



**Connecticut FCC  
2011 - 2012  
Complaint Log**

Complaint Tracking for CT (06/01/2011-05/31/2012). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/19/11	Accuracy of captions	09/19/11	A Customer reported an instance where she received captions of a swear word repeatedly. The Customer Service Representative apologized for this incidence and thanked the customer for bringing the experience to our attention. The customer did not recall the date or time of the call. The Customer Service Representative reported the incidence to the Call Center as described without specifics. The Customer Service Representative also explained upon request how captions are created. The Customer Service Representative explained that captions are created by a live captionist using voice recognition technology. The Customer Service Representative explained that sometimes similar sounding words can be captioned and that errors will be corrected shortly thereafter in brackets. The Customer thanked the Customer Service Representative for explaining how captions are produced and confirmed that when speaking with the Customer Service Representative the captions were very clear and understandable.
2	01/18/12	Accuracy of captions	01/18/12	Customer reported that not all of their words were being captioned during a call the week before but did not remember the time or date. The Customer Service Representative apologized for this experience and researched to see if there was a technical cause. No technical explanation was identified. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant # of any future calls to allow us to take specific action with the Communication Assistant captioning the call. The Customer said if it happens again that she would do so.