



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

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DIRECTOR

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CHAIRMAN

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COMMISSIONER

June 17, 2020

Via Electronic Submission

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: ***Telecommunications Relay Services and Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities--CG DOCKET NO. 03-123***

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary for the period June 1, 2019 to May 31, 2020, as required by the Federal Communications Commission.

If you have questions, please do not hesitate to contact me at (517) 284-8190.

Sincerely,

Ryan McAnany, Acting Director
Telecommunications Division

MICHIGAN RELAY SERVICE
2019-2020 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Category	Sub Category	# of Incidents
External Complaints	Miscellaneous	18
Total		18
Service Complaints	CA Hung Up on Caller	2
Service Complaints	Didn't Follow Policy/Procedure	3
Service Complaints	STS Call Handling Problems	2
Service Complaints	Suspicious / Harassment Call	2
Total		9
Technical Complaints	Long Distance/Billing Issues	1
Technical Complaints	Miscellaneous	2
Technical Complaints	Tech Issues STS Problem	1
Total		4
Total		31

Call Type to CC	# of Incidents
Email	1
STS	20
TTY	2
VCO	1
Voice	7
Total	31

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190808-000009	08/08/2019 10:00 AM		TTY	Tyna	Tyna	Customer stated when placing a long distance call through Relay they are billed through another long distance carrier.	08/08/2019 10:00 AM	Customer Care apologized, explained long distance charges are not applicable when making a call through Relay and referred customer to their telephone service provider regarding long distance calling. Customer was satisfied.	Technical Complaints	Long Distance/Billing Issues
191129-000121	11/29/2019 08:40 PM		STS	Shawn	Dan	Customer stated the CA did not follow policy/procedure.	11/29/2019 09:17 PM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
191206-000010	12/06/2019 10:05 AM		STS	Tyna	Tyna	Customer stated the CA did not follow policy/procedure.	12/11/2019 08:15 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department, which were unable to locate any call details from the originating phone number for the date provided.	Service Complaints	Didn't Follow Policy/Procedure
200108-000011	01/08/2020 10:17 AM		STS	Jenn	Jenn	Customer stated their STS call was handled improperly and the CA did not provide the standard greeting.	01/10/2020 07:43 PM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management and the CA received refresher training. Customer was satisfied.	Service Complaints	STS Call Handling Problems
200109-000027	01/09/2020 01:08 PM	9056	STS	Mary	Mary	Customer stated the CA hung up on them. Customer stated the CA did not give the customer an opportunity to make another call and hung up on them.	01/10/2020 12:19 PM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management who discussed the issue with the CA and determined that the CA followed proper procedure.	Service Complaints	CA Hung Up on Caller

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
200120-000002	01/20/2020 07:30 AM		STS	Jasper	Tyna	Customer requested information on their inability to dial Directory Assistance.	01/20/2020 02:57 PM	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer understood.	Technical Complaints	Miscellaneous
200121-000014	01/21/2020 11:52 AM		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the relay.	01/21/2020 03:35 PM	Customer Care apologized and stated information would be forwarded to management. Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Information was forwarded to the technical department, which were unable to locate any call details from the originating phone number for the date provided.	Service Complaints	Suspicious / Harassment Call
200205-000045	02/05/2020 03:48 PM		Voice	Donnie	Donnie	Customer stated they have been receiving suspicious telephone calls through the relay.	02/05/2020 03:48 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious / Harassment Call

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
200219-000070	02/19/2020 07:27 PM	1205	Voice	Donnie	Donnie	*Customer stated the CA did not follow policy/procedure.	02/20/2020 12:43 PM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management who discussed the issue with the CA and determined that the CA followed proper procedure.	Service Complaints	Didn't Follow Policy/Procedure
200222-000001	02/22/2020 05:06 AM	9140	STS	Jasper	Jacob	*Customer stated the CA hung up on them.	02/25/2020 02:58 PM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management who discussed the issue with the CA and determined that the CA followed proper procedure.	Service Complaints	CA Hung Up on Caller
200303-000074	03/03/2020 06:13 PM	9021	STS	Mary	Mary	*Customer stated their STS call was handled improperly because the CA was argumentative and did not follow customer's instructions.	03/04/2020 03:33 PM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management who discussed the issue with the CA and determined that the CA followed proper procedure.	Service Complaints	STS Call Handling Problems
200323-000094	03/23/2020 07:57 PM		STS	Bill	Bill	*Customer stated the CAs are unable to view their profiled speed dial listings at the workstation.	03/25/2020 09:12 PM	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and has resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints	Tech Issues STS Problem

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
200429-000087	04/29/2020 08:58 PM		STS	Bill	Bill	*Customer stated they are unable to dial a specific phone number through Relay.	05/04/2020 01:28 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department, which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	Miscellaneous

The incidents below reflect activity that Michigan Relay is aware of that is outside of its scope of service.

