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Marybeth M. Banks
Director
Government Affairs

July 1, 2013

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Re: *In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities,*
CG Docket No. 03-123

Dear Ms. Dortch:

Sprint Communications Company L.P., on behalf of its WebCapTel, Federal Relay, Wireless CapTel, Sprint IP, and IP CapTel operations and pursuant to Section 64.604(c)(1) of the Commission's Rules, 47 C.F.R. § 64.604(c)(1), hereby submits its annual summary of its consumer complaints for the period June 1, 2011 to May 31, 2012. These reports are being filed electronically using the Electronic Comment Filing System (ECFS). The Federal Relay operations are being filed on behalf of General Services Administration (GSA).

If you have any questions concerning this report, please contact me.

Respectfully submitted,

A handwritten signature in black ink that reads "Marybeth M. Banks". The signature is written in a cursive, flowing style.

Marybeth M. Banks

Attachments

cc: Mark Stone, Deputy Bureau Chief, Consumer & Government Affairs Bureau (by email)
Greg Hlibok, Consumer & Government Affairs Bureau (by email)



**Sprint's Web CapTel
FCC Complaint Log
2012-2013**

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/13/12	The Customer reported being disconnected when using WebCapTel.	07/13/12	The Customer Service Representative assisted the WebCapTel user by clearing out temporary Internet files and the cache in their browser. Confirmed customer is able to use WebCapTel successfully.
2	07/20/12	The Customer said that captions lagged behind voice.	08/02/12	The Customer Service Representative advised the customer to have the office IT department ensure the smooth streaming of Website traffic on the office's network. The Customer Service Representative further advised the customer that it is normal for captions on a conference call to become significantly behind the speech and offered the customer some hints on how to improve the experience.
3	07/26/12	The Customer noted connection difficulties with Sprint WebCapTel on his computer when using captioned telephone in captioned mode.	07/26/12	The Customer Service Representative advised the customer of the bandwidth requirements for Sprint WebCapTel usage. The Customer Service Representative also advised the customer to disengage the captions on the CapTel phone console when using Sprint WebCapTel on his computer.
4	07/26/12	The Customer reported dropped captions on his Sprint WebCapTel calls.	08/01/12	The Customer Service Representative assisted the WebCapTel user by clearing out temporary Internet files and the cache in their browser.
5	07/29/12	The Customer reported a delay in captions.	07/29/12	The Customer reported that he or she experienced a delay of captions behind the spoken word during captioned calls. The Customer Service Representative explained to the customer how captions are produced. It is normal to experience a 3-5 second delay between as the other party speaks and when captions appear on the CapTel display screen. The Customer Service Representative explained to the Customer that this delay could increase if their caller is speaking very quickly or if the Communications Assistant needs to add typed insertions. The Customer Service Representative also provided the customer with tips for handling moments of silence while the captions are transmitting.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	08/02/12	The Customer reported being unable to log into Sprint WebCapTel.	08/02/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
7	08/02/12	The Customer reported that they were trying to use their Sprint WCT account and it displayed the message "Cannot Display Webpage".	08/02/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
8	08/02/12	The Customer reported disconnections while using WebCapTel.	08/02/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
9	08/02/12	The Customer reported disconnect after the initial call back to the customer's phone when using Sprint WebCapTel.	08/02/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this experience. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
10	08/03/12	The Customer reported experiencing dropped calls when using Sprint WebCapTel.	08/03/12	The Customer Service Representative advised the customer to clear her Internet browser cache and to confirm that their Internet connection is able to stream data. The Customer confirmed that she is now able to place calls successfully with WebCapTel.
11	08/03/12	The Customer's helper reported having difficulty with disconnections while using Sprint WebCapTel.	08/03/12	The Customer Service Representative advised the Customer to clear the cache and browsing history of the customer's Web browser. The Customer subsequently confirmed that they are now able to successfully use the Sprint WebCapTel service.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12	08/04/12	The Customer reported captions dropping on calls.	08/04/12	The Customer Service Representative advised the customer to contact their internet service provider to determine the quality of their connection. The Customer Service Representative confirmed that the customer is using WebCapTel successfully.
13	08/04/12	The Customer reported no captions when using WebCapTel.	08/07/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
14	08/04/12	The Customer reported calls dropping when using WebCapTel.	08/07/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
