

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp
209570	10/6/2010	11:50:00 AM	CapTel	Service	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. CSR found that the CA on the call reported difficulties at their work station during the call. CSR thanked customer for bringing th experience to our attention and apologized for their experience.	10/6/2010 3:10:00 PM	within 24 hours
207492	9/24/2010	11:45:00 AM	Phone	Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Customer's relative reported that customer is unable to make captioned calls after temporarily moving to a rehabilitation facility. CSR advised relative to contact the facility's telephone administrator to allow customer's line to call a 1-866 number, since the CapTel always calls a 1-866 number to connect with the captioning service.	9/24/2010 12:20:00 PM	within 24 hours
235861	2/2/2011	1:45:00 PM	Phone	Service	NA	11090	Service - General	Customer's son reported that customer is experiencing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 1:50:00 PM	within 24 hours
236028	2/2/2011	4:10:00 PM	Phone	Service	NA	11090	Service - General	Customer's friend reported that customer is experiencing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 4:15:00 PM	within 24 hours
236064	2/2/2011	4:45:00 PM	CapTel	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 4:50:00 PM	within 24 hours
236171	2/2/2011	6:30:00 PM	Phone	Service	NA	11090	Service - General	Customer's husband called noting problem connecting with Service on customer's 2-Line CapTel phone. Party indicated lack of captions and signal meter flashing. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 6:35:00 PM	within 24 hours
236360	2/3/2011	10:40:00 AM	CapTel	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 10:45:00 AM	within 24 hours
225065	12/20/2010	4:00:00 PM	Phone	Technical	NA	22990	Technical - General	Customer saw "Waiting for captioning operator" message. Customer's issue is resolved. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 1:00:00 PM	within 24 hours

225181	12/20/2010	7:20:00 PM	Email	Technical	NA	22990	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 8:30:00 AM	within 24 hours
232989	1/21/2011	4:00:00 PM	NA	Technical	NA	22990	Technical - General	Customer reported that he is unable to call to a specific local number with captions. CSR performed multiple test calls to this number and experienced the same difficulty. CSR shared customer's experience with technical support for further investigation, which showed a temporary routing issue in the phone network that resolved itself. Confirmed customer is now able to reach this number successfully with captions.	1/21/2011 8:55:00 AM	within 24 hours
233395	1/24/2011	2:50:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer reported that he did not receive captions of a specific call to an automated recording. After further investigation, CSR thanked customer for reporting this and explained that the CA captioning his call was experiencing a technical difficulty not allowing him or her to receive audio of the call. CSR assured customer that the technical difficulty was promptly corrected and handled by the CA's supervisor.	1/24/2011 2:55:00 PM	within 24 hours

Rep. Initials
AG
JM
JM
JM
JM
JA
MMo
RC
EY

JL
JM
JM