

Internet-Based CapTel 2014 FCC Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
Web CapTel								
26096	6/2/2013		Voice	Tina	Customer stated they are receiving an error message that states "Unknown error please try again" when they attempt to place a call through Hamilton Web CapTel.	6/4/2013	Customer Service apologized and explained that the information would be forwarded to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
61161	6/5/2013		Email	Tina	Customer stated several connection issues during the call. Customer stated they keep getting a message that their user name or password is incorrect.	7/5/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Web CapTel--Connection Issues
300515	6/14/2013		Voice	Ryan	Customer stated they have been unable to place a captioned call for the last few weeks.	6/16/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Web CapTel--Tech-Unable to Call
12656	6/25/2013		CapTel	Carey	Customer stated they were unable to save their location number in their profile online.	6/27/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Web CapTel--Tech-General
96049	7/2/2013		CapTel	Dawn	Customer stated they are unable to place a captioned call.	7/2/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Web CapTel--Tech-Unable to Call
622049	7/18/2013		Voice	Jessica	Customer called in because they are unable to log into their Hamilton CapTel account. Customer stated they are receiving the error Username / Password are incorrect.	7/18/2013	Customer Service apologized and stated that Hamilton CapTel was aware a recent issue with our website that has been reported to the technical department. Customer Service stated as soon as the issue is resolved the customer will be notified by e-mail. Issue was resolved and customer was notified.	Web CapTel--Tech-General
622808	7/18/2013		Email	Jessica	Customer called in because they are unable to log into their Hamilton CapTel account. Customer stated they are receiving the error Username / Password are incorrect.	7/18/2013	Customer Service apologized and stated that Hamilton CapTel was aware a recent issue with our website that has been reported to the technical department. Customer Service stated as soon as the issue is resolved the customer will be notified by e-mail. Issue was resolved and customer was notified.	Web CapTel--Tech-General
638964	7/18/2013		Email	Jessica	Customer called in because they are unable to log into their Hamilton CapTel account. Customer stated they are receiving the error Username / Password are incorrect.	7/18/2013	Customer Service apologized and stated that Hamilton CapTel was aware a recent issue with our website that has been reported to the technical department. Customer Service stated as soon as the issue is resolved the customer will be notified by e-mail. Issue was resolved and customer was notified.	Web CapTel--Tech-General
649195	7/18/2013		Email	Jessica	Customer called in because they are unable to log into their Hamilton CapTel account. Customer stated they are receiving the error Username / Password are incorrect.	7/18/2013	Customer Service apologized and stated that Hamilton CapTel was aware a recent issue with our website that has been reported to the technical department. Customer Service stated as soon as the issue is resolved the customer will be notified by e-mail. Issue was resolved and customer was notified.	Web CapTel--Tech-General

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684378	7/23/2013		Voice	Tina	Customer assisting a Hamilton Web CapTel user. Customer stated whenever they attempt to place a call they receive an error message, "Your connection has been interrupted."	8/2/2013	Customer Service attempted several troubleshooting techniques; which did not resolve the issue. Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer Service notified the customer and they were able to place a successful call. Customer was satisfied.	Web CapTel--Tech-General
257915	7/24/2013		Voice	Ellis	Customer stated several connection issues only when dialing a specific number.	1/19/2014	Customer Service stated information would be forwarded to the technical department. The technical department worked with the office that was being dialed and discovered an alternate number for customer to use. Customer Service provided customer with the number and is awaiting information from the company. There has been no further contact from the company or the customer.	Web CapTel--External Complaint
5072289	8/15/2013		Voice	Ellis	Customer stated they are unable to receive captions on inbound calls, but can make outbound calls with captions.	9/6/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Web CapTel--Captions-stop during call
465130	8/15/2013		CapTel	Dawn	Customer called to complain CapTel CAs are disconnecting their call, but customer did not have CA numbers.	8/15/2013	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Web CapTel--Complaints
621828	8/18/2013		Voice	Carey	Customer is receiving a message stating that there is a problem with their account. Customer logs in but is unable to place a call with captions.	9/6/2013	Customer Service placed a test call to the customer and they were able to receive captions. Customer Service stated information would be forward to the technical department. Customer stated they will attempt to place another call and if the issue continues they will call back to request information be forwarded to technical. Customer Service has attempted to follow up with no answer. There has been no further contact from the customer.	Web CapTel--Tech-General
898200	8/22/2013		Email	Carey	Customer stated that they are unhappy with the change that is being made to the toll free number for Hamilton CapTel for PC/Mac.	8/22/2013	Customer Service apologized for the inconvenience and stated their concern would be forwarded to management. Information was forwarded to management and customer hung up.	Web CapTel--Complaints
636347	8/22/2013		CapTel	Dawn	Customer stated they experience long delays before captions appear on their screen.	8/22/2013	Customer Service explained captions may lag if their Wi-Fi connection is weak, if the party they are talking to speaks very fast, or if the person they are calling tends to speak in long sentences. Customer Service informed the customer of the static on the line and stated this could also contribute to the lag in captioning. Customer Service provided tips to assist with resolving this issue. Customer was satisfied.	Web CapTel--Captions lag behind voice
400410	8/26/2013		Voice	Jessica	Customer stated they are unable to place a captioned call.	1/7/2014	Customer Service provided troubleshooting steps and had customer place a test call; which did not resolve the issue. Customer Service attempted to contact the customer for further information, but there has been no response from the customer.	Web CapTel--Tech-Unable to Call