190624-000034	06/24/2019 02:09 PM		STS	Tyna	Tyna	Customer stated having problems with Comcast and inquired if Customer Care could contact the company for them.	06/24/2019 02:12 PM	Customer Care apologized, explained Relay and referred customer to Comcast directly for assistance. Customer understood.	External Complaints	Miscellaneous
190830-000063	08/30/2019 10:12 PM		TTY	Bill	Bill	Customer stated when placing a long distance call through Relay they are billed through another long distance carrier.	08/30/2019 10:12 PM	Customer Care apologized, explained long distance charges are not applicable when making a call through Relay and referred customer to their telephone service provider regarding long distance calling. Customer was satisfied.	External Complaints	Miscellaneous
191106-000065	11/06/2019 04:15 PM		Voice	Tyna	Tyna	Customer stated when placing a call to a specific phone number in their speed dial a message states "no voicemail set up".	11/06/2019 04:28 PM	Customer Care explained the message indicates the called party did not set up their voicemail on that phone number. Customer understood.	External Complaints	Miscellaneous
191210-000027	12/10/2019 12:11 PM		STS	Mary	Mary	Customer stated when they call Directory Assistance through Relay, they are being routed through the wrong carrier.	03/06/2020 04:19 PM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
191211-000009	12/11/2019 09:46 AM		Voice	Tyna	Tyna	Customer stated inmates are unable to dial 7-1-1 from the facility and requested a toll-free access number.	12/11/2019 10:17 AM	Customer Care apologized, explained that there is not a toll-free access number for Michigan Relay, that the only way to reach Relay in Michigan is by dialing 7-1-1. Customer Care referred the customer to their telephone service provider regarding 3 digit dialing. Customer understood and was satisfied.	External Complaints	Miscellaneous
191216-000074	12/16/2019 07:22 PM		STS	Bill	Bill	Customer stated they dislike having to pay for Directory Assistance services.	12/16/2019 07:22 PM	Customer Care referred the customer to their telephone service provider for assistance. Customer understood.	External Complaints	Miscellaneous
200112-000001	01/12/2020 06:23 AM		STS	John H	Bill	Customer stated is receiving a fast busy signal when dialing Directory Assistance.	01/12/2020 10:44 AM	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
200113-000080	01/13/2020 07:09 PM		STS	Dan	Dan	Customer requested information on their inability to dial Directory Assistance.	01/13/2020 07:11 PM	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
200114-000007	01/14/2020 09:36 AM		STS	Tyna	Tyna	Customer stated whenever they place a call to a specific phone number, the line is busy.	01/14/2020 09:42 AM	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
200220-000000	02/20/2020 07:43 AM		STS	Jasper	Tyna	*Customer stated unable to reach a specific number and believes issue is when calling through Relay.	02/20/2020 08:14 AM	Customer Care attempted to obtain call detail information, which was unsuccessful. Customer Care was unable to re-create issue or forward information to technical for research.	External Complaints	Miscellaneous
200221-000033	02/21/2020 12:01 PM		STS	Jenn	Jenn	*Customer stated they were calling a residential answering machine that was not working properly.	02/21/2020 12:01 PM	Customer Care apologized and explained that the Relay is not responsible for an issue with a residential answering machine. Customer understood.	External Complaints	Miscellaneous

