

Kansas Relay Center 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
353334	8/30/2012 2:53 PM	Phone	Billing	N/A	Customer's daughter reported an inability to dial to the customer when using a prepaid long distance service.	CSR advised daughter of the correct dialing procedure when calling to a CapTel user through the captioning service when using a calling card. CSR researched and worked extensively with the daughter and CapTel user. Daughter decided to use her cell phone to call to the CapTel user as it included long distance calls and no long distance billing would be incurred.	8/30/2012 3:53 PM	Within 24 Hours	AK