



Alabama FCC Complaint Log
2013 - 2014

Complaint Tracking for AL (06/01/2013-05/31/2014). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/13	Customer reports she is not able to call long distance through the Alabama Relay. Her Carrier of Choice is not recognized. Updated Relay database. Identified problem to be in the Lubbock Center. Ticket was assigned to the Lubbock Relay technician. Follow up requested. Internal Update Performed.	06/06/2013	From technician: Frontier rep called later on behalf of the customer. He sees no problem with any other calls, only Relay. Frontier explained the customer's LAN is on the XX border. Frontier PIC code should be XXXX. Technician made a production test call with the above ANI and the call processed. The error was due to coming in on the customer service product. Opened sub Trouble Ticket to resolve this translation issue. Sub Trouble Ticket results: Issue found with access tandem it should go out XX access tandem and not XX access tandem and Frontier PIC code should be XXXX and go out trunk group XX. Main complaint closed on 6/6/2013 and sub complaint closed on 6/12/2013. Called customer three different times. (No answering machine nor pickup. Since customer has not filed a complaint again after this issue was resolved, assume that the customer has not encountered further problems.)
2	01/25/14	Customer reported threatening messages on the CapTel 800.	02/05/14	Customer Service Representative explained that the captionist will caption everything they hear. Customer Service Representative explained that it is possible the conversation was from something in the background. Customer Service Representative advised customer to locate the date and time of the conversation in question.
3	04/24/14	Customer reported not receiving captions on a previous call but had captions on subsequent calls.	05/01/14	Customer Service Representative apologized for the incident and thanked customer for reporting their experience. Customer Service Representative confirmed customer currently has captions. Upon investigation Call Center management confirmed that a CA was on the call. The CA documented no audio and reported incidence to a supervisor. CA's workstation was investigated to ensure that the difficulties do not continue.