



**Sprint**  
**Accessibility**

## **Illinois FCC Complaint Log**

**2017 - 2018**

**Complaint Tracking for IL (06/01/2017-05/31/2018). Total Customer Contacts: 23**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/03/17	The customer stated that this Communications Assistant disconnected her while she was talking. Supervisor apologized for the inconvenience and requested a valid Communications Assistant's ID number. Customer insisted the number she gave was the number she got. Customer did not request a follow up.	08/03/17	Supervisor was unable to conduct a follow up with as the Communications Assistant ID number is currently unassigned.
2	09/05/17	Customer stated that Communications Assistant dialed out a number but forgot the last 4 digits when dialing. After dial out customer said "hello?..." but there was no response and the Voice Carry Over user disconnected. Assistant Supervisor apologized for the inconvenience and assured the customer that this report will be forwarded to Communications Assistant's direct supervisor. Customer wishes a follow up via phone call.	09/05/17	After meeting with the Communications Assistant, the Communications Assistant thinks there was a technical error but then also hit the wrong buttons. The Communications Assistant not sure if it was the same call. The Communications Assistant was coached on proper procedure if there is a technical issue as well as putting up their assistance cup if they are having trouble with a call. The Quality Supervisor tried following up with a phone call as requested however there was only one number given to CapTel phone. There was no home number given, so was unable to contact customer.
3	09/11/17	The customer stated that the Communications Assistant did not include the last two digits of the called-to number when dialing out. After a series of questions, the Supervisor determined it could be technical issue. A trouble ticket has been completed. The Supervisor apologized for the inconvenience and assured that the Sprint technician will check into this. Customer wishes a follow up via phone.	05/23/18	The Communications Assistant has been coached to watch for transmission before switching the line. Unfortunately, the toll-free follow up phone number provided by the customer connects to a captioning service which requires the customer's 10-digit number which was not included, therefore customer follow up is not possible.
4	09/13/17	The customer asked the Communications Assistant to dial a number, the Communications Assistant said there was a person on the line. But then the Communications Assistant did not respond when the Voice Carry Over user was attempting to get their attention. No response was received and the Communications Assistant disconnected. The Assistant Supervisor apologized to the customer and assured them the information would be forwarded appropriately. Follow up requested via CapTel phone.	09/13/17	The Communications Assistant was coached by the Quality Supervisor over the consequences of disconnecting calls. The Communications Assistant was also reminded to call for assistance when processing difficult calls. A follow up phone call was not possible as the ten digit CapTel number was not provided, only the 800 number.
5	09/19/17	The customer gave the Communications Assistant the number to dial and the Communications Assistant never responded. Eventually the customer hung up due to the lack of response from the Communications Assistant. The Supervisor apologized to the customer and assured them the situation would be looked into. Follow up requested via phone.	09/19/17	The Communications Assistant was coached by the Supervisor over the importance of quick dial out times. The Communications Assistant was also reminded of the consequences of call avoidance. They were instructed to call for assistance when processing difficult calls. Follow up phone calls were attempted 9/21/2017, 9/25/17; 9/26/17 and 10/1/17. The phone number provided does not seem to be a working number.
6	09/20/17	Customer reported seeing "Due to a local emergency please hang up and try again" on the CapTel 840 PLUS's display screen.	09/20/17	The Customer Service Representative's investigation confirmed that this message was received by the customer due to there being a brief local emergency that resulted in personnel needing to evacuate at one call center. Call traffic was re-routed. The Customer Service Representative apologized for the customer's experience and confirmed the customer was able to make their call successfully.
7	09/23/17	The Customer said the Communications Assistant dialed the wrong area code and didn't correct the problem. Follow up not needed.	09/23/17	The Communications Assistant was coached by the Quality Supervisor over the importance of remaining focused when entering the calling to number to ensure a quick and accurate dial out.

