

TRS Consumer CapTel Complaints Log - Nebraska

Tracking No.	(Date created) Date Mo/Day/Yr	(Date Resolved) Date Mo/Day/Yr	Nature of Contact	Type of Complaint (As Originally Noted by Center)	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2013-14																	Total Inquiries	Grand Total	
					Service Complaints			Technical Complaints											Other (Inquiries)					
					Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Education/Info	Referral	Compliments			
417504	06/10/2013 11:22AM	06/10/2013 11:50AM	Customer requested Call Me cards.	Info/Referral/Consumer Ed			0												0	1			1	1
417512	06/10/2013 11:43AM	06/10/2013 11:50AM	Customer asked how to receive calls with captions from callers that don't know to call the captioning service number.	Info/Referral/Consumer Ed			0												0	1			1	1
417895	06/11/2013 03:05PM	06/11/2013 03:27PM	Customer's daughter reported being unable to dial out on the CapTel 800 after moving to another location.	Setup			0					1							1				0	1
418109	06/12/2013 10:59AM	06/12/2013 11:10AM	Customer inquired how to reach CapTel 840 user in 1-Line Mode.	Info/Referral/Consumer Ed			0												0	1			1	1
418739	06/14/2013 01:17PM	06/14/2013 01:30PM	Customer's daughter inquired about how to contact the CapTel 840 customer in 1-Line mode.	Info/Referral/Consumer Ed			0												0	1			1	1
419181	06/16/2013 07:00PM	06/16/2013 07:03PM	Caller inquired how to place a call to a CapTel 1-Line user.	Info/Referral/Consumer Ed			0												0	1			1	1
419255	06/17/2013 09:47AM	06/17/2013 09:50AM	Customer reported having a medical alert device attached to the CapTel phone.	Setup			0												1				0	1
419931	06/18/2013 10:08AM	06/18/2013 10:18AM	CSR noted the customer has difficulty knowing when the other party is finished speaking.	Info/Referral/Consumer Ed			0												0	1			1	1
420322	06/20/2013 04:34PM	06/20/2013 04:44PM	Customer asked for a test call on the CapTel 800.	Setup			0												1				0	1
420508	06/21/2013 01:00PM	06/21/2013 01:03PM	Customer asked how to receive captioned calls on the CapTel 200 in 1-Line mode.	Info/Referral/Consumer Ed			0												0	1			1	1
421710	06/26/2013 03:45PM	06/26/2013 04:11PM	Customer asked for a test call.	Setup			0												1				0	1
423312	07/03/2013 08:18AM	07/03/2013 09:06AM	Customer mentioned that her provider is with a digital cable.	Setup			0												1				0	1

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423895	07/06/2013 11:31AM	07/06/2013 11:40AM	Customer requested a test call on the CapTel phone.	Setup			0									1			1				0	1	
423996	07/06/2013 10:08PM	07/06/2013 10:20PM	Customer's helper requested Call Me cards.	Info/Referral/Consumer Ed			0												0		1			1	1
423995	07/06/2013 10:12PM	07/06/2013 10:20PM	Customer's helper reported intermittent captions on incoming calls on the CapTel 200.	Info/Referral/Consumer Ed			0												0		1			1	1
424219	07/08/2013 11:53AM	07/08/2013 11:59AM	Phone representative, on behalf of a potential customer, asked about the CapTel 840.	Info/Referral/Consumer Ed			0												0		1			1	1
425474	07/12/2013 09:14AM	07/12/2013 09:25AM	Customer reported that the captions were not working on her CapTel.	Setup			0												0		1			1	1
426820	07/17/2013 01:08PM	07/17/2013 01:13PM	Customer requested more 'Call Me Cards.'	Info/Referral/Consumer Ed			0									1			1					0	1
429088	07/25/2013 03:40PM	07/25/2013 03:43PM	Customer inquired whether he could dial *69 on his CapTel 840.	Info/Referral/Consumer Ed			0												0		1			1	1
429787	07/28/2013 04:05PM	07/28/2013 04:31PM	Customer's son reported inability to get the CapTel 840 set up in an assisted living facility.	Setup			0					1							1					0	1
430308	07/28/2013 04:05PM	07/30/2013 04:45PM	Customer's son reported inability to make an outgoing call on the CapTel 840.	Setup			0					1							1					0	1
434706	08/15/2013 01:38PM	08/15/2013 01:45PM	Potential customer's daughter inquired about the cost of the captioning service and if the phone requires Internet to receive captions.	Info/Referral/Consumer Ed			0												0		1			1	1
435656	08/19/2013 04:52PM	08/19/2013 04:59PM	Customer's helper reported that they received an incoming call, but weren't getting captions on the new CapTel 840.	Info/Referral/Consumer Ed			0												0		1			1	1











