



Sprint
Accessibility

North Carolina FCC Complaint Log

2017 - 2018

Complaint Tracking for NORTH CAROLINA (06/01/2017-05/31/2018). Total Customer Contacts: 18

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/17	Customer's daughter reported seeing "Please stay on the line your captions will be available shortly," during a call on the CapTel 840 in 1-Line mode.	06/07/17	Customer Service Representative confirmed that the message appeared and remained on the CapTel's display as the call began. The Customer Service Representative apologized for the experience and advised that if this situation reoccurs, hang up and try the call again in order to establish a new connection with a Captioning Assistant. Customer Service Representative confirmed that the customer is now receiving captions successfully.
2	06/12/17	The customer complained about trying to reach the Operator four times. Three out of four times, the Operator hung up. After the customer finally connected, the customer asked to block caller ID. Sixty seconds went by and after no reply, it was disconnected. The Supervisor apologized to the customer and assured them that the information would be forwarded.	06/12/17	The Supervisor coached the Operator on the importance of responding in a timely manner. The Supervisor also advised the Operator of the consequences of disconnecting calls.
3	11/06/17	The customer explained about a bad experience with the Operator while trying to get information from a weather line. The customer called every day and said the Operator asked if a live person was needed and wasted too much time. The customer had to wait a long time while the Operator tried three times to make a connection.	11/06/17	The Supervisor changed the assigned call center. The Supervisor coached the Operator on proper procedure regarding recording involved.
4	11/17/17	The Speech to Speech (STS) customer stated that the Operators were having a hard time understanding the speech. The Operators make it hard for the customer and are not using any techniques. The customer knows the difference between trying and not trying. The customer had important phone calls the last couple of days about their program and feels feedback on complaints were not followed. The customer received emails, but no details of how it was resolved and doesn't know what to do. The customer also stated that the Operators were not mean, just not emotionally and mentally together. The Assistant Supervisor apologized for the inconvenience and assured everything was documented. The customer requested a follow up via phone and email.	11/17/17	The Operator was met with and coached. The Operator stated that assistance was requested and another Operator helped with the call. The Operator was coached on different ways to ask for repeat. As requested, a follow up call was made as well as a follow up email to the customer.

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5	02/14/18	The customer reported seeing a name captioned incorrectly several times during a particular captioned call on the CapTel 800 in 1-Line mode. The customer commented that the Captioning Assistant did a good job on the rest of the call.	02/16/18	Customer Service Representative apologized and thanked the customer for bringing this experience to their attention. The Customer Service Representative gathered details about the call with the customer's name coming through wrong. The Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Captioning Assistant who assisted with the call. Supervisory staff subsequently advised that the Captioning Assistant had not understood the name in question and that they had captioned what they thought the caller had been saying in accordance with captioning service protocol. Supervisory staff advised that they discussed call quality expectations with the Captioning Assistant and was coached on general call handling techniques. Customer did not want follow up.
6	02/14/18	The customer experienced garbling with all relay calls in the past few weeks. The Operator apologized for the problem and explained that he/she will let relay technicians know about the issue. The Operator entered the trouble ticket. The customer did not request contact.	02/14/18	A technical upgrade has been completed and garbling has been reduced to address the customer concerns.
7	02/15/18	The customer gets a fast busy signal with all Operators. The Operator apologized for problem. The Operator explained that relay technicians will be informed. The Operator entered the trouble ticket. No contact required.	02/15/18	Bandwidth trunk issue with network. Issue resolved and test calls placed and is working.
8	02/21/18	The customer reported receiving continuous garbling on all relay calls for the past few weeks. Customer contacted Deaf Services who visited the home made sure TTY was working properly and made sure turbo code feature was disabled on device. Only calls to relay are garbled. Customer Service apologized for the inconvenience and informed customer the report would be made and also a trouble ticket entered for resolution. The customer would like follow up.	02/21/18	Customer Service called and left a message on her TTY messages few times. Also, followed up with an email. Customer replied to email stating that TTY is working just fine.
9	04/23/18	The customer reported that the Operator did not provide notification of the progress of the dialing sequence. There was no ringing or anything before being connected. Customer Service thanked the customer for reporting the issue and informed the customer that the report would be sent to the call center supervisor. No follow up requested.	04/23/18	The Operator does not recall this situation; however, was coached on the importance of keeping the customer informed.

