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## **Tennessee FCC Complaint Log**

**2018 - 2019**

**Complaint Tracking for TN (06/01/2018-05/31/2019). Total Customer Contacts: 5**

| Tally | Date of Complaint | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|-------|-------------------|---|--------------------|--|
| 1     | 12/28/18          | Customer states that the Communications Assistant did not follow database instructions. Apologized to customer and assured complaint would be sent in as stated. Follow-up is requested.                            | 12/28/18           | The supervisor met with the Communications Assistant and discussed the importance of following all caller's instructions. Follow up was requested<br><br>The supervisor met with the Communications Assistant and discussed the importance of always following customer instructions. No follow up was requested and sent via e-mail as requested.                         |
| 2     | 01/22/19          | Customer stated that Communications Assistant is not participating on Speech to Speech call. Apologized to customer. Stated to customer that complaint would be entered as stated. No follow-up needed.             | 01/22/19           | The supervisor looked into this concern, there is no Communications Assistant under that Communications Assistant identifier. No follow up was requested.  |
| 3     | 04/26/19          | Communications Assistant did not follow caller's instructions. Apologized and assured that complaint would be sent in as stated. No follow-up needed.   | 04/26/19           | Communications Assistant made it complicated to work with her. Would not follow instructions. Apologized and assured that complaint would be sent in as stated. No follow-up needed.<br><br>The supervisor met with the Communications Assistant and reviewed the importance of listening and asking for clarification when instruction are given. No follow up requested. |
| 4     | 04/26/19          | Communications Assistant did not write correct number down from a voicemail, for a Speech-to-Speech customer. Apologized to customer and assured complaint would be sent in as stated. No follow-up needed.         | 04/26/19           | Communications Assistant could not write correct number down from voicemail. Apologized to customer and assured complaint would be sent in as stated. No follow-up needed.<br><br>The supervisor met with the Communications Assistant and and reviewed skills to use when struggling with a speech pattern or to ask for help if needed. No follow up requested.          |
| 5     | 05/15/19          | Communications Assistant could not understand customer request, resulting in waste of time and customer frustration. Apologized to customer, notified training and site manager No-follow up requested at this time | 05/15/19           | The supervisor met with the Communications Assistant and reviewed different skill sets that could be used as well as asking for assistance when needed. No follow up requested.  |