(Date created)	(Date Resoloved)		Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																			
			Service Complaints			Technical Complaints											Other (Inquiries)					
Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Nature of Complaint / Resolution
6/4/11 8:35 AM	6/4/11 9:05 AM	Consumer education - general			0											0	1				1	1	Customer inquired about getting her answering machine messages captioned on her CapTel phone. CSR sent customer instructions on how to use the menu of her CapTel phone to caption messages left on her external answering machine. CSR also explained to customer how an incoming captioned calls works in 1-Line mode and placed a test call to demonstrate.
6/7/11 3:45 PM	6/7/11 3:55 PM	Consumer education - USB			0											0	1				1	1	Customer asked if captions can be transferred from the CapTel phone to his computer monitor after the captioned call is completed. CSR informed customer that there is no way to transfer captions from the CapTel to the computer monitor if the captions are not displaying on the monitor at the beginning of the call.
6/10/11 4:00 PM	6/10/11 4:15 PM	Information			0											0		1			1	1	Potential customer's helper requested information on technical requirements and dialing procedure for CapTel phones. CSR provided the requested information.
6/10/11 4:00 PM	6/10/11 4:15 PM	Referral Information			0											0			1		1	1	Customer requested information on pricing and how to obtain a CapTel phone. CSR referred customer to the national distributor for further assistance.
6/11/11 5:30 PM	6/12/11 12:05 PM	Set up - Installation			0								1			1					0	1	Customer reported occasional mixed up letters and disconnections on calls. After extensive troubleshooting the customer described the use of a very long phone cord with extender jacks connecting off the longer cord and this connecting to the CapTel phone. CSR advised customer the proper set-up for 2-Line CapTel. Discussed having a phone jack installed where the CapTel uses 2-Line mode for captions. Customer said she would consider this option.
6/14/11 2:10 PM	6/14/11 2:15 PM	Consumer education - general			0											0	1				1	1	Customer inquired about registering their preferred carrier of choice. CSR informed customer the importance of registering ones preferred long distance carrier as to not be billed by the state's relay default carrier.
6/21/11 10:30 AM	6/21/11 10:55 AM	Dialing/Setup - Dialing Prefix			0				1							1					0	1	Customer reported that she was not able to call out - with captions. CSR inquired as to whether or not a dialing prefix was required to dial out of the office. Customer reported that there was. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
6/21/11 12:15 PM	6/21/11 12:40 PM	Consumer Education			0											0	1				1	1	Customer inquired if callers have to call through the Captioning Service for him to get captions. CSR explained the dialing procedure for calling a CapTel user.
6/23/11 9:55 AM	6/23/11 10:10 AM	Dialing/Set up - Dialing Prefix			0				1							1					0	1	Customer's phone did not connect with captions in 2-Line Mode. CSR found mistaken dialing prefix and used over the
6/24/11 9:40 AM	6/24/11 9:50 AM	Referral Information			0											0			1		1	1	Customer reported she needed a larger display that tilts up in order to be able to read the captions. CSR referred customer to state program for further assistance.
6/24/11 12:20 PM	6/24/11 12:30 PM	Referral Information			0											0			1		1	1	Customer asked to order a second CapTel phone. CSR referred caller to national distributor to order a second phone.
6/27/11 8:35 AM	6/27/11 8:40 AM	Consumer education - general			0											0	1				1	1	Customer's friend inquired how to reach the customer with captions. CSR explained that in 1-Line mode callers should dial through the toll free captioning service to reach the customer with captions. CSR explained the dialing procedure to the customer's friend.
6/27/11 8:55 AM	6/27/11 9:05 AM	Referral Information			0											0			1		1	1	Customer inquired if she was able to qualify for a new phone from the state issuing agency. CSR referred customer to the state issuing agency for further assistance.

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6/28/11 6:10 PM	6/28/11 6:25 PM	Consumer Education			0											0	1				1	1	Customer inquired as to how to notify someone that they are being captioned. CSR provided the customer with tips on
6/28/11 6:25 PM	6/28/11 6:35 PM	Compliments for CA/Service			0											0				1	1	1	Customer's niece stated Thank you thank you thank you for this service!! This is really great and has been such a great help for my uncle!
6/29/11 2:30 PM	6/29/11 2:40 PM	Information			0											0		1			1	1	Customer requested three sheets of Call Me cards. CSR sent customer the requested material.
7/7/11 4:45 PM	7/7/11 5:00 PM	Dialing/Set up - Call Waiting			0			1								1					0	1	Customer stated she could not get captions on outgoing calls. CSR advised customer of proper programming of Call
7/8/11 12:35 PM	7/8/11 12:45 PM	Consumer Education			0											0	1				1	1	Customer reported incoming calls are not connecting to captions. Further investigation found her incoming callers are not dialing through the captioning service. CSR advised customer of the captioning service number and dialing procedure to reach a CapTel user in 1-Line mode. CSR placed an incoming call to demonstrate.
7/8/11 12:35 PM	7/8/11 12:45 PM	Information			0											0		1			1	1	Customer requested to be sent 2 sheets of Call Me cards. CSR sent out requested materials.