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626599	8/27/2013		CapTel	Ryan	Customer stated several connection issues during the call.	10/19/2013	Customer Service attempted several troubleshooting techniques; which did not resolve the issue. Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer Service notified the customer and they were able to place a successful call. Customer was satisfied.	Web CapTel--Connection Issues
847652	8/30/2013		Email	Ellis	Customer stated the captions disappeared during the call and inquired how to retrieve them.	9/6/2013	Customer Service explained that there is no way to retrieve captions once they have left the screen. Customer Service attempted to gather call detail information to send to the technical department. There has been no further contact from the customer.	Web CapTel--System/Browser Issues
369056	9/3/2013		CapTel	Ellis	Customer stated several connection issues during the call.	9/25/2013	Customer Service discovered the customer had been assigned a toll-free Call Me # and must be assigned a new one. Customer Service updated the CallMe # and the customer was notified.	Web CapTel--Connection Issues
967851	9/9/2013		Voice	Carey	Customer stated they are unable to place or receive a captioned call. When placing a call the app does not connect to the captioning service. When attempting to call the customer a recording is reached stating the number is not in service.	10/23/2013	Customer Service is in contact with the customer via email as they were not able to hear the customer service representative over the phone. Awaiting customer's response. There has been no further contact from the customer.	Web CapTel--Tech-Unable to Call
2E+07	9/14/2013		Voice	Jessica	Customer stated they are unable to place a captioned call.	1/7/2014	Customer Service placed test calls successfully from the customer's account. Customer Service contacted the customer to request they attempt to place a call another call. Customer attempted to place a call and states that the captioning screen comes up with outbound dialing but they do not receive an incoming call to connect the captioning service. Customer Service forwarded to the technical department. The technical department reset the customer's account. Customer Service notified the customer and they were able to place a successful call. Customer was satisfied.	Web CapTel--Tech-Unable to Call
820475	10/1/2013	6616	Email	Dawn	Customer stated CA did not caption the recording that was received on the call.	10/1/2013	Customer Service apologized and stated information would be forwarded to management for further investigation. Information was forwarded to CTI; which discovered the CA did caption the recording. CTI was able to follow up customer and reset their account. Customer was satisfied.	Web CapTel--Complaints
9025741	10/12/2013		Email	Carey	Customer stated that they are having issues placing a call using Google Chrome. The buttons to end call, save call, etc. are not showing in the window. Customer stated that they will lose connection during the call as well.	12/17/2013	Customer Service emailed the customer for further call detail information. There has been no further contact from the customer in regards to this issue.	Web CapTel--System/Browser Issues

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
877170	10/16/2013		CapTel	Tyna	Customer stated they are unable to place a captioned call to a specific number through WebCapTel.	10/21/2013	Customer Service placed a test call and experienced the same issue. Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the office Interactive Voice Recorder and the connection to CapTel. The technical department worked with the office to resolve the issue and change some settings on the recording. Customer was notified and placed a test call; which was successful.	Web CapTel--External Complaint
760962	10/18/2013		Voice	Jessica	Customer stated they are unable to place a call using Hamilton CapTel. Customer is receiving the error message "Please contact Customer Service, there is an issue with your account."	10/22/2013	Customer Service placed test calls; which resulted in the same error message. Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's account; which resolved the issue. Customer was notified.	Web CapTel--Tech-Unable to Call
750077	10/25/2013		CapTel	Tyna	Customer stated they are unable to place or receive a captioned call.	11/5/2013	Customer Service reviewed explained how to process a call and attempted a test call; which was unsuccessful. Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer was notified.	Web CapTel--Tech-Unable to Call
2091613	11/15/2013		Email	Tyna	Customer replied to recent email regarding account activity and expressed problem with service connection.	11/15/2013	Customer Service provided the customer with information on how to Accept Terms and Conditions and provided technical assistance.	Web CapTel--System/Browser Issues
214436	11/18/2013		Email	Tyna	Customer stated several connection issues during the call.	11/25/2013	Customer Service requested additional information from the customer to assist further. There has been no further contact from the customer.	Web CapTel--Connection Issues
611394	11/20/2013		Email	Dawn	Customer stated the captions were slow or delayed during their call.	1/27/2014	Customer Service explained about standard delays in captioning. Customer was satisfied.	Web CapTel--Captions lag behind voice
506484	11/21/2013		Voice	Tyna	Customer stated whenever the CA's are swapped during a call the call will disconnect.	11/22/2013	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Web CapTel--Service-General
596584	11/21/2013		Voice	Tyna	Customer stated that when using the WebCapTel the caption screen is small and unable to read.	11/21/2013	Customer Service apologized and explained how to reset the account. Customer was satisfied.	Web CapTel--Complaints
969452	11/21/2013		Email	Carey	Customer stated whenever the CA's are swapped during a call the call will disconnect.	11/21/2013	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Web CapTel--Connection Issues
472092	12/4/2013		CapTel	Tina	Customer stated they cannot receive a call on their Hamilton CallMe #.	12/5/2013	Customer Service attempted a test call; which was unsuccessful. Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and placed a successful test call. Customer was satisfied.	Web CapTel--Tech-General

