

## Iowa CapTel FCC Complaint Report 6/1/2012 to 5/31/2013

| Track # | Date of Complaint  | Contact Type | Tech. vs. Service | Agent # | Nature of Complaint   | Explanation of Resolution or Status   | Date & Time Resolved | Time Completed  | Rep. Initials |
|---------|--------------------|--------------|-------------------|---------|---|---|----------------------|-----------------|---------------|
| 359921  | 10/01/2012 03:09PM | CapTel       | Service           | N/A     | Customer reported that she is not able to place a captioned call and was receiving a strange error message. | CSR apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. CSR suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.  | 10/01/2012 03:50PM   | Within 24 Hours | JA            |
| 364128  | 10/22/2012 11:31AM | Phone        | Service           | N/A     | Customer's helper reported an inability to dial a local phone number from the CapTel phone with captions.   | CSR sent call detail to Technical Support who then filed a trouble ticket with the telephone carrier. CCS informed customer this action was taken on their behalf to correct this routing matter. Customer can dial out to other telephone numbers with captions.   | 11/01/2012 11:45AM   | Over 48 hours   | AK            |
| 387436  | 02/05/2013 02:26PM | Phone        | Service           | N/A     | Customer's helper shared feedback in regards to experiencing inaccurate captions at times.                  | Customer's helper explained that on one call, the customer saw the letter "F" multiple times with spaces in between while the line was ringing but was unable to provide the CA number and/or date and time of call. CSR apologized for incidence and thanked customer's helper 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. Further explained that the captionist may have had technical difficulties at their work station, however, with no other details, such as date, time, CA number, we are unable to further investigate. | 02/05/2013 02:51PM   | Within 24 Hours | DF            |
| 391589  | 02/25/2013 10:40AM | CapTel       | Service           | N/A     | Customer reported that she'd tried to place a captioned call but was not connected with an operator.        | CSR advised the customer that there was a brief technical difficulty at the Captioning Service center and advised her to please stay on the line for the next available operator should that message appear. CSR investigated and learned that the phone switch server experienced a brief interruption causing calls in progress to disconnect. As captionists were coming back on line, some customers experienced a longer than normal wait time to connect with a captionist. The incident lasted less than 4 minutes and did not impact the overall answer time of 85% of the calls being answered within 10 seconds for the day   | 02/25/2013 10:43AM   | Within 24 Hours | GL            |