



Sprint
Accessibility

South Carolina FCC Complaint Log

2017 - 2018

Complaint Tracking for SOUTH CAROLINA (06/01/2017-05/31/2018). Total Customer Contacts: 4

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/05/17	The Speech-to-Speech customer states that they have been having problems hearing the Operator when calling into Speech-to-Speech Relay Service. Customer requested to put in an emergency order for a resolution since they use it for work. Initial call was through New York Relay and second through Relay South Carolina. Both times there were problem hearing the Operators. The Assistant Supervisor apologized for the inconvenience and assured that the complaint will be forwarded to appropriate personnel for a resolution. A trouble ticket was submitted. Customer did not request a follow up.	07/05/17	07/06/2017: Technical issue with the board. Technician fixed this issue, which resolved the audio headset malfunction.
2	11/17/17	The customer wanted to fill out a trouble ticket because when they were on a call, the system indicated that they disconnected but the customer stated that they did not. The supervisor on duty thanked the customer for bringing it to our attention and took down information for trouble ticket. The customer would like follow up via phone call.	11/17/17	Reassigning to State Account Manager. Per the Trouble Ticket system, this issue was closed on 11/22/2017. Problem was a "network issue." This was explained to the customer via phone and since then, there have been no further issues.
3	01/22/18	Customer says that they are getting a lot of garbling all the time when using the relay service. This has been happening for a month. Customer did not have any relay operator ID numbers to report. Relay Customer Service Response: Apologized for the problem and assured that a trouble ticket would be turned in on the problem.	01/22/18	From IT technician: If this has been a month, has customer tried getting her lines checked or a new device? Sprint just changed toll-free services on the week of 16th so this does not appear to be the cause." However, after investigation, this is a known issue with several other consumers; working on a new platform to prevent future garbling. Tried contacting the consumer 3 different days and times in January and February; no answer. Since the platform was fixed to prevent garbling, there have been no additional issues.
4	03/12/18	Customer getting garbling. Relay Customer Service: Apologized. No follow-up requested.	03/12/18	Sprint's relay services were recently migrated to digital as part of Sprint's company-wide migration from circuit-switched to packet-switched digital network. For some customers, such as this one, it affected garbling. This was resolved once the migration was complete.