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Hawaii FCC Complaint Log

2018 - 2019

Complaint Tracking for HAWAII (06/01/2018-05/31/2019). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/06/18	Customer called to complain that Operator hung up after go ahead or hang up without giving the customer a chance to respond. Customer Service apologized for the issue and would make the Operator's supervisor aware of the situation. No follow up requested.	06/06/18	Operator showed knowledge regarding disconnection procedures. When speaking to the Operator, the Operator could not recall this certain call. Coached the Operator on the importance of following disconnect protocol.
2	07/05/18	Customer stated that the Operator blocked the ID but didn't respond appropriately to the customer's questions about their instructions. Customer said the Operator refused to get a supervisor or give his or her ID number. Apologized for the inconvenience. Follow up was requested, but the customer did not want to leave any contact information. Customer said that they would call back in 3 days for the follow up.	07/05/18	The Operator number provided no longer works here.
3	07/05/18	Operator was very abusive. Operator told the caller that there were no supervisors available and did not try to call one over. Operator refused to give his ID number and did not block the caller's ID number. Apologized for the inconvenience. Follow up was requested but the customer did not want to leave their contact information. Customer said they would call back in 3 days for the follow up.	07/05/18	The Operator was followed up with and indicated that they did block the caller's ID and informed the caller that he had done so. Coached the Operator on remaining professional at all times, always getting a supervisor when requested, and always providing ID when asked.