

## Tennessee CapTel FCC Complaint Reports 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
435020	08/16/2013 03:00PM	Phone	Service	N/A	Customer's sister reported inaccurate captions on the CapTel 200.	Customer's sister shared feedback regarding accuracy of captions, but provided no specific call data. CSR apologized for incidence and thanked customer for the feedback. CSR attempted to contact user to gather details, but there was no answer. CSR left a message offering assistance at the customer's convenience. As of 9-9-13, no follow up contact has been successful.	09/09/2013 03:13PM	Over 48 hours	CY
458314	11/14/2013 12:51PM	CapTel	Service	N/A	Customer reported being unable to dial toll-free numbers from CapTel 800.	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. CSR confirmed this resolved the customer's experience.	11/14/2013 01:11PM	Within 24 Hours	BMc