Sprint® Relay™

Connecticut
FCC Complaint Log
2010 - 2011

Complaint Tracking for CT (06/01/2010-5/31/2010). Total Customer Contacts: 19

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/29/10	Unable to make captioned calls	10/29/10	Customer reported that their other party needed to wait for an operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed that the customer's callers are now able to make their captioned call successfully without delay.
2	12/20/10	Technical - General	12/21/10	Customer reported a lack of captions when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
3	12/20/10	Technical - General	12/21/10	Customer called and reported that they saw "Waiting for CapTel Operator" when attempting to place a captioned call. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
4	12/20/10	Technical - General	12/23/10	Customer reported by Live Help that they were receiving the waiting for CapTel Operator message when attempting to place a captioned call. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
5	12/20/10	Technical - General	12/21/10	Customer reported the need to wait for an operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
6	12/21/10	Technical - General	12/21/10	A customer stated that their CapTel phone was not working. Customer Service Representative advised the caller that the technical issue is resolved. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
7	12/27/10	Service - General	12/27/10	Customer indicated that their outgoing calls rang but did not connect to the captioning service. Customer Service Representative explained that there was an unanticipated spike in call volume resulting in some calls experiencing longer than usual wait times beyond the usual few seconds. Customer Service Representative noted that if this should happen again to wait a bit longer than usual for the call to connect. Customer Service Representative apologized for the additional wait time. Customer was satisfied.
8	01/11/11	A voice customer stated that the Communication Assistant was rude to her regarding the relay procedures. Apologized to the customer. No follow-up was requested.	01/11/11	A Supervisor followed up with the Communication Assistant. The Communication Assistant was coached on appropriate ways to educate and pace a caller without sounding rude, and was reminded of the importance of good customer service.
9	02/02/11	Service - General	02/03/11	Customer reported seeing “Captioning Service is Ringing” when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

10	02/02/11	Service - General	02/02/11	Customer reported seeing “Captioning Service is Ringing” when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
11	02/02/11	Service - General	02/02/11	Customer's husband reported that his wife is seeing Caption line is ringing. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
12	02/02/11	Service - General	02/02/11	Customer reported experiencing a longer than normal wait for a captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
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14	02/02/11	Service - General	02/02/11	Customer reported they were having difficulties connecting with captions and needing to wait for the captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
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16	02/03/11	Service - General	02/03/11	Customer reported that he was not getting captions on his CapTel Phone and the only thing that comes up on the screen are the words WAITING FOR CAPTIONS on 2/2/11. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner on 2/3/11.
17	02/03/11	Service - General	02/03/11	Customer's son indicated his mother was not able to get captions. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a “state of emergency” and a “civil danger” warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

18	03/22/11	A customer stated: "When I call customer service they don't understand what I am saying and the Communication Assistant got aggravated at me and swore at me. I have never had anyone talk to me like that before. I called 3 times and got the Communication Assistant for all of those calls. I want him fired." Apologized to caller. Follow up was requested.	03/22/11	The operator identified by the customer as handling this call was not working at the time the call occurred. No additional action is possible. Tried contacting this customer on 3 attempts but was unable to reach the party.
19	04/22/11	A Connecticut VCO user stated that they could not make long distance calls, and that the Communication Assistant stated that the customer has no long distance carrier showing. The customer stated that they had previously established a carrier with customer, and that when the customer calls Customer Service the carrier of choice shows in their system. Apologized to the customer and worked with them on testing the database. A trouble ticket was entered. Explained to the customer that they would be notified with the relay technicians findings. Customer did not want a follow up with the resolution.		Relay Program Manager attempted to call customer three separate times, however the customer could not be reached. The ticket has been closed.