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Vermont FCC Complaint Log

2017 - 2018

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/20/17	The Communications Assistant answered the call but ignored my typing. I stayed on the line for several minutes and they still never responded. This Communications Assistant showed no respect at all and stressed me out. The Assistant Supervisor apologized for this and assured the customer they would receive a follow up.	07/20/17	Communications Assistant was met with and doesn't recall not responding to any caller and due to lack of details, unable to say what may have happened on the call. Supervisor coached the Communications Assistant to make sure that they are responding each and every time to all callers, following instructions, and if there is some a technical issue immediately inform the caller and ask for assistance by putting up the Assist flag. Follow up completed by leaving a message on the TTY answering machine on 9/1/17.
2	03/06/18	Caller reported that the address did not populate on a 911 call. Customer Service apologized for the issue and opened Trouble Ticket. Caller requesting follow up regarding operation status.	03/06/18	Per the database no call was placed on the 11th, the closest call on the Call Detail Records that matches was placed on the 21st of February, it was processed with Communications Assistant. Due to late entry of the ticket station log files are no longer available. Test calls into relay all completed with no issues.

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