

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
48296	06/06/12		Tina	Tina	Customer requested to be removed from Hamilton CapTel as they switched providers due to connection issues.	06/27/12	Customer Service removed the account for the customer. Customer was satisfied.	Mobile--Connection Issues
48345	06/07/12		Tina	Tina	Customer stated they attempted to log into the Hamilton CapTel App, but they are unable to proceed beyond the log in page.	06/27/12	Customer Service apologized and stated that there was a recent issue with the Hamilton CapTel App, which had been resolved. Customer requested the customer attempt their call again. There has been no further response from the customer.	Mobile--Connection Issues
49154	06/20/12		Melissa	Melissa	Customer stated they are not receiving audio on their CapTel 800i.	06/22/12	Customer Service provided steps to fix the issue, which were unsuccessful. Customer Service forwarded the information to the outreach department for a home visit. The outreach department discovered that CapTel provided a replacement phone the day before the visit. The customer's phone was set up and test calls were placed, which were successful. Customer was satisfied.	800i--Technical - General
49730	06/21/12		Michelle	Michelle	Customer stated they are unable to log into their account.	06/21/12	Customer Service emailed the customer's log in information and attempted to verify if the customer was able to process a call. There has been no further response from the customer.	CapTel--System/Browser Issues
49589	06/26/12		Tina	Tina	Customer stated that they were receiving an error message when attempting to place a captioned call.	06/27/12	Customer Service inquired what the error message was the customer was receiving and if they were able to log in. Customer replied that the issue was resolved and was satisfied.	Mobile--Unable To Make Captioned Calls
50019	07/02/12		Tina	Tina	Customer stated they were unable to place captioned calls.	07/18/12	Customer Service attempted to obtain additional information by email. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
50139	07/03/12		Tina	Tina	Customer stated that the received calls option will not stay in default to the on position.	07/18/12	Customer Service apologized and forwarded the information to the technical department. The technical department resolved the issue. Customer was notified.	Mobile--Technical -- General
50962	07/17/12		Tina	Tina	Customer stated they uninstalled the Hamilton CapTel App, but continue to receive a message each day and asked that we stop the messages from coming through.	07/25/12	Customer Service apologized and requested the customer provide Customer Service with the message they were receiving to better assist them. There has been no further response from the customer.	Mobile--Miscellaneous
51124	07/18/12		Tina	Tina	Customer stated they are unable to place a call using Hamilton CapTel for the Smartphone using Wi-Fi.	07/18/12	Customer Service requested additional information from the customer to send to the technical department. There has been no further response with the customer.	Mobile--Unable To Make Captioned Calls
51324	07/19/12		Tina	Tina	Customer stated that they are unable to copy and paste a conversation into an e-mail from the Hamilton CapTel App.	11/16/12	Customer Service apologized and stated this information would be forwarded to the technical department. The technical department updated the Hamilton CapTel App. Customer was notified.	Mobile--Technical -- General
51426	07/23/12		Tina	Tina	Customer stated that they are not receiving all of the captions.	07/25/12	Customer Service apologized and attempted to obtain additional call information by email. There has been no further response from the customer.	CapTel--Accuracy of Captions
73054	07/30/12		Brenda	Brenda	Customer stated they were unable to log into Hamilton CapTel.	08/12/12	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
52298	08/01/12		Tina	Tina	Customer stated they were unable to place captioned calls.	08/01/12	Customer Service forwarded this information to the technical department. The technical department reset the customer's account and customer was able to place a captioned call. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
52669	08/08/12		Tina	Tina	Customer stated that the received calls option will not stay in default to the on position.	08/12/12	Customer Service apologized and forwarded the information to the technical department. The technical department resolved the issue. Customer was notified.	Mobile--Technical -- General
56445	08/10/12		Tina	Tina	Customer stated they were unable to place captioned calls.	08/10/12	Customer Service attempted to obtain additional information by email. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
52939	08/13/12		Tina	Tina	Customer stated that they are not always able to place a call using the Hamilton CapTel App.	08/27/12	Customer Service emailed customer for additional information. There has been no further response from the customer.	Mobile--Technical -- General
55886	08/29/12		Kim W.	Kim W.	Customer is unable to place a Hamilton CapTel call even though they were in a 4G area.	08/29/12	Customer Service advised the customer to attempt to uninstall and reinstall the application. Customer stated they would try this and contact us back if there were further issues. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
56255	09/04/12		Tina	Tina	Customer stated they lost captions in the middle of the call.	09/04/12	Customer Service explained why this could happened and offered suggestions for clearing the browsing history and cache files. Customer was satisfied.	CapTel--Captions -- Stop In Middle of Call
56505	09/06/12		Ellis	Ellis	Customer stated that the received calls option will not stay in default to the on position.	09/08/12	Customer Service apologized and forwarded the information to the technical department. The technical department resolved the issue. Customer was notified.	Mobile--Technical -- General
56619	09/10/12		Michelle	Michelle	Customer stated they receive an error message that states "connection to Hamilton has been lost, please log in again", when they attempt to log in.	10/02/12	Customer Service discovered the customer was using the cell phone as both the voice line and the hotspot. Customer Service left a message for the customer. There has been no further response from the customer.	CapTel--Technical -- General
