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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	<p>The supervisor met with the Communications Assistant and discussed the importance of following all caller's instructions. Follow up was requested</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>
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.