



Sprint
Accessibility

North Carolina FCC Complaint Log

2018 - 2019

Complaint Tracking for NORTH CAROLINA (06/01/2018-05/31/2019). Total Customer Contacts: 15

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/18	The Operator did not type rings, (1, 2, 3...), then disconnected after first ring. Customer Service apologized for problem, explained that the Operator's supervisor will be notified. No contact requested.	06/04/18	Unfortunately the Operator identification number provided by the customer is not assigned to any employee and the limited information provided by the customer does not allow for further investigation.
2	06/04/18	The customer stated that he had to make two calls to leave a message at the number given. After the second time, dialing the same number, he just hung up instead of leaving a message because the Operator seemed that they did not know what they were doing. Customer Service apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	06/04/18	The Operator did not remember this call. The Operator was coached; however, the Supervisor demonstrated knowledge of how to process the call when the message is provided before the first dial out and also if the message isn't provided before the first dial out.
3	06/04/18	The customer reported that the Operator "had a brain problem and made him nervous". The Operator took more than two seconds to begin typing the answering machine message, then typed "answering machine hung up". Customer Service thanked the caller for the feedback and explained that the report would be sent to the call center supervisor. No follow up requested.	06/04/18	The Operator did not remember this particular call. The Operator demonstrated proper knowledge on the correct answering machine procedure.
4	09/19/18	The customer expressed disappointment in the new format. He was unable to see the captioning streaming and had to keep reloading the captions to see it refreshed. The customer complained does not work well any more and found problem was with the internet explorer as it was not recurring. The customer swapped over to the chrome internet portal and it worked.	09/19/18	Captioning company connected with the customer, thanked him for the feedback and stated if the problem occurs again, please contact the company immediately by phone or email so that they can assist with troubleshooting to identify the cause of the issue and address solutions.
5	11/02/18	The customer stated he asked to have the caller ID blocked, but Operator didn't block caller ID. No Follow up requested.	11/02/18	The Supervisor looked into this and found that there is no Operator under the ID provided. No follow up was requested.
6	11/02/18	The customer stated he could not read the way the Operator was typing. The customer also stated that he waited too long for the Operator to block the caller ID. No follow up requested.	11/02/18	The Supervisor met with the Operator and coached them on how to quickly and efficiently follow the customer's instructions and confirmed that the instructions were met. No follow up was requested.
7	11/19/18	The customer asked the Operator to block the caller ID and instructed him not to leave a message. The customer asked for a supervisor and the Operator refused, then disconnected the call. The Supervisor apologized for the incident. No follow up requested.	11/19/18	The Supervisor met with the Operator to discuss the importance of not disconnecting calls prematurely, as well as always keeping the customer informed. No follow up was requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	11/19/18	The customer asked the Operator to block the caller ID, the customer waited for about 30 seconds and did not get a response. The customer then asked the Operator to get a supervisor and still did not receive a response. The Supervisor apologized and assured this would be discussed with the Operator. No follow up requested.	11/19/18	The Supervisor met with the Operator and discussed the importance of maintaining focus and always keeping the customer informed. No follow up was requested.
9	12/12/18	The customer was concerned as the Operator did not respond after the customer instructed the Operator to block the caller ID. The customer typed "Hello" and there was still no response. The customer said that they had waited for 70 seconds without getting a response before finally disconnecting the call. The Supervisor apologized to the customer and assured them that the Operator would be followed up with. No follow up was requested.	12/12/18	The Operator understands the importance of responding to the caller's instructions and to pay full attention to their call screen so that they do not miss important information. No follow up requested.
10	12/12/18	The customer believes that the Operator did not block the caller's ID because the call rang more than seven times. The Assistant Supervisor thanked the customer for bringing this to their attention. No follow up was requested.	12/12/18	The Operator understands the importance of verifying the caller's request so that there is no confusion on how the call is processed. No follow up requested.
11	02/05/19	The customer called North Carolina Relay using a Text Telephone and experienced garbling. The Operator tested Text Telephone while the voice customer was on the other line and experienced garbling as well. The Operator apologized and would research this further and assured that a ticket would be entered if necessary. The customer did not request follow up.	2/5/19	The customer did not request a follow up. Contact closed.
12	03/22/19	The customer complained that the Operator could not keep up with conversation and she had to continuously repeat. The Operator left the conversation for at least one minute with no response from the Operator. Once the Operator returned, she claimed she did not know what happened. Customer Service apologized and stated would let the Operator supervisor know. The customer did request follow up.	04/01/19	A Supervisor discussed the incident with the Operator and provided the appropriate coaching to minimize the mistake from occurring in the future. A follow up with the customer was sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	03/28/19	The captions for event did not work today. The customer set everything up correctly in the Adobe Room and a captioner logged in. The customer saw the connection but then the captioner said there was an invalid code. Connection was re-established and verified that the code was correct. The customer never saw the captioner come back into the room. The customer then received an email that the phone number was not valid; however, she checked the initial reservation and confirmed that the correct phone number was provided in the reservation.	03/28/19	Contact closed due to inability to reach the customer.
14	04/16/19	The customer receiving a fast busy calling a number but when calling without relay the call rings through. Customer Service apologized. No follow-up requested. Ticket submitted.	04/18/19	Engineering reports the issue appears to be corrected. Test calls for this tickets completed successfully.
15	04/22/19	The customer called to explain the situation using captioning, stating that the captioner from a meeting fell way below the standards that have come to be expected from the captioners. It was one of the more simple meetings for which a captioner as been requested. Less than an hour in length and only three participants total, including customer. All participants were using phone lines. The captioner rarely indicated that the speaker was inaudible. The lag time for this captioner was estimating as closer to 20 to 30 seconds. At least six or more lines of text showed up on the screen after the requestor spoke and before the words appeared.	04/22/19	Account Manager emailed the customer and requested for more information to assist with a resolution with the captioning company. The customer stated that normally the captioning was satisfactory, and was only unhappy with the captions from that one meeting. Did not want any further research, stating that overall using captionings for the meetings has been a positive experience. Contact closed.