



Sprint
Accessibility

Alaska FCC Complaint Log

2018 - 2019

Complaint Tracking for ALASKA (06/01/2018-05/31/2019). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	12/26/18	Customer reports when calling a number via Alaska Relay, it connects to the wrong place. Tested the number via Alaska Relay which connected correctly. Apologized for the problem. Entered ticket. No contact wanted.	01/09/19	Engineering completed testing. Findings: The number is no longer in service as all test calls completed to the same default "out of service" message with and without using Relay. Relay working correctly.