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					Service Complaints			Technical Complaints												Other (Inquiries)				
					Accuracy of Captions	Other-Service	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Education/Info	Referral	Compliments			
491848	03/18/2014 07:17PM	03/18/2014 07:44PM	Customer reported incoming calls do not display captions on his CapTel 800.	Info/Referral/Consumer Ed			0			1								1				0	1	
493720	03/25/2014 03:17PM	03/26/2014 12:43PM	Customer's sister reported she was unable to reach customer.	Info/Referral/Consumer Ed			0											0	1			1	1	
495563	04/01/2014 11:05AM	04/08/2014 03:26PM	Customer's wife reported that the CapTel phone is not working.	Setup			0									1		1				0	1	
499842	04/16/2014 08:56AM	04/16/2014 09:10AM	Customer's son reported that both the customer and other parties are experiencing the audio cutting in and out during captioned calls.	Setup			0											1				0	1	
501049	04/21/2014 02:09PM	04/21/2014 02:17PM	Caller to a CapTel user inquired about long distance registration.	Info/Referral/Consumer Ed			0											0	1			1	1	
505075	05/05/2014 08:38PM	05/05/2014 08:53PM	Customer's daughter reported being unable to place a captioned call to the CapTel 840 in 1-Line mode.	Setup			0			1								1				0	1	
505163	05/06/2014 10:36AM	05/19/2014 07:06PM	Customer's niece reported being unable to make an outgoing call using the CapTel 840 in 1-Line mode.	Setup			0									1		1				0	1	
505721	05/07/2014 07:14PM	05/07/2014 07:31PM	respective customer's son inquired about using the CapTel 840 in a small business office.	Info/Referral/Consumer Ed			0											0	1			1	1	



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Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explanation of Resolution
417504	06/10/2013 11:22AM	06/10/2013 11:50AM	Customer requested Call Me cards.	CSR sent customer Call Me cards.
417512	06/10/2013 11:43AM	06/10/2013 11:50AM	Customer asked how to receive calls with captions from callers that don't know to call the captioning service number.	CSR advised asking callers to call back using the captioning service number. CSR also discussed using the CapTel in 2-Line mode with the second line being an analog line.
417895	06/11/2013 03:05PM	06/11/2013 03:27PM	Customer's daughter reported being unable to dial out on the CapTel 800 after moving to another location.	CSR advised customer's daughter to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.
418109	06/12/2013 10:59AM	06/12/2013 11:10AM	Customer inquired how to reach CapTel 840 user in 1-Line Mode.	CSR explained how to dial a 1-Line CapTel 840 user through the captioning service.
418739	06/14/2013 01:17PM	06/14/2013 01:30PM	Customer's daughter inquired about how to contact the CapTel 840 customer in 1-Line mode.	CSR explained the procedure for contacting the CapTel 840 user in 1-Line mode.
419181	06/16/2013 07:00PM	06/16/2013 07:03PM	Caller inquired how to place a call to a CapTel 1-Line user.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR explained the proper dialing procedure when placing calls through the captioning service.
419255	06/17/2013 09:47AM	06/17/2013 09:50AM	Customer reported having a medical alert device attached to the CapTel phone.	CSR advised the customer to use a duplex jack in order to provide a separate connection to the phone jack for each device.
419931	06/18/2013 10:08AM	06/18/2013 10:18AM	CSR noted the customer has difficulty knowing when the other party is finished speaking.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR practiced with the customer.
420322	06/20/2013 04:34PM	06/20/2013 04:44PM	Customer asked for a test call on the CapTel 800.	CSR performed test calls with customer to confirm that the CapTel phone is working in 1-Line mode.
420508	06/21/2013 01:00PM	06/21/2013 01:03PM	Customer asked how to receive captioned calls on the CapTel 200 in 1-Line mode.	CSR explained that when using the CapTel 200 in 1-Line mode, the captions and voice are connected on the same phone line. In this mode, callers to the CapTel user would need to first dial the captioning service number and then the CapTel user's telephone number with area code followed by the pound sign in order for the CapTel user to get captions on incoming calls.
421710	06/26/2013 03:45PM	06/26/2013 04:11PM	Customer asked for a test call.	CSR confirmed through a test call that the captions were working well.
423312	07/03/2013 08:18AM	07/03/2013 09:06AM	Customer mentioned that her provider is with a digital cable.	CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.

