



**Wisconsin FCC Complaint Log  
2012-2013**

**Complaint Tracking for Wisconsin (06/01/2012-05/31/2013). Total Customer Contacts: 13**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/12	Customer was denied by Supervisor to make calls using the Speech to Speech service.	06/01/12	Caller was mistakenly denied while using the Speech to Speech service. Apologized for the inconvenience. Follow up letter sent per the customer's request.
2	07/02/12	A Wisconsin text telephone relay customer said that the Operator chose an option in an automated menu without the customer asking her to do so. The Operator apologized for the inconvenience. Follow-up requested.	07/02/12	The Supervisor coached the Operator on proper call procedure when reaching an automated menu. Followed up with the customer via email stating that proper procedure was reiterated with the Operator.
3	07/09/12	A Wisconsin text telephone customer complained that the Operator did not let them know when their caller hung up and then eventually hung up on the call. Customer Service apologized for the problem. Customer did not request follow up.	07/09/12	The Supervisor met with the Operator and coached the Operator on proper procedures. Additionally, keeping the customer informed and disconnect procedures were discussed with the Operator. The Operator was not able to remember this call but will be sure to perform in a more professional manner in the future.
4	09/27/12	A Customer wished to report that captions stopped in the middle of an important call.	09/27/12	The Customer Service Representative apologized for the incident and advised the customer that the call information was shared with the Operator's Supervisor. The Supervisor will increase the monitoring frequency to make sure that failure to caption audible text is not a continuing issue for this Operator.
5	10/01/12	Customer reported that the CapTel 200 is displaying an error message that displayed, "Account log in failed, please call support. Code E2".	10/01/12	The Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. The Customer Service Representative suggested that the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
6	10/01/12	Customer reported seeing error E2 on the CapTel display.	10/01/12	The Customer Service Representative apologized for the customer's experience and noted that there was a brief 10 minute technical difficulty that affected their call. The Customer Service Representative suggested that the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.

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7	10/01/12	Customer reported seeing "Account Login Failed" and was unable to get captions on his call.	10/01/12	The Customer Service Representative apologized for the customer's experience and noted there was a brief technical difficulty that affected their call. The Customer Service Representative suggested for the customer to try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
8	10/24/12	This Operator was impatient. Informed caller that the Operator's Supervisor will be notified. No follow up requested.	10/24/12	The Supervisor met with the Operator. The Operator followed the Speech to Speech procedures by asking the caller to repeat as necessary.
9	10/29/12	Customer stated that the Operator was rude. The Operator did not relay all of the voice person's conversation. The voice customer asked the Operator to please relay the complete message and then the call disconnected.	10/29/12	Apologized to the customer and stated that someone in management would be notified. The customer wanted a call back and message left. The customer was contacted via phone and a message was left October 29, 2012, at approximately 3:15pm.
10	11/06/12	Customer stated that the Operator was not able to type the correct number to him per several attempts. Apologized. No follow-up requested.	11/06/12	The Operator remembers this call. There was specific money amounts that the Operator was relaying to the caller. The Operator states that the call started to garble so the Operator disabled turbo, slowed the typing speed, and finally spelled out the money amount to the caller, which enabled the call to proceed. The Operator stated that the caller was very appreciative and thanked them for being able to get the call processed.
11	01/26/13	The customer said that the Operator is not a bad Operator, but just needs to learn how to save and retrieve Speech to Speech messages. The Supervisor apologized for the inconvenience and would forward this to the Operator's immediate Supervisor. No follow up requested.	01/26/13	The Operator is familiar with the procedure, however, there was a technical issue that caused the speech to speech message not to be saved.

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12	02/18/13	A customer complained that when they called the Wisconsin Speech to Speech number, the Operators are not able to see the account notes. He has tried several times on two lines and still no notes. This is an ongoing problem, (about a month) at the call center. Customer service apologized and told the customer that a trouble ticket would be entered. Follow up requested.	02/18/13	Sent follow up email to customer per request.
13	03/01/13	A Speech to Speech customer reported that for the last 4 days he has had trouble connecting to certain numbers through Wisconsin Speech to Speech relay. He provided several numbers in which he reached a recording, "the number you have dialed cannot be completed as dialed". When he dials direct from his phone, he connects fine. He said that the Supervisors at the call center have told him that a trouble ticket would be entered. Customer Service responded, apologized, and placed a test call from their desk phone. The test call also included the customer on line and found the same problem. Entered ticket. Follow up requested.	03/01/13	The technicians fixed the circuit and now it is working. Sent follow up email to customer as requested.