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
200307-000008	03/07/2020 11:57 AM		STS	Tyna	Tyna	*Customer stated when they call Directory Assistance through Relay it disconnects.	03/09/2020 09:23 AM	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
200308-000003	03/08/2020 09:27 AM		STS	Jessica	Tyna	*Customer stated is unable to call Directory Assistance, would like call back to obtain information and file a complaint.	03/13/2020 10:27 AM	Customer Care apologized and information had previously been forwarded to the Customer Care Supervisor, who continues to work with Comcast to resolve the issue. Customer understood.	External Complaints	Miscellaneous
200318-000025	03/18/2020 11:31 AM		STS	Tyna	Tyna	*Customer states is successfully reaching Comcast but the line disconnects when waiting for a Representative.	03/19/2020 08:11 AM	Customer Care apologized explained issue would not be with the Relay and referred customer to Comcast. Customer was not satisfied and requested to speak with the Customer Care Supervisor, whom was not available at the time of call. Customer requested a call back and information was forwarded to the Customer Care Supervisor.	External Complaints	Miscellaneous
200324-000016	03/24/2020 11:23 AM		VCO	Jenn	Jenn	Customer stated when they place calls through the Relay their called party is rude.	03/24/2020 11:25 AM	Customer Care explained that we are unable to modify the behavior of their called party. Customer understood.	External Complaints	Miscellaneous
200419-000024	04/19/2020 03:41 PM		Voice	Tyna	Tyna	Customer stated when calling a specific phone number is getting a message the number is restricted.	04/19/2020 03:47 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood and was satisfied.	External Complaints	Miscellaneous
200424-000054	04/24/2020 02:40 PM		Voice	Tyna	Tyna	A caller for the customer stated when dialing 7-1-1 it reaches a recording and not Relay.	04/24/2020 02:54 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

Michigan Relay 2019-2020 FCC TRS Complaint Report

June 2019 - May 2020

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
200506-000022	05/06/2020 11:08 AM		Email	Tyna	Tyna	Customer stated they are unable to reach 7-1-1.	05/29/2020 08:20 AM	Customer Care requested additional information and placed several test calls, which determined the issue was with the customer's telephone service and not Relay. Customer Care worked on the issue with the customer's telephone service provider, correcting an issue with the AIN telephony network. Customer is able to place calls to Relay successfully.	External Complaints	Miscellaneous

Michigan CapTel FCC Complaints 6/1/2019 to 5/31/2020

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1098516	03/14/2020 03:56am	CapTel	Service	N/A	Customer reported waiting a long time for captions on the CapTel 840 in 1-Line Mode.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/14/2020 05:33pm	Within 24 Hours	AB
1098452	03/14/2020 03:21pm	CapTel	Service	N/A	Customer reported seeing "please stay on the line your captions will be available shortly" during attempts to place captioned calls on the CapTel 840.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed successful use with captions.	03/15/2020 10:53am	Within 24 Hours	MTh
1098487	03/14/2020 04:11pm	CapTel	Service	N/A	Customer's son in law reported hearing "please hold for the next available agent" when calling the CapTel 840 in 1-Line mode.	CSR apologized to the customer's son in law for the additional wait time to connect with a CA. CSR advised the customer's son in law to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/15/2020 06:22pm	Within 48 Hours	FB
1098501	03/14/2020 04:51pm	Phone	Service	N/A	Customer reported difficulty making a captioned call on the CapTel 840 in 1-Line Mode.	CSR apologized to the customer for the additional wait time to connect with a CA in order to place a captioned call. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed that the customer is now able to make and receive captioned calls successfully.	03/14/2020 08:30pm	Within 24 Hours	SS
1098503	03/14/2020 04:54pm	Phone	Service	N/A	Customer's son reported hearing "please hold for the next available agent" when calling the customer using the toll-free captioning service number.	CSR apologized to the customer's son for the additional wait time to connect with a CA. CSR advised the customer's son to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/15/2020 08:49am	Within 24 Hours	FB
1098529	03/14/2020 06:03pm	Phone	Service	N/A	Customer's son reported hearing a message to wait for CapTel operator while calling to the customer's CapTel 840 in 1-Line Mode.	CSR apologized to the customer's son for the additional wait time to connect with a CA. CSR advised the customer's son to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume in our call center as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/14/2020 06:38pm	Within 24 Hours	BMc
1098532	03/14/2020 06:14pm	Phone	Service	N/A	Customer's son reported hearing "please stay on the line your captions will be available shortly" during attempts to call the customer's CapTel 840 in 1-Line Mode.	CSR apologized to the customer's son for the additional wait time to connect with a CA. CSR advised the customer's son to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed the son was able to place a captioned call to the customer.	03/14/2020 07:45pm	Within 24 Hours	MTh
1098648	03/15/2020 11:36am	Phone	Service	N/A	Customer's son reported hearing "please hold for the next available agent" when calling the customer using the toll-free captioning service number.	CSR apologized to the customer's son for the additional wait time to connect with a CA. CSR advised the customer's son to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed that the customer is now able to make and receive captioned calls successfully.	03/15/2020 05:53pm	Within 24 Hours	JC
1100043	03/15/2020 06:15pm	CapTel	Service	N/A	Customer's daughter reported hearing "please hold for next available agent" when calling the CapTel 840 in 1-Line mode.	CSR apologized to the customer's daughter for the additional wait time to connect with a CA. CSR advised the customer's daughter to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the CapTel is now able to make and receive captioned calls successfully.	03/15/2020 06:20pm	Within 24 Hours	BCS

