



Sprint
Accessibility

Sprint IP FCC Complaint Log

2018 - 2019

Complaint Tracking for Sprint IP (06/01/2018-05/31/2019). Total Customer Contacts: 88

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/18	Communication Assistant did not type options on recording which was confusing to the customer. Apologized for problem, explained the Supervisor will be notified of the issue. No contact wanted.	06/01/18	The Communication Assistant was not working at the time reported as the call date and time and did not remember this call or any specifics. The Communication Assistant was still coached, but did demonstrate knowledge of proper procedure; asking customer if they want to hold for a live person and, if not, to type out the recording verbatim.
2	06/05/18	Customer Complaint: The caller reported that right after he answered the incoming call the Communication Assistant's ID number appeared but a few seconds later the line disconnected. He did receive the caller ID showing the number that was calling him, but has not been able to reach the number again. Customer Service Response: I apologized for the inconvenience and told him the report would be sent to the call center Supervisor for investigation. No follow up requested.	06/07/18	A Supervisor interviewed the Communication Assistant. It was determined that the Communication Assistant followed procedure. Engineering confirmed that the inbound and outbound will disconnect immediately when the inbound hangs up therefore the Communication Assistant was unable to explain what had occurred.
3	06/07/18	A Sprint IP customer stated, while on hold, the Communication Assistant didn't inform customer that the outbound party was on the line. When the call was over customer didn't know if outbound hung up or if the Communication Assistant hung up. Supervisor apologized for the inconvenience. Customer requested follow up via email.	06/07/18	The Communication Assistant understands the importance of always keeping the customer informed of all call steps. Stated they were confused on the request, informed the agent to always ask for assistance when needed. Email follow up sent to the customer.
4	06/14/18	A Sprint IP customer complained that he was disconnected by the Communication Assistant after being on hold for 30 minutes. Customer service apologized for issue Customer requested follow up	06/14/18	Supervisor met with the Communication Assistant; Communication Assistant didn't disconnect the customer. Customer disconnected after the long hold. Customer followed up via email as requested.
5	06/22/18	A Sprint IP user was upset that Communication Assistant typed "internal" twice instead of "internal". Asked to change Communication Assistant and caller was satisfied. Assistant Supervisor apologized for the inconvenience. No follow up requested.	06/22/18	Supervisor met with Communication Assistant; the Communication Assistant did make the spelling error, but followed protocol to type it correctly. No follow up requested.
6	07/02/18	Customer said the Communication Assistant hung up before complete conversation was typed from his caller. Customer Service Response: Apologized and assured complaint would be sent in as stated. No call back requested.	07/02/18	Spoke with the Communication Assistant in regards to making sure the complete conversation is relayed to the customer because closing the call. Communication Assistant understands the importance of making sure the caller is fully informed of all conversations from the outbound before disconnecting and apologized for the inconvenience. No follow up requested.
7	07/10/18	The Communication Assistant did not read notes, when asked for a Supervisor, the Communication Assistant disconnected. Apologized for the inconvenience. Follow up was requested.	07/10/18	The Supervisor met with the Communication Assistant, and she was unable to recall any specific information from the call. The Supervisor coached the Communication Assistant to always maintain 100% focus on all customer's notes to ensure quality of service. The Supervisor also coached the Communication Assistant to always get a Supervisor for assistance when a customer is requesting one. Follow up email was sent.
8	07/13/18	A customer stated that they felt everything was not relayed and was not informed of what was going on until the customer prompted the Communication Assistant to find out if the recording hung up. Customer felt that the Communication Assistant should have provided this information instead of being prompted for it. The customer also informed the Supervisor who said the Communication Assistant was relaying the recording and the recording hung up. The customer felt the Supervisor was not understanding their complaint which was the customer was not informed that the recording hung up until prompted. The Supervisor taking complaint apologized for the inconvenience. Follow up requested via email.	07/13/18	The Communication Assistant was coached on the importance of keeping the customer informed at all times and responding in a timely manner. Follow up email was sent.
9	07/17/18	Customer states that the Communication Assistant did not follow protocol. The Communication Assistant dialed out, typed recording, typed recording hung up and indicated they were disconnecting. Customer asked the Communication Assistant to redial. The Communication Assistant did not follow the customer's instructions. The Communication Assistant did not ask customer if he would like to make another call or if he was still on the line. The Communication Assistant disconnected the customer. Thanked customer for notification. Assured customer that a complaint would be submitted, the center and supervisor would be notified of the complaint. Email follow up requested.	07/17/18	The Communication Assistant was coached by a Supervisor over the consequences of improper line disconnects. The Communication Assistant was also coached to follow all typed instructions. A follow up email was sent as requested.

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10	07/24/18	Customer Complaint: The caller reported that at the end of the call the Communication Assistant disconnected quickly and did not send the closing statement that the person on the line had disconnected or GA or SK. Customer Service response: Thanked the caller for letting us know and told him the report would be sent to the call center Supervisor. No follow up requested.	08/01/18	The Communication Assistant was coached by a the Supervisor to keep the customer informed of all call changes as they occur. The Communication Assistant was also reminded of the consequences of improperly disconnecting calls.