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Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explanation of Resolution
423895	07/06/2013 11:31AM	07/06/2013 11:40AM	Customer requested a test call on the CapTel phone.	CSR performed confirmed the CapTel phone is connecting with captions.
423996	07/06/2013 10:08PM	07/06/2013 10:20PM	Customer's helper requested Call Me cards.	CSR mailed 3 sheets of Call Me cards.
423995	07/06/2013 10:12PM	07/06/2013 10:20PM	Customer's helper reported intermittent captions on incoming calls on the CapTel 200.	Investigation revealed the customer's callers were not using the captioning service phone number. CSR explained the process of dialing the customer through the captioning service.
424219	07/08/2013 11:53AM	07/08/2013 11:59AM	Phone representative, on behalf of a potential customer, asked about the CapTel 840.	CSR informed helper about the phone line requirements and inbound call dialing procedure to reach a CapTel user with captions in both 1-Line and 2-Line mode. CSR referred helper to a state equipment program and to national distributor to obtain a CapTel phone.
425474	07/12/2013 09:14AM	07/12/2013 09:25AM	Customer reported that the captions were not working on her CapTel.	Investigation revealed that the CapTel was set for 2-Line mode operation but the unit's second telephone line was not connected to the unit. CSR advised installing the second telephone cord and confirmed that the customer is now able to successfully receive captions in 2-Line mode.
426820	07/17/2013 01:08PM	07/17/2013 01:13PM	Customer requested more 'Call Me Cards.'	CSR mailed the customer a set of 'Call Me' cards.
429088	07/25/2013 03:40PM	07/25/2013 03:43PM	Customer inquired whether he could dial *69 on his CapTel 840.	CSR informed the customer that he could not dial *69 when using the CapTel in 1-Line mode.
429787	07/28/2013 04:05PM	07/28/2013 04:31PM	Customer's son reported inability to get the CapTel 840 set up in an assisted living facility.	CSR assisted customer's son in programming a dialing prefix in the customer's CapTel phone. Confirmed customer's son could make an outgoing captioned call.
430308	07/28/2013 04:05PM	07/30/2013 04:45PM	Customer's son reported inability to make an outgoing call on the CapTel 840.	CSR assisted the customer's son in manually entering a needed dialing prefix into the CapTel phone. Confirmed this allowed the customer's son to make an outgoing captioned call.
434706	08/15/2013 01:38PM	08/15/2013 01:45PM	Potential customer's daughter inquired about the cost of the captioning service and if the phone requires Internet to receive captions.	CSR informed the potential customer's daughter that there is no cost to use the captioning service due to state and federal relay funds as part of the Americans with Disabilities Act. CSR further discussed the technical requirements to use the CapTel 840 which does not require Internet service.
435656	08/19/2013 04:52PM	08/19/2013 04:59PM	Customer's helper reported that they received an incoming call, but weren't getting captions on the new CapTel 840.	CSR explained the dialing procedure callers need to use in order for the CapTel 840 to display captions during incoming calls. CSR explained to customer's helper how to place outgoing captioned calls on the CapTel 840 by lifting up the receiver and making sure the red caption button light is lit, then dialing a phone number directly.

