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Accessibility

New York FCC Complaint Log

2018 - 2019

Complaint Tracking for NY (06/01/2018-05/31/2019). Total Customer Contacts: 26

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/18	Customer states operator changed his gender on call. Apologized. Thanked customer for calling in.	06/11/18	Supervisor met with operator to coach on the importance of following customer instructions and keeping the customer informed. No follow-up requested
2	07/28/18	Customer's grandson reported that a large portion of the conversation on a recent call was not captioned on the CapTel 200 in 1-Line mode.	08/08/18	Customer Service Representative apologized and thanked the customer's son for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the operator who assisted with the call. The operator's supervisor increased monitoring and coaching to optimize the operator's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance if desired.
3	08/22/18	Customer unable to reach any Relay toll-free numbers or 711. Had customer's daughter try several other Relay numbers and the 711 - all went to same circuit busy recording. Customer was able to call a non-Relay 800 numbers successfully. Advised customer's daughter a ticket would be opened with Relay Technicians and asked they also contact their local LEC (Frontier) provider. Follow-up request to customer's daughter by phone.	08/22/18	Technician worked on this trouble ticket and confirmed with the daughter on 9/17/18 that this issue has been resolved the same day the problem was reported.
4	09/17/18	Customer requested redial and operator disconnected the call. Customer Service Representative apologized to the customer. No follow-up requested	09/17/18	The Supervisor met with the operator and discussed the repercussions of disconnecting calls prematurely. The operator was coached on proper redialing procedures.
5	09/21/18	Operator unable to enter note. Entered note in database. No follow-up requested.	09/21/18	Customer Care was able to identify the customer's profile using an alternate method and entered the note successfully on the same date this was noted.
6	09/25/18	The customer stated they gave the operator instructions to call Directory Assistance to get a number to a business first and then gave the operator another number without providing the business name. The operator dialed the provided number immediately instead of Directory Assistance. Assistant Supervisor apologized for the inconvenience. No follow-up requested.	09/27/18	The customer's complaint was investigated. The Supervisor coached the operator to clarify when multiple customer instructions are given before out dialing to ensure compliance with customer instructions.

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7	10/03/18	Operator called customer by name without being instructed to.	10/04/18	The operator was coached by a supervisor on the importance of proper procedures and the importance of being professional when speaking to customers.
8	10/03/18	The operator told me the person was rude and I asked what that meant. I asked for a supervisor and operator hung up. Customer Service Representative apologized and said the operator's supervisor would be made aware of the issue.	10/03/18	The supervisor followed up with the operator and discussed the repercussions of disconnecting calls prematurely. No follow-up was requested.
9	10/06/18	The Customer stated he tried to get the operator's attention 5 or 6 times before the operator responded. The responding Supervisor apologized and assured the customer the information would be shared with management.	10/07/18	The supervisor met with the operator and discussed always remaining professional as well as maintaining focus on calls at all times. No follow-up was requested.
10	10/30/18	The operator was unable to translate for the customer and the customer was concerned about this, as that is the operator's job. The assistant supervisor thanked the customer for their feedback.	10/30/18	The supervisor met with the operator and discussed further steps that can be taken when assisting a customer. No follow-up was requested.
11	11/08/18	The customer stated the operator did not give their identification number. Follow-up was requested via letter.	11/08/18	The supervisor met with the operator and assisting supervisor and it was determined the operator had provided their identification number upon request. Follow up was sent via letter as requested.
12	11/08/18	Customer reported an inaccurately captioned word during a call on the CapTel 800.	11/08/18	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative attempted to gather specific call detail but the customer was unable to provide further information. Customer confirmed they asked for and got clarification while on the call. Customer Service Representative suggested in the future the customer may take note of the date time and operator number of any future calls where caption inaccuracies are experienced so that we may take specific follow-up action with the operator captioning the call on their behalf. Customer confirmed that no follow-up from Customer Service Representative is required; the customer would pursue the matter should future caption difficulties occur.
13	11/13/18	Customer stated that the operator had "bad behavior". Did not elaborate when asked. Supervisor apologized and thanked them for taking the time to let us know. Customer would like follow-up via mail.	11/13/18	The supervisor looked into this and found no operator under that identification number. Follow up was sent via mail as requested on 11/16/18.
14	11/27/18	Customer stated the operator did the call all wrong, and believed he did not want to do his job correctly. Supervisor thanked the customer for taking the time to make us aware of the situation. Would like follow-up by mail.	11/27/18	There is no operator under this identification number. Follow up was sent out via mail as requested 12/3/2018.

