



Sprint
Accessibility

Web CapTel FCC Complaint Log

2018 - 2019

Complaint Tracking for WebCapTel (06/01/2018-05/31/2019). Total Customer Contacts: 4

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|---|--------------------|--|
| 1 | 06/04/18 | Customer called in to say that while using Sprint WebCapTel she got cut off from her conversation twice. She talked 5 minutes, got cut off, made another call back to the same number and again the captioning stopped and she got cut off. Customer has been using the same computer for several years and has not had this problem before. Customer service response: Apologized for the problem and assured that a complaint would be turned as she has stated in on the issue. An email back in response was requested. | 06/04/18 | Customer service reached out to the user and find out if they were still experiencing the problem. This kind of issue appears when the customer has an intermittent internet connection. Received confirmation from the customer that they had not experienced further problems, confirming it was a temporary internet issue on their end that was the problem. |
| 2 | 01/04/19 | Customer called in to say he was disappointed with agent's lack of captioning accuracy. Apologized to the customer and assured complaint would be sent in as stated. No follow-up needed. | 01/04/19 | Conveyed the complaint and Communication Assistant's ID number to the Center Manager. |
| 3 | 01/10/19 | Customer not satisfied with reliability of captioning service. Apologized to customer and assured complaint would be sent in as stated. No follow-up needed. | 01/10/19 | Conveyed the complaint and Communication Assistant's ID number to the Center Manager. |
| 4 | 02/19/19 | Customer states that when she tries to call someone using WebCapTel it is supposed to ring back to her and it never rings back. It just clicks and hangs up. So she never gets a Communication Assistant on the phone to help her with the call. This has happened since Friday. She reported it then and it is still happening. She cannot place her important calls. Customer Service: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested when the problem is fixed. | 02/19/19 | Determined that the user input an incorrect phone number that was 1 digit off from her actual number. Customer service notified the customer of the wrong number and the user corrected it and was able to successfully complete their calls. |