Michigan CapTel FCC Complaints 6/1/2019 to 5/31/2020

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1100105	03/18/2020 01:00pm	CapTel	Service	N/A	Customer reported difficulty making captioned calls on the CapTel 840 in 1-Line mode.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed that the customer is now able to make captioned calls successfully.	03/18/2020 01:08pm	Within 24 Hours	AK
1100409	03/18/2020 07:20pm	CapTel	Service	N/A	Customer's daughter reported seeing "Waiting for Captions" for an extended period before captions connected on the CapTel 840.	CSR apologized to the customer's daughter for the additional wait time to connect with a CA. CSR advised that the customer continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume in our call center as a result of COVID-19. CSR subsequently confirmed that the customer is now able to make and receive captioned calls successfully.	03/18/2020 10:49pm	Within 24 Hours	PY
1101251	03/20/2020 05:57pm	CapTel	Service	N/A	Customer reported delayed connection to captions on the CapTel 840 in 1-Line Mode.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/20/2020 07:49pm	Within 24 Hours	DG
1101317	03/21/2020 10:01am	Phone	Service	N/A	Customer's daughter reported hearing "please hold for the next available agent," when calling the CapTel 840 in 1-Line mode.	CSR apologized to the customer's daughter for the additional wait time to connect with a CA. CSR advised the customer's daughter to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed that the customer is now able to make and receive captioned calls successfully.	03/23/2020 08:45am	Within 48 Hours	AK
1101830	03/22/2020 05:10pm	CapTel	Service	N/A	Customer reported delay in connecting to captions on the CapTel 840 in 1-Line Mode.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/22/2020 05:24pm	Within 24 Hours	MG
1102169	03/23/2020 01:53pm	Phone	Service	N/A	Customer's daughter reported seeing "please stay on the line your captions will be available shortly" during a call on the CapTel 840.	CSR apologized to the customer's daughter for the additional wait time to connect with a CA. CSR advised the customer's daughter to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer's daughter is now able to complete a successful captioned call.	03/23/2020 02:07pm	Within 24 Hours	CF
1103802	03/27/2020 03:36pm	CapTel	Service	N/A	Customer's wife reported delayed connection to captions at the start of the call on the CapTel 840.	CSR apologized to the customer's wife for the additional wait time to connect with a CA. CSR advised the customer's wife to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/27/2020 03:51pm	Within 24 Hours	MMo
1104026	03/28/2020 01:53pm	CapTel	Service	N/A	Customer's daughter reported the CapTel was not connecting to captions.	After further discussion, CSR determined the customer was experiencing longer wait times to connect to captions when dialing out on the CapTel. CSR apologized to the customer's daughter for the additional wait time to connect with a CA. CSR advised that the customer continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	03/28/2020 01:55pm	Within 24 Hours	AK
1105945	04/03/2020 01:17pm	CapTel	Service	N/A	Customer reported seeing "Captioning Service Line is Ringing" when placing an outbound call on the CapTel 840.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR subsequently confirmed on a follow up that the customer is now able to make and receive captioned calls successfully.	04/08/2020 03:21pm	Over 48 hours	RS

Michigan CapTel FCC Complaints 6/1/2019 to 5/31/2020

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1107665	04/10/2020 11:24am	Mail	Service	N/A	Customer reported experiencing longer wait times to connect to captions on the CapTel 840 in 1-Line Mode.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR confirmed that the customer is now able to make captioned calls successfully.	04/10/2020 11:40am	Within 24 Hours	ELS
1109606	04/17/2020 07:22am	Phone	Service	N/A	Customer's daughter reported delayed connection to captions at the beginning of calls on the CapTel 840 in 2-Line Mode.	CSR attempted follow up several times but was unsuccessful in reaching the customer's daughter. CSR noted that this added answer time was a result of higher call volume as a result of COVID-19. CSR sent customer a letter which advised the customer to continue to hold for the next available CA. CSR subsequently confirmed that the customer is able to make and receive captioned calls successfully.	04/24/2020 11:30am	Over 48 hours	CJB
1109897	04/18/2020 01:29pm	CapTel	Service	N/A	Customer reported seeing a message about having to wait for captions on the CapTel 840.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume in our call center as a result of COVID-19. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	04/18/2020 01:35pm	Within 24 Hours	PY