



Sprint
Accessibility

Texas FCC Complaint Log

2017 - 2018

Complaint Tracking for TEXAS (06/01/2017-05/31/2018). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/21/17	TTY customer is unable to complete toll free numbers through Relay Texas. He experienced issues at both locations. Apologized. Opened Trouble ticket. Follow-up required.	07/12/17	A Trunk issue was identified and a ticket opened with the toll free number owners. Trunk issue was resolved by all toll free number owners, engineering tested, and successfully completed calls to the toll free numbers identified by the customer. Follow up with customer was attempted by the Customer Relationship Manager but was not successful because of the answering machine being full. Attempts were made on July 11, 2017 and twice on July 12, 2017.
2	09/07/17	Customer reported seeing "Please stay on the line your captions will be available shortly" during a call on the CapTel 840.	09/07/17	Customer Service Representative apologized to the customer for the additional wait time to connect with an Agent. Customer Service Representative advised the customer to continue to hold for the next available Agent.. Customer Service Representative noted that this added answer time was a result of higher call volume in our call center as a result of the natural disasters occurring on the coast. The Customer Service Representative confirmed that the customer is now able to make and receive captioned calls successfully.
3	12/28/17	Customer reported that he pushed the buttons to call his 711 Relay. Somehow the Agent dialed 911 and the police showed up at his door scaring him and his wife. This has never happened before and he wants to make sure it never happens again to him or others that use Relay. The responding In-Charge advised that typically Agents do not call 911 unless the caller requests. The customer requests follow up.	12/29/17	Investigation by Project/Program manager: The technical department was able to locate only one call from the customer's number and that call connected to the Agent who called for supervisor assistance when the customer reported the incident. The same Agent placed a call for the customer but it was not to 911. A follow up letter to the customer reported the findings and speculated that the connection to 911 may have been a misdial when the numbers pushed were intended to be 711. Apologies for the customer's unfortunate experience were extended.
4	01/25/18	TTY Customer called in to report that his TTY stays garbled most of the time when using the Relay service. He is calling in to find out what might be going on as this has been going on for a while but seems to be getting worse. His TTY is not very old. Customer had called the phone company several times to no avail. He also said that today was the worst that it has happened and there was no Relay Agent ID available. Garbling did occur off and on when talking to Customer Service. Relay Care Service Response: Apologized for the problem and assured that a Trouble Ticket would be turned in on the issue.	05/30/18	Contacted customer advising that we are aware of the situation and expect the issue to be fixed quickly. A notification will be given to the customer when the issue is resolved. The customer was given the Customer Relationship Manager's phone number should he have further questions. The Customer Relationship Manager followed up with the customer to inform them that Sprint, their Relay Texas provider has completed its Telecommunications Relay Service upgrade. The upgrade is anticipated to reduce/eliminate the garbling appearing in some text communications. We appreciate your trust as your Relay Texas service provider and sincerely apologize for any inconvenience you may have experienced. Customer was advised to contact Customer Relationship Manager with any questions or concerns regarding the change. The customer could only be reached by answering machine in which three attempts were made at different times and dates. The contact information was left for the customer.

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5	02/12/18	TTY User said, I have been plagued with garbling on incoming calls for about three weeks. I have missed some important calls and have to struggle to get all of the information correctly. This is happening on all calls with all Agents. I have turned in about a dozen complaints on this. Nothing seems to help. Relay Customer Service Response: Apologized for the problem and assured that the complaint would be turned in as stated and a trouble ticket would be turned in also.	05/23/18	A technical upgrade has been completed and garbling has been reduced to address the customer concerns.
6	02/13/18	The Relay Agent expressed impatience and frustration in assisting me with a very important call today. When I asked the Agent to assist with calling the correct number that had been provided after the first one provided to us was incorrect, it seemed she was reluctant to relay the recorded information as I was trying to get a hold of a live person. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Customer does not require follow up.	02/13/18	The supervisor met with the Agent who apologized and said she was trying to show empathy for the customer because the customer had to go through a lengthy process only to have to dial another number. Agent was coached on remaining transparent on all calls and keeping the customer informed during recordings.
7	03/08/18	Texas TTY user continues to get garbling on all her Relay calls, using two different TTY devices. Apologized for the problem, explained the Relay technicians would be alerted. Submitted trouble ticket. Customer does not want contact.	04/20/18	A technical upgrade has been completed and garbling has been reduced to address the customer concerns.
8	03/30/18	The customer reported inaccurate captions on the CapTel 840.	04/04/18	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. 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, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Agent who assisted with the call. The Agent's supervisor increased monitoring and coaching to optimize the Agent's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow-up assistance.