11	07/30/18	A customer complained that the Communication Assistant did not keep him informed during call. Customer service apologized for the issue. Customer did not request follow up	08/02/18	The Supervisor coached the Communication Assistant on the importance of keeping customers informed at all time.
12	07/30/18	Customer states that the Communication Assistant was not patient enough to wait for him to give the number to dial and disconnected the call prematurely. Customer Service Response: Apologized for the problem and assured that the complaint would be turned in as stated. Customer requests and email back.	07/30/18	The Supervisor coached the Communication Assistant on the procedure for holding the line as well as disconnect procedures. Follow up was sent via E-mail as requested.
13	07/30/18	A customer complained that Communication Assistant did not follow dialing instructions then became unprofessionally rude during the ensuing conversation. Customer Service apologized for the problem. Customer did not request follow up	07/30/18	The customer's complaint was investigated and it was determined that the Communication Assistant did not follow customer's instructions, was rude, and acted unprofessionally with the customer during the call. No follow up requested.
14	07/31/18	A customer stated that the Communication Assistant didn't verify options selected and just typed (entering info). Assistant Supervisor apologized for the inconvenience. Customer requested follow up via email.	07/31/18	The Supervisor followed up with the Communication Assistant and the Assistant Supervisor who had been called over for support. The Assisting Supervisor indicated that they could see on the Communication Assistant's screen that the Communication Assistant did follow customer's notes by typing out the extension number and department requested. The Communication Assistant followed proper procedure. Follow up was sent via e-mail as requested.
15	08/07/18	Customer Complaint: The caller reported that the Communication Assistant dialed out to the call before reading the typed instructions given prior to the call. They wanted to leave a message the first time, instead reached a live person. They asked for a Supervisor, but none was provided. Customer Service response: I apologized for the inconvenience and told the caller the report would be sent to the call center Supervisor. No follow up requested.	08/07/18	The Supervisor met with the Communication Assistant and discussed the importance of following typed instructions. The Communication Assistant was also coached on the importance of getting a Supervisor immediately when instructed to. No follow up requested.
16	08/08/18	Customer having difficulty logging into Sprint IP. Customer used correct User ID and password but the Login button would not work. Customer Service tested 6 times and was able to login twice, Login button did not work 4 times. Customer Service created a trouble ticket.	08/08/18	Customer needs to register for a 10 digit number. Sent an email to the customer with the link to register for the phone number.
17	08/09/18	The Communication Assistant disconnected the line when asked for a Supervisor and when they said "no" to a live person. No follow up requested.	08/09/18	The Supervisor met with the Communication Assistant, and the he did present knowledge on the proper procedure of how to process this kind of call. The Communication Assistant was coached on the repercussions of disconnecting a call and the importance on getting a Supervisor when instructed to do so. No follow up requested.
18	08/10/18	A customer stated that the Communication Assistant prevented customer from speaking to a Supervisor. Assistant Center Manager offered to look into the complaint and contact the customer back, but customer wanted to speak directly to the Communication Assistant's boss. Assistant Center Manager continued to assist, but customer disconnected the line. No follow up requested.	08/10/18	Customer's complaint was investigated. The Communication Assistant followed customer's instructions per notes, but recording disconnected. Customer asked the Communication Assistant to redial and the same thing happened again. On the third attempt, the Communication Assistant did not type recording so customer requested a Supervisor, but also requested to redial at the same time. The Communication Assistant informed holding for Supervisor and did not redial so customer disconnected. Supervisor coached the Communication Assistant to verify all instructions for better clarification to ensure customers instructions are followed appropriately. No follow up requested.
19	08/15/18	Customer says the Communication Assistant disconnected the call. Apologized. No follow-up requested.	08/25/18	The Communication Assistant understands that it is not acceptable to disconnect on a customer. The Communication Assistant stated they would not intentionally hang up on a customer and apologized for any inconvenience this misunderstanding -understanding may have caused. No follow up requested.

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20	08/19/18	The customer stated that the Communication Assistant was not responsive after the call ended; the customer also indicated that the Communication Assistant's typing pattern and timing was off. The customer service representative apologized for the unsatisfactory service and informed the customer that the Communication Assistant's Supervisor would be notified. Follow-up via e-mail is requested.	08/19/18	Customer's concerns were investigated and the Communication Assistant was coached to make sure their typing pattern and timing is appropriate while processing calls. It was determined that the Communication Assistant followed proper disconnection procedure after no response from the customer at the end of the call. Customer was followed up via email as requested.
21	08/22/18	The customer said the Communication Assistant and the Assistant Supervisor were unfriendly in explaining the relay service when the customer was trying to assist a deaf person in placing a call. The Assistant Supervisor apologized for the inconvenience and assured the customer this situation would be addressed. Follow up was requested.	08/22/18	The Supervisor met with both the Communication Assistant and Assistant Supervisor and coached them on remaining friendly and professional at all times. Follow up was sent to the customer via e-mail as requested.