15	08/06/12	The Customer reported that calls were dropped when using Sprint WebCapTel.	08/07/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
16	08/06/12	The Customer reported dropped captions using WebCapTel on their computer.	08/06/12	Further investigation revealed that their router did not consistently connect to their network. The Customer subsequently reported that their internet service provider will be replacing or repairing the router.
17	08/06/12	The Customer reported experiencing issues of connectivity while using the WebCapTel service.	08/13/12	After troubleshooting, the customer reported that the issue had been remedied and requested no further troubleshooting assistance at this time.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
18	08/06/12	The Customer reported that calls disconnected in the middle of the conversation.	08/06/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
19	08/06/12	The Customer reported that calls dropped when using Sprint WebCapTel.	08/08/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
20	08/06/12	The Customer reported that WebCapTel calls do not stay connected for more than a few seconds or minutes.	08/07/12	The Customer Service Representative investigated and found that maintenance performed by an external internet supplier inadvertently caused this incidence. The Customer Service Representative apologized and confirmed that the customer is now making calls successfully.
21	08/07/12	The Customer reported that calls disconnected when using Sprint WebCapTel.	08/07/12	After confirming that the customer was using a supported internet browser, the Customer Service Representative provided the necessary steps for clearing the cache on the internet browser. The Customer Service Representative confirmed that the customer is making and receiving calls successfully.
22	08/10/12	The Customer reported that calls went to his answering machine when he tried to make a WebCapTel call.	08/10/12	The Customer Service Representative found that the customer was not answering his telephone when it rang after clicking on "Place Call." The Customer Service Representative explained that WebCapTel will first connect to customer's telephone before calling the party he wishes to call. The Customer Service Representative advised the customer to answer his telephone when it rang in order to complete his WebCapTel call. The Customer Service Representative confirmed that this resolved the customer's experience.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
23	08/14/12	The Customer reported disconnections when using WebCapTel in an office.	08/14/12	The Customer Service Representative provided instructions for clearing the cache and discussed using a dedicated browser.
24	08/28/12	The Customer reported an inability to connect to captions using her Sprint WebCapTel account.	08/28/12	The Customer Service Representative advised the customer to clear her Internet browser cache. The Customer Service Representative confirmed that the customer is now able to use her Sprint WebCapTel account successfully.
25	09/06/12	The Helper said Sprint WebCapTel user received Error 242.	09/06/12	The Customer Service Representative advised the helper to clear the cache and restart the computer. If that fails, then install an alternate Web browser and use it exclusively for WebCapTel. The Customer is now using Sprint WebCapTel successfully.
26	09/14/12	The Customer reported seeing "Error 101: There was an unknown error when trying to process your request. Please try your request again." when trying to make a call on the WebCapTel.	09/14/12	The Customer Service Representative advised re-registering with Sprint WebCapTel. The Customer Service Representative confirmed that the customer was able to successfully make captioned calls.
27	09/15/12	The Customer's helper reported a disconnection with captions while using Sprint WebCapTel.	09/15/12	The Customer Service Representative assisted the customer's helper in deleting the cache. The Customer Service Representative confirmed this resolved the experience.
28	09/17/12	The Customer reported that WebCapTel displayed an error 103.	09/18/12	Investigation revealed that the customer had saved a link on their desktop to a previous session of WebCapTel. The Customer Service Representative advised the customer to create a new desktop link to the WebCapTel login page. The Customer Service Representative confirmed this resolved customer's experience.
29	09/18/12	The Customer reported that calls dropped when using Sprint WebCapTel.	09/18/12	The Customer Service Representative assisted the WebCapTel user by clearing out temporary Internet files and the cache in their browser. After clearing the cache, they were able to again place calls using WebCapTel.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
30	10/24/12	The Customer reported that WebCapTel calls disconnected after 3 to 5 minutes.	10/24/2012 02:25PM	The Customer Service Representative advised the Customer to clear the browser cache and test the WebCapTel. If this does not resolve the issue, the Customer Service Representative further advised the Customer to clear the cache in a different browser and test the WebCapTel again. The Customer Service Representative confirmed that the captions have connected successfully.
31	10/25/12	The Customer's employee reported that the customer experienced disconnections when on conference calls with WebCapTel.	10/25/12	The Customer Service Representative provided tips for using WebCapTel for conference calls such as asking each party to speak clearly and take turns while speaking.
