

Hamilton MassRelay 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
492417	03/20/2014 04:15PM	Phone	Service	N/A	Customer's daughter reported that there was a captioning error on a recent call.	CSR apologized for the experience and thanked customer's daughter for the feedback. Customer's daughter was unable to share specific call detail with CSR. CSR asked the customer to document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with customer on 3/26 to see if customer had any specific call detail where the captions were inaccurate, and customer did not. CSR offered further assistance at the customer's request.	03/26/2014 02:28PM	Over 48 hours	CP