



Sprint
Accessibility

Missouri FCC Complaint Log

2017 - 2018

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/18/17	Customer shared feedback regarding accuracy of captions and provided specific call data.	10/06/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. The Communication Assistant's supervisor provided coaching and increased monitoring frequency for the Communication Assistant to ensure compliance with quality expectations.
2	09/18/17	Customer shared feedback regarding accuracy of captions and provided specific call data.	10/06/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor provided coaching and increased monitoring frequency to ensure compliance with quality captioning.
3	02/07/18	The Communication Assistant did not type anything to the inbound. The outbound caller was very frustrated and ended the call. No follow up requested.	02/12/18	The Communication Assistant stated that the voice person was speaking so slowly that it was causing long delays in text being transmitted. The Communication Assistant was coached by a supervisor over the importance of keeping the customer informed over all changes or background sounds that impact the call.
4	03/23/18	Customer getting garbled message. Apologized. Follow-up requested.	03/23/18	A technical upgrade has been completed and garbling has been reduced to address the customer concerns

Date Generated: Tue, Jun. 12th, 2018 @ 11:14:33 AM CT