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205983	12/8/2013		Email	Carey	Customer stated connection issues when attempting to dial a toll free number through Hamilton CapTel.	12/15/2013	Customer Service requested more information regarding the issue. There has been no further contact from the customer.	Web CapTel--Connection Issues
152574	12/9/2013		Email	Tyna	Customer stated they are unable to place a captioned call.	12/11/2013	Customer Service requested more information regarding the issue. There has been no further contact from the customer.	Web CapTel--Tech-Unable to Call
175496	12/9/2013		Email	Tyna	Customer stated they are unable to place a captioned call.	12/11/2013	Customer Service requested more information regarding the issue. There has been no further contact from the customer.	Web CapTel--Tech-Unable to Call
1032723	12/27/2013		CapTel	Tyna	Customer stated they are unable to place a captioned call.	12/28/2013	Customer Service provided assistance in troubleshooting; which did not resolve the issue. Information was forwarded to technical department. The technical department reset the customer's account and provided a new CallMe #. Customer Service requested that customer attempt another test call. There has been no further contact from the customer.	Web CapTel--Tech-Unable to Call
132016	1/7/2014		Email	Jessica	Customer stated they are unable to place a captioned call.	1/16/2014	Customer Service verified the customer and requested information for testing their account. Customer Service forwarded information to the technical department and customer's account was reset. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-Unable to Call
188296	1/7/2014		Email	Dawn	Customer stated they are unable to place a captioned call.	1/16/2014	Customer Service verified the customer and requested information for testing their account. Customer Service forwarded information to the technical department and customer's account was reset. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-Unable to Call
6059631	1/15/2014		Email	Tyna	Customer stated they are unable to place a captioned call to Kohl's toll free number through WebCapTel Application.	6/3/2014	Customer Service placed test calls to same numbers and received same result. Customer Service forwarding to technical department. The technical department discovered an issue with the IVR that was received from Kohl's. The technical department resolved the issue with the assistance of Kohl's telephone phone administrator. Customer was notified.	Web CapTel--External Complaint
5049629	1/28/2014		Voice	Carey	Customer stated they are unable to place a captioned call. Customer refused to provide any information regarding their CapTel account.	1/28/2014	Customer Service advised the technical department of the issue but, was unable to test the customer's account as they refused to provide any account information. Customer stated they would attempt to place a call later and call Customer Service back if the issue persists. There has been no further response from the customer.	Web CapTel--Tech-Unable to Call
699349	1/29/2014		CapTel	Carey	Customer stated they did not receive captions during their call.	1/29/2014	Customer Service attempted to gather call information, but the customer refused. Customer stated they will attempt to place another call and contact Customer Service again if there are any further issues. There has been no further contact from the customer.	Web CapTel--Captions-stop during call

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
163099	2/14/2014		CapTel	Dawn	Customer stated calls are being dropped. Call dropped while speaking to Customer Service.	2/19/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
184548	2/14/2014		CapTel	Dawn	Customer stated calls being dropped. Call dropped while speaking to Customer Service.	2/19/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
733472	2/14/2014		Email	Jessica	Customer stated calls being dropped. Call dropped while speaking to Customer Service.	2/19/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
343569	2/14/2014		CapTel	Dawn	Customer stated calls were dropping. Call dropped while speaking with Customer Service.	2/19/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
439592	2/14/2014		CapTel	Dawn	Customer stated calls being dropped. Call dropped while speaking to Customer Service.	2/19/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
441633	2/14/2014		Email	Jessica	Customer stated calls being dropped. Call dropped while speaking to Customer Service.	2/19/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
409244	2/18/2014		Email	Tyna	Customer stated they are unable to place a captioned call. Customer stated the location number never rings.	2/18/2014	Customer Service verified the customer and requested information for testing their account. Customer Service forwarded information to the technical department and customer's account was reset. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-Unable to Call
525824	3/24/2014		Email	Dawn	Customer stated they are unable to place a captioned call.	4/22/2014	Customer Service attempted to gather further information from the customer, but there has been no further contact from the customer.	Web CapTel--Tech-Unable to Call
585033	4/4/2014		Email	Carey	Customer stated several connection issues during the call.	4/30/2014	Customer Service followed up with the customer via email to request more information. There has been no further contact from the customer.	Web CapTel--Connection Issues
891739	4/8/2014		Voice	Carey	Customer left a message on the Customer Service voicemail stating that their Hamilton CapTel account was not working properly.	4/8/2014	Customer Service was not able to follow up with the customer because they did not provide any contact information for Customer Service to return their call.	Web CapTel--Tech-General
7042383	4/10/2014		CapTel	Carey	Customer stated they are unable to place a captioned call. Customer stated they are getting an error message stating that the number is already in use.	4/10/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-Unable to Call

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
874122	4/11/2014		Voice	Dawn	Customer stated they are unable to log into their Hamilton CapTel account.	4/11/2014	Customer Service reset the customer's account; which resolved the issue. Customer was satisfied.	Web CapTel--Connection Issues
195583	4/14/2014		Email	Tyna	Customer states experiencing problems with their Hamilton CapTel account.	4/15/2014	Customer Service requested additional information in order to assist customer. There has been no further contact from the customer.	Web CapTel--Tech-General
331796	4/14/2014		Email	Tyna	Customer states call disconnected three times with an error stating to call Customer Service.	4/18/2014	Customer Service forwarded information to technical department. The technical department determine that everything was running properly with Hamilton CapTel. Customer Service requested further information from the customer, but there has been no further contact from the customer.	Web CapTel--Tech-General
9E+07	4/15/2014		Voice	Tyna	Customer stated unable to log in and place a call using Hamilton CapTel for Pc/Mac.	4/15/2014	Customer Service spoke with the technical department who suggested having the customer log in with a fresh internet browser; after customer's account was reset. Customer logged out and back in to place a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
100125	4/15/2014		Voice	Carey	Customer stated that they are receiving a message stating, "Waiting for a CapTel Opr", but the call does not connect to the Captioning Service and no captions are received.	4/22/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-General
508614	4/18/2014		CapTel	Carey	Customer stated they are unable to place a captioned call. Customer stated they are receiving an error message stating that the number is already in use.		Customer Service apologized and forwarded the information to the technical department. The technical department discovered an issue with the customer's number and continues to work with CTI to resolve this issue. Customer was notified.	Web CapTel--Tech-Unable to Call
962592	4/21/2014		Voice	Carey	Customer stated they are unable to place a captioned call. Customer is receiving an error message stating that the number is already in use.	5/1/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-Unable to Call
132508	4/21/2014		Email	Tyna	Customer stated they are unable to place a captioned call.	4/29/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Tech-Unable to Call
580769	4/25/2014		Email	Tyna	Customer stated they are unable to place a captioned call. Customer stated they are receiving an error message stating that the number is already in use.	6/13/2014	Customer Service apologized and forwarded the information to the technical department. Technical department reset customer's account. Customer was notified and placed a test call; which was successful.	Web CapTel--Tech-General
279970	4/30/2014		Email	Tyna	Customer stated their call disconnected and an error message appeared while using Hamilton CapTel.	4/30/2014	Customer Service attempted to gather call information, but customer did not have information. Customer Service provided some general troubleshooting tips and advised them to notify Customer Service if problem persist. Customer was satisfied.	Web CapTel--Tech-General
494871	5/12/2014		Email	Dawn	Customer stated they are unable to place a captioned call. Customer stated they are receiving an error message stating that the number is already in use.	5/31/2014	Customer Service forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer placed a test call; which was successful. Customer was satisfied.	Web CapTel--Connection Issues

