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## **Connecticut FCC Complaint Log**

**2016 - 2017**

**Complaint Tracking for CT (06/01/2016-05/31/2017). Total Customer Contacts: 4**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/22/16	<p>Customer is not able to call through Relay Connecticut using Comcast to Canada. Hearing people in the home are successful. Ticket SD 3684812 was opened. Follow up requested.</p> <p align="center">Internal Update Performed</p>	06/22/16	<p>Customer Relations Manager called 825am 6/27 to leave message and machine cut off. Called back at 828am on 6/27, left message for customer to call Customer Relations Manager back.</p> <p>Customer Relations Manager called 6/28/16 and spoke with the husband. Husband says everything is fine now. He believes the problem lied with the other caller. Problem is resolved and he appreciated the call.</p>
2	01/31/17	<p>Customer stated that when this operator dialed a number that was requested it rang 10 times and she asked the operator to redial and she never got a response back from the operator and then the line disconnected. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested</p>	01/31/17	<p>No Communications Assistant associated with this identification number. Unable to further investigate.</p>
3	01/31/17	<p>Customer stated that this operator answered when she dialed into the relay service but then never responded. Customer typed to the operator, "Please respond, are you there?" After waiting for quite a while the operator responded "I'm here now..." She then said that the typed recording hung up. She was not responding to me. Customer Service response: Apologized for the problem an assured that the complaint would be sent in as stated.</p>	01/31/17	<p>Supervisor followed up with the Communications Assistant. While the Communications Assistant does not recall circumstances of this nature, the Communications Assistant was reminded to be prompt with call processing.</p>
4	05/22/17	<p>Communication Assistant did not follow instructions at all. Customer told Communication Assistant not to type answering machine message and just redial. Communication Assistant typed entire answering machine message. Gave Communication Assistant the person's name and even spelled it out, but Communication Assistant typed completely different name when correct person came on the line. Communication Assistant told VCO user if she spoke more clearly, Relay could do the job better and more easily. When VCO user asked for Supervisor, Communication Assistant hung up on her. Assistant Supervisor apologized for the inconvenience. Customer requested a follow up.</p>	05/30/17	<p>There is not a Communications Assistant assigned the ID number provided. A follow up email was sent to the customer as requested.</p>

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