



Sprint
Accessibility

New Jersey FCC Complaint Log

2018 - 2019

Complaint Tracking for NEW JERSEY (06/01/2018-05/31/2019). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/13/18	The customer reported that the Operator did not follow their instruction to redial until the call was connected. Instead the Operator dialed twice and then asked for the number. The responding in-charge apologized. The customer requested follow up from the Operator's supervisor.	07/13/18	The Operator was coached by a supervisor to make sure she has a clear understanding of the customer instructions from the previous Operator prior to taking over a call. The Operator was coached to apologize and to request from the customer verification of instructions if needed. A follow up letter of apology was mailed to the customer.
2	08/29/18	Relay Conference Captioning user reported an error when accessing www.njrelaycc.com website across multiple browsers and networks. This occurred between 12:30 PM and 2:00 PM Eastern Standard Time.	08/29/18	This was resolved on the same day. The URL was redirected in error prior to the official launch. The Customer Relations Manager confirmed with this Relay Conference Captioning user that the www.njrelaycc.com website is now operating correctly.
3	01/08/19	A Voice Carry Over customer stated that the Operator did not follow instructions regarding privacy. The Customer is unsure if it was ignorance or by accident, but Operators consistently do not following these instructions and do not know how to retrieve messages. The Assistant Supervisor apologized for the inconvenience. Customer requested a follow up.	01/08/19	A discussion with the Operator was conducted, and while the Operator does not remember this call, the Operator was coached on the importance of following instructions regarding privacy.
4	01/31/19	Client requested a transcript for an event where the speaker didn't show up.	01/31/19	Client was informed.
5	03/05/19	Customer stated that this is an old Operator that never gets the job done and still needs a helper. Customer will back in 1-2 days to follow-up. Apologized to caller. no follow up necessary.	03/05/19	Coached Operator on the importance of proper procedures
6	05/15/19	Operator 1: The customer stated that the Operator did not retrieve a message after being instructed to do so. Operator 2: The customer stated that he asked the Operator to not announce the call and they had done so anyway. The assisting supervisor apologized for the inconvenience and thanked him for the feedback. No follow up requested.	05/16/19	Operator 1: The identification number identified by the customer is not currently assigned to any employee therefore no further action is possible. Operator 2: The Operator's supervisor discussed the customer report. The Operator reported that he did not understand the customer's direction. The Operator was coached to request a repeat and to call for assistance when the direction is not understood.

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7	05/21/19	The client reported that this is the first time he had some bumps with the captioner. Twice during the call, the meeting participants said they could hear someone talking on the phone, yet the only person on the phone was the captioner. Plus, there were a number of beeps made periodically during the call, more than the Captioners would make transitioning. Just sharing this as it is outside of the norm. Normally, the captioner is transparent to the meeting participants.	05/21/19	The items described were thoroughly investigated with the Captioners, their manager, and with our technical support team, and no reason can be determined why multiple beeps would have been heard beyond the Captioners transitioning. The only time the Captioners would have unmuted the microphones would have been to answer if asked who was on the line.
8	05/28/19	The client inquired about the captioning of one of our events previously scheduled. There were chunks of sentences missing throughout this webinar. The client also stated that she understand that captions are never 100% accurate (closer to 95-97%), it is very important to the client that those who are deaf/hearing impaired, or anyone who relies on captions, receives an equitable experience from our trainings. If there are any other suggestions for improving this process on this end, please let the client know. The client added that she truly appreciate the service and continued support RCC service throughout the years!	05/28/19	This client was thanked for her feedback regarding this event. The captions generated during the event were reviewed and found them to be 98%+ accurate. During the review, it was noticed that there are areas of the transcript where punctuation could be improved. This client's feedback was passed on to the Captioner Management team, who will review it with the Captioner on this event.