22	08/22/18	The customer stated the Communication Assistant hung up on them. Assistant Supervisor apologized for the in convenience. No follow up requested.	08/22/18	A Supervisor met with the Communication Assistant to discuss the call. The Communication Assistant was coached on proper disconnect procedures and when to use them and repercussions of disconnecting calls inappropriately. No follow up was requested.
23	08/22/18	A Sprint IP customer complained that the Communication Assistant did not let him know when the other party returned to the line and that made the call confusing. Customer service apologized for the issue and said they would let Communication Assistant's Supervisor know. Customer did request email back from Supervisor.	08/22/18	The Supervisor met with the Communication Assistant and discussed the importance of keeping the customer informed at all times and appropriate ways to do so. Follow up was sent via email as requested.
24	08/30/18	Customer stated that they wanted the date/time stamp applied back to the relay conversation as it is of high importance, for many reasons when they save the conversation for later use. I thanked the customer for providing feedback, and apologized for their frustration. I advised the caller their complaint would be forwarded to the appropriate party. The customer asked for a follow-up email.	08/30/18	Responded to the customer letting her know that the technicians are working on this and we will let her know after it is updated. Sent an email to the customer letting her know that the time and date will be on the screen starting on August 21.
25	08/30/18	Customer does not like new Sprint IP interface. Customer Service apologized for the inconvenience. Follow-Up requested if technicians need more information from customer.	08/30/18	IT said that the Opera browser is not widely used and said it was a browser issue. Sent an email to the customer letting him know about the Opera browser and asked if he has another browser he can use. Also, suggested that he use CTRL - or + to change the screen size. Sent a follow up message to see if all is working for him. Sent another follow up email to the customer and asked him to let us know if he has questions or concerns. Case is closed.
26	08/30/18	The caller stated that he wants to speak with a technician directly to discuss this new Sprint IP feature that is not in compliance for efficiency and effective purposes. He advised the platform is disastrous and that we are aware of the flaws yet ignoring the problems. I apologized for the frustration and advised his complaint would be viewed by the appropriate party. The customer would like a follow-up call immediately.	08/30/18	Emailled the customer on August 30 to get more information. Spoke with him on video and he said that the scrolling was a problem as well as the size of the screen. Told the customer this would be shared with the tech team and will get back to him. Sent an email to the customer with tips on how to increase the size of his screen as well as ways to make the call easier to read. Sent an email to the customer asking if all is working well. Customer has not responded. Asked the customer to contact us if need assistance.
27	09/04/18	Customer states that the new Sprint IP not working to dial a 2nd number. She is using Chrome and her screen freezes so she cannot dial a second number. She was told to hit "DONE" and she said that did not work. She also said that she cannot dial the new number without signing out after dialing the first number. When she clicks "DONE" the screen freezes and she has to sign out and log back in. She also said that she has already cleared out the cookies and browsing history as suggested by the Customer Service representative. Customer Service: Apologized for the problem and assured that a trouble ticket would be sent in as stated. Call back requested	09/04/18	Emailled the customer with instructions on how to update her Chrome browser. Customer responded that she leaves it open and is able to make calls.
28	09/13/18	Customer ordered pizza, asked to type Communication Assistant the message left and the Communication Assistant refused. Apologized and let the customer know the Communication Assistant's Supervisor will be made aware of this. Thanked them for letting us know. No contact wanted.	09/13/18	Customer's complaint was investigated and it was determined that this Communication Assistant was not working during the time this call was placed. No follow up requested.

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29	09/17/18	Customer was ordering tires and "dialing emergency" message came across. 911 showed up at their home when not requested. Apologized for problem, let customer know technicians and Supervisor will be notified. No contact wanted.	09/17/18	Communication Assistant understands that with a Sprint Internet Relay call, if you accidentally press the emergency button you must always manually enter the phone number every time due to the emergency number auto populating on all Internet calls. Communication Assistant apologized for the mistake and any inconvenience it may have caused. No follow up was requested.
30	09/18/18	Customer said the Communication Assistant did not type the whole recording, did not type fast enough for her to get all options the first time. Customer Service responded to customer via email and apologized. Advised customer her concerns were forwarded to the call center. Customer requested follow-up.	09/18/18	Customer's concern was investigated. Supervisor coached the Communication Assistant to be focused and to follow all customer's instructions including typing recordings in its entirety to ensure compliance with procedures and guidelines. Customer followed up via email as requested.
31	09/20/18	The customer stated the Communication Assistant did not follow the notes. Notes said they did not want to hold for a live person. Supervisor apologized for the inconvenience. No follow up requested.	09/21/18	The Communication Assistant was coached on the importance of following customer's notes. No follow up was requested.
32	09/25/18	A customer said the Communication Assistant did not follow their customer's instructions in the notes which stated ... Do not hold for a live person. Communication Assistant followed the default procedure instead. The Supervisor apologized to the customer for the inconvenience. Customer requested a follow up via email.	09/23/18	Customer's concerns were investigated and Supervisor coached the Communication Assistant to read and follow customer notes/instructions. Communication Assistant understands the procedure. Customer followed up via email.