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10	04/23/18	The customer reported that the Operator typed very slowly during the answering machine recording, did not type correctly, and typed the wrong phone number to dial back. Customer Service thanked the customer for providing the issue and that a report would be sent to the call center supervisor. No follow up requested.	04/23/18	The Operator does recall the situation, but does not recall typing slowing or incorrectly. Operator was coached on proper procedures and reminded of the words per minute requirement.
11	04/23/18	The customer reported that the Operator did not wait after the number was given for the "Go Ahead" and dialed too quickly. The customer did not have the chance to type the instructions to leave a message the first time if an answer machine was reached. Customer Service apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow up requested.	04/23/18	The Operator recalled this phone call and stated that often a customer types out the message before giving the phone number. The Operator thought that the customer was ready for dial out after the number was given. The Operator was reminded to wait until the customer types "Go Ahead" before dialing a phone number out. The Operator is aware of waiting until the customer has completed their message before dialing out.
12	04/23/18	The customer reported that the Operator took too long to dial when asked for the TTY number and to block the ID. Customer Service thanked the caller for letting them know and told him the report would be sent to the call center supervisor. No follow up requested.	04/23/18	The Operator does recall the situation and was coached on the importance of dialing the call within 5 seconds of the Go Ahead being given as well as following customer instructions.
13	04/26/18	The customer states that the phone number to dial was given and the Operator requested the number several times. Customer waited quite a while and was not sure if the call disconnected or not. Relay Customer Service apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	04/26/18	In follow up, the Operator didn't remember this call in particular, having difficulty getting a number, or having technical difficulties. Operator did demonstrate knowledge of how to handle a situation and was coached on making sure to call over a Supervisor for assistance, if necessary.
14	05/21/18	The customer stated that after 711 was dialed, the Operator was not able to call the lottery number to press zero. Customer said the Operator dialed twice and said the call would not complete. Customer blamed the Operator for the error, stated another call was made using New York's Relay service number, and the Operator connected the call successfully. Customer Service apologized for the inconvenience and replied that a report would be sent to the call center Supervisor. No follow up requested.	05/21/18	Customer Service apologized and a report was sent to the call center. The customer was satisfied with the reply, stated that he/she was able to make another call successfully, appreciated the reply from the center, and did not request any more follow up.

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15	05/21/18	The customer reported that the Operator took too long to dial out the number entered and had to wait more than 5 seconds. Then, when reaching an answering machine, the Operator did not type the message that had been left. Customer Service apologized for the inconvenience and a report would be sent to the call center Supervisor. No follow up requested.	05/21/18	The customer spoke with Customer Service regarding the complaint. Customer Service apologized and replied that the report has been documented and sent to the call center for review. Customer was satisfied and did not request any follow up. Case was closed.
16	05/24/18	The customer stated that the Operator made a mistake dialing the phone number that was given. The Operator typed redial instead of dialing the new number just given. Customer Service apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	05/24/18	Supervisor coached Operator explaining that if the wrong number was entered, cancel the dialing macro and admit the error to the customer. Enter the correct number, out-dial, and the dialing macro will transmit. The Operator understood about the proper procedures.
17	05/30/18	A TTY user complained that the Operator did not know how to block the caller ID and that the caller ID was not blocked during call. Customer Service apologized for the issue and would let the Supervisor know. Customer did not request follow up.	05/30/18	Supervisor followed up with the Operator who was coached on proper procedure of blocking caller ID.
18	05/31/18	The customer stated that the Operator did not leave a message on an answering machine after the customer had typed a long message nor communicated back to the customer that the message was received after typing it. Thanked the customer for feedback. Customer did not request follow up.	05/31/18	The Operator did remember the call and stated that he/she was able to leave the message on the answering machine and kept the customer informed by sending the appropriate messages. The Operator did state that after the customer's message had been left, the call just disconnected. Operator was coached but demonstrated knowledge of the proper procedure. Operator was also coached on informing the Supervisor of any possible technical issues.