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8	09/24/17	The caller said that they were disconnected from the relay service by their Communications Assistant. The Assistant Supervisor informed the caller that the information would be passed along to the appropriate source, and that the Communications Assistant in question would be informed of the issue. The Assistant Supervisor then thanked the caller and passed the call back to the Communications Assistant.	10/02/17	The Communications Assistant does not remember the call, however the Communications Assistant was coached by the Quality Supervisor over the consequences of disconnecting calls. Follow up phone calls were attempted 9/25/17; 9/26/17 and 10/1/17. The phone number provided does not seem to be a working number.
9	09/25/17	The customer stated that this Communications Assistant misdialed [the last four digits]. The Assistant Supervisor apologized for the inconvenience and assured the customer that this will be forwarded to the Communications Assistant's direct Supervisor. The Customer wishes a follow up via phone.	09/27/17	A Supervisor met with the Communications Assistant and provided call focus coaching and entering numbers to dial development. The Supervisor attempted to reach the customer at 11:15 on 9/27/17. The phone number given as the call back number is the voice in number for CapTel. The customer's phone number was not provided or documented. The call center accepting the complaint verified that customer was asked but would not provide the customer number. The contact is closed.
10	09/25/17	The customer stated that this Communications Assistant dialed out the wrong number. Supervisor apologized for the inconvenience this may have caused. No follow up requested.	09/25/17	Customer did not request follow up.
11	09/29/17	The Communications Assistant did not handle the call correctly. They could not understand the person I was calling and therefore was relaying poorly. The customer got frustrated with the Communications Assistant and hung up. The Supervisor apologized and assured them the information would be forwarded appropriately. No follow up requested.	09/29/17	The Communications Assistant was coached on ways to pace to make sure they get things verbatim.
12	09/29/17	The Communications Assistant dialed the wrong number. The Supervisor apologized to the customer for the inconvenience and assured them the information would be forwarded. No follow up requested.	09/29/17	The Communications Assistant was coached by the Quality Supervisor to remain alert and focused when dialing out to ensure a quick and accurate outdial.
13	10/04/17	The Communications Assistant dialed the wrong number. The Assistant Supervisor apologized for the inconvenience. Follow up requested via US Postal Service.	10/04/17	Sent a letter to the customer as requested.
14	10/11/17	Customer reported not receiving captions on a previous call on the CapTel 840 PLUS in Analog mode.	10/16/17	The Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with the Call Center management for follow up with the Communications Assistant by the Communications Assistant's Supervisor. The Communications Assistant's Supervisor provided coaching and increased monitoring frequency for the Communications Assistant to ensure consistent quality performance. The Customer Service Representative followed up with the customer to explain the steps we took on their behalf.

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15	11/14/17	The Communications Assistant dialed the wrong number. The Supervisor apologized to the customer for the inconvenience and assured them the information would be forwarded to the call center Supervisor. Follow up requested.	11/14/17	Quality Supervisor met with Communications Assistant and discussed proper procedure and to always confirm the number if they are unsure if it is a correct number. Quality Supervisor attempted to do follow up call on 11/16 to the number provided and was unable to reach customer because the number provided went to a relay service and second number was not provided.
16	12/18/17	The caller stated that they gave the Communications Assistant the number to dial, but the Communications Assistant did not respond and hung up the line. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center Supervisor. No follow up requested.	12/18/17	The Communications Assistant did not remember this call, however the Communications Assistant was coached on the importance of not disconnecting calls. Also, the Supervisor advised the Communications Assistant of the consequences of doing so.
17	12/29/2017	The customer reports asking the Communications Assistant to dial the number given and the Communications Assistant did not dial the last four digits. The customer then requested a Supervisor and the Communications Assistant refused to call one. The responding person in-charge apologized and explain the complaint regarding asking for the Supervisor will be sent to the center where the Communications Assistant is located. Customer requests follow-up.	01/02/2018	Called and there was no answer nor answering machine. Cannot follow up with customer. Case is closed.
18	03/05/2018	The customer asked the Communications Assistant to dial the number. The Communications Assistant dialed, but the customer could not read the Communications Assistant's text.	03/05/2018	Telecommunications Relay Service Customer Care followed up with the caller's contact person and identified that the caller uses the captioned telephone equipment that is not compatible with the 711 Telecommunications Relay Service relay connections. Captioned telephone customer care will continue their efforts along with caller's residence efforts to educate the caller on how to connect and place captioned telephone calls.
19	03/25/18	The customer stated that the Communications Assistant didn't dial the complete number given by the customer. The Customer Service Representative apologized and stated that the system would not dial out if a 10 digit number was not entered. The customer does want follow-up.	03/25/18	Called for the third time and still no answer nor answering machine. Unable to reach customer.
20	04/09/18	The customer dialed in and said that the Communications Assistant dialed out the number with the wrong area code. The Assistant Supervisor apologized and said they would make their Supervisor aware of the situation and that the Communications Assistant would be coached.	04/09/18	Communications Assistant was met with and coached on proper procedure.
21	04/09/18	The customer called in and gave the Communications Assistant the number and said that they had to give the number 2 times and the Communications Assistant forgot the area code both times. The Assistant Supervisor apologized and said they would inform the Supervisor and the Communications Assistant would be coached.	04/09/18	Communications Assistant was met with and coached on proper procedure.
22	04/10/18	The customer said that the Communications Assistant dialed out the wrong number. The customer then had to give the number a second time in order to complete the call. The Assistant Supervisor apologized for the inconvenience and told them that the information would be passed along to the Communications Assistant's Supervisor and that follow up would be done.	04/10/18	The Supervisor met with the Communications Assistant who said they accidentally hit the wrong number on the first dial out. The Communications Assistant was coached on the importance of dialing the correct number on first dial out to prevent any unnecessary complaints.

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23	04/17/18	The customer complained that the Communications Assistant did not dial out the complete phone number - the customer only saw the first 5 digits when the Communications Assistant dialed out. The Supervisor apologized for the inconvenience, and offered to write up a trouble ticket for the issue. The customer still wished to file a complaint. A follow-up by phone has been requested. A trouble ticket was also submitted for this issue.	04/17/18	Customer was making a call using her CapTel phone and not a TTY. Customer service called and educated her on how to make a CapTel call.

in. 12th, 2018 @ 11:12:59 AM CT