59373	09/11/12		Tina	Tina	Customer stated that the website for the Smartphone Compatibility site was incorrect.	10/25/12	Customer Service apologized and stated the website has been updated since the customer had received the link. Customer Service forwarded current information. Customer was satisfied.	Mobile--Technical -- General
64473	09/21/12		Tina	Tina	Customer stated they are unable to place a call using Hamilton CapTel for the Smartphone.	01/24/13	Customer Service apologized and requested additional information to forward to the technical department. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
59378	09/22/12		Kim	Kim	Customer stated they were unable to log in on their Mobile device.	10/25/12	Customer Service explained how to restart their device and reset their account. Customer was able to reset their account and device; customer successfully logged in. Customer was satisfied.	Mobile--System/Browser Issues
69471	09/26/12		Tina	Tina	Customer stated they are receiving an error message while attempting to register from their mobile device.	09/26/12	Customer Service apologized and explained that the technical department was working to resolve the issue. Customer Service directed the customer to register on their PC. The technical department resolved the issue and customers are able to register from their mobile device. Customer was able to register and place successful calls. Customer was satisfied.	CapTel--Technical -- General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
58436	09/27/12		Jessica	Jessica	Customer stated they are unable to make a call out using Mobile CapTel.	10/24/12	Customer Service apologized and stated someone would return a call. Customer Service has left messages for the customer. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
64481	09/28/12		Tina	Tina	Customer stated they lost captions in the middle of the call.	09/28/12	Customer Service apologized and requested more information for the technical department to research the issue. There has been no further response from the customer.	CapTel--Captions -- Stop In Middle of Call
64485	09/29/12		Tina	Tina	Customer stated issues with the accuracy of captions and they appear to lag far behind the conversation.	09/29/12	Customer Service apologized and inquired by email which Hamilton CapTel Service they were using. There has been no further response from the customer.	CapTel--Accuracy of Captions
58439	10/03/12		Brenda	Brenda	Customer stated that they were receiving an error that the service has been disconnected. Customer requested a call back at a later time.	10/24/12	Customer Service apologized and stated someone would return a call. Customer Service has continued to attempt to contact the customer, but there has been no further response.	Mobile--Technical -- General
58274	10/03/12		Jody	Jody	Customer stated they closed the application before they could print or view their conversation. Customer inquired if there was anyway to retrieve this conversation.	10/05/12	Customer Service apologized and explained there is no way to retrieve conversation. Customer understood.	Mobile--Technical -- General
69496	10/03/12		Tina	Tina	Customer stated they were not able to connect to the Hamilton CapTel App using their Kindle Fire Tablet. Customer stated they spoke with Kindle and they stated it is something with the programming at CapTel. Customer stated that they are able to use digits on all other Apps.	10/03/12	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues
58618	10/11/12		Lonnie	Lonnie	Customer stated they were receiving a network error message.	10/11/12	Customer Service explained how to reset the equipment. Customer was able to reset the equipment and make a successful test call. Customer was satisfied.	800i--Technical - General
64496	10/11/12		Tina	Tina	Customer stated the CA pressed option one during the recording, which put them into a voice mail.	10/11/12	Customer Service apologized and explained the CA is unable to interface with the recording that the customer reaches during a call. Customer understood.	Mobile--Complaints
59123	10/22/12		Tina	Tina	Customer stated they are receiving an error which states "unable to connect to captions via internet".	10/22/12	Customer Service explained the error message and how to reset the CapTel 800i. Customer was able to connect to the internet, but still unable to receive captions. Customer Service directed customer to CapTel Customer Service for further assistance. Customer was satisfied.	800i--Technical - General
67986	10/29/12		Tina	Tina	Customer stated they were having connection issues.	10/29/12	Customer Service responded to the customer's email. Customer stated that it was working properly. Customer was satisfied.	Mobile--Connection Issues
64531	10/30/12		Tina	Tina	Customer stated that the CapTel 840i is not working properly. Customer stated that they had unplugged it and waited several minutes, which did not resolve the issue.	10/30/12	Customer Service explained if they received a message of "no internet connection", this would indicate that they had lost their internet connection. Customer Service explained that this connection is necessary to receive captions. Customer Service requested that the customer press the caption button off and then on again to restore their internet connection and if that did not work to check their internet settings through their menu. Customer was able to restore captions. Customer was satisfied.	CapTel--Complaints

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
64501	10/31/12		Tina	Tina	Customer stated their captioning service was not working.	10/31/12	Customer Service apologized and attempted to obtain information of which Hamilton CapTel Service the customer was using. There has been no further response from the customer.	CapTel--Complaints
64515	11/07/12		Tina	Tina	Customer stated they were unable to place captioned calls.	11/07/12	Customer Service attempted to obtain additional information by email. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
74109	11/11/12		Mandy	Mandy	Customer stated they were unable to log into Hamilton CapTel.	11/11/12	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
