

Montana CapTel FCC Complaint Report 6/1/2011 to 5/31/2012

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp
270629	6/24/2011	2:00:00 PM	Email	Service	NA	0800-11030	Accuracy of Captions	Customer shared detail regarding accuracy of captions at the start of a call and provided specific call data. CSR researched the call and identified that a Trouble Ticket was logged on the call. The CA noted that on this 4.90 minute call there was "complete word dropout in the beginning of the call." CSR shared this finding with the customer and noted this was a technical difficulty rather than a CA failure. Issue was resolved immediately.	6/27/2011 4:00:00 PM	over 48 hours
270619	6/24/2011	12:40:00 PM	Email	Other	NA	0800-40032	Delayed Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management, and follow up was taken by the CA's supervisor. CSR shared follow up detail with the customer.	6/27/2011 4:20:00 PM	over 48 hours
289873	9/14/2011	2:10:00 PM	Email	Technical	137	22030	Captions - stop in middle of call	Customer reported two back to back calls with the same captionist where the captions stopped in 2-Line mode. After extensive investigation with the Call Center, CSR determined that the call was dropping at the customer's end. Records show the CA was in the middle of captioning when the call dropped with no indication from either party that they were ending the call. The CA then happened to receive the next call which again ended abruptly by the line disconnecting. CSR recommended having the second phone line that carries the captions checked for trouble.	9/22/2011 3:40:00 PM	over 48 hours
307972	11/11/2011	10:50:00 AM	CapTel	Technical	NA	0800-22990	Technical - General	Customer reported that when dialing to numbers with a specific prefix that they were not able to connect with captions. Technical support made an adjustment in the routing to allow the call to go through properly. Customer confirmed that they are now able to call out successfully with captions to those numbers.	11/23/2011 1:05:00 PM	over 48 hours
313675	12/8/2011	2:00 PM	Phone	Service	NA	0800-11030	Accuracy of Captions	State program rep reported that on a recent captioned call, she saw "speaker unclear" over and over and she thought the other party was speaking clearly. Specific call detail was shared with the call center management team for review. CSR thanked customer for sharing the experience and advised that the CA's supervisor will follow up with the CA and provide additional training if necessary.	12/8/2011 5:30:00 PM	within 24 hours
333537	3/7/2012	12:35 PM	Phone	Billing	NA	0800-50990	Billing - General	Customer reported that they received a bill from the state default carrier for calls made prior to registering. CSR discussed billing and took appropriate action.	3/7/2012 12:45:00 PM	within 24 hours

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Rep. Initials
CH
CH
DF
JA
JS
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