



Sprint
Accessibility

Ohio FCC Complaint Log

2017 - 2018

Complaint Tracking for OHIO (06/01/2017-05/31/2018). Total Customer Contacts: 11

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/17	The Customer reported experiencing difficulties connecting with a Captionist when using the CapTel 840.	06/16/17	The 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 Communications Assistants not being able to log in resulting in queued calls. Not all Communications Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
2	07/07/17	The Communications Assistant was very rude. No follow-up requested.	07/07/17	The Communications Assistant was met with and stated they're never rude to anyone and unable to elaborate due to lack of information.
3	10/04/17	A Speech to Speech (STS) customer complained that the Communications Assistant was not listening to the customer because the Communications Assistant asked a lot of questions and at times acted as if the Communications Assistant didn't understand the customer. The Supervisor apologized for the inconvenience. The customer requested a follow up via telephone.	10/04/17	The Supervisor met with the Communications Assistant and coached. The Communications Assistant followed correct procedure by asking appropriate questions. Supervisor followed up with the STS customer on 9/27/17, 10/1/17 and on 10/3/17 with all three attempts resulting in no answer from the customer.
4	11/14/17	The customer states that this Operator's behavior on the call was unacceptable. She did not follow instructions correctly. Relay Customer Service response: Apologized for the problem and assured that a complaint would be sent in as stated. Follow up email requested	11/14/17	The Supervisor met with Communications Assistant and coached to be professional and follow procedures. The Supervisor followed up with customer via email as requested by customer on 11/29/17.
5	01/19/18	The customer's conversation is garbling all day today and yesterday. Customer Service Representative apologized for issue explaining this will be shared with relay technicians and entered a Trouble Ticket. No Contact wanted.	01/19/18	A technical upgrade has been completed and garbling has been reduced to address the customer's concerns.
6	01/25/18	The customer stated that he is receiving a busy signal when calling a number through Relay. If he calls the number directly without Relay, he can get through. Apologized for the problem. Tested the number with same result and entered trouble ticket. The customer wants contact with resolution.	01/25/18	An email was sent to the customer letting him know that there was a problem with one of the switches in the network, the Network group routed all traffic away from the problematic switch which resolved the issue.

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7	01/29/18	The customer is not reaching relay on the correct line, it is coming in on voice instead of voice carry over. Customer Service Representative apologized. No follow up requested.	01/29/18	The customer's phone company fixed it so now customer can dial 711. Customer did not request follow up.
8	02/06/18	The customer not able to access all Frequently Dialed numbers. Customer Service Representative apologized and a trouble ticket was created. No follow-up requested.	02/06/18	The technician tested it and the frequent dialed calls is now working. Follow up was not requested.
9	02/28/18	A Speech to Speech (STS) user stated they felt confusion and frustration because the Communications Assistant didn't announce their call and would like an apology from the Communications Assistant. The Assistant Supervisor apologized for the inconvenience and customer requested a follow up via telephone.	02/28/18	The Supervisor met with the Communications Assistant. The Communications Assistant did follow the customer's instructions. The Supervisor followed up with the customer via telephone and thanked customer for the feedback and apologized for any misunderstandings on 2/28/18.
10	02/28/18	A Speech to Speech (STS) user stated that the Communications Assistant used the customer's name on the call without instructions to do so. The notes says Do not announce name unless told. The Communications Assistant used the name to ask the customer a question. The Assistant Supervisor apologized for the inconvenience and no follow up was requested.	02/28/18	The Communications Assistant didn't remember this call in particular but stated that, after receiving some recent refresher material, she has been very careful not to use customers' names inappropriately. The Communications Assistant was coached on proper procedure.
11	03/13/18	A Speech to Speech (STS) user stated the Communications Assistant could not hear the customer at all and there was no contact made. The customer had to call the Call Center to get their call through. The customer also stated that this was not the first time the Communications Assistants were not hearing them at that center. The Assistant Supervisor apologized for the inconvenience. Customer did not request a follow up.	03/13/18	Using the Communications Assistant's ID number provided to identify the Communications Assistant, we were able to confirm that Communications Assistant was not working on the line at the time of the call. Unfortunately, we are unable to follow up with the Communications Assistant due to inability to identify the correct ID number.