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## **New Hampshire FCC Complaint Log**

**2017 - 2018**

**Complaint Tracking for NEW HAMPSHIRE (06/01/2017-05/31/2018). Total Customer Contacts: 2**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/31/17	Customer Complaint: The Customer reported that the Agent kept dialing the wrong number even though the Customer tried to correct the Agent. Then the Agent hung up. Customer Service response: The Customer was told that the Agent's supervisor would be notified. Follow up requested.	07/31/17	Unable to meet with Agent as Agent is no longer with the company. Follow up completed as requested by Customer.
2	02/15/18	Customer is trying to call through the relay service to a medical center and cannot get through. It is busy every time she calls. When she tries to call other numbers, they ring through just fine. This has happened for the last 2 days. No agent numbers were available. Relay Customer Service Response: Apologized for the problem and assured that the complaint would be turned in. Her son is turning in the complaint for her. He would like a call back as soon as the problem is fixed.	02/15/18	Customer Service contacted the son to let him know the issue has been resolved. Customer was pleased to hear this.