

## Arizona 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
268902	6/21/2011	4:50:00 PM	CapTel	Service	NA	11000	Account Login Failure	Customer reported that the CapTel did not connect to captions due to Error E2 Login Failed. CSR had unit activated, which allowed customer to place and receive captioned calls.	6/21/2011 5:00:00 PM	within 24 hours
273906	7/12/2011	1:55:00 PM	CapTel	Service	NA	11030	Accuracy of captions	Customer called regarding the accuracy of the captions. CSR was unable to identify the specific call. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	7/12/2011 2:15:00 PM	within 24 hours
334490	3/12/2012	10:40:00 AM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	3/12/2012 11:00:00 AM	within 24 hours

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Rep. Initials
RC
EY
ES