



**Texas FCC
2010 - 2011
Complaint Log**

Complaint Tracking for TX (06/01/2010-05/31/2011). Total Customer Contacts: 66

Complaint Tracking for TX/CapTel (06/01/2010-05/31/2011). Total Customer Contacts: 51

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	A dial tone was not heard by the customer.	06/14/10	A customer reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
2	06/15/10	A dial tone was not heard by the customer.	06/15/10	A customer reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
3	06/28/10	A dial tone was not heard by the customer.	06/28/10	A customer reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
4	06/30/10	A dial tone was not heard by the customer.	06/30/10	A customer's husband reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
5	06/30/10	A dial tone was not heard by the customer.	06/30/10	A customer's helper reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
6	07/01/10	A dial tone was not heard by the customer.	07/01/10	A customer's helper reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
7	07/02/10	A dial tone was not heard by the customer.	07/02/10	A customer's helper reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
8	07/06/10	A dial tone was not heard by the customer.	07/07/10	A customer's daughter reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
9	07/07/10	A dial tone was not heard by the customer.	07/07/10	A customer reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.

10	07/09/10	A dial tone was not heard by the customer.	07/09/10	A customer's helper reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
11	07/12/10	A dial tone was not heard by the customer.	07/14/10	A customer's daughter reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
12	07/19/10	There was a dialing Issue, the customer's new local prefix is not in the database.	07/19/10	A customer reported they are unable to dial out due to the message, "your call must begin or end in your state". After further investigation, it was determined that the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Technical support added a new area code/prefix combination to the system's database allowing the customer to successfully complete a captioned call through the CapTel Service and the issue has been resolved.
13	07/22/10	The customer has issues with the accuracy of the captions on their CapTel phone.	07/22/10	The customer shared feedback regarding the accuracy of the captions however did not have any documentation to share. The Customer Service Representative apologized for the incidence and suggested the customer document the date, time and Agent identification number of any future calls to allow us to take specific action with the agent captioning the call. The customer understands and agreed to do this.
14	07/26/10	A dial tone was not heard by the customer.	07/26/10	A customer's friend reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
15	07/30/10	A dial tone was not heard by the customer.	07/30/10	A customer's daughter reported there was no dial tone on the CapTel. A phone technician performed a physical reset of the CapTel phone. The Customer Service Representative confirmed this resolved customer's experience.
16	10/29/10	There was issues with the CapTel phone disconnecting and then reconnecting during a call.	10/29/10	A customer's daughter reported that the customer is experiencing disconnections while using her CapTel. The daughter did not want to troubleshoot so the Customer Service Representative sent her information explaining the difference between a CapTel and a traditional phone. They also explained to daughter why disconnect/reconnect might be occurring and sent a letter with tips to reduce the occurrence.

17	10/29/10	A customer was unable to make captioned calls	10/29/10	<p>A customer reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist.</p> <p>An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
18	10/29/10	A customer was unable to make captioned calls	10/29/10	<p>A customer reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist.</p> <p>An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
19	10/29/10	A customer was unable to make captioned calls	10/29/10	<p>A customer reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist.</p> <p>An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
20	11/04/10	There were general technical issues with this call.	11/10/10	<p>A customer's daughter reported difficulty getting through to the customer with captions. Further investigation found a temporary routing issue in the phone network that eventually generated a busy signal and gave out the message Your party is not answering. Please try your call later. We are sorry but your call will now be disconnected. The routing issue has since corrected itself.</p>
21	12/20/10	There were general service issues with this call.	12/21/10	<p>A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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.</p> <p>An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
22	12/20/10	There were general service issues with this call.	12/21/10	<p>A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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.</p> <p>An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>

23	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
24	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
25	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
26	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
27	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

28	12/20/10	There were general service issues with this call.	12/21/10	<p>A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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.</p> <p>An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
29	12/20/10	There were general service issues with this call.	12/22/10	<p>A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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.</p> <p>An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
30	12/20/10	There were general service issues with this call.	12/21/10	<p>A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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.</p> <p>An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
31	12/21/10	There were general service issues with this call.	12/21/10	<p>A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer 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.</p> <p>An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p>
32	01/20/11	There were general service issues with this call.	01/20/11	<p>A customer reported being unable to connect to a CapTel operator at 4:34pm. The Customer Service Representative advised the 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. The power was restored to the affected workstations and the wait time for all calls went back to normal.</p> <p>The Customer Service Representative apologized for any inconvenience this may have caused. The Speed of answer time for the day was above 85% and answered within 10 seconds.</p>

33	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
34	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
35	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

