



**Nebraska FCC Complaint Log  
2012-2013**

**Complaint Tracking for Nebraska (June 2012 - May 2013). Total Customer Contacts: 2**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	04/06/13	Customer's daughter reported being unable to place captioned calls to the CapTel 800 in 1-Line mode.	04/24/13	A Customer Service Representative worked extensively with the customer to explore and confirm their set up. Once all was confirmed in the set up, Technical Support opened a trouble ticket and worked with the carrier. Calls were also changed to route over another carrier's network which the customer's daughter confirmed resolved the customer's experience fully.
2	04/18/13	Customer's daughter indicated that the customer could call out but that when they tried calling, they experienced just silence.	04/21/13	Technical assistance confirmed that there was a problem with the phone network, which was resolved. The Customer Service Representative's subsequent contact with the customer confirmed that all was fine regarding her captioned calling.