32	10/26/12	The Customer reported difficulty placing captioned calls.	10/28/12	The Customer Service Representative assisted the WebCapTel user by clearing out temporary Internet files and the cache in their browser. After clearing the cache, they were able to again place calls using WebCapTel.
33	10/29/12	The Customer reported that he or she was unable to use WebCapTel.	10/29/12	The Customer Service Representative investigated and identified a temporary internet connection issue with the Call Center's internet vendor that impacted this call. The Customer Service Representative confirmed that the customer was able to successfully make calls after the vendor corrected the matter. The Customer Service Representative apologized for the inconvenience this caused.
34	11/15/12	The Customer reported that captions dropped on calls that used Sprint WebCapTel.	11/15/12	The Customer Service Representative advised the customer that they could clear the cache in their browser or use another browser specifically for use with the WebCapTel. The Customer Service Representative confirmed that the customer is using WebCapTel successfully.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
35	11/19/12	The Customer said that WebCapTel calls did not stay connected.	11/20/12	The Customer Service Representative sent an email advising the customer that the present Web browser may be conflicting with WebCapTel. The Customer Service Representative advised the customer to install a fresh second browser and use it exclusively for WebCapTel.
36	11/26/12	The Customer reported seeing various error messages after logging into their Sprint WebCapTel account.	11/26/12	Further investigation identified that a technical issue with a Gateway Server had effected the WebCapTel Service. There was not an outage, but the level of service was degraded. The lessened service would have been experienced starting around 1:00 p.m. Central Time and was resolved by 5:38 p.m. Central Time. The Customer Service Representative confirmed that the customer is able to successfully use the WebCapTel service.
37	11/26/12	The Customer reported that he or she was unable to use WebCapTel.	11/26/12	Further investigation identified a technical issue with a Gateway Server had effected the WebCapTel Service. There was not an outage, but the level of service was degraded. The lessened service would have been experienced starting around 1:00 p.m. Central Time and was resolved by 5:38 p.m. Central Time. The Customer Service Representative confirmed that the customer is able to successfully use the WebCapTel service.
38	01/09/13	The Customer reported that calls dropped when using Vonage and WebCapTel at her home.	01/09/13	The Customer Service Representative explained that both Vonage and WebCapTel required bandwidth to support the call. The Customer Service Representative advised the customer to confirm with their Internet Service Provider that they had enough Internet speed to use both simultaneously or to use WebCapTel with their cell phone.
39	01/15/13	The Customer reported that he or she was unable to use Sprint WebCapTel at work.	01/15/13	The Customer Service Representative explained that a brief intermittent event required a technical correction. Technical Support took corrective action and this has been resolved. The Customer Service Representative apologized for the inconvenience this may have caused.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
40	01/15/13	The Customer reported that he or she was unable to place a call.	01/15/13	The Customer Service Representative advised the customer to log out of their account then to try placing a call. The Customer Service Representative confirmed that the customer is successfully able to use the CapTel phone.
41	01/17/13	The Customer reported consistently dropped captions with WebCapTel.	01/18/13	The Customer Service Representative advised the Customer to perform light web browser maintenance and clear the cache of the browser. The Customer subsequently confirmed that she has since been able to successfully connect with captions after performing maintenance of her web browser.
42	01/18/13	The Customer's wife reported the captions stopped on some calls.	01/18/13	The Customer Service Representative assisted the WebCapTel user by clearing out temporary Internet files and the cache in their browser. After clearing the cache, they were able to again place calls using WebCapTel.
43	01/24/13	The Customer reported that they lost the caption connection when using WebCapTel.	01/24/13	Further investigation revealed that the customer is used WebCapTel in an office setting in which everyone uses the same internet server. The Customer Service Representative explained to the customer that in high traffic times, this can cause the captions to be slow or the connection may drop completely. The Customer Service Representative provided to the Customer the tip of using a different Internet browser.
44	02/27/13	The Customer reported seeing "Error 100" when attempting to use Sprint WebCapTel.	02/27/13	The Customer Service Representative explained that a brief intermittent event occurred that required a technical correction. The Internet Service Provider took corrective action and this has been resolved. The Customer Service Representative apologized for the inconvenience that this may have caused. The Customer Service Representative confirmed that this resolved the customer's experience.