33	09/25/18	A Sprint IP customer stated the Communication Assistant didn't read notes which are not to ask if want to hold for a live person. The customer also stated that all Communication Assistants are stupid and "that's why I'm rude to Communication Assistants and Supervisors". Assistant Supervisor apologized to the customer for the inconvenience. No follow up requested.	09/23/18	Customer's concerns were investigated. The Communication Assistant was focused on the customer's preferences and overlooked the notes. Supervisor coached the Communication Assistant on the procedure to read all preferences and notes and if necessary to tell the customer one moment please while reviewing preferences and/or notes. No follow up requested.
34	09/26/18	Customer called to report technical issues when using Sprint Mobile IP. Typed message is not being transmitted in its entirety. Only about 10% of message is being received. Apologized to Customer and informed a trouble ticket would be entered and suggested communicating through email. Customer did not request follow up.	09/26/18	Issue is caused by poor network connectivity/WIFI of network used. Sent an email to the customer suggesting that he reboot his router.
35	10/02/18	The Communication Assistant typed "reading the notes," then immediately disconnected. Customer called back and got the same Communication Assistant, this time the Communication Assistant typed "reading notes" then "one moment please for the number to dial", then disconnected the call.	10/02/18	The Communication Assistant experienced technical difficulties at the terminal, which caused the call to be dropped from the system. Communication Assistant was reminded to always submit a trouble ticket in cases above so that documentation is provided for the calls.
36	10/02/18	The customer called a government agency and the Communication Assistant said it was closed. The customer asked the Communication Assistant for more information, but the Communication Assistant gave what she seemed to think what the customer needed and nothing else. Customer requested follow up message be left at number provided.	10/02/18	The Communication Assistant was coached on proper procedures as well as always keeping the customer informed. The Supervisor was followed up with via their number, as requested.
37	10/03/18	Customer called in to say that he is getting an error alert message when trying to make a call through Sprint IP. He is logged in correctly. He does have a number with the New Sprint IP. Customer Service Response: Apologized for the problem and assured that a trouble ticket would be sent in on the issue. He would like an email back when the problem is fixed.	10/03/18	Sent customer an email letting him know to that the application limits 2 calls at a time. Asked him if he is able to make calls with no problems. Customer stated that he is able to make calls and appreciated the follow up.
38	10/04/18	Customer states that the Communication Assistant was rude and did not explain relay to the person they called. Customer said that the hearing caller said hello repeatedly and the Communication Assistant did not explain relay so the hearing caller was ignorant and laughed and then hung up. Customer said the Communication Assistant typed (FEMALE GIGGLING IN BKGD) (PERSON HUNG UP)and then typed YOUR CALL HAS BEEN DISCONNECTED Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	10/10/18	A Supervisor discussion was conducted with the Communication Assistant. The Communication Assistant did not remember an event of this nature, however the Communication Assistant demonstrated knowledge of appropriate procedures for similar circumstances.

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39	10/09/18	Caller did not like that the Communication Assistant left for Communication Assistant switch before informing caller that his message was left. Caller felt that their control of the call was taken from him. Feels that it violates federal laws and regulations. Assistant Supervisor apologized for the inconvenience and assured customer the concern will be addressed.	10/10/18	A Supervisor discussion was conducted with the Communication Assistant. The Communication Assistant did not remember an event of this nature, however the Communication Assistant demonstrated knowledge of the appropriate procedures for similar circumstances.
40	10/17/18	The Communication Assistant verified the number calling to correctly, the line then rang twice and stopped. After 36 seconds of no response, the line disconnected and the customer was unsure why. The Supervisor apologized for the inconvenience. Follow up was requested via e-mail.	10/17/18	A discussion with the Communication Assistant has been conducted, and while the Communication Assistant does not remember this call, the Communication Assistant demonstrated knowledge of the correct procedures to process this type of call.
41	10/29/18	The Communication Assistant quickly disconnected after placing a call for the customer. Apologized to customer and let them know that ticket would be sent to Supervisor for follow-through with Communication Assistant. No follow-up is needed.	10/29/18	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call.
42	10/30/18	The customer asked for "tech support for Imac computer" and the Communication Assistant only confirmed an option for "tech support". The Assistant Supervisor apologized for the inconvenience. Follow up was requested via e-mail.	10/31/18	The Supervisor coached the Communication Assistant on how to keep the customer informed when choosing specific options. Follow up was sent via e-mail as requested.
43	10/30/18	A Sprint IP customer complained that they did not have enough time to answer Sprint IP call before the phone disconnected. Customer did have pop up blocker turned off. Customer Service placed several test calls through Sprint IP and discovered intermittent calls did not go through with the Communication Assistant saying person was not available. Entered a trouble ticket. Customer did not request follow up at this time	11/02/18	When making back to back calls the server did not have enough time to clear and disconnect calls. Customer did not request follow up.