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758333	5/15/2014		Email	Tyna	Customer inquired about potential system problem using Hamilton CapTel for Pc/Mac.	5/15/2014	Customer Service placed several test calls; which were successful. Customer Service was unable to identify any system problems using Hamilton CapTel for Pc/Mac. Customer was notified.	Web CapTel--Tech-General
557205	5/19/2014		Voice	Carey	Customer stated several connection issues during the call. Customer stated that the call goes through, however they never connect to the CapTel OPR and do not receive captions.	5/31/2014	Customer Service apologized and forwarded the information to the technical department. Technical department discovered the customer was not using Hamilton CapTel Service correctly. Customer Service continues to work with Customer to educate them on how to properly use Hamilton CapTel.	Web CapTel--Connection Issues
Mobile CapTel								
08285	6/4/2013		Email	Tina	Customer stated several connection issues during the call. Customer stated they are receiving an error message of waiting for a CapTel OPR.	6/10/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account and placed a successful test call. Customer was notified.	Mobile CapTel - Connection Issues
08301	6/4/2013		Email	Tina	Customer stated several connection issues during the call. Customer stated they were unable to connect to the Hamilton CapTel App.	6/20/2013	Customer Service requested additional information from the customer to better assist them with their issue. There has been no further contact from the customer regards to this issue.	Mobile CapTel - Connection Issues
36003	6/5/2013		Email	Tina	Customer stated they are unable to place a captioned call.	6/7/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
29154	6/6/2013		Voice	Kim	Customer stated they have not received the confirmation email after registering for Hamilton CapTel.	6/7/2013	Customer Service verified the email address of the customer and resent the confirmation email. Customer was satisfied.	Mobile CapTel - Service -- General
65190	6/6/2013		Voice	Tina	Customer stated they are unable to place a captioned call using their iPhone.	6/7/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
8023278	6/6/2013		Email	Tina	Customer stated they are unable to place a captioned call.	6/13/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
285028	6/17/2013		Voice	Tina	Customer stated they are unable to place a captioned call.	7/9/2013	Customer Service provided steps to the customer which were unsuccessful. Customer Service informed the customer that their information would be forwarded to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
331445	6/20/2013		Voice	Michelle	Customer stated several connection issues during the call. Customer stated when using an iPad the caption screen fills up and will no longer scroll to see the rest of the conversation.	6/24/2013	Customer Service apologized and forwarded information to the technical department. The technical department resolved the issue with the Hamilton CapTel App. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues

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336292	6/20/2013		Voice	Jody	Customer stated that since receiving their CallMe # they have been unable to place a call and have had several connection issues.	6/24/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with newly assigned CallMe #s and this issue was resolved. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues
87522	6/25/2013		Voice	Ellis	Customer stated several connection issues during the call. Customer stated that the Hamilton CapTel App and captions are working correctly, but the hearing party cannot hear the CapTel user.	6/28/2013	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Connection Issues
01901	6/26/2013		Voice	Tina	Customer stated several connection issues during the call.	6/28/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues
55293	6/27/2013		VCO	Ellis	Customer stated several connection issues when attempting to place a call using the Hamilton CapTel App.	6/27/2013	Customer Service stated that the Relay did have technical issues yesterday, which were resolved promptly. Customer Service requested the customer attempt their call again. Customer placed a successful test call to Customer Care. Customer was satisfied.	Mobile CapTel - Connection Issues
06458	6/27/2013		Voice	Tina	Customer stated they are unable to place a captioned call.	6/27/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
43816	6/28/2013		Voice	Tina	Customer stated they can place an outgoing call, but they are unable to receive a call using their CallMe #.	6/30/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - General
76264	6/28/2013		CapTel	Tina	Customer stated they are unable to place a captioned call.	6/30/2013	Customer Service discovered the customer was logged into more than one location. Attempted to log into and still unable to place a call. Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
46440	7/1/2013		Voice	Tina	Customer stated they are unable to place a captioned call.	7/3/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
74336	7/8/2013		Email	Ellis	Customer stated the captions were slow or delayed during their call. They were more delayed on Spanish calls.	7/9/2013	Customer Service explained captions may lag if their Wi-Fi connection is weak, if the party they are talking to speaks very fast, or if the person they are calling tends to speak in long sentences. Customer Service provided tips to assist with resolving this issue. Customer was satisfied.	Mobile CapTel - Captions - lag behind voice

