

## Iowa CapTel FCC Complaint Report 6/1/2013 to 5/31/2014

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
416490	06/05/2013 08:32PM	Phone	Service	N/A	Customer reported receiving a phone call several times a day with a recorded error message reporting "Account login failed. Please call support. Code your call must begin or end in the..."	After extensive investigation, tech support added their new dialing prefix to the CapTel database. This allowed for successful completion of calls.	06/10/2013 10:00AM	Over 48 hours	JAL
504800	05/05/2014 09:57am	CapTel	Billing	N/A	Customer reported being charged long distance fees that were not present previously.	CSR advised contacting the telephone service provider to obtain PIC code for their service. Customer confirmed correct PIC code. CSR entered the updated information appropriately.	05/05/2014 12:00pm	Within 24 Hours	LV