73050	11/22/12		Robyn	Robyn	Customer stated they are not receiving any captions.	11/22/12	Customer Service attempted to assist the customer, but they could not hear the representative. Customer Service has sent an email to the customer. There has been no further response from the customer.	800i--Captions - No Captions
61155	11/26/12		Tina	Tina	Customer stated they were unable to place captioned calls.	12/01/12	Customer Service forwarded information to the technical department. The technical department discovered an issue with Hamilton CapTel Service, which was resolved. Customer was notified and able to place a successful call.	CapTel--Unable To Make Captioned Calls
64530	11/28/12		Tina	Tina	Customer stated they are receiving an error message when they attempt to place a call through Hamilton CapTel.	11/28/12	Customer Service verified customer was processing calls correctly through the website. Customer Service suggested to test their internet connection when call is received. There has been no further response from the customer.	CapTel--Unable To Make Captioned Calls
67905	12/10/12		Jody	Jody	Customer stated issues with connecting to the Hamilton CapTel App.	12/25/12	Customer Service stated someone would return a call to the customer. Customer has left messages for the customer; but there has been no further response from the customer.	Mobile--Connection Issues
73048	12/25/12		Robyn	Robyn	Customer stated they are receiving a password error when attempting to connect the CapTel 840i.	01/12/13	Customer Service forwarded the information to the technical department. The technical department attempted to contact the customer, but there has been no further response.	CapTel--System/Browser Issues
62831	12/26/12		Tina	Tina	Customer stated they have been unsuccessful in reaching a specific telephone number. Customer stated that they are able to reach all other telephone numbers that they dial.	01/10/13	Customer Service apologized and placed test calls to the specific telephone number, which were successful. Customer Service informed the customer and offered tips for placing the call successfully. Customer was satisfied.	CapTel--Technical -- General
69025	12/26/12		Tina	Tina	Customer stated they had received a message stating to please hold for the next available CapTel CA.	12/26/12	Customer Service apologized and explained that due to a high volume in calls there may have been a longer than normal delay in connecting to a CapTel CA. Customer understood. Calls were answered at 96% within 10 seconds for the day.	CapTel--Complaints
63363	01/02/13		Tina	Tina	Customer stated the captions stopped five times during their hour long conference call.	01/04/13	Customer Service forwarded information to the technical department. The technical department discovered that the customer disconnected each time. Customer was notified.	CapTel--Captions -- Stop In Middle Of Call
64392	01/02/13		Tina	Tina	Customer stated the CAs are not processing their Spanish calls properly.	01/02/13	Customer Service apologized and inquired if they had the CA number. Customer did not have the call information, but stated they would note this information in the future. Customer hung up.	CapTel--Unable to make Spanish captioned calls
69417	01/05/13		Tina	Tina	Customer stated that it is taking over ten minutes for connection and they are unable to place a call.	01/05/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
63733	01/10/13		Tina	Tina	Customer stated they are unable to place a Hamilton CapTel call using a Smartphone.	01/10/13	Customer Service discovered the Mobile App had locked up the customer's phone. Customer Service explained how to reset the phone and the account. Customer placed a test call, which was successful. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
63865	01/14/13		Tina	Tina	Customer stated they were unable to place a captioned call.	01/16/13	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered a Java issue with Internet Explorer 8 and Hamilton CapTel's website. Technical has resolved this issue. Customer was notified and placed a successful test call. Customer was satisfied.	CapTel--System/Browser Issues
64113	01/15/13		Tina	Tina	Customer stated they were receiving an error when attempting to log into their Hamilton and Sprint CapTel apps.	01/18/13	Customer Service apologized and explained there was technical issue that could be affecting their ability to log in. The technical department resolved the issue and customer was notified. Customer was able to log into their Hamilton CapTel App successfully. Customer was satisfied.	Mobile--Technical -- General
63907	01/15/13		Tina	Tina	Customer is unable to place a Hamilton CapTel call.	01/30/13	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
67906	01/17/13		Christa	Christa	Customer stated they were unable to place a call to their mother on November 25th and 26th.	01/17/13	Customer Service forwarded information to the technical department. The technical department did not discover any issues with the customer account on those days. Customer was notified and stated that they have been placing calls successfully. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
72105	01/18/13		Brenda	Brenda	Customer stated they were unable to log into Hamilton Web CapTel.	01/18/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--System/Browser Issues
64370	01/23/13		Michelle	Michelle	Customer stated they are not satisfied with the CapTel 840i and TV ears and would like to send them back.	01/23/13	Customer Service forwarded the information to the marketing department. The marketing department provided the information on how to return the equipment. Customer was satisfied.	CapTel--Complaints
64377	01/23/13		Kim	Kim	Customer stated the CapTel 840i device continues to lose connection to the internet.	01/23/13	Customer Service explained how to perform a physical reset of the phone. Customer stated they would call back if they had any further issues. There has been no further response from the customer.	CapTel--Complaints
64418	01/23/13		Tina	Tina	Customer stated they are unable to place a call using an iPad.	01/23/13	Customer Service discovered they were logged in at another location. Customer Service explained how to reset the account. Customer reset their account and placed a successful test call. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
69772	01/23/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/19/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