7/9/11 10:00 AM	7/9/11 10:20 AM	Set up - Installation			0								1			1					0	1	Customer reported being unable to make outgoing calls. CSR found that the customer had switched the phone to 2-Line mode and did not have a second phone line connected to the CapTel. CSR advised changing the phone back to 1-Line mode. CSR confirmed this resolved customer's experience.
7/10/11 10:45 AM	7/10/11 10:50 AM	Consumer Education			0											0	1				1	1	Customer's niece inquired how to receive captions on incoming calls. CSR advised customer that in order to receive captions on their incoming calls all callers need to dial the captioning service number before the customer's
7/12/11 10:30 AM	7/12/11 10:55 AM	Accuracy of Captions	1		1											0					0	1	Customer's mother reported that some captions were not correct. CSR apologized for the experience and explained how captions are created by a CA using voice recognition software. Further explained that if the voice recognition picked up a closely sounding word that the captionist would send a correction in [brackets] shortly after with the correct word. 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.
7/27/11 12:40 PM	7/27/11 12:45 PM	Set up - Installation			0								1			1					0	1	Customer's helper inquired how to set up the CapTel 800 and indicated the customer also has a Lifeline device. CSR advised customer's helper to obtain a duplex jack and plug the Lifeline device in one port and the CapTel in the other port to allow both devices to share the same wall jack.
7/28/11 3:30 PM	7/28/11 3:35 PM	Referral Information			0											0			1		1	1	Customer inquired about purchasing a CapTel phone. CSR provided the contact information to the national distributor.
8/1/11 12:45 PM	8/1/11 1:00 PM	Consumer Education			0											0	1				1	1	Customer's son reported that outgoing captioned calls were dropping after awhile. Through troubleshooting CSR determined customer was dialing the toll free captioning service number on outgoing calls. CSR explained it was not necessary to dial the captioning service number for outgoing
8/1/11 1:15 PM	8/1/11 1:25 PM	Consumer Education			0											0	1				1	1	Customer inquired about the dialing procedure for incoming captioned calls in 1-Line mode. CSR explained that callers will need to dial the toll free number for the captioning service first and then enter the CapTel user's area code and phone number after connecting with the recording.

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8/2/11 4:30 PM	8/2/11 4:45 PM	Dialing/Set up - Call Waiting			0			1								1					0	1	Customer reported she was not able to call out with captions. CSR assisted customer with proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's
8/3/11 12:55 PM	8/3/11 1:00 PM	Referral Information			0											0			1		1	1	Potential customer's daughter requested information on obtaining a CapTel phone. CSR referred customer to the national distributor for further assistance.
8/7/11 1:45 PM	8/7/11 2:00 PM	Consumer Education			0											0	1				1	1	Customer's daughter inquired how to make a captioned call to the CapTel user in 1-Line mode. CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode callers must first dial through the toll-free captioning service number.
8/9/11 9:20 AM	8/9/11 9:45 AM	Dialing/Set up - Call Waiting			0			1								1					0	1	Customer's daughter indicated she could not dial out. CSR assisted customer with deleting the mistaken Call Waiting
8/11/11 7:00 AM	8/11/11 10:45 AM	Set up - Installation			0								1			1					0	1	Customer reported being disconnected on captioned calls. CSR sent customer a letter with troubleshooting tips to try such as removing the triplex jack from the wall replacing the telephone cord or trying another telephone jack.
8/11/11 9:05 AM	8/11/11 9:20 AM	Consumer Education			0											0	1				1	1	Customer's husband reported that at the beginning of captioned calls the calls get cut off. CSR explained to customer that it will be normal to experience a brief muted time while the CapTel is establishing a connection to the captioning service during an incoming captioned call.
8/12/11 10:25 AM	8/12/11 10:40 AM	Dialing/Set up - Dialing Prefix			0				1							1					0	1	Customer's helper reported that they are unable to dial out with captions. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
8/13/11 11:10 AM	8/13/11 11:15 AM	Consumer Education			0											0	1				1	1	Customer's wife inquired if all incoming calls would be captioned in 1-Line mode. CSR advised that callers would need to call through the captioning service in order for captions to be provided.
8/16/11 9:45 AM	8/16/11 4:15 PM	Consumer Education			0											0	1				1	1	Customer's helper reported that the customer is not able to dial out on the CapTel. CSR found that the customer is both
8/16/11 5:20 PM	8/16/11 5:30 PM	Referral Information			0											0			1		1	1	Potential customer's daughter inquired as to where they can purchase a CapTel unit. CSR provided the potential customer's daughter with the contact information for the state issuing program and Ultratec's National Distributor for assistance.
8/24/11 5:00 PM	8/24/11 5:05 PM	Compliments for CA/Service			0											0				1	1	1	Customer's daughter stated This phone is great. It really helps a lot.