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15	12/07/18	The customer stated the operator needs more training. The operator did not follow customer instructions provided nor did they respond to requests. The assistant supervisor apologized for the inconvenience and thanked customer for bringing this to our attention.	12/07/18	The operator was spoken to and coached on the proper way of keeping the customer informed. The operator was also spoken on the importance of following all of the customer instructions. No follow-up was requested.
16	12/28/18	The operator messed up the call when calling customer's family. The operator would not respond when spoken to and when the customer tried to get their attention. The supervisor apologized for the inconvenience and assured them this would be looked into.	12/28/18	The supervisor met with the operator and discussed proper procedures and the importance of maintaining full focus at all times. No follow-up was requested.
17	01/17/19	The operators took forever to respond to me. They acted like they didn't want to do their job. Thanked the customer for the information, and said we will pass it along to our management team.	01/17/19	This first operator is no longer employed with the company. The supervisor met with the 2nd operator and coached them on what the expectations are when it comes to response time. No follow-up requested.
18	02/05/19	The customer stated that the outbound was disconnected by the operator without the caller instructing to do so. The assistant supervisor thanked the customer for their feedback and said the concern would be routed to the correct department. No follow-up requested.	02/05/19	Operator was met with by a supervisor. It was determined that the operator did not disconnect the caller and followed appropriate procedures.
19	02/21/19	Customer initially was on hold for relay. Once they received greeting from operator, the caller provided the number and got no response. After not receiving a response from the operator after 3 attempts the caller disconnected. Customer requested follow-up by email	02/21/19	Supervisor met with operator who stated they did not remember the call, however was coached on the importance of having 100% call focus in order to prevent this from happening in the future.
20	03/01/19	Operator dialed wrong number for Geico and instead connected to Bank of America. Apologized for the problem and explained operator's supervisor will be notified. Customer wants contact via phone.	03/01/19	The supervisor looked into this and spoke with the operator. It was determined this particular operator was not on duty at this time. Follow-up made via phone call as requested.
21	03/01/19	Supervisor assisting when operator dialed the wrong number, siding with the operator. No apology to customer, just kept saying okay, okay. Apologized and explained this will be passed onto relay management. Customer requests contact.	03/01/19	The supervisor met with the assistant supervisor and reviewed ways to appropriately coach an operator and to always maintain professionalism when communicating with our customers. Follow-up was sent via e-mail as requested.
22	03/11/19	The customer stated the operator asked if they should announce the relay service. The customer thought the operator shouldn't ask if they should announce. The assistant supervisor apologized for the inconvenience. Follow up was requested.	03/11/19	The supervisor met with the operator. After looking further into this, it was found that the operator followed the proper procedure. Follow-up was made via phone.
23	03/11/19	The customer said they gave the number to dial and half way through the operator disconnected the call. The supervisor apologized for inconvenience. Follow-up was requested.	03/11/19	The supervisor met with the operator and reviewed the proper disconnect procedures. Follow-up via phone was made as requested.

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24	03/18/19	Customer calling business advised operator to hold or push for live representative. Operator was not following instructions, not keeping customer informed, not reaching a live person. Thanked customer for bringing to our attention. Notified site management and asked for review with employee. Follow-up requested	03/18/19	A supervisor met with the operator to discuss the importance of following the customer's instructions as well as keeping them informed. The operator understands to be diligent with each call and follow through with the customer. Customer was followed- up via email.
25	04/02/19	Customer stated operator took their phone number from the screen and called customer a half an hour later and left a voice message. Customer says it sounded like the operator called them on her own but is unsure. Customer disconnected before Assistant Supervisor was able to apologize or get further information. No follow-up requested.	03/19/19	The supervisor looked into this and after doing so, found no operator under that operator identifier. No follow-up requested.
26	05/08/19	Customer asked operator how the tone was of the caller after call was finished. Operator did not give information. Apologized, explained operator no longer has that information once the call is done. Let her know the supervisor will be informed of the issue.	05/08/19	The supervisor coached the operator on the importance of being professional when speaking to the customer. The operator did demonstrate knowledge of appropriate phrasing when responding to customers under similar circumstances. Customer will contact Customer Relations Manager, no follow-up is requested.

Date Generated: Thu, Jun. 13th, 2019 @ 08:36:31 AM CT