67935	01/25/13		Diane	Diane	Customer stated that the Spanish captions are not as accurate as the English captions.	01/25/13	CapTel Customer Service researched the issue and did not discover any issues with sound quality on the call. Customer Service explained that due to accents, often they may see "speaker unclear". Customer understood.	CapTel - Accuracy of Captions
73053	01/28/13		Brenda	Brenda	Customer stated they were unable to log into Hamilton CapTel.	01/31/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
65536	01/31/13		Brenda	Brenda	Customer stated they were unable to place captioned calls.	01/31/13	Customer Service apologized and forwarded information to the technical department. The technical Department discovered an issue with Hamilton's server, the issue was resolved and attempts were made to notify the Customer, but there has been no response.	Web and Mobile Captel -- Service - General
70309	01/31/13		Tina	Tina	Customer stated that their service has not been working all morning.	01/31/13	Customer Service apologized and informed the customer that on January 31, 2012 Hamilton CapTel experienced an unforeseen interruption in service that has been resolved. Customer was notified.	CapTel--Technical -- General
69778	01/31/13		Tina	Tina	Customer stated difficulties connecting to Hamilton Web CapTel.	01/31/13	Customer Service apologized and explained that Hamilton CapTel experienced an unforeseen interruption in service that has been resolved. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
70836	02/22/13		Brenda	Brenda	Customer stated the captioning had poor quality of spelling and incorrect words. Customer stated they would call back with specific details.	02/26/13	Customer Service apologized and has attempted to contact the customer several times. There has been no further response from the customer.	Mobile--Complaints
69259	02/23/13		Chuck	Chuck	Customer stated when placing a call, they receive a message that the number they are attempting to call is already in use.	02/23/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
67189	03/07/13		Tina	Tina	Customer stated they were unable to place captioned calls.	03/10/13	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered a Java issue with Internet Explorer 8 and Hamilton CapTel's website. Technical has resolved this issue. Customer was notified and placed a successful test call. Customer was satisfied.	CapTel--System/Browser Issues
69924	03/08/13		Tina	Tina	Customer stated that part of the conversation did not appear on their browser.	04/22/12	Customer Service requested that the customer email a screen shot. There has been no further response from the customer.	CapTel--System/Browser Issues
69768	03/09/13		Tina	Tina	Customer stated since the new update when they log in it displays the incorrect area code and the call disconnects after 30 seconds.	04/19/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Technical -- General
67330	03/10/13		Kim	Kim	Customer stated that each time they place a call, the website would disconnect. Customer stated this happens through both IE and Firefox.	03/24/13	Customer Service apologized and forwarded information to the technical department. The technical Department discovered an issue with Hamilton's server, the issue was resolved and attempts were made to notify the Customer, but there has been no response.	Web and Mobile Captel -- Service - General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
67327	03/10/13		Mandy	Mandy	Customer stated they can not log in.	03/24/13	Customer Service apologized and forwarded information to the technical department. The technical Department discovered an issue with Hamilton's server, the issue was resolved and attempts were made to notify the Customer, but there has been no response.	Web and Mobile CapTel -- Service - General
69279	03/11/13		Brenda	Brenda	Customer stated their Web and Hamilton CapTel is not working.	03/11/13	Customer Service explained that there was a technical issue. The technical department resolved the issue and customer was notified. Customer was able to place a successful call.	CapTel - Connection Issues
70481	03/11/13		Tina	Tina	Customer stated that during a business call when it ended they hit "end conversation" and then "save conversation" the screen went blank and the document was not saved, no captions.	03/11/13	Customer Service forwarded the information to the technical department. The technical department resolved the issue and customer was notified. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
67604	03/13/13		Brenda	Brenda	Customer stated that when attempting to use the Hamilton CapTel App on his iPhone they press the App and then the screen goes black.	04/01/13	Customer Service forwarded information to the technical department. The technical department discovered a compatibility issue with Hamilton CapTel and iPhone's new OS. Customer was provided instructions on how to restore the device. Customer understood.	Mobile--Connection Issues
70487	03/15/13		Tina	Tina	Customer stated they find the Hamilton CapTel website very difficult especially in trying to locate their account information.	03/15/13	Customer Service apologized and instructed the customer where to go on the website to place a call. Customer was satisfied.	CapTel--Service -- General
70063	03/16/13		Robyn	Robyn	Customer stated they were unable to log into Hamilton Web CapTel.	03/16/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
69600	03/23/13		Tina	Tina	Customer stated that the captioning quality was poor and they were unable to understand the conversation.	03/23/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel--Complaints
69466	03/24/13		Chuck	Chuck	Customer stated they were unable to log into Hamilton Web CapTel.	03/25/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--System/Browser Issues
69467	03/24/13		Chuck	Chuck	Customer stated they were unable to log into Hamilton Web CapTel.	04/16/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
68425	03/29/13		Tina	Tina	Customer stated they are unable to place a call using Hamilton CapTel for the Smartphone.	03/29/13	Customer Service explained there was a technical issue with the Hamilton CapTel that has been resolved. Customer Service requested customer attempt their call again. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