8/25/11 1:40 PM	8/25/11 1:50 PM	Set up - Installation			0								1			1					0	1	Customer's helper reported that the CapTel user was having trouble with 2-Line CapTel. CSR found that the customer has both phone lines connected to one phone number. CSR advised that Line 1 should be connected to the first number and Line 2 should be connected to the second phone
8/25/11 3:20 PM	8/25/11 3:30 PM	Referral Information			0											0			1		1	1	Helper preparing order of phone asked if Santa Monica CA address was correct. CSR confirmed the address.
9/1/11 10:10 AM	9/1/11 10:30 AM	Set up - General			0							1				1					0	1	Customer's son reported that the CapTel 200 phone did not have a dial tone. CSR advised customer to switch the CapTel to a different phone jack since faulty wall jack was identified during troubleshooting. This resolved the issue.

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9/6/11 3:35 PM	9/6/11 3:45 PM	Dialing/Setup - Dialing Prefix			0				1							1					0	1	Customer's daughter reported experiencing difficulties dialing out from the CapTel phone when dialing a 9 to reach a number outside of the building. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's
9/14/11 1:20 PM	9/14/11 1:30 PM	Consumer Education			0											0	1				1	1	Customer reported that they lose the call after answering the CapTel when they initially answered on a Non-CapTel phone. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service it will be normal to hear seek tones or beeps that reoccur through the call. This means that the captioning service is sending a signal or seek tone trying to connect to a CapTel phone. CSR explained that he can go and pick up the CapTel phone and then hang up the traditional phone so that the CapTel can establish captions successfully.
9/14/11 1:20 PM	9/14/11 2:15 PM	Set up - General			0							1				1					0	1	Customer reported that they are unable to dial out. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.
9/18/11 8:10 PM	9/19/11 1:10 PM	Dialing/Setup - Dialing Prefix			0				1							1					0	1	Customer reported not being able to dial out from the CapTel 200. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
9/20/11 5:25 PM	9/20/11 5:35 PM	Set up - Installation			0								1			1					0	1	Customer's son inquired as to the proper set up when a single telephone jack in the wall is needed by two devices. CSR explained that the customer should obtain and install a duplex jack at the wall jack to allow two devices to share the single jack.
9/21/11 3:45 PM	9/21/11 4:00 PM	Information			0											0		1			1	1	Potential customer's son inquired if internet is required for use with the CapTel 800 in 2-Line mode. CSR explained that the CapTel 800 does not require an internet connection but it does require an analog line.
9/29/11 3:45 PM	9/29/11 3:55 PM	Set up - Installation			0								1			1					0	1	Customer's son reported that the CapTel was not able to connect to captions. Troubleshooting revealed that the telephone cord was removed from the Line 1 jack of the CapTel phone. CSR advised customer's son that in 2-Line mode both of the telephone lines need to be connected to the CapTel phone in order to provide captions. Confirmed this resolved the customer's experience.
10/5/11 4:45 PM	10/5/11 5:15 PM	Information			0											0		1			1	1	Customer inquired as to the features and the line requirements for the CapTel 800. CSR explained the features of the unit how to set it up and the line requirements for the CapTel 800.
10/5/11 7:30 PM	10/5/11 7:40 PM	Set up - Installation			0								1			1					0	1	Customer's son asked for assistance in setting up his mother's CapTel 800 phone in 2-Line mode. CSR explained the proper setup of the CapTel and advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line.
10/5/11 7:30 PM	10/5/11 7:40 PM	Referral Information			0											0			1		1	1	Customer requested the name and phone number of the state program rep in his area. CSR provided customer with same.

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10/6/11 3:05 PM	10/6/11 3:30 PM	Set up - Installation			0								1			1					0	1	Customer's helper requested assistance setting up the CapTel 800 in 1-Line mode with multiple devices. CSR advised customer to obtain a duplex or y jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. Confirmed the CapTel is now being used successfully.
10/7/11 2:20 PM	10/10/11 4:45 PM	Set up - Installation			0								1			1					0	1	Customer's daughter reported the CapTel phone will randomly light up and show Ring but when customer answers there is no one there. After confirming set up CSR advised daughter to plug the AC adapter into a different electrical outlet. Customer confirmed this resolved her
10/11/11 4:45 PM	10/11/11 4:50 PM	Information			0											0		1			1	1	Customer's wife requested one sheet of Call Me cards. CSR sent customer the requested material.
10/11/11 5:15 PM	10/11/11 5:20 PM	Referral Information			0											0			1		1	1	Potential customer's sister asked for information on how to obtain a CapTel phone. CSR referred customer issuing state agency and national distributor for further assistance.
10/11/11 4:45 PM	10/11/11 10:00 PM	Consumer Education			0											0	1				1	1	Customer's wife inquired how to how to place and receive incoming captioned calls. CSR explained that to place an outgoing captioned call the customer should have the captions button lit up prior to dialing. CSR further explained that in 1-Line mode callers should dial through the toll free captioning service to reach the customer with captions. CSR also explained that individuals who call long distance through the captioning service should register their preferred long distance carrier. Lastly provided tips to customer on how to prevent accidental hang ups while waiting for captions to establish
10/13/11 4:30 PM	10/13/11 4:35 PM	Information			0											0		1			1	1	Customer requested two sheets of universal English Call Me Cards. CSR mailed out requested information.
