



Sprint
Accessibility

Connecticut FCC Complaint Log

2017 - 2018

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/17	Customer reported an inappropriate word in a caption conversation on the CapTel 840.	06/20/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. The Communication Assistant's supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality captioning.
2	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 Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.

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