70410	03/31/13		Jessica	Jessica	Customer stated they were not receiving captions on their device unless they press the blue customer service button on the phone.	03/31/13	Customer Service explained how to receive captions and how to perform a reset to their phone. Customer reset the device and was able to receive captioning successfully. Customer was satisfied.	800i--Technical - General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
70895	04/02/13		Kim	Kim	Customer stated that after installing Hamilton CapTel on their mother's iPad, they have been unsuccessful in placing a call. Customer stated that they are able to receive a call.	04/19/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
69856	04/03/13		Tina	Tina	Customer stated the website is not displaying correctly.	04/03/13	Customer Service requested that the customer refresh the page that they are logging in on. Customer was satisfied.	CapTel--Service -- General
68798	04/04/13		Brenda	Brenda	Customer stated they were trying to help a client with the Hamilton CapTel App and the keypad continues to appear.	04/04/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Connection Issues
68947	04/07/13		Kim	Kim	Customer stated they were unable to log into Hamilton Web CapTel.	04/21/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
68917	04/08/13		Ellen	Ellen	Customer stated that they were unable to log in and place a call.	04/08/13	Customer Service forwarded the information to the technical department. The technical department explained that there was a technical issue, which had been resolved. Customer was able to place a successful call and was satisfied.	Mobile--Service -- General
70106	04/08/13		Brenda	Brenda	Customer stated they downloaded the Hamilton CapTel App on their iPad, but the log in will not appear.	04/20/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Service -- General
72649	04/09/13		Tina	Tina	Customer stated they were unable to view captions.	04/09/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
68955	04/09/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/09/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
71187	04/10/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/02/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
70306	04/10/13		Tina	Tina	Customer stated that they are not getting any captions on their calls. Customer stated they have sent a complaint to the FCC for failure to assist.	04/12/13	Customer Service assured the customer that technical was able to reset their account. Their account was reset and tested successfully. Customer was notified.	CapTel--Service -- General
71458	04/11/13		Tina	Tina	Customer stated they were experiencing issues connecting through Hamilton CapTel.	04/11/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues
69258	04/11/13		Tina	Tina	Customer stated they are unable to place a call with Hamilton CapTel.	04/13/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
71380	04/12/13		Tina	Tina	Customer stated the CapTel 800i phone was not displaying captions.	04/13/13	Customer Service requested further information by email. There has been no further response from the customer.	800i--Captions - No Captions

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
71253	04/12/13		Tina	Tina	Customer stated they have updated their CapTel phone several times, but it continues to request an update.	05/03/13	Customer Service requested further information on what type of mobile device the customer was using. Customer has had no further response with Customer Service.	CapTel--Technical -- General
69345	04/12/13		Kim	Kim	Customer stated they are unable to place a call with Hamilton CapTel.	04/14/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
72697	04/15/13		Tina	Tina	Customer stated they were unable to view captions.	04/15/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
69577	04/17/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/17/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
69573	04/17/13		Robyn	Robyn	Customer stated they were unable to log into Hamilton CapTel.	04/17/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
70404	04/18/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/30/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
73512	04/18/13		Tina	Tina	Customer stated they were unable to log into Hamilton CapTel.	04/18/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
69870	04/20/13		Kim	Kim	Customer stated that when they attempt to place a call they receive a message, "this conversation has ended", before the conversation begins.	04/20/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
69971	04/22/13		Jessica	Jessica	Customer stated they are unable to place a call with Hamilton CapTel.	04/30/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
69976	04/22/13		Jessica	Jessica	Customer stated they are unable to place a call with Hamilton CapTel.	04/30/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
71181	04/23/13		Tina	Tina	Customer stated they were not able to place calls from their phone with the Hamilton CapTel App. Customer stated that the message states "Hamilton disconnected".	05/02/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
70406	04/24/13		Brenda	Brenda	Customer stated they were unable to log into Hamilton Web CapTel.	05/07/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
70102	04/24/13		Tina	Tina	Customer stated when they hear the first ring it then stops and the call cannot get through. they are using an Android LG4.	04/24/13	Customer Service apologized and requested additional information so they could assist the customer. There has been no further response from the Customer.	Mobile--Connection Issues
70726	04/27/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/10/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73216	04/27/13		Tina	Tina	Customer stated they were unable to log into Hamilton CapTel.	04/28/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
70771	04/28/13		Mandy	Mandy	Customer stated that when placing a call through Hamilton CapTel, it appears that they are receiving other conversation.	04/30/13	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the Hamilton server, which was resolved the same day. Customer was notified and able to place a successful call.	CapTel--Complaints
