



**Arkansas FCC
2010 - 2011
Complaint Log**

Complaint Tracking for AR (06/01/2010-05/31/2011). Total Customer Contacts: 9

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|--|
| 1 | 08/11/10 | A voice customer stated that during a phone call, they asked the HOH person to repeat what they said because the operator cut off the first part of what they had said. The operator then cut into the conversation and voiced, "no I didn't, the HOH is speaking before the transmission is finished". The voice caller told the operator to tell the HOH person that they are doing that and then the operator said no, they can not interrupt. The voice caller said, "you are interrupting me, why can't you interrupt so we can communicate better?" This is when the operator disconnected the call. The HOH called the voice caller back and said they did not know what happened, and was saying hello? Hello? and got no response. Customer service apologized to the called and the customer would like follow-up. | 08/11/10 | The Customer Service Representative discussed this contact with the Operator. The Operator clarified how the call actually occurred. The Operator stated that it was a VCO customer who began to speak while the transmission was sending to VCO, not to the Operator. When the Voice person requested the Operator interrupt the VCO, the Operator attempted to explain to the voice person that the transmission was still sending to the VCO and was unable to "interrupt" the voice person. (due the fact that the typing speed was reduced quite a bit causing some long lag time) The Operator adamantly denied hanging up on the customer. A follow up call (answering machine) was made at 805PM on the 13th of the current month. |
| 2 | 09/14/10 | The customer had problems with their caller ID appearing on their CapTel 800. | 09/14/10 | The Customer Service Representative advised an electronic reset to solve the issue of no called ID appearing on the phone. They also suggested trying an alternate phone jack. It has been confirmed that alternate phone jack resolved the customer's experience. |
| 3 | 11/15/10 | The customer was unable to dial a regional 800 number. | 11/15/10 | A customer reported that she is unable to dial out from her CapTel phone and reach the correct number with captions, the call can be completed without captions. A Customer Service Representative found out the number she was dialing was a regional toll number that had to be linked to a toll number. Engineering made an adjustment and the customer has confirmed she can now dial with captions and reach the correct number. |
| 4 | 12/13/10 | There were general problems with the service. | 12/13/10 | A caller reported hearing "Please wait for the next available operator". The customer service representative advised the customer that on December 12th, CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon, CapTel continued to process calls throughout the day. However, answer times were affected. The customer service representative confirmed with the customer that they are now able to make and receive captioned calls successfully without delay. |
| 5 | 02/02/11 | There were general problems with the service. | 02/02/11 | 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. |

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| 6 | 02/02/11 | There were general problems with the service. | 02/02/11 | 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. |
| 7 | 02/02/11 | There were general problems with the service. | 02/02/11 | A customer noted a lack of captions on incoming and outbound calls on her CapTel phone. 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. |
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| 9 | 02/02/11 | There were general problems with the service. | 02/03/11 | A customer noted a lack of captions on incoming and outbound calls on her CapTel phone. 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. |