10/19/11 6:45 PM	10/19/11 6:50 PM	Technical - General			0										1	1					0	1	Customer reported that he is unable to call a specific local number with captions. CSR performed multiple test calls to this number and experienced the same difficulty. CSR shared customer's experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. Confirmed customer is now able to reach this number successfully with captions.
10/23/11 10:05 PM	10/23/11 10:10 PM	Consumer Education			0											0	1				1	1	Customer inquired about billing charges if she were to place a test call from her cell phone to the CapTel while in the same room with the unit. CSR explained that the call would be subject to the same charges as any local call according to her agreement with the cell phone provider.
10/25/11 1:00 PM	10/26/11 1:20 PM	Set up - Installation			0								1			1					0	1	Customer's helper reported that there was no dial tone on the CapTel phone. Troubleshooting revealed that none of the telephones at the customer's location were receiving a dial tone. CSR advised that helper contact the telephone service provider to restore service to the customer's location. Customer confirmed that service has been restored and they are now using the phone successfully.
10/26/11 1:05 PM	10/26/11 2:20 PM	Set up - Installation			0								1			1					0	1	Customer's son reported that the CapTel 800 in 2-Line mode is experiencing garbled captions and audio drops. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line.

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10/26/11 12:00 AM	10/26/11 12:00 AM	Technical - General			0										1	1					0	1	A customer's helper reported being unable to reach two specific numbers when using their CapTel 800 sedt up in 1 Line mode. The Customer Service Representative confirmed they are able to use their CapTel 800i that dials out like a traditional phone with captioning support. The Customer Service Representative referred the case details to technical support for further assistance. A trouble ticket was opened with the telephone carrier in order to resolve the customer's experience. The customer is now able to use their CapTel 800i in the interim.
10/29/11 5:45 PM	10/29/11 6:15 PM	Set up - Installation			0								1			1					0	1	Caller reported no dial tone. Through troubleshooting caller found the phone cord to be plugged into Line-2 on the CapTel. CSR advised caller to moved the phone cord to Line-1 port. Caller confirmed this resolved the experience.
10/30/11 10:30 AM	10/30/11 10:40 AM	Dialing/Set up - Call Waiting			0			1								1					0	1	Customer's daughter reported being unable to dial out with captions. CSR advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.
11/1/11 10:30 PM	11/1/11 10:35 PM	Set up - Installation			0								1			1					0	1	Customer reported that the CapTel has no dial tone. After troubleshooting CSR found that the CapTel does have a dial tone at another wall jack. CSR advised customer to contact telephone company to replace faulty wall jack identified during troubleshooting.
11/21/11 1:55 PM	11/21/11 1:00 PM	Set up - Installation			0								1			1					0	1	While speaking with the customer CSR noticed loud audible static and heard the audio completely cut out. Troubleshooting revealed the customer is using a very long phone cord which has been tacked down to the floor. CSR advised customer to replace the long phone cord. Customer said she will obtain further assistance from a supervisor in her building in order to do this.
11/3/11 6:25 PM	11/3/11 6:40 PM	Referral Information			0											0			1		1	1	Potential customer inquired as to how to obtain a CapTel phone. CSR provided customer with information to contact both the state issuing agency and the national distributor.
11/9/11 9:00 AM	11/10/11 1:45 AM	Technical - General			0										1	1					0	1	Customer's daughter reported that she was unable to call her parents through the captioning service from her cell phone and received a busy signal and that she used to be able to call them without the area code. CSR apologized to party for their experience and asked her to try her call again using the area code. CSR confirmed that the daughter was able to get through to the customer.
11/17/11 12:45 PM	11/17/11 1:15 PM	Set up - Installation			0								1			1					0	1	Customer said she was not able to use her 2-Line CapTel 800 with captions. CSR found that both of customer's phone lines were connected to the same phone number with a triplex jack. CSR advised customer to place Line-2 cord from phone into separate Line-2 wall jack. This resolved her
11/18/11 11:35 AM	11/30/11 12:55 PM	Consumer Education			0											0	1				1	1	Customer reported that she was unable to enter her PIN number in time when trying to contact her bank using the CapTel 800 phone. CSR advised caller that the captions typically appear onscreen 3 to 5 seconds after the audio and suggested caller review the saved captions of the automated system recording and anticipate when the PIN will need to be entered.

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11/18/11 6:45 PM	11/18/11 6:55 PM	Referral Information			0										-	0			1		1	1	Granddaughter of potential CapTel customer inquired about what her grandfather would qualify for through the Nebraska state program. CSR referred customer to the Nebraska state program for further assistance. Granddaughter also inquired about the cost of the captioning service. CSR explained that the service is of no cost due to state relay funds covering the costs as part of the Americans with Disabilities Act.
12/6/11 11:30 AM	12/6/11 11:45 AM	Dialing/Setup - Dialing Prefix			0				1							1					0	1	Customer's helper inquired as to the proper set up of the CapTel 200 in 1-Line mode. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's
12/6/11 12:55 PM	12/6/11 1:00 PM	Consumer education - general			0											0	1				1	1	While assisting the customer's helper CSR explained the proper dialing procedure used to contact to and from the CapTel 200 in 1-Line mode with captions.