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Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explanation of Resolution
436038	08/21/2013 09:47AM	08/21/2013 09:50AM	Representative inquired if any of our products can have the captions saved to a computer using a word document or print to a printer.	CSR informed customer that none of our CapTel products can have the captions printed or saved to a word document on their computer. CSR explained that the CapTel phone does have the capability of saving up to 500 lines of text.
436562	08/22/2013 06:37PM	08/30/2013 09:07AM	Customer's daughter reported that the CapTel 200 does not have a dial tone after moving to a new location.	Further discussion with daughter found the CapTel phone does have a dial tone but they are unable to dial out. Troubleshooting by CSR revealed the customer's CapTel phone was in 2-Line mode. CSR sent an over-the-wire software update to turn 2-Line mode off. Customer's daughter confirmed that she was able to make an outgoing call with captions.
436622	08/23/2013 09:05AM	08/23/2013 09:30AM	Customer's daughter inquired about making the CapTel work with a digital cable telephone service.	CSR advised customer's daughter that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line
437556	08/27/2013 01:22PM	08/27/2013 01:29PM	Caller to a CapTel user reported receiving a "Network not available" message when dialing from her cell phone.	Through discussion with the caller, CSR found that the caller is dialing all the digits at once causing the call to not go through. CSR advised of the correct dialing procedure. CSR offered ongoing assistance at the caller's request.
438330	08/30/2013 08:11AM	08/30/2013 09:04AM	Prospective customer's daughter inquired about the CapTel 840.	CSR explained the menu features and technical requirements of the CapTel 840 and referred the prospective customer's daughter to the state issuing agency for further information on obtaining a unit at a free or reduced cost.
447825	10/08/2013 11:02AM	10/08/2013 11:12AM	Customer reported she did not have the captioning service number to give out to her incoming callers.	CSR provided the customer with the correct captioning service number to allow her incoming callers reach her with captions.
447832	10/08/2013 11:02AM	10/08/2013 11:18AM	Customer requested 2 sheets of Call Me cards.	CSR sent the customer 2 sheets of Call Me cards.
448515	10/10/2013 01:00PM	10/10/2013 01:05PM	Customer's granddaughter shared a compliment.	Customer's granddaughter stated, "Thank you so much for the good customer service."
448603	10/10/2013 03:12PM	10/10/2013 03:24PM	Customer reported audio disconnections and captions stopping and started while using the CapTel phones.	Investigation revealed customer had DSL service and the CapTel wasn't connected to a DSL filter. Further investigation revealed the customer was sharing a single telephone jack between the DSL modem and CapTel by disconnecting one and connecting the other. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with the DSL modem that shares the same wall jack as the CapTel phone; further advised to connect the CapTel phone cord to a DSL filter on one of the ports on the duplex jack.

