



**North Carolina FCC Complaint Log  
2013-2014**

**Complaint Tracking for NC (06/01/2013-05/31/2014). Total Customer Contacts: 7**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/05/13	The customer complained that the Operator was not understanding, kept repeating the same thing several times and told the Operator no five times and still was not effective in relaying the message. The customer got frustrated, added that it wasn't the Operators' fault but felt helpless that they were not "in tune" with each other. The Supervisor apologized for the inconvenience. Follow up requested to be sent via email	07/05/13	The Supervisor met with the Operator and the Operator had followed all speech-to-speech procedures properly by asking the caller to repeat in order to make sure the message was understood clearly and had also asked for more clarification. Follow up sent via email as per request.
2	07/05/13	The customer felt the Supervisor would side with the Operator when the Operator was not understanding customer. The Supervisor apologized for the inconvenience, and informed the caller that sometimes it is necessary for the Operator to ask for words or statements to be repeated if they were not understood. Follow up requested to be sent via email.	07/05/13	The Supervisor assisting with the call assured the caller that the Operator was following all the speech-to-speech procedures by asking the caller to repeat as necessary to make sure the message was understood. Follow up sent via email as per request.
3	08/20/13	The customer stated that this Operator's typing was terrible. The typed words were difficult to figure out. This made the relay call a bit difficult. Apologized for the inconvenience and assured the customer that this will be discussed with the Operator. No follow up requested.	08/20/13	While the Operator recalled the circumstances of this nature, the Operator has reported issues to the On Duty Supervisor when the customer complained about the garbling issues. The Supervisor was able to confirm that the Operator had attempted to disable the turbo code and reduced the typing speed and that Operator's typing was excellent. The garbling attributed to technical issues not the Operator's.
4	11/06/13	The customer complained that the Operator continued to ask for the word to be repeated event after spelling it out several times. Supervisor apologized for the inconvenience. Follow up requested via email	11/06/13	Operator followed procedures by asking the customer to repeat if anything is not understood. Follow up sent via email as per request.
5	01/29/14	This Operator did not respond back to the customer when he/she was asked a question. Apologized for the inconvenience and assured the customer it will be forwarded to the appropriate department. No follow up requested.	01/30/14	Due to insufficient information provided, unable to conduct a thorough follow up with the Operator. However, when posed several different situations, the Operator was able to demonstrate familiarity of relay protocol when answering questions. Operator understood the importance of responding to questions appropriately.
6	02/28/14	The caller reported that calls would not go through North Carolina Relay when individuals try to call her. If the number is dialed directly, the call completes fine, but the call is not successful through relay. The caller said that it rings a couple of times, then goes to a busy signal and will not complete. Informed the customer a trouble ticket would be entered and apologized for the inconvenience. No follow up requested.	02/28/14	No follow up requested by the customer; satisfied with Supervisor's apology and entered the trouble ticket for review.
7	03/17/14	The customer stated that the communication was poor; the Operator was not responding efficiently and was not keeping the customer informed. The call ended abruptly and the customer was unsure of what occurred and why. Customer requests follow up. Apologized and assured the customer their comments will be sent to the appropriate call center.	03/17/14	Spoke with the Operator and the Operator does not remember the call at all. Discussed the importance of keeping the customer informed; the Operator is aware of this.



