CA Number
Responded By Lonita
Response Date 4/15/2011
Resolution 4/15/2011

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/15/2011
Record ID 12910
Call Taken By Customer Service
CA Number
Responded By Mike
Response Date 4/15/2011
Resolution 4/15/2011

Customer stated they are unable to place a call after an iPhone upgrade.

Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/16/2011
Record ID 12915
Call Taken By Customer Service
CA Number
Responded By Bill
Response Date 4/16/2011
Resolution 4/16/2011

Customer stated that they were unable to make a captioned call with their mobile device.
Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/17/2011
Record ID 12913
Call Taken By Customer Service
CA Number
Responded By Greg
Response Date 4/17/2011
Resolution 4/17/2011

Customer stated they are unable to place a call after an iPhone upgrade.
Customer Service explained how to reset their account and customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 4/28/2011
Record ID 12973
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 4/29/2011
Resolution 4/29/2011

Customer stated that they were unable to make a captioned call with their mobile device.
Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 5/5/2011
Record ID 12985
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/5/2011
Resolution 5/5/2011

Customer stated that they were unable to make a captioned call with their mobile device.
Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 5/16/2011
Record ID 13136
Call Taken By Customer Service
CA Number
Responded By Brenda
Response Date 5/16/2011
Resolution 5/16/2011

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 5/23/2011
Record ID 13173
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 5/26/2011
Record ID 13154
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

Mobile--Unable to make captioned calls

Inquire Date 5/27/2011
Record ID 13155
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011

Customer stated that they were unable to make a captioned call with their mobile device.

Customer Service discovered that the customer had not logged off properly. Customer Service explained how to log off and then log in to place a call. Customer was able to place a successful call. Customer was satisfied.

***Mobile--Unable to make
captioned calls***

Customer stated that they are unable to place calls and received an error message that their number is in use by another Captel user.

***Inquire Date 5/29/2011
Record ID 13181
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 5/30/2011
Resolution 5/30/2011***

Customer Service offered suggestions to resolve this issue. Customer was able to place a web Captel call and was satisfied.