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Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explanation of Resolution
448494	10/10/2013 12:16PM	10/10/2013 12:24PM	Customer inquired what the phone number for the captioning service is.	CSR provided customer with the requested information.
448517	10/10/2013 12:33PM	10/11/2013 12:48PM	Customer's granddaughter noted that they were not getting incoming calls.	CSR explained to customer the procedure for dialing a 1-Line user through the captioning service and performed a test call to verify that the customer is able to get captions. CSR also explained the importance of registering long distance carrier of choice both for the CapTel user and their long distance caller for proper billing of their captioned calls.
448510	10/10/2013 12:55PM	10/10/2013 03:29PM	Customer's family member asked for additional Call Me cards.	CSR sent one sheet of Call Me cards as requested.
448930	10/11/2013 09:17AM	10/11/2013 09:27AM	Customer inquired about 2-Line CapTel 200 setup.	CSR explain the requirements and benefits of using the CapTel phone in 2-Line Mode. CSR explained that a 2-Line CapTel does not have to be dialed with a special number and captions can be initiated by the customer.
448848	10/11/2013 12:15PM	10/11/2013 12:48PM	Customer's granddaughter asked for CSR to make some test calls to her grandmother with her new CapTel phone.	CSR performed test calls with customer to confirm that the CapTel phone is working in 1-Line mode.
449192	10/13/2013 10:22AM	10/13/2013 10:32AM	Customer's daughter reported no captions on the CapTel 840.	After further discussion CSR confirmed that customer's daughter was not following proper dialing procedure on the CapTel 840. CSR explained procedure and verified with daughter that proper dialing sequence resolved customer's experience. CSR offered additional assistance as needed.
450109	10/16/2013 02:59PM	10/16/2013 03:04PM	Customer reported the CapTel phone would not caption incoming calls.	CSR advised of the proper dialing procedure to reach a CapTel user in 1-Line Mode.
450025	10/16/2013 11:55PM	10/16/2013 12:05PM	Customer reported not getting captions on certain calls to the CapTel phone.	CSR explained proper procedure when calling a CapTel user through the captioning service. CSR confirmed this resolved customer's experience.
450030	10/16/2013 11:55PM	10/16/2013 12:05PM	Customer inquired about obtaining the CapTel 840 through the state issuing agency.	CSR advised customer to contact the state issuing agency for further assistance.
451294	10/21/2013 09:30AM	10/21/2013 09:40AM	Customer's assistant noted slow captions.	CSR found CapTel was directly connected to a Life Alert device. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. Customer is subsequently having the phone repaired/replaced due to an unrelated issue.
451300	10/21/2013 09:46AM	10/21/2013 09:54AM	Customer asked if she needed to use the captioning service when she called people long distance from her CapTel 800.	CSR informed the customer that she did not need to use the captioning service number, only people calling her needed to dial that first.
454786	10/22/2013 01:40PM	10/22/2013 01:50PM	Customer's husband reported difficulty connecting to the internet on the CapTel 840i.	CSR provided line requirements for the CapTel 840.

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Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explanation of Resolution
452135	10/23/2013 10:10AM	10/23/2013 10:14AM	State issuing agency representative asked how the CapTel 840 works in 2-Line mode.	CSR explained the dialing procedure for calling to a CapTel phone in 2-Line mode, and that it works best if the second line is connected to analog telephone service.
452021	10/23/2013 12:22PM	10/23/2013 12:29PM	Customer wanted to review the correct dialing procedure to give to his callers.	CSR explained the procedure for dialing a 1-Line user through the captioning service.
457271	11/11/2013 01:11PM	11/11/2013 01:20PM	Potential customer's daughter inquired about setup requirements for the CapTel 840.	CSR advised daughter that the CapTel 840 required access to an electrical outlet as well a standard analog land line or DSL with the appropriate filter.
461216	11/24/2013 02:36PM	11/24/2013 02:45PM	Customer's daughter reported the CapTel was not calling out successfully with captions.	Customer had mistakenly deleted the Dialing Prefix and turned Captions Default off. CSR sent an over-the-wire update to reprogram the Dialing Prefix and turn Captions Default on. Test calls confirmed this resolved the customer's experience.
464931	11/26/2013 05:48PM	12/10/2013 12:58PM	Customer's relative reported difficulty reaching the customer through the captioning service.	CSR discovered the relative was using a calling card but not following the proper steps for the captioning service. CSR advised the relative about the proper steps when using a calling card.
465594	12/12/2013 04:25PM	12/12/2013 04:30PM	Customer shared a compliment.	Customer stated, "Marvelous, wonderful machine...Nice screen, nice and big dark words; easier to read. Thank you! We are thankful."
465596	12/12/2013 04:25PM	12/12/2013 04:30PM	Customer shared a compliment.	Customer stated, "Excellent customer service. Thank you! We are thankful."
466242	12/15/2013 04:18PM	12/15/2013 04:40PM	Customer is unable to dial out with captions.	CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Customer's daughter confirmed this resolved customer's experience.
466634	12/16/2013 03:45PM	12/16/2013 03:50PM	Potential customer's nephew called and asked for information about the CapTel phone.	CSR informed nephew about the line requirements and inbound call dialing procedure for the CapTel 840 in 1-Line mode. CSR referred potential customer's nephew to state equipment program and to national distributor to obtain a CapTel phone.
467404	12/19/2013 02:50PM	12/19/2013 03:00PM	Customer's facilities technician inquired about the CapTel 840 phone.	CSR explained the line and dialing requirements for the CapTel 840 in 1-Line mode, and provided contact information for the state program to the caller.
468107	12/22/2013 06:19PM	12/22/2013 07:50PM	Customer reported the inability to receive captions on calls.	CSR arranged for an over the wire update to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone and to remove a mistakenly programmed dialing prefix. Customer confirmed this resolved his experience.