44	11/05/18	The Communication Assistant keeps saying to me go ahead, go ahead, go ahead. It was so confusing for me and my daughter who was not finished speaking. Apologized for the problem. Explained that the Supervisor will be informed. Customer wants a call from the Communication Assistant's Supervisor.	11/05/18	The Supervisor met with the Communication Assistant and coached them on proper procedure. The Supervisor attempted to make contact with the customer on 11/14 at 4:45 PM, 11/15 at 12:45 PM, and a final attempt on 11/15 at 4:30 PM via phone. No follow up has been made at this time.
45	11/08/18	Customer made a call and stated she waited a long time on hold. Finally customer asked the Communication Assistant if we were still on hold. He said he couldn't get a live person and then didn't offer any other suggestions so the customer had to ask him to tell her what the recording said so she could make a choice. Once she gave him her choice, the call went smoothly. He could have made the call go a lot faster if he didn't leave the customer in the lurch.	11/19/18	The Supervisor met with the Communication Assistant and coached them to always keep the customer informed. No follow up requested.
46	11/16/18	Sprint IP user does not like the way Sprint IP is designed to work. He is using Firefox. "No customer service button showing, print and save buttons didn't work and interface is too large for his window." Customer Service performed successful testing and advised customer to try using Chrome. No contact wanted.	11/16/18	The Customer service button is now named "Accessibility Care. We no longer have a Print or Save button but instead now it is a Email or Copy button choice. They can email it to themselves and then print it or for Save which is now Copy they need to open Word pad or Microsoft word or some sort of document and copy and paste it to that doc and then print it or save it as they wish. It is the same for all browsers IE, Chrome or Firefox. Customer did not request follow up.
47	12/03/18	"I am not pleased with Communication Assistant who struggled against recording menu and he let it hang up on me, after I typed which option to choose. He needs more training." Apologized and explained the Communication Assistant's Supervisor will be made aware of the issue. No contact wanted.	12/03/18	The Communication Assistant was coached on proper procedures when handling special instructions on recorded menus. No follow up requested.
48	12/06/18	"I am concerned about Communication Assistant, that person keeps hanging up on me for three times when I try to call every time." Apologized for the issue and explained the Communication Assistant's Supervisor will be notified for follow up with the Communication Assistant. No contact wanted.	12/06/18	Met with the Communication Assistant and she understands the consequences of hanging up on customers. Customer did not request follow up.

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49	12/07/18	Customer is unable to contact specific number through Sprint IP Relay. Customer is able to call the number through Sorenson without an issue. When using Sprint IP customer is told the number is not valid. Customer Service tested at customer's request with same results. Informed customer of results, apologized for the inconvenience, opened a trouble ticket and will email customer follow-up. Customer would like follow up via email.		Sent an email to the customer to see how his calls are working. Customer responded and stated he is able to make calls.
50	12/12/18	Sprint IP user is not receiving pop up for incoming call notifications. Customer has performed checks on their computer and feels this is a Sprint IP issue. Apologized for issue and performed a successful test call to user. Entered a trouble ticket. Follow up wanted via email.	12/12/18	Sent an email letting the customer know that pop up won't be displayed till the user returns to the Sprint IP page. This is due to web browser security not allowing priority when several windows are open. The user might try Mobile IP on their Android or IOS device to which allows alerts when using other applications on the device.
51	12/13/18	A Sprint IP customer stated the Communication Assistant did not press option wanted, instead typed out all options. The customer asked for a Supervisor, but the Communication Assistant didn't respond and disconnected call. The Assistant Supervisor apologized for the inconvenience. The customer requested a follow-up via email.	12/13/18	Coached the Communication Assistant on the importance of following customer's instructions and to promptly respond to the customer. Followed up with customer via email as requested.
52	12/21/18	Communication Assistant did not type full recording. She advised the Communication Assistant assumed that she is not a medical professional because of her disability and she is in violation of the FCC Law. She stated that she had the exact same complaint earlier, involving a different Communication Assistant. I advised her that this additional complaint would be filed and sent to the appropriate Supervisor. She requested a follow-up email.	12/21/18	The Supervisor looked into this complaint and after further investigation, there was no Communication Assistant found by the provided agent ID number. Follow up was sent via-email as requested.
53	12/21/18	Communication Assistant did not type full recording as instructed. Customer Service apologized to the customer and assured the customer that the complaint would be sent in as stated. Customer requested an e-mail follow up.	12/21/18	The Supervisor met with the Communication Assistant and discussed the proper procedures for typing a recording in full and under what circumstances we would do so. Follow up was sent via e-mail.
54	12/23/18	The customer stated that the Communication Assistant hung up purposely after a long hold, and after the customer had requested to continue holding: "I'm pretty sure the Communication Assistant didn't want to hold a long time and that's unacceptable." The customer service representative apologized for the poor service and indicated that the Communication Assistant's Supervisor would be informed. The customer requested follow-up via e-mail.	12/23/18	The Supervisor met with the Communication Assistant and discussed the proper hold procedures and the repercussions that come with disconnecting calls prematurely. Follow up was sent via e-mail as requested.