**North Carolina FCC Complaint Log  
2014-2015**

**Complaint Tracking for NC (06/01/2014-05/31/2015). Total Customer Contacts: 6**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/29/14	Customer feels the Operator is deliberately misunderstanding him just to aggravate him and that several of the Operators do this, and its been going on for a while. Customer wants to know what is being done about this. Supervisor apologized for the inconvenience. Customer requested a follow up to be sent via email.	07/29/14	Supervisor met with the Operator. The Operator was trying all the techniques used to understand the caller, including asking for words to be repeated. Supervisor advised the Operator to continue with the technique and to be patient and to request assistance if needed. Follow up letter sent via email as per request.
2	08/18/14	Customer instructed Operator to let the phone ring 3 times and then to hang up. Operator let it ring 5 times and then the answering machine picked up. Customer was upset and began swearing at the Operator. Supervisor apologized for the inconvenience and indicated that information will be passed on to Operator's supervisor. No follow up necessary	08/18/14	Operator states that he wasn't sure what customer meant by their instruction. Operator was coached that if he does not understand a specific customer instruction, he needs to clarify with customer before dialing out.
3	09/03/14	Customer reported captions that lagged behind the spoken words on the CapTel 800.	10/08/14	Customer Service Representative apologized for incidence and thanked customer for sharing their feedback. Customer Service Representative investigated and identified a call with lag time behind the CapTel guidelines. Call detail was sent to the Call Center for follow up with the Operator by the Operator's supervisor. Customer Service Representative followed up by sending a letter to the customer noting action taken.
4	09/10/14	TTY user was upset that Operator was not able to leave a long message on the answering machine. The machine timed out and Operator typed recording to let the customer know what the options were. Thanked customer for bringing this to our attention and assured that the information will get passed on to Operator's supervisor. No follow up required.	09/10/14	The Operator was met with and was coached on proper procedure.
5	03/14/15	Customer reported captions appeared delayed on the CapTel 840 in 2-Line mode.	03/19/15	Customer Service Representative apologized to the customer for the incident and thanked the customer for the feedback. Customer Service Representative proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Upon follow-up, Customer Service Representative informed the customer that the call information was shared with call center management for further review and that the call center management followed up with the Operator to provide further training and coaching. The customer confirmed the CapTel has been working properly and has had no further experiences of delayed captions.
6	05/20/15	Speech to Speech user reported that when the call was ending, the Operator said "thank you for using relay" and disconnected the outbound line. Assistant Supervisor apologized for the inconvenience. Customer requested a follow up to be sent via email.	05/20/15	Supervisor coached the Operator to remain transparent while the caller is still connected to give the caller the chance to close the call. Follow up sent via email as per request.



**North Carolina FCC Complaint Log  
2015 - 2016**

**Complaint Tracking for NC (June 1, 2015 – May 31, 2016). Total Customer Contacts: 6**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	06/11/15	Speech to Speech customer was upset because the Operator took a long time to understand what was being said, felt the Operator should have understood by taking clues from the prepared message. Assistant Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	06/11/15	Operator followed procedure in place when the Operator does not understand what the Speech to Speech customer was saying by asking them to repeat. Follow-up letter sent by email as per request.
2	06/11/15	Speech to Speech customer was working with the Operator to prepare a message to be left on the answering machine. After reviewing the message, the caller had added "call me back". When the Operator redialed to leave the message, the Operator only left "call me back" as the message. Customer was very angry and upset. Assistant Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	06/11/15	The Operator understood the message should be relayed to a live person. When the caller reached an answering machine the Operator understood the message was "call me back" and did not take the previous message since the instruction was for a live person. Follow-up letter sent by email as per request.
3	06/22/15	Customer experiencing continuous garbling with her new device. Equipment manufacturer and local telephone company told her everything was in place correctly and working as designed. Apologized for problem and entered Trouble Ticket. Customer would like contact with resolution.	06/22/15	Account Manager spoke with consumer and discovered garbling issues was the result of a digital conversion from her former analog line. Provided resolution to utilize digital based phones such as CapTel IP model or IP Relay. Case closed.
4	10/02/15	A Speech to Speech customer says this Operator was purposely asking the customer to repeat to get him off the phone. The customer says that this Operator has been doing this long enough and should not have to ask the customer to repeat. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via email.	10/02/15	Supervisor met with the Operator and emphasized the need to process the call as accurately and quickly as possible. Follow-up sent by email as per request.

**Complaint Tracking for NC (June 1, 2015 – May 31, 2016). Total Customer Contacts: 6**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	11/02/15	The customer requested that the Operator allow the call to ring only 3 times and then disconnect; the Operator allowed it to ring 4 times before disconnecting. Also the Operator did not keep the customer informed by typing the recording that stated the available amount on a calling card.	11/02/15	The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded to the Operator's supervisor. No follow-up requested. The Operator was coached by the quality supervisor on the importance of reading and following all customer notes.
6	03/31/16	Speech to Speech customer says it seemed that this Operator did not know how to process the speech to speech call. When the customer had asked the Operator to repeat what was said to the caller the Operator had replied "repeat what to who". Supervisor documenting the concern apologized for the inconvenience. No follow-up requested.	03/31/16	Operator was coached on proper procedure.