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
294769	7/9/2013		Email	Ellis	Customer stated they are unable to use the Hamilton CapTel App on AT&T 3G network.	7/9/2013	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Connection Issues
716882	7/10/2013		Email	Ellis	Customer stated he cannot use the app on his iPhone 3GS on the AT&T network. He can log into Web CapTel successfully.	7/10/2013	Informed customer his account is active, and that the iPhone 3GS is supported on AT&T's network. Asked customer to delete the app and reinstall to ensure he has the most up-to-date version, and to get back in touch with us if the issue persists.	Mobile CapTel - Tech - General
8041859	7/13/2013		Voice	Jessica	Customer called to request status on a Mobile App username/log in issue.	7/15/2013	Customer Service apologized and stated that Hamilton CapTel was aware of a recent issue with our website that was also affecting our mobile app, which has been reported to the technical department. Customer Service stated as soon as the issue is resolved the customer will be notified by e-mail. Issue was resolved and customer was notified.	Mobile CapTel - Connection Issues
983887	7/17/2013		Email	Jessica	Customer stated several connection issues during the call. Customer states they are receiving an error service failed when attempting to use the Hamilton CapTel App.	7/17/2013	Customer Service advised that there is a technical issue with Hamilton CapTel and as soon as this issue is resolved we will notify the customer. The technical department resolved the issue promptly and customer was notified.	Mobile CapTel - Connection Issues
997007	7/17/2013		Voice	Ellis	Customer stated several connection issues during the call. Customer states they are receiving an error service failed when attempting to use the Hamilton CapTel App.	7/17/2013	Customer Service advised that there is a technical issue with Hamilton CapTel and as soon as this issue is resolved we will notify the customer. The technical department resolved the issue and the customer was notified.	Mobile CapTel - Connection Issues
504852	7/18/2013		Email	Ellis	Customer stated they are unable to get to the call screen as the last call still appears on their screen.	7/18/2013	Customer Service discovered the customer had not yet closed the previous call screen. Customer Service explained how to close and save the previous to continue to a new call. Customer saved previous call and was able to process a new call. Customer was satisfied.	Mobile CapTel - System/Browser Issues
631551	7/18/2013		Email	Ellis	Customer stated several connection issues during the call.	7/18/2013	Customer Service advised that there is a technical issue with Hamilton CapTel and as soon as this issue is resolved we will notify the customer. The technical department resolved the issue and the customer was notified.	Mobile CapTel - Connection Issues
631557	7/18/2013		Email	Ellis	Customer stated several connection issues during the call.	7/18/2013	Customer Service advised that there is a technical issue with Hamilton CapTel and as soon as this issue is resolved we will notify the customer. The technical department resolved the issue and the customer was notified.	Mobile CapTel - Connection Issues
635512	7/18/2013		Voice	Ellis	Customer stated several connection issues during the call.	7/18/2013	Customer Service advised that there is a technical issue with Hamilton CapTel and as soon as this issue is resolved we will notify the customer. The technical department resolved the issue and the customer was notified.	Mobile CapTel - Connection Issues

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
635602	7/18/2013		Voice	Ellis	Customer stated several connection issues during the call. Customer also stated their captions were coming through in Spanish.	7/18/2013	Customer Service was unable to communicate with the customer as their captions appeared to be coming through in Spanish. Customer Service attempted to get a contact number or email, but customer hung up.	Mobile CapTel - Connection Issues
635608	7/18/2013		Email	Ellis	Customer stated several connection issues during the call.	7/18/2013	Customer Service advised that there is a technical issue with Hamilton CapTel and as soon as this issue is resolved we will notify the customer. The technical department resolved the issue and the customer was notified.	Mobile CapTel - Connection Issues
588104	7/19/2013		Email	Jessica	Customer stated several connection issues during the call.	7/20/2013	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Connection Issues
588110	7/19/2013		Email	Jessica	Customer stated that since receiving their CallMe # they have been unable to place a call and have had several connection issues.	7/20/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with newly assigned CallMe #s and this issue was resolved. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues
346956	7/24/2013		Email	Jessica	Customer stated they are unable to make or a receive a captioned call.	7/25/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
967495	7/25/2013		Email	Ellis	Customer stated they are receiving an error when using CapTel.	8/25/2013	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Tech - General
430198	7/26/2013		Email	Jessica	Customer stated they are unable to place a captioned call using their Blackberry.	7/26/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
576408	7/30/2013		Email	Jessica	Customer stated they were unable to connect to 911 when using the Hamilton CapTel App. Customer requested to file a service complaint regarding this issue.	8/7/2013	Customer Service advised service complaint has been filed and issue is under review. Customer Service discovered the device used was not compatible with Hamilton CapTel. Customer Service notified the customer and directed them to the Hamilton website for a list of compatible devices. Customer was satisfied.	Mobile CapTel - Complaints
483203	7/31/2013		Voice	Dawn	Customer stated several connection issues during the call. Customer is receiving the error message that connection failed.	8/16/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
594413	8/2/2013		Voice	Jessica	Customer stated they are unable to place a captioned call.	8/14/2013	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
995170	8/9/2013		Voice	Carey	Customer stated they are unable to receive a call using the Hamilton CapTel App with their CallMe #.	8/14/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - General
230349	8/11/2013		Email	Ellis	Customer stated they did not receive captions during their call.	9/25/2013	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Captions - stop during call
130069	8/13/2013		Email	Ellis	Customer stated the captions were slow or delayed during their call. Customer stated the delay is causing the people they are calling to hang up.	8/14/2013	Customer Service explained captions may lag if their Wi-Fi connection is weak, if the party they are talking to speaks very fast, or if the person they are calling tends to speak in long sentences. Customer Service provided tips to assist with resolving this issue. Customer was satisfied.	Mobile CapTel - Captions - lag behind voice
268818	8/17/2013		Voice	Jessica	Customer stated several connection issues during the call.	8/17/2013	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Connection Issues
791201	8/18/2013		Voice	Jessica	Customer stated they are unable to place a captioned call.	8/18/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
874823	8/18/2013		Voice	Jessica	Customer stated they are unable to place a captioned call.	8/18/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
1018060	8/18/2013		Voice	Jessica R	Customer requested to file a complaint regarding Mobile CapTel log in issue they are experiencing.	8/24/2013	Customer Service advised complaint would be placed on file and assisted customer with log in issue. Customer Care contacted customer back to further troubleshoot their issue. Customer was able to successfully log in to Hamilton CapTel Mobile. Customer was satisfied.	Mobile CapTel - Complaints
6054283	8/18/2013		Voice	Jessica R	Customer stated they were experiencing issues logging in and Hamilton CapTel was not helping.	10/19/2013	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Mobile CapTel - Complaints
935784	8/19/2013		Email	Dawn	Customer stated Customer Service Representative was rude.	10/19/2013	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Complaints