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469240	12/27/2013 11:22PM	12/27/2013 11:36PM	Customer's wife inquired about setting up the 800 in 1-line mode.	CSR placed a test call to the 800 and confirmed working captions. CSR then explained to the customer's wife how to dial through the captioning service correctly and that she did not need to dial the captioning service number to call out from the CapTel.
469915	12/30/2013 04:55PM	01/08/2014 10:01AM	Customer's friend reported that CapTel 200 phone can receive calls but will not dial out.	After extensive troubleshooting, CSR advised customer's friend to verify phone jack is in proper working order and to contact phone company. CSR was unable to make further phone contact with customer so sent a letter reviewing proper set-up and providing contact information for purchase of new unit, and offering further assistance as needed.
470054	12/31/2013 11:03AM	12/31/2013 11:07AM	Customer reported seeing the CapTel Customer Service telephone number on their screen.	Further discussion revealed the customer is pressing the blue CapTel Customer Service button. CSR explained to the customer that it would be normal to see the CapTel Customer Service telephone number on their display screen upon pressing the button for assistance.
472408	01/09/2014 01:14PM	01/15/2014 11:10AM	Customer reported hearing some static when speaking on her CapTel.	CSR advised the customer to try a new phone cord and test it out for a few days. CSR followed up with the customer who reported that her CapTel is working much better now and the problem seems to be resolved.
472857	01/10/2014 04:21PM	01/10/2014 04:25PM	Potential CapTel Customer inquired about the CapTel 840.	CSR explained the technical specifications and requirements of the CapTel 840 and referred customer to the state program for further assistance with obtaining one.
473526	01/13/2014 08:00AM	01/13/2014 03:24PM	Customer gave a compliment about his CapTel Customer Service experience.	Customer stated, "Your staff was very good on answering our questions. When we did what they said to do, everything went fine. Thanks so much for your experience."
473685	01/14/2014 10:10AM	01/14/2014 10:23AM	Customer's wife reported that another party contacted the customer and there was no captions.	It seems that callers are not calling through the captioning service first, so CSR explained the importance of callers dialing the toll free number for the captioning service in order to receive captioned calls in 1-Line mode.
476560	01/23/2014 12:26PM	01/23/2014 12:39PM	Customer's daughter reported the CapTel 200 was unable to dial out with captions.	Through CSR's troubleshooting, it was discovered that the CapTel was set up for 2-Line mode use and was only using one phone line. CSR sent an over the wire update to change the phone to 1-Line mode. Customer placed a test call to the CSR and confirmed the phone connected with captions successfully.

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477019	01/24/2014 08:43PM	01/24/2014 09:01PM	Customer's daughter reported customer is using digital cable phone lines with the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable phone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
477020	01/24/2014 08:43PM	01/24/2014 09:03PM	Potential customer's daughter inquired about the CapTel 840i.	CSR referred potential customer's daughter to state program and/or national distributor for information on acquiring the CapTel 840i.
477929	01/28/2014 02:27PM	01/28/2014 06:22PM	Customer reported difficulty receiving captions on all calls.	Investigation by CSR revealed that the customer had a mistaken dialing prefix programmed into the CapTel phone. CSR sent an Over-the-Wire update to remove mistaken dialing prefix programmed in menu of CapTel. Customer confirmed this adjustment resolved his experience.
477931	01/28/2014 06:07PM	01/31/2014 02:27PM	Customer called with another inquiry and CSR experienced audio drops on the call.	After extensive investigation, CSR arranged for the customer to receive a replacement phone cord. Customer was thankful for the assistance and reported he will contact CapTel Customer Service in two weeks for follow up.
478421	01/28/2014 06:07PM	01/30/2014 01:11PM	Customer reported some audio dropping while using a digital cable service provider.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable phone service. CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
479276	01/29/2014 09:18AM	02/03/2014 09:21AM	Customer inquired about delivery of a new phone and assistance installing it.	CSR advised the customer to contact the state program as she was advised last month and CSR provided the customer with the contact information. Customer understood and will contact the state program for further assistance.
478003	01/29/2014 09:53AM	01/29/2014 10:06AM	Customer reported that the CapTel was not working.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable phone service. CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.
485663	02/25/2014 10:27AM	02/25/2014 03:39PM	Prospective customer's son inquired about the technical requirements of the CapTel 840.	CSR explained the CapTel 840 requires at least one analog telephone line as well as electricity to work properly.

