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## **Oklahoma FCC Complaint Log**

**2018 - 2019**

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/18	A Voice Carry-Over customer stated Communications Assistant completed a call and typed out answering machine, but when customer asked Communications Assistant to redial, the Communications Assistant did not respond and customer disconnected. Assistant Supervisor apologized for the inconvenience. No follow up requested.	06/13/18	Supervisor met with Communications Assistant and Communications Assistant stated customer did not respond after answering machine was typed and proceeded with the appropriate disconnection. Coached Communications Assistant to make sure all instructions and procedures are followed accurately. No follow up requested.
2	12/30/18	A Voice Carry-Over customer requested Communications Assistant to retrieve their messages, but Communications Assistant didn't understand. The customer explained how to retrieve them, but after the 4th attempt, the customer asked for the Supervisor and stated, if the Communications Assistant can't do the proper procedures then they don't need to be on the line and needs to be retrained. Assistant Supervisor apologized for the inconvenience. No follow up requested.	12/30/18	The Communications Assistant was met with by their Supervisor and the Communications Assistant did not complete procedure properly, but did follow customers instructions to get a Supervisor. The assistant supervisor helped Communications Assistant with correct procedure. The Supervisor coached Communications Assistant further on making sure all instructions and procedures are thoroughly followed.
3	05/02/19	Customer stated Communications Assistant did not know how to assist to retrieve messages from answering machine. Customer requested Communications Assistant to get assistance from supervisor but Communications Assistant did not respond to customers request. The responding supervisor apologized and assured Customer the concern will be forwarded to the Communications Assistant's supervisor. The Customer does not require follow up.	05/02/19	The supervisor coached the Communications Assistant on the proper procedure to retrieve messages from an answering machine. Communications Assistant assured the supervisor they will ask for assistance and always keep the customer informed of progress. No follow up was requested.

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