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
951662	8/20/2013		CapTel	Tina	Customer stated they are unable to receive captions on incoming calls to their CallMe #.	8/22/2013	Customer Service attempted several troubleshooting options; which did not resolve the issue. Customer Service forwarded information to the technical department. The technical department reset the customer's account and profile which resolved the issue. Customer was notified and placed a successful test call. Customer was satisfied.	Mobile CapTel - Tech - General
751761	8/22/2013		Email	Ellis	Customer stated several connection issues during the call.	9/25/2013	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
360965	8/22/2013		Email	Ellis	Customer stated the captions were slow or delayed during their call, and there was static on the line.	9/16/2013	Customer Service explained captions may lag if their Wi-Fi connection is weak, if the party they are talking to speaks very fast, or if the person they are calling tends to speak in long sentences. Customer Service informed the customer of the static on the line and stated this could also contribute to the lag in captioning. Customer Service provided tips to assist with resolving this issue. Customer was satisfied.	Mobile CapTel - Captions - lag behind voice
981391	8/23/2013		Email	Ellis	Customer stated several connection issues during the call.	1/20/2014	Customer Service requested additional information in regards to the issue. Awaiting information from the customer. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
616961	8/23/2013		Voice	Ellis	Customer stated several connection issues during the call.	8/23/2013	Customer Service discovered there was an issue with reaching the customer through the toll-free number. Customer Service suggested customer obtain a CallMe #. Customer obtained a CallMe # and this resolved the issue. Customer was satisfied.	Mobile CapTel - Connection Issues
497254	8/23/2013		Email	Jessica	Customer stated they are unable to place a captioned call.	9/15/2013	Customer Service provided troubleshooting steps which did not resolve the issue. Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
118041	8/27/2013		Email	Ellis	Customer indicated that it is inconvenient to require a toll-free access number to reach CapTel users.	8/27/2013	Customer Service thanked the customer for their feedback and suggested obtaining a Hamilton CallMe # as a possible solution. Customer understood.	Mobile CapTel - Service - General
557983	8/27/2013		Voice	Tina	Customer stated they are unable to place a captioned call.	9/3/2013	Customer Service forwarded information to the technical department. The technical department discovered the customer received a CallMe # which was a toll free number. The technical department reset the customer's account. Customer was notified and placed a successful call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
758512	8/28/2013		VCO	Tina	Customer inquired how to place a call using Hamilton CapTel on their Smartphone. Customer stated they are still unable to place a captioned call.	9/3/2013	Customer Service explained how to place a call and reset the Hamilton App on the mobile device; the reset did not resolve the issue. Customer Service forwarded information to the technical department. The technical department reset the customer's account and customer was notified. Customer was able to place a successful outgoing call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
363161	8/29/2013		Email	Dawn	Customer stated several connection issues during the call.	1/26/2014	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Connection Issues

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
550830	9/1/2013		Voice	Ryan	Customer stated they are unable to place a captioned call. Customer stated they have received an error message and are unable to log in.	9/11/2013	Customer Service explained about how to place and receive a Hamilton CapTel call to their Smartphone. Customer Service stated information would be forwarded to the technical department. The technical department reset the customer's account and customer was notified. Customer was able to place a successful outgoing call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
615254	9/3/2013		Email	Ellis	Customer stated several connection issues during the call.	1/20/2014	Customer Service requested additional information in regards to the issue. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
344503	9/9/2013		Email	Ellis	Customer stated several connection issues during the call.	1/20/2014	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
409357	9/12/2013		Voice	Monika	Customer requested information on how to turn off Spanish Captions. Customer stated they must dial out twice before the phone rings back to them.	9/26/2013	Customer Service provided information on turning off Spanish Captions. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - General
334075	9/16/2013		Email	Robyn	Customer stated they are unable to log into their Hamilton CapTel account.	9/17/2013	Customer Service verified login information and requested the customer uninstall and re-install the Hamilton CapTel App. Customer re-installed the Hamilton CapTel App to their device and this resolved the issue. Customer was satisfied.	Mobile CapTel - System/Browser Issues
325792	9/18/2013		Email	Ellis	Customer stated several connection issues during the call.	1/19/2014	Customer Service requested additional information from the customer. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
466205	9/19/2013		Email	Ellis	Customer stated several connection issues during the call.	1/19/2014	Customer Service confirmed that user is on a compatible phone and network. Customer Service provided several troubleshooting tips that did not resolve the issue. Customer Service stated information would be forwarded to the technical department. The technical department reset the customer's account. Customer was notified and placed a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues
685281	9/23/2013		Email	Ellis	Customer stated several connection issues during the call.	1/19/2014	Customer Service requested additional information in regards to the issue. Awaiting customer response. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
404389	9/25/2013		Email	Ellis	Customer stated they are unable to place a captioned call.	1/19/2014	Customer Service confirmed that user is on a compatible phone and network. Customer Service provided several troubleshooting tips that did not resolve the issue. Customer Service stated information would be forwarded to the technical department. The technical department reset the customer's account. Customer was notified and placed a successful test call. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
963935	9/26/2013		Email	Ellis	Customer stated several connection issues during the call.	1/19/2014	Customer Service confirmed that user is on a compatible phone and network. Customer Service provided several troubleshooting tips that did not resolve the issue. Customer Service stated information would be forwarded to the technical department. The technical department reset the customer's account. Customer was notified and placed a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
176776	9/26/2013		CapTel	Ellis	Customer stated several connection issues during the call.	1/19/2014	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Connection Issues
947969	9/26/2013		Email	Ellis	Customer stated the website offered third-party certification at the time of registration, but the follow-up email stated the customer must instead submit an ESN number.	10/2/2013	Customer Service apologized for the out-of-date information listed on the website and forwarded information to marketing to update the website. Customer Service explained how to register and verify their Hamilton CapTel account. Customer understood.	Mobile CapTel - Complaints
243873	9/27/2013		Voice	Ellis	Customer stated their Hamilton CapTel App had frozen on their device.	9/27/2013	Customer Service explained how to force stop on the Hamilton CapTel App and restart it. Customer was satisfied.	Mobile CapTel - Tech - General
403262	9/28/2013		Voice	Ryan	Customer stated several connection issues during the call and they are unable to logon.	9/29/2013	Customer Service apologized and forwarded information to the technical department. The technical department did several test calls from the customer's account and they were unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer Service provided several other troubleshooting tips. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Mobile CapTel - Connection Issues
183481	10/6/2013		IP Relay	Dawn	Customer stated the captions drop one minute into call.	10/7/2013	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Mobile CapTel - Captions - stop during call
108793	10/13/2013		Voice	Jessica	Customer stated they are unable to place a captioned call. Customer advised they are receiving an error message stating the user name and password is incorrect when attempting to place a call using Hamilton CapTel.	10/13/2013	Customer service requested the customer uninstall and reinstall Hamilton CapTel on their Smartphone. Customer verified customers password and customer logged in successfully. Customer then placed a test call successfully. Customer inquired if they were able to receive captions through Hamilton CapTel when dialing to Canada. Customer service advised at this time the CapTel Service is not available outside the US.	Mobile CapTel - Tech - Unable to Call
907933	10/17/2013		CapTel	Carey	Customer is not able to receive calls to their Hamilton CapTel Call Me #.	3/16/2014	Customer Service attempted to place a call to the customer's CallMe#. The call did not go through. Customer Service forwarded information to the technical dept. The technical department reassigned a new CallMe # and reset the customer's account. Customer was satisfied.	Mobile CapTel - Tech - General
782316	10/25/2013		Email	Carey	Customer stated that when attempting to place a call using the Hamilton CapTel App for their Android device, the App is freezing and they are not receiving the call back to their Smartphone.	10/27/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - General
845338	10/25/2013		Email	Dawn	Customer stated they are unable to place a captioned call.	2/4/2014	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Mobile CapTel - Tech - Unable to Call

