



Sprint
Accessibility

Arkansas FCC Complaint Log

2017 - 2018

Complaint Tracking for AR (06/01/2017-05/31/2018). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	12/25/17	The customer called in to state that they are unable to connect to 711 via the numbers provided. Operator apologized for the trouble and assured trouble ticket would be entered. Follow up is requested via phone call.	12/25/17	User was changed back to a voice caller. User was contacted to let them know of the changes made and that they should be able to use 711 again.
2	01/18/18	An Arkansas Hearing Carry Over user getting error message "sorry phone number would not process" when trying to place calls. Customer Service opened Trouble Ticket. Program manager requested follow up	01/24/18	<p>A supervisor discussed the customer's comments. The operator described a system message display stating something like, 'cannot proceed without dial, invalid number.' This information will be shared with the person investigating the trouble ticket.</p> <p>The engineering investigation determined that the customer's profile was inadvertently set to block the type of call through the relay service. A correction was made on behalf of the customer and the customer has confirmed calls complete successfully.</p>

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