**Sprint**  
**Accessibility**

## **North Carolina FCC Complaint Log**

**2016 - 2017**



**Complaint Tracking for North Carolina (06/01/2016-05/31/2017). Total Customer Contacts: 13**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/16	Customer reported difficulty having voicemail captioned accurately on the CapTel 840.	06/02/16	Customer Service Representative determined that the inaccuracy occurred during the captioning of a voicemail message where a first name was not captioned correctly. Customer Service Representative explained that the Communication Assistant is not able to ask for clarification when captioning. Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention.
2	07/07/16	Customer called to say that her TTY calls are answered by a VOICE line, instead of a TTY line which started happening a week ago. Customer has a note that they are a TTY user only. Customer Representative apologized. No follow-up needed.	07/07/16	The North Carolina 711 Interactive Voice Response (IVR) was implemented on 6/28. It is likely that some 711 callers may receive "garbage" on their TTY's while the voice message is being sent by the Internet Voice Response. In addition, TTY users may experience delays connecting to an Operator due to the length of Internet Voice Response message. The delay and the voice Internet Voice Response "garbage" may be giving the customer the impression that the call connected in Voice mode. The system does perform an Automatic Number Identification (ANI) look-up. After the Internet Voice Response has played out, this TTY branded customer will connect in the branded mode.
3	07/25/16	Customer stated that the Operator was "very nasty." Customer stated that Operator typed a couple phrases she thought was inappropriate. Supervisor apologized to the customer. No follow up requested.	07/25/16	Supervisor coached the Operator the importance of using appropriate phrases.
4	09/30/16	Speech to Speech user reports that this Operator was rude and would not repeat or verify information when asked. Supervisor documented the concern and apologized for the inconvenience. Follow up letter requested to be sent via email.	09/30/16	Supervisor coached the Operator to listen to the caller and respond in a professional manner. Follow up letter sent via email as per request.
5	10/31/16	Customer reported delayed captions behind the spoken words on a specific call while speaking on the CapTel 840.	11/01/16	Customer Service Representative investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's Supervisor. Supervisor increased monitoring and coaching to optimize the Communication Assistants captioning performance specific to minimize delay.
6	11/28/16	Speech to Speech user says the Operator had asked them to repeat the name for the announcement multiple times. Supervisor documented the concern and apologized for the inconvenience. No follow up requested.	11/28/16	Supervisor coached the Operator on using different techniques to understand what the caller is saying.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	03/24/17	Customer stated that they reached a recording and its message was typed out and ended with (person hung up...) closure. It was confusing. Supervisor apologized for the inconvenience. No follow up requested.	03/24/17	Supervisor coached the Operator on the importance of using correct phrasing.
8	03/24/17	Customer stated that this Operator dialed the incorrect number then disconnected the outbound line and dialed out with the correct number. Supervisor apologized for the inconvenience. No follow up requested.	03/24/17	Supervisor coached the Operator on the importance of dialing out the correct number the first time.
9	03/24/17	Customer stated that they had to wait between 5 to 10 seconds for the Operator to dial out. It takes too long. Supervisor apologized for the inconvenience. No follow up requested.	03/24/17	Supervisor coached the Operator on the importance of prompt dial out and reviewed the proper procedure if additional time is needed before the dial out.
10	04/12/17	Customer reported slow typing by the Operator. The responding supervisor informed the caller know that the operator will be followed up.	04/12/17	The Operator was met with and does meet the minimum typing requirements.
11	04/12/17	Customer reported the Operator was slow to dial to leave message on answering machine. The responding supervisor informed the caller know the Operators will be followed up.	04/12/17	The Operator was met with and coached that if there is any type of technical issues that they need to ask for assistance. The Operator also indicated that they did not remember any issues where there would be a delay or any delays in dialing out during the day. There was no date and time indicated.
12	04/17/17	Customer stated that they requested for a Supervisor three times and Supervisor was not summoned. Customer also stated that this Operator would not type back to the caller. This incident occurred several minutes ago and during the "middle" of a call. Supervisor apologized for the inconvenience and assured the customer that this will be reported to Operator's direct supervisor. Customer did not request a follow up.	04/17/17	The Operator was coached by a Supervisor to follow all customer notes and instructions. The Operator did not remember the call specifically, but thought it may have been a technical issue. No trouble tickets were filled out for any issues with this call. The Operator was reminded to call for assistance when experiencing technical problems.
13	04/22/17	Customer reported inaccurate captions on the CapTel 800.	05/01/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant cited ambient noise and audio distortion claiming these issues made the party being captioned very difficult to understand. The Communication Assistant received coaching to reinforce good captioning habits and is receiving extra Supervisor oversight to ensure our expectations are being met.