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
927602	11/5/2013		Email	Jessica	Customer stated they are unable to place a captioned call.	12/10/2013	Customer Service apologized and stated without specific call details Hamilton CapTel would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Mobile CapTel - Tech - Unable to Call
610293	11/5/2013		Email	Carey	Customer stated the captions were slow or delayed during their call.	11/11/2013	Customer Service explained why delays may occur and provided tips to resolve the issue. Customer was satisfied.	Mobile CapTel - Captions - lag behind voice
833614	11/16/2013		Email	Dawn	Customer stated several connection issues during the call. Escalated to technical.	1/27/2014	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Connection Issues
963960	11/18/2013		Voice	Carey	Customer stated several connection issues during the call. Customer stated that after placing a call on their iPhone, they would receive the call back to their phone, answer it and go back into the Hamilton CapTel App, but would not receive captions.	11/18/2013	Customer Service attempted to troubleshoot but the customer stated that they would need to call back. Customer then disconnected before any contact information was able to be obtained.	Mobile CapTel - Connection Issues
898275	11/20/2013		CapTel	Dawn	Customer stated Customer Service Representative was disrespectful and rude.	12/21/2013	Customer Service apologized and stated the Representative will be counseled. Information was forwarded to management and Representative was counseled. Customer was satisfied.	Mobile CapTel - Complaints
530861	11/22/2013		Email	Dawn	Customer stated they are unable to place a captioned call.	2/26/2014	Customer Service emailed the customer; but there has been no further response from the customer.	Mobile CapTel - Tech - Unable to Call
610017	11/22/2013		Email	Dawn	Customer stated several connection issues during the call.	5/28/2014	Customer Service emailed the customer; but there has been no further response from the customer.	Mobile CapTel - Connection Issues
988553	11/27/2013		Email	Carey	Customer stated that the Hamilton CapTel App is not working on their Android device.	12/19/2013	Customer Service emailed the customer; but there has been no further response from the customer.	Mobile CapTel - Tech - General
592034	12/5/2013		CapTel	Tyna	Customer stated they are unable to place a captioned call.	12/5/2013	Customer Service provided several troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer was notified and placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
272073	12/6/2013		CapTel	Tina	Customer inquired about their order and when their account would be activated.	12/6/2013	Customer Service contacted WCI in regards to the order and discovered the order, and phone, was processed as a Sprint customer so Hamilton cannot activate the account. Customer Service explained the situation to the customer. Customer stated they were extremely upset with the service they have received from Hamilton and not getting their account activated and they are going to report Hamilton to the Better Business Bureau. Customer Service apologized for the confusion and explained that because of the customer's location their order was processed as a Sprint customer and not a Hamilton customer. Customer Service provided the customer with the toll free number for Sprint CapTel Customer Service so the customer will still be able to obtain Mobile CapTel Service. Customer hung up.	Mobile CapTel - Complaints