70729	04/28/13		Mandy	Mandy	Customer stated when they attempt to place a call it rings then disconnects.	04/30/13	Customer Service forwarded information to the technical department. The technical department discovered that the customer had two accounts. Both accounts were reset and the customer was able to place calls successfully. Customer was satisfied.	Mobile--Technical -- General
72654	04/29/13		Tina	Tina	Customer stated when placing a call, they receive a message that the number they are attempting to call is already in use.	04/29/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
70762	04/29/13		Tina	Tina	Customer stated that when they dial the called party, the phone rings once and disconnects.	05/04/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
72717	05/02/13		Tina	Tina	Customer stated when placing a call, they receive a message that the number they are attempting to call is already in use.	05/02/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
71199	05/02/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/28/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73186	05/02/13		Melissa	Melissa	Customer received an email regarding the decision to discontinue Hamilton Internet Relay and was concerned that this may affect Hamilton CapTel Services.	05/02/13	Customer Service explained that the discontinuation of Internet Relay services would not affect their CapTel Service. Customer was satisfied.	Mobile--Service -- General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
71742	05/12/13		Mitch	Mitch	Customer stated they are unable to receive captions on their CapTel phone.	05/14/13	Customer Service apologized and attempted several times to get the captions to work with no success. Customer Service forwarded information to CTI Customer Service.	800i--Unable to Make Captioned Calls
71961	05/14/13		James	James	Customer stated difficulties placing Spanish Web CapTel calls.	06/20/13	Customer Service apologized and forwarded the information to the technical department. The technical department has resolved this issue. Customer has been notified at time of resolution.	CapTel--Unable To Make Spanish Captioned Calls
71968	05/14/13		Ellen	Ellen	Customer stated difficulties placing Spanish Web CapTel calls.	06/20/13	Customer Service apologized and forwarded the information to the technical department. The technical department has resolved this issue. Customer has been notified at time of resolution.	CapTel--Unable To Make Spanish Captioned Calls
72078	05/15/13		Jody	Jody	Customer stated they were unable to log into Hamilton CapTel.	05/16/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73251	05/17/13		Tina	Tina	Customer stated that since they got the call me number they are unable to process calls.	05/17/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
72165	05/17/13		Kim	Kim	Customer stated they were unable to log into Hamilton Web CapTel.	05/20/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
72090	05/17/13		Tina	Tina	Customer stated they were unable to log into Hamilton CapTel.	05/20/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
72472	05/23/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/24/2013	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73183	05/24/13		Tina	Tina	Customer stated they were not able to place calls.	05/24/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
73218	05/24/13		Tina	Tina	Customer stated they were not able to place or receive calls.	05/24/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
73324	05/25/13		Tina	Tina	Customer stated that their calls disconnect in the middle of the conversation.	05/31/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel--Captions -- Stop In Middle of Call

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
74083	05/30/13		Michelle	Michelle	Customer stated that when using their iPad, the screen fills up and wants to know how to scroll or clear for additional conversation.	06/15/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues
338721	06/25/2012		ES	ES	Customer reported experiencing a significant delay during a captioned call.	06/26/2012	Customer shared feedback regarding delay of captions behind the spoken words during their call. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with appropriate Call Center personnel. CA's Supervisor increased monitoring and coaching for optimal performance. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	Service
342702	07/13/2012		JH	JH	Customer shared feedback regarding accuracy of captions and asked what he was supposed to do when the caller has a heavy accent.	07/13/2012	CSR apologized and thanked customer for bringing their experiences to our attention. CSR explained that the captions button can be turned off and then back on during the same call to reach a CA that may be able to understand the accent better. CSR also informed the customer that if he were to document the date, time and CA# of any future calls where the captions are not satisfactory, it will allow us to take specific action with the CA captioning the call. Customer was satisfied.	Service
343369	07/17/2012		TJ	TJ	Customer shared feedback regarding delay of captions during their call.	07/29/2012	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
345065	07/25/2012		KW	KW	Customer called to report a call that had poor captions.	07/25/2012	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The CA's Supervisor has been informed of the complaint and will increase monitoring and coaching.	Service
345237	07/25/2012		GL	GL	Customer shared feedback regarding accuracy of captions.	07/25/2012	CSR apologized for incidence and thanked customer 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. Customer stated that she is happy with the accuracy of the service as a whole and only had concerns with a few specific calls.	Service
346916	08/02/2012		AK	AK	Customer reported previously being unable to make or receive calls on the CapTel phone with captions but confirmed she was connected to captions on the current call.	08/02/2012	CSR investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. CSR apologized and confirmed customer is now making calls successfully.	Service

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
