



**Sprint**  
**Accessibility**

## **New Jersey FCC Complaint Log**

**2017 - 2018**

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/17	Customer reported inaccurate captions on the CapTel 840.	06/22/17	Customer Service Representative apologized for the incident and thanked the Customer for the feedback. Call detail was shared with the Call Center management for follow up with the Operator by the Operator's supervisor. The Operator's supervisor provided coaching tips and increased monitoring frequency for the Operator to ensure consistent quality performance.
2	08/04/17	Either this Operator is unfamiliar with how to do an Answering Machine Retrieval or they are avoiding me. After I asked her if she could do it for me, she stopped responding. I held on the line for several minutes and still got no response so I had to hang up and get another Operator to do it for me. The Supervisor apologized and assured the Customer the situation would be looked into and the Operator spoken to. No follow up requested.	08/04/17	The Supervisor met with the Operator and went over refresher information on how to process an answering machine retrieval. No follow up requested.
3	08/04/17	The Operator was told to put on Privacy. The Voice Carry Over user then asked the Operator if Privacy was on and they responded, "yes". That was a clear indication to the Customer that Privacy was in fact, not on. The Supervisor apologized to the Customer for the unfortunate incident and assured them that the situation would be looked into. Follow up requested.	08/04/17	The Operator was coached by the quality supervisor over the proper procedures to activate privacy mode. The Operator stated that she was not familiar with the process and activated caller ID block instead. She was reminded to call for assistance when needed. Courtesy calls were placed on 8/10 and 8/14. A voicemail message was left with contact information.
4	10/05/17	Customer comments: The Operator did not follow the directions to notify the Customer when the turbo code turns off repeatedly during the call. Also, stated that the Operator did not block caller ID as instructed.	10/05/17	The responding in-charge explained that turbo code remained on throughout the call. The system automatically recognizes turbo code when typing is detected. The responding in-charge verified that the instruction to block the caller was followed by the Operator. The Operator followed the procedures required for the Customer's instructions. The Customer requested that the concerns be documented and stated that she will follow up with the Customer Relations Manager.
5	10/12/17	The Operator refused to provide their ID number. The Assistant Supervisor explained to the Customer that the ID number is automatically sent by the system. However, they apologized for the inconvenience and assured the Customer the situation would be looked into. No follow up requested.	10/12/17	The Supervisor met with the Operator and coached them in promptly providing their ID number should a Customer complain that they do not see it transmitting. No follow up requested.
6	10/25/17	The Customer stated that the Operator typed too slow. The Voice Carry Over Customer continually asked the Operator whether the Customer is on TTY or Voice Carry Over . Customer did not receive a response from the Operator and assumed that Customer was on TTY. Assistant Supervisor explained that there was a instruction to disable Turbo code, which is then set at a certain typing speed. Customer did not request a follow up.	10/25/17	The Operator stated that the call came in on the Voice Carry Over line and the Operator was responding. The caller was asking for turbocode to be disabled and also stated that the Operator was typing too slow. The Operator had called for assistance from the Assistant Supervisor. The Assistant Supervisor verified that the Operator followed procedure; however, the Customer was asking a confusing question about being TTY or Voice Carry Over. The assistant supervisor and Operator were not understanding the question.
7	11/01/17	The Customer told the Operator not to announce the call; the Operator did anyways. The Assistant Supervisor apologized for the inconvenience it caused and assured the Customer that a Supervisor would follow up. Follow up via phone call.	11/01/17	The Supervisor met with the Operator and reminded them of the importance of following Customers' instructions. Failure to comply with these results could result in a negative impact in the quality of service we provide to our Customers. Follow up via phone.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	11/20/17	Customer Complaint: The Customer sent an email with a printout of the conversation showing that the The Operator did not follow the Customer's instructions as explained in the Customers' profile instructions: ASK WHAT Message TO Leave - Leave 1ST TIME - Befor REDIALING. Customer Service Response: Apologized and told the Customer the report would be sent to the call center supervisor. No follow up requested.	11/20/17	Supervisor met with the Operator and went over how to properly follow Customer instructions and procedures. Customer did not request a follow up.
9	02/27/18	Customer's assistant reported seeing Your call must begin or end in your state when trying to call an 800 number using the CapTel 800 in 1-Line mode.	03/06/18	Customer Service Representative's investigation revealed that the captioning service was not recognizing the Customer's phone number as an approved US phone number. Customer Service Representative forwarded details to Technical Support for further assistance with investigation. Customer Service Representative subsequently received confirmation that Technical Support made an adjustment so that CapTel user can successfully make a captioned call to regional 800 number.
10	03/08/18	A Voice Carry Over (VCO) user asked the Operator to call 911 and the Operator refused and stated to the user only if you need an ambulance or fire and if it's a real emergency. Assistant Supervisor apologized for the inconvenience and assured the Customer that everything was documented and will be given to the appropriate Supervisor. Customer requested a message to be left via telephone and he will call back.	03/08/18	Supervisor met with Operator and it was determined that the Operator did not follow the Customer's instructions due to not understanding emergency procedure. Supervisor attempted three times to follow up with the Customer on 3/14/18. No answer from the Customer each time, but left a message on the third attempt.
11	05/07/18	Customer reported inaccurate captions and provided specific details of the call.	05/10/18	Customer Service Representative apologized and thanked the Customer for bringing their experience to our attention. The Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, the Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Operator who assisted with the call. The Operator's supervisor increased monitoring and coaching to optimize the Operator's captioning performance. Due to unsuccessful call backs, the Customer Service Representative sent the Customer a letter offering further assistance as needed.