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Record ID	Inquire Date	CA Nbr	Call Taken Rv	Responded by	Inquiry	Resolution Date	Resolution	Category
287922	12/13/2013		Voice	Tina	Customer stated that they are unable to log into their account. Customer stated the log in screen just continues to process and never logs in.	2/12/2014	Customer Service explained that the customer would need to shut down the Hamilton CapTel App, and try to log in again. Customer was unable to shut down the App. Customer stated they would call back when they had more time to resolve the issue. There has been no further contact from the customer.	Mobile CapTel - Tech - General
441350	12/18/2013		Voice	Derek	Customer stated they are unable to receive a call to their CallMe #.	1/9/2014	Customer Service provided several troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account; which resolved the issue. Customer was notified and received a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
758001	1/7/2014		Voice	Robyn	Customer stated they are unable to place a captioned call.	1/7/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
728885	1/13/2014		Email	Dawn	Customer stated they are unable to place a captioned call.	1/27/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and requested further information from the customer. There has been no further contact from the customer.	Mobile CapTel - Tech - Unable to Call
649448	1/17/2014		Voice	Monika	Customer stated unable to place/receive calls and their Call Me# is ringing busy. Customer stated that they are unable to log in to the Hamilton CapTel application.	1/17/2014	Customer Service explained how to make and receive a call. Customer Service reset the Call Me#. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
110486	1/28/2014		Voice	Carey	Customer requested an email follow up regarding the issue.	1/28/2014	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile CapTel - Tech - General
282071	1/28/2014		Email	Jessica	Customer stated they are unable to place or receive captioned calls using Hamilton CapTel for Smartphones.	1/28/2014	Customer Service informed the customer that Hamilton CapTel experienced an unforeseen interruption in service and that service has been restored. Customer Service apologized to the customer for any inconvenience this may have caused. Customer was satisfied.	Mobile CapTel - Tech - General
547961	2/7/2014		Voice	Jessica	Customer stated they are unable to place a captioned call.	2/10/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
962672	2/16/2014		Voice	Carey	Customer stated several connection issues during the call. Customer requested that Customer Service email them as the customer was unable to hear Customer Service over the phone.	2/22/2014	Customer Service has sent an email correspondence to the customer to address the issue. There has been no further contact from the customer.	Mobile CapTel - Connection Issues
861071	2/27/2014		Voice	Dawn	Customer stated several connection issues during the call.	2/27/2014	Customer Service forwarded to technical. Technical reset the account; test call was placed successfully. Customer was satisfied.	Mobile CapTel - Connection Issues

Internet-Based CapTel 2014 FCC Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
275215	3/3/2014		CapTel	Carey	Customer stated that when receiving a call to their Hamilton CapTel Call Me # the caption screen comes up on the Android device before the customer is able to answer the call.	3/3/2014	Customer Service advised the customer to uninstall and reinstall the App. Customer Service placed a test call to the customer's Call Me #. Customer successfully received the call. Customer was satisfied.	Mobile CapTel - Tech - General
534640	3/12/2014		CapTel	Dawn	Customer stated they are unable to place a captioned call.	3/15/2014	Customer Service advised customer to install and reinstall; which resolved the issue. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
700669	3/13/2014		Voice	Dawn	Customer stated they are unable to place a captioned call.	3/13/2014	Customer Service advised customer to install and reinstall; which resolved the issue. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
791955	3/21/2014		CapTel	Carey	Customer stated they did not receive notification at the beginning of their call if the line was ringing. Customer stated after a recent update to their OS.	3/27/2014	Customer Service apologized and forwarded information to the technical department. The technical department was unable to recreate the issue. Customer Service explained how to uninstall and reinstall the Hamilton CapTel App. Customer was satisfied.	Mobile CapTel - Tech - General
918842	3/26/2014		Voice	Dawn	Customer stated several connection issues during the call.	3/26/2014	Customer stated he will call back. Customer disconnected.	Mobile CapTel - Connection Issues
986428	3/26/2014		Voice	Carey	Customer stated they are experiencing technical issues when attempting to check their voicemail using the Hamilton CapTel App.	4/29/2014	Customer Service forwarded the information to the technical department. The technical department discovered that this feature is not working properly and issue was resolved promptly with the feature. Customer Service has attempted to notify the customer, but has been unsuccessful. There has been no further contact from the customer.	Mobile CapTel - Tech - General
969569	3/31/2014		Email	Dawn	Customer stated they did not receive captions during their call.	4/22/2014	Customer Service emailed the customer for further information in regards to the issue. There has been no further contact from the customer.	Mobile CapTel - Captions - stop during call
606997	4/3/2014		CapTel	Tyna	Customer stated experiencing problems using Hamilton CapTel App for iPhone.	4/3/2014	Customer Service attempted to provide assistance to customer to resolve, but customer disconnected.	Mobile CapTel - Tech - General
469842	4/6/2014		CapTel	Carey	Customer stated several connection issues during the call.	5/1/2014	Customer Service has made several attempts to contact the customer, but there has been no response. There has been no further response from the customer.	Mobile CapTel - Connection Issues
651938	4/7/2014		Voice	Tyna	Customer stated several connection issues during the call.	4/7/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Connection Issues
6006790	4/8/2014		Voice	dawn	Customer stated they are unable to place a captioned call.	4/14/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call
309132	4/12/2014		Voice	Carey	Customer stated they are unable to place a captioned call. Customer is experiencing a very long hold time and is unable to connect to the Captioning Service.	4/14/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - Unable to Call

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351299	4/30/2014		CapTel	Carey	Customer stated they did not receive captions during their call.	5/1/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Captions - stop during call
189583	5/8/2014		CapTel	Tina	Customer stated several connection issues during the call.	5/19/2014	Customer Service attempted several troubleshooting tips; which were unsuccessful. Customer Service discovered the customer is unable to receive a call back through their account. Information was forwarded to the technical department. The technical department reset the customer's account. Customer was notified.	Mobile CapTel - Connection Issues
855748	5/25/2014		Email	Tyna	Customer states when trying to use the Hamilton CapTel App receives an error message number already in use.	6/14/2014	Customer Service provided troubleshooting tips; which did not resolve the issue. Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer placed a test call; which was successful. Customer was satisfied.	Mobile CapTel - Tech - General