



Sprint
Accessibility

Illinois FCC Complaint Log

2018 - 2019

Complaint Tracking for IL (06/01/2018-05/31/2019). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/17/18	The caller reported that she was given the "run around" when she asked a simple yes or no question of the Communications Assistant. She was given repeated response that an answer could not be given due to confidentiality issues and protocol. When she asked for Customer Service, instead a Supervisor came on the line and repeated similar script about confidentiality and following protocol but did not answer the question. Finally, she was transferred to Relay Customer Service which was her first request. Customer Service apologized to the caller and explained that protocol must be followed but without the context of the conversation it is difficult to advise. Follow up is requested.	07/17/18	The Supervisor met with both the Communications Assistant and the Supervisor who assisted with the call. It was determined that the Communications Assistant was unable to answer specific questions without breaking transparency so was following proper procedure; however, the Communications Assistant was coached on always keeping the customer appropriately informed and following instructions. A follow up email was sent to the customer.

Date Generated: Mon, Jun. 10th, 2019 @ 10:29:56 AM CT