12/7/11 10:00 AM	12/7/11 10:05 AM	Information			0											0		1			1	1	Customer requested to be sent 3 sheets of Call Me cards. CSR sent out requested materials.
12/11/11 4:05 PM	12/11/11 4:35 PM	Dialing/Set up - Dialing Prefix			0				1							1					0	1	Customer's daughter reported the customer is not getting captions on outgoing calls on the CapTel 800. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.
12/12/11 1:40 PM	12/12/11 2:00 PM	Dialing/Setup - Dialing Prefix			0				1							1					0	1	Customer reported that she is having difficulty placing an outgoing call on the CapTel 200 and indicated that she needs to dial a 9 when calling out from her retirement home. After further investigation CSR found that the customer is dialing a 9 along with a phone number when placing an outgoing call. CSR explained to the customer that she can just dial numbers directly because a dialing prefix has already been programmed in the menu of the CapTel 200.
12/13/11 10:30 AM	12/13/11 10:40 AM	Consumer education - general			0										-	0	1				1	1	Customer reported that her captions light is not always lit during incoming calls. CSR explained that the caption light will come on if the call was made through the captioning service and advised sharing the captioning service number with her callers.
12/16/11 9:50 AM	12/16/11 10:00 AM	Consumer Education			0											0	1				1	1	Customer reported having difficulties navigating her bank's automated system. CSR shared tips such as having the entire recording captioned and/or pressing a particular option right away.
12/16/11 1:40 PM	12/16/11 1:50 PM	Set up - Installation			0								1			1					0	1	Customer's son requested test calls to ensure the CapTel was functional. CSR performed test calls with son to confirm that the CapTel phone is working in 1-Line mode.
12/16/11 1:50 PM	12/16/11 1:55 PM	Consumer Education			0											0	1				1	1	Customer's son asked why callers have to register their preferred long distance carrier. CSR advised why they need to register their carrier of choice how long distance billing works and how the billing is processed. CSR also discussed the proper dialing procedure for callers to dial into the CapTel through the captioning service number.
12/16/11 3:30 PM	12/16/11 3:35 PM	Consumer Education			0											0	1				1	1	Customer's helper inquired how to make an outgoing captioned call on the CapTel 800 in 1-Line mode. CSR explained that the caller simply needs to confirm that the Captions button is lit before dialing the phone number that they want to call in order to connect with captions on an outgoing call. Helper confirmed that they understood this information.

(Date created)	(Date Resolved)		Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																			
			Service Complaints			Technical Complaints											Other (Inquiries)					
Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Nature of Complaint / Resolution
12/23/11 3:15 PM	12/23/11 4:25 PM	Referral/Information			0											0			1		1	1	Customer inquired upon the status of her voucher for a CapTel 800 via the state program. CSR referred customer to the state program.
12/30/11 3:20 PM	12/30/11 3:40 PM	Consumer Education			0											0	1				1	1	Customer said that she heard a steady beeping on a call she answered on a non-CapTel phone. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service it will be normal to hear seek tones or beeps that reoccur through the call. This means that the captioning service is sending a signal or seek tone trying to connect to a CapTel phone. CSR explained that one can go and pick up the CapTel phone and then hang up the traditional phone so that the CapTel can establish captions.
12/31/11 1:15 PM	12/31/11 1:30 PM	Set up - General			0							1				1					0	1	Customer's husband said that 2-Line CapTel user was unable to dial with captions. CSR advised caller to locate phone that was off-hook and reverse the position of the two phone lines. This resolved customer's issue with captions. CSR also found that Line 1 phone cord needed an inline DSL filter which customer said she would install.
1/3/12 10:50 AM	1/3/12 10:55 AM	Consumer education - general			0											0	1				1	1	Caller inquired if he needed to dial the captioning service number after registering to reach the CapTel user with captions. CSR explained that when using the CapTel in 1-Line mode callers will need to dial through the captioning service number every time they wish to reach the customer with captions.
1/7/12 5:30 PM	1/8/12 10:15 AM	Consumer Education			0											0	1				1	1	Customer's caller questioned how to call customer with captions. CSR explained to caller that if customer is a 1-Line user caller should dial through the captioning service first. CSR further explained that caller can dial customer directly if she's using 2-Line CapTel.
1/9/12 3:15 PM	1/9/12 3:25 PM	Consumer Education			0											0	1				1	1	Customer reported having difficulties navigating her bank's automated system. CSR conducted captioned test call and provided customer with specific dialing instructions to navigate the automated menu system.
1/12/12 1:25 PM	1/12/12 1:35 PM	Set up - Installation			0								1			1					0	1	Customer's daughter requested test calls to confirm connect. set-up of customer's CapTel phone. CSR performed test calls with customer's daughter to confirm that the CapTel phone is working in 1-Line mode.