55	12/28/18	Customer stated that on every call, It gets disconnected mid-way. Apologized to customer and assured complaint would be sent in as stated. Customer wants follow-up by email only.	12/28/18	Sent an email letting the customer know this is due to the new service provider. Asked if this started after he switched providers. Sent another email to the customer. Sent 3 emails to the customer and have not heard back. Closing the case due to no response.
56	12/30/18	A Sprint IP customer states the Communication Assistant didn't read notes or verify number before dialing. Communication Assistant read notes afterwards and asked customer if they wanted to redial without verifying number. The customer requested the Communication Assistant to hang up and get a Supervisor, but instead of getting a Supervisor the Communication Assistant hung up on the customer. Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via email.	12/30/18	The Supervisor met with the Communication Assistant and discussed proper call processing procedures. The Supervisor also discussed the possible repercussions of purposefully disconnecting calls prematurely. Follow up was sent via e-mail as requested.
57	01/04/19	Customer stated while typing a message for an answering machine agent disconnected call without warning. Supervisor apologized for the inconvenience. No follow up necessary.	01/04/19	A Supervisor discussion was conducted with the Communication Assistant and while the Communication Assistant did not recall hanging up on the customer, the Communication Assistant was coached on the importance of not disconnecting the calls. Also advised the Communication Assistant of the consequences of doing so. No follow up was requested.
58	01/10/19	Customer asked the Communication Assistant to disconnect outbound and was never informed then was disconnected from the Communication Assistant.	01/10/19	Appropriate action was taken to ensure that this doesn't occur again.

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59	01/10/19	The Communication Assistant did not inform customer the recording was not clear. When the Assistant Supervisor assisted, they would not coach the Communication Assistant to keep customer informed.	01/10/19	The Communication Assistant was met with by their Supervisor. As the agent Communication Assistant was typing the recording, the line was answered. The Communication Assistant did follow procedure. The customer was followed up via email as requested on 1/23/19. NOTE: Complainant contacted Sprint 36 times over the past year with a variety of complaints involving unique, personal requests. Sprint sent a letter to customer on May 22, 2019 seeking common ground and explaining that Sprint CAs must follow FCC protocol and are unable to meet unique instructions for handling the complainant's IP Relay calls.
60	01/25/19	Sprint IP Relay customer is unable to connect to any T-Mobile phone when calling through Sprint IP Relay; receives fast busy Placed test calls with customer (same results as customer), apologized to customer. Customer would like follow-up.	01/25/19	Sent an email to the customer to see how her calls are working. Customer stated that she is able to make calls and appreciated the follow up.
61	01/28/19	The customer stated the Communication Assistant didn't ask to disconnect the out bound line, then proceeded with the disconnect procedure. The Supervisor apologized for the inconvenience and informed the customer the information would be passed to the appropriate person. Follow up was requested via e-mail.	01/28/19	The Supervisor met with the Communication Assistant and reviewed the proper disconnect procedure. Follow up was sent via e-mail as requested.
62	01/30/19	Customer said that they made a relay call and the operator did not do a good job which made both them and the hearing party feel frustrated. The Communication Assistant was slow at relaying information and the hearing party got frustrated every time they were asked to spell many of the words and names of things that are commonly used and known. Also the Communication Assistant told them that the hearing party hung up on them but the hearing party said it was the Communication Assistant that disconnected the call. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	01/30/19	Coached the Communication Assistant on the importance of typing verbatim and the consequences of not doing so.
63	02/07/19	A Sprint IP customer stated this Communication Assistant asked the voice party if he had a TTY and then hung up on the voice party. The customer gave other phone numbers and every time the Communication Assistant hung up. The customer asked the Communication Assistant to get a Supervisor, but the Communication Assistant hung up on the customer. The Assistant Supervisor apologized for the inconvenience. The customer requested a follow up via phone.	02/18/19	The Communication Assistant ID provided by the caller is not assigned to any employee. Attempts were on 2/8/19, 2/11/19 and 2/18 to contact the caller. Unfortunately no further action is possible.
64	02/22/19	Communication Assistant 1: The caller wanted to express that during a call it makes things confusing if the Communication Assistant types before the inbound gives the GA. Communication Assistant 2: The called stated that when the Communication Assistant took over the call, a couple messages had not been relayed and delayed the process of the call. The Assistant Supervisor apologized for the inconvenience and assured the customer the Communication Assistants would be coached. Follow up was requested.	02/22/19	Communication Assistant 1: The Supervisor met with the Communication Assistant and reviewed the skills to help facilitate the call for better communication. Communication Assistant 2: The Supervisor met with the Communication Assistant and coached the Communication Assistant to be sure they are always relaying messages as they come in while maintaining conversational flow. Follow up was sent via e-mail as requested 2/22/19.
