



**Texas FCC Complaint Log CapTel
2013-2014**

CapTel Complaint Tracking for TX (06/01/2013-05/31/2014). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/06/14	The customer reported inability to get captions on the CapTel 840.	01/06/14	Customer Service Representative apologized for the inconvenience and advised the customer to stay on the line as the next available agent would be on the line to provide captions. Customer Service Representative confirmed the customer is subsequently connecting to captions.
2	03/20/14	The customer reported being unable to call long distance on the CapTel 840.	03/20/14	Investigation revealed that the customer does not have an established long distance provider. Customer Service Representative advised the customer to establish a long distance plan or to use a calling card for long distance calling.
3	06/17/13	The customer's son reported that captions and calls drop frequently on the CapTel 800.	06/17/13	Customer Service Representative explained how the quality of the phone line or phone network can affect the performance of the CapTel phone. Also explained to the customer why disconnect/reconnect might be occurring and sent a letter with tips to reduce their occurrence.
4	09/14/13	The customer reported she is getting "him him him" on her captions.	09/14/13	Customer Service Representative informed customer that sometimes there is an issue with captions which causes that message to appear. Customer verified that she is now connecting with captions successfully. Customer Service Representative advised customer to call back if she needs further assistance.
5	11/26/13	Two-line customer's telephone technician reported inability to access captions and "Login Failed/CapTel phone must be used in state" error message on the phone.	11/27/13	Customer Service Representative asked for Technical Support to add a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. This resolved problem noted.