347083	08/02/2012		LH	LH	Customer shared feedback regarding the accuracy of a specific sentence that was captioned.	08/22/2012	CSR apologized for the incident and thanked customer for the feedback. CSR shared how captions are produced and the customer noted that a correction by the CA was made. CSR followed up with the Call Center and the customer discussing the captioning process and again apologized for the customer's experience.	Service
348852	08/10/2012		AK	AK	Customer reported receiving inaccurate captions when captioning her voice mail messages.	08/10/2012	CSR apologized for incidence and thanked customer 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. CSR also suggested replaying the message to have it captioned a second time.	Service
350604	08/17/2012		EY	EY	Caller reported seeing message, "Waiting for captioning operator."	08/17/2012	Caller reported call to CapTel customer service connected after a short wait. CSR explained that this prompt means to stay on the line momentarily to connect with the next available captionist. Investigation shows the Call Center answer time was met for the day. CSR apologized to the caller for the delay in connecting to an operator experienced on the call before calling customer service.	Service
359780	10/01/2012		KW	KW	Customer reported inaccurate captions.	10/25/2012	CSR apologized for incidence and thanked customer 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.	Service
363547	10/18/2012		TJ	TJ	Customer reported that the captions were far behind the spoken word on a specific call.	10/18/2012	Further investigation identified that the CA filed a trouble ticket on the call due to audio difficulties resulting in an increased delay of captions behind the spoken word. The customer stated the captions were 30 seconds behind which is more than the norm. CSR followed up and apologized to the customer and thanked them for bringing this to our attention.	Service
364621	10/24/2012	6454	EY	EY	Outreach worker installing a new CapTel 840i cited inaccurate captions on one minute test call.	11/01/2012	CSR apologized for incidence and thanked caller for reporting this feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Center management confirmed receipt and follow up measures.	Service
365704	10/29/2012		EY	EY	Customer reported intermittent loss of captions on CapTel 840i.	10/29/2012	CSR found there was a temporary service issue related to our Internet vendor. CSR apologized for this inconvenience and suggested trying their call again.	Service
367512	11/06/2012	6366	BC	BC	Customer reported seeing "speaker breaking up," and then captions stopped in the middle of a call.	11/09/2012	CSR apologized for this incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Investigation revealed an isolated audio issue during that call leading to the CA being unable to provide captions. Monitoring has been	Service

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
367742	11/07/2012	3853	Mmo	Mmo	Customer complained of a specific captioned call with unsatisfactory captioning.	11/09/2012	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
369228	11/14/2012		EY	EY	Customer said captions failed when she played back an answering machine message on CapTel 840i.	11/14/2012	CSR advised customer that if Internet has failed when the answering machine message is recorded, the captions cannot be recovered.	Service
370212	11/19/2012		SE	SE	Customer's daughter reported captions that did not make sense to the user.	11/19/2012	CSR apologized for incidence and thanked customer 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.	Service
371331	11/26/2012		ST	ST	Customer reported receiving questionable captioning of a swear word they do not believe the other party stated on a recent captioned call.	11/28/2012	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR attempted to identify the call in question to report specifics to the call center and was not able to confirm the call. CSR followed up with customer and explained a call near the time specified could not be identified. Customer noted next time they would document a CA #. CSR apologized for the incidence.	Service
376913	12/20/2012		GJ	GJ	Customer reported not being able to immediately connect with a CA.	12/20/2012	CSR explained there was a slightly longer delay in the usual instant answer time. CSR apologized and urged caller to remain on the line to reach the next available operator.	Service
377679	12/23/2012		BC	BC	Customer shared feedback regarding accuracy of captions in an email.	12/24/2012	CSR called customer and discussed their experience. CSR apologized and thanked the customer for bringing their experience to our attention. CSR noted since the customer is a 2-Line user, they may turn the captions off then on again and get a different CA at some time during the call and lose the other party's	Service

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
377999	12/26/2012		ES	ES	Customer shared feedback regarding accuracy of captions. Customer noted most of the time the CapTel is a real blessing to her.	12/26/2012	CSR apologized for incidence and thanked customer for bringing their experience to our attention. Customer noted sometimes corrections are made. CSR suggested customer may document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR also educated the customer on how captions are created and sometimes corrections of the voice recognition are inserted.	Service
380862	12/03/2012	3926	DF	DF	Customer reported delayed captions during calls.	12/07/2012	CSR investigated the customer's experience and found that the CA on a recent call had technical difficulties at their workstation which caused the captions to not appear on the screen initially and then the difficulty resolved itself. CSR apologized for incidence and thanked customer for bringing their experience to our attention.	Service
381020	01/09/2013		BC	BC	Customer shared feedback concerning the accuracy of captions.	01/18/2013	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's	Service
382494	01/15/2013	3786	GJ	GJ	Customer cited a specific call where the CA did not caption some of the audio of the conversation.	01/30/2013	CSR apologized to the customer and thanked them for their feedback. Call detail was shared with the Call Center management for follow up with the CA by the CA's supervisor. CA supervisor found that there were some technical difficulties at the CA workstation which attributed to the inaccuracy of the captions on the call in question.	Service