1/12/12 1:25 PM	1/12/12 1:45 PM	Consumer Education			0											0	1				1	1	Customer's daughter asked how the captions are produced. CSR explained that a live operator revoices what the other party says into voice recognition software which transcribes their voice to text and then the text is transmitted to the CapTel phone. CSR further explained that word errors are corrected by the captionist and the corrected word will appear in a different color. CSR also provided the correct captioning service number and advised customer's daughter of the proper dialing procedure to reach a 1-Line CapTel user with captions.
1/12/12 2:15 PM	1/12/12 2:20 PM	Information			0											0		1			1	1	Customer's daughter requested that one sheet of Call Me cards be sent to the customer. CSR sent the requested Call Me cards.
1/16/12 12:45 PM	1/18/12 3:30 PM	Set up - Installation			0								1			1					0	1	Customer's daughter inquired about the set up of the CapTel phone. CSR advised daughter of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Confirmed that customer is now using the CapTel successfully.

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Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Nature of Complaint / Resolution
1/16/12 1:30 PM	1/16/12 1:45 PM	Consumer Education			0											0	1				1	1	Customer asked why both sides of the conversation were not captioned. CSR explained that only one side of the conversation would be captioned by the captioning service. Only the side of the other party that is speaking is captioned as the purpose of captions is to provide accessibility.
1/16/12 2:55 PM	1/16/12 3:10 PM	Dialing/Setup - Dialing Prefix			0				1							1					0	1	Telephone company representative reported an inability to dial out with captions from the CapTel phone. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.
1/16/12 3:05 PM	1/16/12 3:10 PM	Set up - General			0							1				1					0	1	Customer's helper inquired if it would be all right for the customer to move the CapTel 200 to another wall jack that is closer to her computer. CSR confirmed that the CapTel can be used at whichever wall jack she would prefer.
1/17/12 11:15 AM	1/17/12 11:20 AM	Consumer Education			0								1			1	1				1	2	Customer's daughter inquired about the requirements and function of a second line. CSR explained the requirements for 2-Line CapTel and explained how the second line functions in that particular setup.
1/24/12 5:10 PM	1/24/12 5:20 PM	Set up - Installation			0								1			1					0	1	Customer's helper requested that test calls be placed to the CapTel phone. CSR performed test calls with the helper to confirm that the phone was successfully making and receiving calls in 1-Line mode.
1/24/12 5:10 PM	1/24/12 5:20 PM	Consumer Education			0											0	1				1	1	Customer's helper inquired about the procedure to place an incoming captioned call to the CapTel 800 in 1-Line mode. CSR explained that callers must first dial through the toll-free captioning service in order to connect to the phone with captions.
1/25/12 12:45 PM	1/25/12 12:55 PM	Consumer Education			0											0	1				1	1	Customer's niece called for assistance. Since party was local to the CapTel user CSR advised her that she would not have to register her long distance carrier with Customer Service. CSR explained how to call through the service and provided dialing instructions. CSR further explained that the service uses voice recognition technology and that it is therefore helpful for the other party to speak slowly and clearly to optimize captioning quality.
1/25/12 4:30 PM	1/25/12 4:50 PM	Consumer education - general			0											0	1				1	1	Customer reported an inability to dial out from the CapTel phone. Further investigation found the customer was mistakenly dialing a 9 when dialing out from the CapTel phone when it was not needed. CSR advised customer to dial the number directly and she confirmed this resolved her experience.
1/26/12 11:00 AM	1/26/12 11:15 AM	Set up - General			0							1				1					0	1	Customer's daughter reported customer will be moving to another residential facility and inquired about the setup requirements for the CapTel 200. CSR provided instructions and advised caller to contact CapTel Customer Service if further assistance is needed at the time of setup.
1/26/12 11:00 AM	1/26/12 11:15 AM	Referral Information			0											0			1		1	1	Customer's daughter mentioned that the CapTel user's eyesight had declined. CSR referred caller to the state program for further assistance acquiring a CapTel 800 phone.
1/26/12 11:00 AM	1/26/12 11:15 AM	Consumer education - general			0											0	1				1	1	Customer's daughter inquired how to call to a CapTel 700 in 1-Line mode. CSR provided instructions.

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Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Nature of Complaint / Resolution
1/27/12 4:10 PM	1/27/12 4:50 PM	Consumer Education			0											0	1				1	1	Customer reported an inability to use the Call Waiting feature on the CapTel phone in 1-Line mode. CSR explained that an incoming call that is received when he is already on a captioned call will disrupt or even drop the current call if he attempts to use the flash button. CSR advised customer of the option of using 2-Line mode to be able to use the Call Waiting feature of his phone line.
1/31/12 2:05 PM	1/31/12 2:10 PM	Consumer Education			0											0	1				1	1	Customer reported having difficulty navigating automated recordings for her bank. CSR shared tips such as having the entire recording captioned and/or pressing a particular option right away.
2/2/12 11:15 AM	2/2/12 11:30 AM	Information			0											0		1			1	1	Potential customer's son-in-law inquired about the CapTel phone. CSR advised son-in-law how the CapTel phone works in both 1-Line and 2-Line modes. CSR also explained that the captioning service is covered by state and federal relay funds as part of the Americans with Disabilities Act.
