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## **North Dakota FCC Complaint Log**

**2016 - 2017**

**Complaint Tracking for ND (06/01/2016-05/31/2017). Total Customer Contacts: 3**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/13/16	The customer was stating that the number calling was local. The number dialed turned out to be local, but the number that the customer was calling from came from Colorado. The customer stated that the number they were calling from was a North Dakota number however according to the caller ID, it originates from Colorado. The Assistant Supervisor apologized for the inconvenience and assured the information would be passed on to appropriate personnel. The customer would like follow up via US Mail.	10/13/16	A letter was sent to the customer letting him know he needs to work with his phone company on this.
2	12/12/16	Customer states that the Communication Assistants are not processing his voice to VRS calls to his mother. Customer Service Response: Apologized for the problem and assured that the complaint would be sent in as stated. Also, called to the Supervisor at the call center and requested that his calls be processed as requested. No call back requested	12/12/16	Supervisor coached Communication Assistant how to process this call type.
3	03/05/17	Customer complaint about Communication Assistant typing over them. Communication Assistant kept typing over the customer, so everything was garbling together. Follow-up not needed.	03/05/17	Supervisor coached Communication Assistant on the importance of following proper procedure as far as waiting until the customer provides the "go ahead" or complete the typing before typing back to them.

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