65	02/22/19	The customer asked the Communication Assistant to disconnect and call back due to a technical issue. They couldn't dial it and the customer then asked for a Supervisor, but that never happened. The Communication Assistant then dialed out without verifying the number. The customer asked the Communication Assistant to disconnect the outbound and they didn't do that. The customer asked for the Supervisor again and the agent Communication Assistant asked which department. The Communication Assistant said the message was garbling so after awhile the customer just disconnected from Relay. The Supervisor apologized for the inconvenience. Follow up was requested via e-mail.	02/22/19	The Supervisor met with the Communication Assistant and reviewed the importance on always watching for customer's instructions and following notes listed in the database. Follow up was sent via e-mail as requested.
66	02/28/19	Customer stated that line disconnects after 2 rings consistently when people call him. Agent apologize for the inconvenience and stated the issue would be reported as stated. Customer wants follow-up.		Gave instructions on how to set up notification for incoming calls.

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67	02/28/19	The Communication Assistant took over the call, the customer was trying to get a new number and got disconnected. The Communication Assistant did not follow the disconnect procedure. The Supervisor apologized for the inconvenience and informed the customer that this would be passed along. Follow up was requested.	02/28/19	A Supervisor met with the Communication Assistant to review the customer's comments. The Communication Assistant did recall informing the inbound that the outbound had hung up. When the inbound did not respond with another number to dial within the standard response time, an in-charge was consulted. The call was disconnected after informing the customer with a hanging up notification. A follow up email was sent to the customer.
68	03/06/19	Agent typed options instead of getting live person as requested. customer would like a follow up. Supervisor apologized for the inconvenience.	03/06/19	Coached the Communication Assistant on the importance of following customer's instructions. Followed up with customer via email explaining that the appropriate action was taken to ensure that the agent understands procedures.
69	03/23/19	The customer stated that the Communication Assistant claimed that the outbound line was busy and disconnected the call. The customer indicated that the line did not have a busy signal and felt that the Communication Assistant simply did not want to process the call. The customer service representative apologized for the unsatisfactory service and assured the customer that the incident would be reported to the Communication Assistant's Supervisor for follow-up with the Communication Assistant. The customer does not require any further contact.	03/23/19	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call.
70	03/27/19	Customer states the Communication Assistant will not block her caller ID when requested. Apologized for problem, explained that a Supervisor will be notified for follow up with Communication Assistant. Contact via email requested.	03/27/19	Coached agent on the importance of following customer instructions. Followed up with customer via email explaining that the appropriate action was taken to ensure that the agent understands procedures.
71	04/03/19	Customer is upset that the Communication Assistant did not type the recording once it was reached and then stated that our service is horrible and we will be replaced by computers. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	03/23/19	The Communication Assistant was met with and it was determined that the Communication Assistant did follow correct call processing procedures. Communication Assistant was still coached to continue following proper protocol and procedures on all calls including following any customer's instructions.
72	04/08/19	Customer complained that the Communication Assistant had poor spelling and was not sure that messaged was conveyed to caller. Customer Service apologized for the issue. Customer did not request follow up.	04/13/2019	Coached the Communication Assistant on the importance of making sure they are typing correctly and keeping caller informed.
73	04/08/19	This Communication Assistant typed wrong information to me of what the correct hours are for the organization that I called. Customer Service response: Thanked the customer and assured that the complaint would be sent in as stated. Email of conversation sent to Supervisor at the center. No call back requested.	04/08/19	A Supervisor coached the Communication Assistant on the importance of making sure they are typing verbatim and asking the caller to repeat if necessary to ensure a balance of speed and accuracy. No follow up was requested.
74	04/08/19	The Communication Assistant was unprofessional and hung up on the customer. Customer had to ask for the options being provided on recording. After providing the information, the customer had to ask the Communication Assistant to call back to enter it. Upon asking if holding for live person was an option, after the Communication Assistant asked if they wanted to hold for live person, the Communication Assistant's response was unprofessional with "not anymore" and "well at this point". Upon asking the Communication Assistant to call back and select the option for live person the second time, the Communication Assistant disconnected the call. Apologized to the customer. Informed customer the Communication Assistant's Management team will review with the Communication Assistant for quality assurance. No follow-up requested	04/08/19	The Communication Assistant was coached on the consequences of disconnecting calls. She stated that she did not remember the call specifically, but is adamant that she does not disconnect calls without going through the proper disconnect procedures. We also reviewed recording call processing procedures and she is confident that she is now more knowledgeable to prevent these types of situations from happening in the future.
75	04/17/19	The Communication Assistant typed everything said, including the request to slow down and spell the name provided. The Communication Assistant voiced messages typed in parenthesis meant for the Communication Assistant to the hearing person. This unnecessary back and forth resulted in the call lasting much longer than need be. Apologized to customer and assured the center manager would be notified for immediate follow-up with the Communication Assistant. No follow-up requested.	04/17/19	The Supervisor met with the Communication Assistant and had actually observed this call in live time. The Communication Assistant did follow the proper procedure and maintained transparency as instructed to do so. No follow up requested.