	(Date created)	(Date Resolved)		
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explanation of Resolution
491848	03/18/2014 07:17PM	03/18/2014 07:44PM	Customer reported incoming calls do not display captions on his CapTel 800.	CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number.
493720	03/25/2014 03:17PM	03/26/2014 12:43PM	Customer's sister reported she was unable to reach customer.	CSR explained how to dial through the captioning service and CSR also placed successful test call to customer to verify that phone is working properly.
495563	04/01/2014 11:05AM	04/08/2014 03:26PM	Customer's wife reported that the CapTel phone is not working.	Investigation by CSR found that the customer's CapTel is sharing a phone jack with a DSL modem. CSR advised the customer's wife to use a duple jack and a single DSL filter instead of using a dual filter. Customer confirmed the CapTel is working properly.
499842	04/16/2014 08:56AM	04/16/2014 09:10AM	Customer's son reported that both the customer and other parties are experiencing the audio cutting in and out during captioned calls.	After further discussion, customer's son confirmed that customer has a digital cable phone line. CSR advised customer's son that the CapTel 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.
501049	04/21/2014 02:09PM	04/21/2014 02:17PM	Caller to a CapTel user inquired about long distance registration.	CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this is to ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
505075	05/05/2014 08:38PM	05/05/2014 08:53PM	Customer's daughter reported being unable to place a captioned call to the CapTel 840 in 1-Line mode.	CSR and customer's daughter conducted test calls with the customer and another relative. Test calls confirmed that the CapTel 840 in 1-Line mode is receiving captions successfully.
505163	05/06/2014 10:36AM	05/19/2014 07:06PM	Customer's niece reported being unable to make an outgoing call using the CapTel 840 in 1-Line mode.	During in-depth troubleshooting, it was found that the customer's line is an analog signal but goes through digital conversion. CSR advised customer that the CapTel 840 is not designed to be used on a digital line and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
505721	05/07/2014 07:14PM	05/07/2014 07:31PM	rospective customer's son inquired about using the CapTel 840 in a small business office.	CSR discussed the features and line requirements to use the CapTel 840 on a PBX phone system.

	(Date created)	(Date Resolved)		
Tracking No.	Date Mo/Day/Yr	Date Mo/Day/Yr	Nature of Contact	Explantion of Resolution
507988	05/15/2014 08:44PM	06/04/2014 07:15PM	Customer's son reported that the customer is unable to hear on incoming calls to the CapTel 840 in 1 Line mode.	During troubleshooting CSR found that the customer has DSL phone service and the CapTel phone was not filtered. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Upon follow up, customer's son reported that the customer does not require further assistance at this time but he will be contacting CapTel Customer Service at a later date for continued troubleshooting.
513438	05/15/2014 08:44PM	06/04/2014 07:45PM	Customer's son reported seeing "Handset is Muted" on incoming calls.	CSR explained that it is normal to see the message "Handset is Muted" on incoming calls where the other party has called through the captioning service. CSR further advised that this message will be present while the phone connects with captions and then once the phone has connected with captions both parties will be able to speak directly to each other.
510965	05/28/2014 01:20PM	05/28/2014 01:34PM	Telephone service technician reported captions were not working on newly-installed 840.	CSR explained that when the phone is in 1-Line mode callers to the customer must first dial through the captioning service in order for captions to connect. CSR subsequently placed a test call to customer and verified that captions are working properly.