36	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
37	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
38	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

39	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
40	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
41	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

42	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
43	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
44	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

45	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
46	02/02/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
47	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

48	02/02/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
49	02/02/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
50	02/03/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

51	02/03/11	There were general problems with the service.	02/14/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
----	----------	---	----------	--

Complaint Tracking for TX (06/01/2010-05/31/2011). Total Customer Contacts: 15

1	07/04/10	The customer feels that the agent needs to learn how to type out an answering machine recording unless I've directed otherwise, and I did not direct them otherwise. The customer feels that the agent needs to be reprimanded. The customer stated that the agent did not give the customer time to finish their sentence before she began typing and was not attentive. The Customer Service Representative apologized for the inconvenience and assured the customer that the complaint would be passed to the agent's immediate supervisor. No follow up was requested.	07/04/10	The team leader met with the agent to go over the importance of following procedure when reaching an answering machine. The team leader also discussed the importance of respecting the customer and not interrupting them when they are typing or speaking. The agent understands and no follow up was requested.
2	07/19/10	The customer called into relay at 4:20pm on 7/18/10. The caller asked the agent what time it was and the agent responded, "time for you to get a watch." The caller then asked for a supervisor and the agent responded, "don't forget you're in jail, you don't have rights on the outside." The Customer Service Representative apologized to the customer and assured them that this information would be forwarded to the appropriate supervisor.	07/20/10	The agent number identified by the customer as handling the call is not assigned to any employee. The customer did not did not want follow up contact and unfortunately did not provide details that would allow for further investigation. No additional action is possible.
3	08/06/10	The customer says the agent did not correctly type what the answering machine said. The customer knew what the agent typed was not accurate, so he instructed her to redial. The Customer Service Representative apologized to the customer and informed the customer the agent would be coached by the supervisor as to how to correctly process the call. The customer was satisfied and declined a follow up call.	08/06/10	The agent expressed that on the first out dial to the answering machine the message wasn't clear so she did her best to type the parts she could understand. The agent was coached that if part of an answering machine is unclear to inform the customer (message unclear). The agent said she now understands and will properly keep the customer informed in the future.

4	09/13/10	The call went to a voice answering machine. When the customer asked for a redial the agent said no and started giving the customer a hard time , was rude, and did not elaborate on why not. The Customer Service Representative thanked the customer for the feedback and a follow up phone call was requested by the customer. The Customer Service Representative followed up with the customer to let them know that the supervisor will get back to him as soon as possible. The Customer Service Representative offered to redial the number and when the call went to a voice answering machine the caller hung up.	09/14/10	The complaint was adjusted after speaking to the supervisor who took that call. The supervisor followed up with the agent. The agent was following correct call processing procedure and was not in error.
5	09/14/10	A customer said that the agent was rude and would not allow him to explain a specific Speech-to-Speech Relay program that he was using in order to complete his call. Also, that he was tired of new people not being trained properly on this STS procedure. The Customer Service Representative apologized for the frustration and provided the Relay Program Manager's contact information. The customer emailed the Relay Program Manager and outlined specific difficulties that were encountered. The Relay Program Manager responded to the customer's email, apologizing for aggravation and frustration he encountered and said this will be discussed with Operations and the call center staff. The Relay Program Manager will follow up with the customer on updates and e-mailed Operations for additional info.	09/16/10	The operations program manager contacted the customer and apologized for the misunderstanding concerning the computer program. Operations contacted the call center and explained the purpose of caller using the program. The center will support the customer when the program is used for communicating how to set up the call, communicating with another party or leaving a message at the number called. The customer accepted the center's apology and was satisfied that the center understands how he will use the program.
6	09/25/10	At first, the customer stated that the agent "almost hung up" on him and then he waited for a supervisor and one never came. Then the customer changed his story and said "she hung up on me while I was waiting for a supervisor." The caller requested a follow up. The Customer Service Representative apologized to the caller.	09/25/10	Research shows that the center which would have contained this agent has been closed for a year, which makes the agent number invalid. A Customer Service Representative attempted to call back 10/15/10 at 5:08pm, but the phone line was disconnected.
7	10/14/10	A caller said during his call to a hearing person, the outbound did not respond accordingly to what he typed. This gave him reason to believe that the agent did not type the exact wording. He asked the agent to repeat what he had just said and the agent responded that text has been erased. The caller asked for a supervisor and the supervisor backed up what the agent said. The caller is concerned that the agent was talking directly to the outbound during the call. The call took place in the afternoon on Thursday, 10/14/10. The Customer Service Representative apologized for the problem and the caller requests a follow up on this issue.	10/14/10	The Customer Service Representative coached the agent on the importance of typing verbatim and the consequences of not doing so.
8	02/01/11	A customer didn't like voice tone of agent. The agent started yelling and the customer does not want her again. The customer wants follow-up contact via phone as soon as possible.	02/01/11	A supervisor met with the agent. The agent was coached to be careful of voice tone so as not to appear rude, and to get supervisor assistance if the outbound customer wants to give instructions contrary to the wishes of the inbound TTY customer. The agent apologized for any inconvenience that she may have caused. The supervisor phoned the voice customer and left a message for him to let him know that the agent was met with and supervisor thanked the customer for taking the time to let us know.