382621	01/16/2013	6823	LH	LH	Customer cited a specific call where the CA did not caption some of the audio of the conversation.	02/05/2013	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Investigation did not show anything unusual regarding the call. However, the CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service
385052	01/25/2013		NK	NK	Customer reported captions were not connecting over the Internet.	01/25/2013	CSR assisted in resetting the CapTel's network connection. Confirmed this resolved the customer's experience.	Service
385545	01/28/2013		RLC	RLC	Customer reported seeing a misspelled word during a conversation on the CapTel 840i.	01/28/2013	CSR apologized for incidence and thanked customer 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.	Service

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
388605	02/11/2013	3217	ST	ST	Customer shared feedback regarding delay of captions during their call.	02/12/2013	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, who spoke with the CA regarding techniques for minimizing delay on future calls.	Service
388833	02/12/2013		JM	JM	Customer reported her captions were significantly behind the spoken word.	02/15/2013	CSR apologized for customer's experience and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, who spoke with the CA regarding techniques for minimizing delay on future calls while maintaining accuracy.	Service
391578	02/25/2013		JRA	JRA	Customer reported seeing "Waiting for CapTel Operator" on the CapTel display.	02/25/2013	CSR thanked customer for reporting this and apologized for any inconvenience. CSR explained that there was a brief technical difficulty at the captioning service. 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	Service
391580	02/25/2013		TJ	TJ	Customer reported that they see "Waiting for CapTel Operator" on the display screen.	02/25/2013	CSR thanked customer for bringing their experience to our attention and apologized for any inconvenience. CSR explained that there was a brief technical difficulty at the captioning service center. Advised customer that if they see this message again, to stay on the line for the next available operator. CSR learned that the phone switch server experienced a	Service
402312	04/08/2013	3066	JRA	JRA	Customer reported that the captionist stopped captioning during a call.	04/12/2013	CSR apologized for incidence and thanked customer for reporting the experience. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Investigation revealed that the CA reported to her supervisor that she believed she may have accidentally disconnected the call. CA's	Service
402485	04/09/2013		JA	JA	Customer reported a wrong phone number was captioned and not corrected on a call.	04/09/2013	CSR investigated and could not match up a call with the detail provided. CSR apologized and thanked the customer for the feedback and explained that the incident would be passed along to the appropriate personnel as provided.	Service
405702	04/22/2013		TK	TK	Customer shared feedback regarding delay of captions during their call.	04/22/2013	CSR apologized for incidence and thanked customer for the feedback and informed the customer that information would be shared with appropriate captioning service staff for follow up. CSR identified the call which had a delay of several seconds beyond the norm. The CA's supervisor will monitor and coach the CA on ways to minimize delay of captions behind the spoken words. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	Service

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
406261	04/24/2013		AL	AL	Customer's wife reported the captions during the call with CapTel Customer Service were inaccurate.	05/07/2013	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the	Service
406534	04/25/2013		TJ	TJ	Customer reported that there are mistakes in the captions, and not all are corrected.	05/01/2013	CSR apologized for incidence and thanked customer for bringing their experience to our attention. The customer did not have any examples to share. 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. CSR called the	Service
406669	04/25/2013		JA	JA	Customer reported that there was a error in the captions that was not corrected.	04/25/2013	CSR apologized for the error and explained that if the customer notices that an error is not corrected or the quality of captions are poor to write down the date, time and CA number so CSR is able to do further research.	Service
408409	05/02/2013		TJ	TJ	Customer shared feedback regarding accuracy of captions.	05/02/2013	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR asked for examples of what they are seeing and customer didn't have any. CSR asked if the CA has made corrections during the call and the customer said sometimes they do. CSR explained to the customer how captions are generated by a live person	Service
411955	05/16/2013		LH	LH	Customer reported inaccurate captions during calls.	05/17/2013	CSR discussed the customer's experience. CSR explained why a name might come through in error on an automated recording or receipt of a (speaker unclear) macro. CSR also noted the customer may	Service
411978	05/16/2013		ES	ES	Customer shared feedback regarding accuracy of captions. Customer states captions are not in English format, automated messages can be slow and contain mistakes and swear words not spoken.	05/16/2013	CSR apologized for the customer's experience and listened to her describe her experiences. A CSR noted that if the customer documents the date, time and CA# of any future calls this will allow us to take specific action with the CA captioning the call and provide extra monitoring and coaching. CSR also offered the option for an Outreach Expert to visit to see first hand what she is experiencing and help with any set up adjustments needed to improve the quality of her experience.	Service
413191	05/22/2013		AP	AP	Customer reported getting confusing captions that made no sense.	05/24/2013	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR asked for clarification of the experience they had. Customer reported the captions were accurate most of the time, but sometimes did not make sense. Customer agreed to document any specifics they could and the CSR would be back in touch. During follow up communications, the customer shared that all is fine now and no further follow up is needed.	Service