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76	04/20/19	The customer indicated that "the Communication Assistant keeps trying to make calls to a number that I dialed," and that the Communication Assistant was not honoring a customer's preference for a specific Communication Assistant gender. The customer service representative apologized for the lapse in service quality and assured the customer that the Communication Assistant's Supervisor would be informed so that follow up would be made with the Communication Assistant to coach the Communication Assistant to follow customer's preferences. Follow up via e-mail is requested.	04/20/19	A Supervisor coached the Communication Assistant on the importance of following customer's instructions. Follow up was sent by email.
77	04/21/19	The Communication Assistant did not follow instructions, did not verify instructions, and hung up on the customer. Assistant Supervisor apologized for the inconvenience. The customer requested a follow-up via email.	04/21/19	The Supervisor met with the Communication Assistant and reviewed proper call set up when notes are listed. The Communication Assistant was also coached on proper disconnect procedures and the repercussions of disconnecting a call prematurely. Follow up was sent via e-mail as requested.
78	04/23/19	Customer called their doctor's office to make an appointment and asked for the appointment option. The Communication Assistant kept typing recording playing, holding. Customer thought it was the standard Hold Recording while you wait. Ten minutes later customer asked if the recording was saying there was a long wait or something? The Communication Assistant said there were options playing, they were waiting for what option they wanted. Customer was frustrated that they sat on hold for 10 minutes waiting for nothing. The Communication Assistant said it was in their training to wait until the customer asked for the option. Customer Service: Apologized for the problem and assured that the complaint would be sent in as stated. No contact requested.	04/23/19	The Supervisor coached the Communication Assistant on the importance of keeping the customer informed about the status of the call. No follow up was requested.
79	04/26/19	Customer complained that Communication Assistant disconnected the call. Customer service apologized for the issue. Customer did not request follow up.	04/26/19	A Supervisor discussion was conducted with the Communication Assistant and while the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call intentionally. No follow up was requested.
80	04/29/19	Customer states that neither the Communication Assistant or Supervisor were able to follow directions on her call. Customer Service: Apologized for the problem and assured that the complaint would be sent in as stated. Email back at address provided.	04/29/19	The Communication Assistant was met with and it was determined that the Communication Assistant did not follow the customer's instructions. The Communication Assistant was coached on how to follow all types of instructions and procedures. The customer was followed up with via email.
81	05/01/19	Customer Comments: The Communication Assistant did not hang up when requested also the customer was unable to explain his concern to the responding support. The responding in-charge apologized to the customer.	05/02/19	A Supervisor coached the team lead who was assisting the caller on the importance of following customer's instructions and to promptly respond to customer. After receiving notification of the caller's concerns, the Supervisor attempted to identify the Communication Assistant, however, that ID number is not assigned to any employee. No follow up was requested.
82	05/02/19	The Communication Assistant did not follow data base instructions. Apologized for the problem, explaining the Supervisor will be notified. Customer did not request contact.	05/02/19	The Supervisor met with the Communication Assistant and reviewed the proper procedures when notes are listed. No follow up requested.
83	05/10/19	A Sprint IP customer complained that the Communication Assistant did not follow instructions on database during call. Customer Service apologized for problem Customer did not request follow up	05/10/19	The Supervisor met with the Communication Assistant and reviewed the steps to follow when customer's notes are listed. No follow up requested.
84	05/15/19	The called stated the Communication Assistant did not follow customer's instructions and disconnected the call. The Supervisor apologized and said the information would be directed to the right person. Follow up was requested.	05/15/19	The Supervisor met with the Communication Assistant and reviewed the procedures for following customer's notes and discussed the importance of never disconnecting calls prematurely. Follow up sent via e-mail as requested.

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85	05/15/19	The customer stated the Communication Assistant didn't keep them informed when entering information on the call. The assisting Supervisor apologized and let them know the information will be sent to the appropriate department. Follow up was requested via e-mail.	05/21/19	A Supervisor reviewed the customer's concern with the Communication Assistant. The Communication Assistant was coached to read all notes carefully and to advise the caller they are doing so. A follow up email was sent to the customer.
86	05/18/19	The customer states the Communication Assistant gave an invalid number, took a few minutes, and then disconnected the call. The Center Manager apologized for the inconvenience. Customer requested a follow-up via email.	05/18/19	The Supervisor met with the Communication Assistant and discussed the repercussions of disconnecting calls prematurely. The disconnect procedures were also reviewed at this time. Follow up sent via e-mail as requested.
87	05/24/19	Customer reported (via email) that SprintIP 911 call was not completed successfully. Apologized to customer and advised that the issue would be researched. Customer requested follow up.	05/24/19	Apologized to customer and advised that the root cause was identified and that refresher training was completed with all Communication Assistants. Followed up by phone and customer said she appreciated the callback.
88	05/30/19	Customer states that the Communication Assistant did not press option 2 after being told to do so on the call. Thus the call was transferred to the wrong person. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Customer would like a call back	05/30/2019	Coached the Communication Assistant on the importance of keeping the customer informed when following instructions. Followed up with the customer via email explaining that the appropriate action was taken to ensure that the Communication Assistant understands the procedures.