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Accessibility

Hawaii FCC Complaint Log

2017 - 2018

Complaint Tracking for HAWAII (06/01/2017-05/31/2018). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/12/17	The customer stated that the Operator needed additional training on proper responses to whether turbo code is turned on or off. Customer stated that Operator was a little evasive with the answer and then hung up. Supervisor apologized for the inconvenience and assured that I will follow up with this Operator. Customer did not request a follow up.	07/12/17	Currently, Operator's ID is not assigned.
2	08/21/17	Customer stated that when the Assistant Supervisor got on line, she (customer) hung up on her. Approximately one minute later, she received a call from Assistant Supervisor. When the customer stated that she did not appreciate being called from a relay center, the customer stated that Assistant Supervisor told her that she did not call her and it was the system that called her. She does not know why this happened. Customer stated that she disconnected the call and then called back into relay. She then requested to be transferred to Customer Service but the Assistant Supervisor would not transfer her but told to dial the 800 number and disconnected. Supervisor apologized for the inconvenience. No follow-up request.	08/21/17	Met with Assistant Supervisor and verified that once on the line, the customer did hang up and called back in shortly after saying relay called customer back. Assistant Supervisor explained that relay is not able to call and didn't know what happened other than it being a technical error then the caller suddenly disconnected. Customer called back in and requested to be transferred to customer service. Assistant Supervisor attempted to transfer, but system would not transfer. Assistant Supervisor gave the customer the 800 number to customer service so that they could call directly and then the customer disconnected. Assistant Supervisor followed correct procedures.
3	08/30/17	Voice Carry Over customer states that the Operator failed to process a call correctly after given the full 10 digit number to call. The Operator forgot the last 4 digits and tried to get the Operator's attention but she ignored me. I hung up and called to another center to put in the complaint and have the Operator process my call. The Voice Carry Over customer requested a call back for the follow up.	08/30/17	The quality supervisor coached the Operator to remain alert and listen to all instructions. She was also reminded to call for assistance when processing difficult calls. A follow up phone call was attempted; however, the number provided reached a recording stating that the number has been changed or disconnected.
4	10/30/17	Customer stated that s/he is frustrated with the parbing issue and wanted to be remained branded Turbo code. Occasionally, she ended up being branded TTY which s/he does not want. This has been ongoing issue. Supervisor apologized for the inconvenience and assured the customer that supervisor have branded her Turbo Code. Customer would like a follow up on this matter via phone.	10/30/17	The Program Manager followed up with the customer's call per s/he request and made several attempts for a few days. There was no answer or recording machine. The case is closed.
5	03/01/18	A TTY customer stated that the Operator did not read text and is an awful Operator. The Assistant Supervisor apologized for the inconvenience and assured the customer that everything was documented. No follow up requested.	03/01/18	Supervisor met with the Operator. Operator followed proper protocol on this TTY call. No follow up requested.