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Connecticut FCC Complaint Log

2018 - 2019

Complaint Tracking for Relay Connecticut (06/01/2018-05/31/2019). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	04/29/19	Customer is not able to connect to Connecticut Relay via 711, toll free number or by transfer via Customer Service. Customer can connect to Customer Service. Connection issue started this morning. Customer Service tested Relay Connecticut toll-free number and able to connect. Apologized to the customer, opened ticket per customer request and transferred customer to Relay Connecticut for another attempt per customer request. Follow-up requested	04/29/19	Customer Relations Manager called to follow up with customer. No voicemail was available to leave a message.

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