



Sprint
Accessibility

Oklahoma FCC Complaint Log

2017 - 2018

Complaint Tracking for OK (06/01/2017-05/31/2018). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/17	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840.	06/16/17	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with Automatic Call Distribution support engineers identified a technical issue with two Automatic Call Distribution servers that resulted in some available Communications Assistants not being able to log in resulting in queued calls. Not all Communications Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
2	02/07/18	Customer says that the garbling issue is happening more and more frequently. If she calls into the relay and can read what the relay operator number is then she knows the call won't be too badly garbled. If she can't read the operator number then the rest of the call will be completely garbled. When that happens she hangs up and redials to get a different operator and hopefully a better connection. Lately all she gets is garbling. Relay Customer Service Response: Apologized for the problem and assured that the complaint would be sent in as stated and a trouble ticket would be turned in on the problem. Call back was requested.	04/30/18	Customer Relations Manager called customer and left a message on 2/21 at 1:13 PM. Customer called Customer Relations Manager on 2/22. She said she tried to change out the two telephone lines because they were very old and turned off the turbo code. The garbling was some better but was still having some garbling with the call we were on. Customer Relations Manager left a voice mail and email on 4/30 explaining Sprint, your Oklahoma Relay Service Provider, has completed its Telecommunications Relay Service (TRS) upgrade. The upgrade is anticipated to reduce/eliminate the garbling appearing in some text communications.
3	04/04/18	Customer stated there was a technical issue with the TTY machine and had lots of garbling. Caller stated that customer service told them they can not fix it and the customer wants to go to the highest level. Supervisor let the customer know they will pass along the information. Follow up by phone is requested.	04/24/18	Left a message stating if the customer is still experiencing garbling to call customer service again.

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