2/6/12 11:30 AM	2/21/12 1:20 PM	Set up - Installation			0								1			1					0	1	Customer's son inquired how to connect multiple devices to the same wall jack. CSR advised obtaining a duplex jack for proper setup.
2/16/12 9:05 AM	2/16/12 9:10 AM	Referral Information			0											0			1		1	1	Potential customer's helper wanted to know how to obtain a CapTel phone for customer. CSR referred customer to state equipment program and to national distributor to obtain a CapTel phone.
2/16/12 11:30 AM	2/16/12 11:35 AM	Consumer Education			0											0	1				1	1	Customer reported not receiving captions on incoming calls when using the CapTel 800 phone. CSR explained that when using the CapTel 800 phone in 1-Line mode callers must first dial through the captioning service to connect to the unit with captions.
2/25/12 8:20 PM	2/25/12 8:30 PM	Consumer education - general			0											0	1				1	1	Caller to a CapTel user indicated that he is hearing a message to register his long distance provider. CSR explained that in order to prevent getting billed by the state's default provider callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this will ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
2/27/12 10:40 AM	2/27/12 10:50 AM	Dialing/Set up - Call Waiting			0			1								1					0	1	Customer requested assistance with programming a Call Waiting block code since he uses Call Waiting. CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.
3/1/12 10:40 AM	3/1/12 10:45 AM	Consumer Education			0											0	1				1	1	Customer inquired how to call a CapTel user. CSR discussed with customer the proper procedure for calling a CapTel user through the captioning service number.
3/5/12 1:20 PM	3/5/12 1:30 PM	Set up - Installation			0								1			1					0	1	Customer's friend reported being unable to reach the customer with captions. Troubleshooting revealed that the customer may be answering on a TTY instead of the CapTel when called through the captioning service. CSR sent a letter inviting the customer to call CapTel Customer Service for further troubleshooting.

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Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Nature of Complaint / Resolution
3/5/12 1:30 PM	3/5/12 1:45 PM	Consumer Education			0											0	1				1	1	Customer's friend explained that callers frequently hang up on the customer before the CapTel connects with captions. CSR provided the customer with information on how to use the signal meter during calls. CSR further advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.
3/8/12 10:30 AM	3/8/12 11:05 AM	Set up - Installation			0								1			1					0	1	Customer reported hearing no dial tone on the CapTel 800. Customer's helper discovered that the phone jack that the CapTel was using had been disconnected from the customer's phone service. After customer had the phone jack re-connected with their phone service they confirmed that they are now able to successfully use the CapTel phone.
3/10/12 11:45 AM	3/11/12 11:25 AM	Set up - Installation			0								1			1					0	1	Customer's daughter inquired about using the CapTel phone with a medical alert device. CSR advised the proper set up of using a duplex jack to allow the CapTel phone and medical alert device to share the same wall jack.
3/11/12 11:15 AM	3/11/12 11:25 AM	Dialing/Set up - Dialing Prefix			0				1							1					0	1	Customer's daughter reported that the CapTel 800 was unable to place captioned calls. CSR sent an over-the-wire update to remove a mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.
3/14/12 12:30 PM	3/14/12 12:50 PM	Set up - Installation			0								1			1					0	1	Customer reported being unable to connect to captions on the CapTel 800. Through troubleshooting CSR found that the CapTel was connected into a mail station device. CSR advised customer to obtain a duplex or y jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. Customer reported she removed the mail station from the set-up and has since connected to captions successfully.
3/22/12 1:50 PM	3/22/12 1:55 PM	Information			0											0		1			1	1	Customer requested three sheets of Call Me cards. CSR sent customer the requested material.
3/26/12 7:55 PM	3/26/12 8:00 PM	Consumer Education			0											0	1				1	1	Customer reported seeing message new FCC ruling all long distance calls will be billed on the screen of the CapTel 800. CSR confirmed that customer is registered in our system. Further explained that the message is standard for long distance captioned calls and that there is no extra charge for using the CapTel service but normal long distance charges apply.
3/28/12 11:45 PM	3/28/12 12:00 PM	Consumer education - general			0											0	1				1	1	Customer reported incoming calls are not always connecting to captions and the captions light will turn off. CSR explained that if the other party does not call through the captioning service the call will not be captioned and the captions button will turn off. CSR placed several incoming captioned calls to demonstrate.
3/29/12 4:05 PM	3/29/12 3:30 PM	Set up - Installation			0								1			1					0	1	Customer inquired as to how to set up their CapTel 800 in 2-Line mode with the primary phone line sharing a wall jack with a signaling device. CSR advised installing a duplex jack on the primary phone jack and plugging the CapTel Line 1 phone cord into one side and the signaling device into the other side.
04/01/12 12:01 AM	04/01/12 12:12 AM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR explained that the CapTel would require two completely separate telephone numbers installed to be used in 2-Line mode. CSR advised that the second telephone line must be analog and must be capable of placing toll-free calls.

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04/05/12 10:02 AM	04/05/12 10:15 AM	Setup			0							1				1					0	1	CSR advised daughter that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 800i.
