



Sprint
Accessibility

Alaska FCC Complaint Log

2017 - 2018

Complaint Tracking for ALASKA (06/01/2017-05/31/2018). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/28/18	<p>Customer stated that the Communications Assistant did not follow instructions. The first time she placed the call, they reached an answering machine. The customer requested to redial and to leave a messag. The Communications Assistant ignored the request. The second time the customer called in, she got the same Communications Assistant. The customer had typed the message prior to the out dial and after leaving the message the Communications Assistant "ended the call." The customer asked the Communications Assistant about the first call. The Lead advised the customer that the Communications Assistants cannot discuss previous calls. The customer was upset that she had to call twice to leave a message and stated that other Communications Assistants can follow her instructions.</p>	03/28/18	<p>The agent was coached by the quality supervisor on the importance of following all customer typed instructions and notes.</p>