9	02/07/11	A speech to speech customer said, "When I'm in the middle of a paragraph of a message, the agent doesn't understand the rest of it. The message is not hard to understand. I don't know why the agent doesn't understand and why we can't work together. I have a hard time with the agent and he does not do a good job." The caller wants a follow-up and wants to know what can and what should be done about this.	02/07/11	On 2/10/11 a supervisor met with the agent. The agent was coached on alternative methods to understand a message. The supervisor sent a follow up follow-up e-mail to the customer per their request on the same day.
10	02/21/11	A customer states that the agent did not make the call they asked them to. The call took place Sunday, 2-20-11 approximately between 7:00 AM and 8:00 AM CT. The Customer Service Representative apologized and no follow up was requested.	02/21/11	The agent is no longer employed with CSD so follow up was not possible.
11	03/12/11	The customer complained that, "This agent was asleep, I had to type my message twice and could hear them snoring." The Customer Service Representative apologized to the customer. The supervisor saw the screen, it had "you need to wake up" typed twice before asking for a supervisor. The caller disconnected and connected with another agent.	03/12/11	The Customer Service Representative coached the agent of the consequences of sleeping on calls. The agent admitted doing so and understood the importance of being alert and responding in a timely manner. The agent is no longer employed with Sprint Relay and no follow up was requested.
12	04/14/11	A TTY customer was unable to make long distance calls with their carrier of choice, Comcast, through Texas Relay. The Customer Service Representative apologized for the problem and opened a trouble ticket. Follow-up with the customer is not required.	04/27/11	A IT investigation shows that the customer's phone carrier has placed a block on making long distance calls with any carrier. Customer Service verified the customer's profile and adjusted the customer's note and identified the carrier so the customer's preference can be clearly identified by the agent processing the call.
13	04/25/11	A VCO caller reported that when calls are place through Relay Texas, the caller identification is not transmitting the phone numbers of the people who call to him for the past 4 to 6 weeks. The customer was very upset because he does not answer "unknown" calls and he missed calls from family over Easter weekend. The Customer Service Representative apologized for the inconvenience and told him a trouble ticket would be entered. After placing two test calls to his number, a trouble ticket was opened. No follow up was requested.	04/28/11	Our technicians have been unable to identify any problem on the TRS platform or the Sprint network that would prevent caller Identification being passed to this customer. One possibility is that if the initial inbound call comes in from a cell phone, we do not get the correct originating line identifier (calling from number), and the calling to number "appears" to be a long distance call. If the initial caller says that they are calling from a cell phone the relay agent routes the call over UltraWATS (toll free) trunks which do not pass the inbound caller identification. Other than that, it may be a local exchange carrier issue. The caller did not want follow up contact and we did not have initial caller information to investigate further.

14	04/27/11	A voice customer who is helping a VCO customer called to set up her VCO phone for relay service. When they call the 877 number to reach Texas relay, they are not getting a response. The Customer Service Representative apologized for the inconvenience and suggested she try a voice phone from the same line, but she said there was none available. The Customer Service Representative also suggested she try dialing 711 to see if that could get through. A trouble ticket was opened and follow-up was requested.	04/28/11	The Customer Service Representative called the customer who indicated that they have decided to purchase different equipment. It was indicated that the equipment was not capable of being configured correctly and that the customer was provided the incorrect type of equipment for the type of service she wanted.
15	05/01/11	A caller stated that when placing collect calls through relay they reach a long distance number that has a temporarily discontinued recording. However, hearing people at the facility are able to place collect calls. The Customer Service Representative apologized and informed the customer that someone would look into the issue. No follow-up was requested.	05/01/11	This same caller has been reporting this to Customer Service repeatedly the past month. The reason the call will not complete is because the persons he is calling to either cannot accept incoming collect calls or their long distance provider has terminated long distance due to non payment. The caller does not believe that to be the reason and continues to call to report the same issue.