04/13/12 01:37 PM	04/13/12 01:44 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR found that the son was not calling through the captioning service. CSR explained the importance of having callers call through the captioning service in 1-Line mode. Confirmed this resolved the customer's experience.
04/16/12 09:00 PM	04/16/12 09:10 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR registered customerâ€™s preferred long distance carrier in the system and explained that as long as the caption button is lit before they dial the phone number, the call will be captioned.
04/19/12 02:50 PM	04/19/12 03:32 PM	Setup			0								1			1					0	1	Further investigation found that the CapTel's phone cord was connected to another device. CSR advised plugging the CapTel's phone cord directly into the jack in the wall. Test call confirmed that the CapTel 200 is able to connect with captions. CSR also suggested using a duplex jack if two devices require phone connection at a single telephone wall jack.
04/19/12 02:50 PM	04/19/12 04:02 PM	Setup			0								1			1					0	1	CSR advised customer's son to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Confirmed customer's son was then able to successfully make a captioned call.
04/19/12 07:35 PM	04/19/12 07:41 PM	Setup			0								1			1					0	1	CSR advised customer that the CapTel 800 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.
04/19/12 07:35 PM	04/20/12 08:58 AM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR informed the customerâ€™s son that the CapTel phone uses a data or modem connection when used with captions. If an extension phone on the same phone line is picked up, this disrupts the data connection the CapTel is using which would result in a temporary loss of captions or total disconnection. CSR discussed the option of using 2-Line mode which would allow an extension phone to be used at the same time as the CapTel phone with captions.
04/20/12 08:52 AM	04/20/12 08:57 AM	Setup			0								1			1					0	1	CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel.
04/20/12 09:49 AM	04/20/12 10:00 AM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR explained that it is normal for the screen to display "Handset is Muted" on incoming captioned calls while the phone connects with captions. CSR further explained that individuals should dial through the captioning service to reach the customer with captions.
04/24/12 03:52 PM	04/24/12 04:02 PM	Setup			0								1			1					0	1	CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Confirmed this resolved customer's experience.
04/25/12 01:48 PM	04/25/12 01:55 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR informed the customer that when using the CapTel in 2-Line mode the second telephone line would require a standard analog telephone line. CSR also explained that when using the CapTel in 2-Line mode callers can call the CapTel user directly through their main telephone number.

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04/25/12 03:21 PM	04/25/12 03:35 PM	Setup			0								1			1					0	1	CSR advised helper to perform a physical reset. CSR subsequently referred customer's helper to telephone service provider to repair faulty wall jack identified during troubleshooting.
04/26/12 10:01 AM	04/26/12 10:05 AM	Setup			0								1			1					0	1	CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 800i.
05/02/12 07:21 PM	05/02/12 07:24 PM	Setup			0								1			1					0	1	CSR explained that the CapTel Phone 800 is not designed for digital cable use and advised customer to use a standard analog phone line to support the CapTel.
05/04/12 12:21 PM	05/04/12 12:32 PM	Setup			0								1			1					0	1	CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
05/04/12 01:11 PM	05/04/12 01:17 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR explained that the captioning service is paid for by state and federal relay funds. CSR further explained that if the CapTel 800 phone is being used in 1-Line mode that the customer should register their preferred long distance carrier to ensure that they do not receive additional charges from the state's default carrier.
05/06/12 11:21 AM	05/06/12 11:33 AM	Setup			0								1			1					0	1	CSR found that the customer had a digital cable provider. CSR advised customer's son that the CapTel 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 800i.
05/06/12 11:21 AM	05/06/12 11:33 AM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR referred the customer's son to the state equipment program for further information.
05/06/12 11:21 AM	05/06/12 11:33 AM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR provided information and technical requirements for the CapTel 800i.
05/08/12 01:50 PM	05/08/12 01:55 PM	Setup			0								1			1					0	1	CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
05/11/12 12:09 PM	05/11/12 12:13 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR discussed with customer the proper procedure for calling a CapTel user through the captioning service number.
05/24/12 01:45 PM	05/24/12 01:50 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR advised customer that to receive captions on incoming calls the callers need to first dial captioning service number and enter customer's telephone number at the prompt. Further advised that to make captioned calls, they need to make sure the caption light is on before dialing a number.
05/30/12 01:49 PM	05/30/12 02:03 PM	Other			0											0				1	1	1	Customer stated, "You have done a good job, Brian, I will remember that to my dying day!"
05/31/12 03:02 PM	05/31/12 03:30 PM	Info/Referral/Consumer Ed			0											0		1			1	1	CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this ensures that the callers are billed according to the plan that they have previously established with their long distance carrier.

(Date created)	(Date Resoloved)		Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																				
			Service Complaints			Technical Complaints											Other (Inquiries)						
Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Nature of Complaint / Resolution

		Complaints or Inquiries Originating at CapTel Center																				
		Service Complaints			Technical Complaints											Other (Inquiries)						
Statistical Data		Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments	Total Inquiries	Grand Total	Problem/Resolution
Grand Totals		1	0	1	0	0	5	10	0	0	6	38	0	3	62	42	23	15	3	83	146	