Complaint Tracking for Web CapTel (June 2012 - May 2013). Total Customer Contacts: 47

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
45	03/06/13	The Customer said that her WebCapTel calls were not staying connected.	03/06/13	The Customer Service Representative advised the customer to uninstall and reinstall the Firefox browser, then use that browser exclusively for WebCapTel. The Customer Service Representative confirmed that the customer is using WebCapTel successfully.
46	03/20/13	The Customer reported that he or she was unable to place a phone call through WebCapTel.	03/20/13	The Customer Service Representative advised the customer to clear the cache on her browser. The Customer Service Representative confirmed that the customer is now using WebCapTel successfully.
47	03/21/13	The Customer reported experiencing disconnection during WebCapTel calls.	03/21/13	The Customer Service Representative advised the customer to clear his browser cache and close and reopen the browser window. A test call with the customer confirmed that the connection did not disconnect.



**Federal Relay FCC Complaint Log
2012-2013**

Complaint Tracking for FED (06/01/2012-05/31/2013). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/02/12	Customer's dialing instructions are not showing to the Federal Relay Operator. Problem occurred at approximately 10:50 AM. Customer Service Representative apologized and opened a ticket. No follow up was requested.	07/02/12	This was assigned to the Federal Contract Manager. After review, this was found to be a result of an issue with the desktop parser. This was repaired on the October Phoenix Desktop Release. No further action required.
2	07/19/12	A Federal IP customer has been attempting to place calls and using the dialing instruction window for its intended purpose. The customer stated that their instructions are not showing to the Federal Relay Operators, and that he has tested this two times. Both Operators stated they did not see his dialing instructions. A trouble ticket was entered, and a follow up was requested via email.	07/19/12	This was found to be a result of an issue with the desktop parser. This was fixed on the October Phoenix Agent Desktop Release. Followed up with the customer via email, and it has been verified that all is working. No further action required.
3	09/10/12	A Federal IP caller complained that the Federal Relay Operator was slow to outdial. Customer Service apologized to the customer for the inconvenience. Customer did not request a follow up.	09/10/12	The Operator was coached on the procedures to be followed when handling this type of call. The Operator now understands the procedure.

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**Wireless CapTel FCC Complaint Log
2012-2013**

Complaint Tracking for Wireless CapTel/CapTel (01/01/2013-06/30/2013). Total Customer Contacts: 2

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/11/13	Customer not happy with service coverage in his area with WCS app. Management made decision to allow customer to return the device and give credit for usage. Customer satisfied with resolution.	01/11/13	Customer returned device with no penalty. No follow up needed. Customer happy with resolution.
2	05/03/13	Problem: Android v2.3.6 Samsung SCH-1405 by Verizon with WCS installation issue. Apologized for the issue and let customer know that technical department is looking into issue.	5/8/2013	Vendor updated version on Google Play and the customer was able to install the app with no issues. Issue resolved.

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**Sprint IP FCC Complaint Log
2012-2013**

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/12	Customer complained that they sent an email to customer service along with an attached copy of the relay conversation. The Communications Assistant refused to type the entire recording that was reached when calling a company. The Customer needed the entire message menu to reach the right department. He asked the Communications Assistant to relay the message and the Communications Assistant replied, "What message?" The Communications Assistant told him it was not relay protocol to type the entire recording. He hung up and was able to place the call successfully with a different Communications Assistant. Customer Service Response: Apologized for the inconvenience and told him that the report would be sent to the call center supervisor. Follow up requested.	06/04/12	The Communications Assistant followed the protocol as the caller did not provide instructions to type out the menu. The operator stated that he or she was able to offer to redial and type out the menu option. The caller disconnected the line before the operator was able to redial the options. Supervisor contacted customer but there was no option to leave a message.
2	06/11/12	A Sprint IP customer said he is continually disconnected when trying to make calls through the service. Apologized for inconvenience. Follow-up requested.	06/11/12	Sent an email to customer 3 times and the customer has not responded.
3	06/13/12	"I was cut off by one of your employees in the midst of talking with Capital One about a dispute. I want to report him cutting me off."	06/16/12	The Communications Assistant was pulled and coached immediately. Customer service is our top priority and disconnecting callers is not allowed. This type of issue can lead to corrective action and further monitoring.
4	06/18/12	A Sprint IP customer complained that the Communications Assistant hung up when asked to keep dialing a number. Customer service apologized for the problem. Customer did not request follow-up.	06/18/12	The Communications Assistant does not recall the call and does not know what happened or if a system error occurred.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	06/19/12	A customer complained and reported that he was disconnected during the middle of his Sprint IP call. Customer Service responded and apologized for the inconvenience and told him the report would be sent to the call center supervisor. Entered a trouble ticket. He would like follow-up email.	06/19/12	The Supervisor sent an email to the customer and apologized for the disconnects. Trouble ticket unable to pinpoint the cause. Thanked the customer for taking time to report the issue.
6	06/19/12	A customer complained that the customer emailed customer service to report several occasions in which she was disconnected during very important calls during the middle of the conversation. One call prevented her from a job opportunity. Customer Service responded and apologized for the inconvenience and told the customer a trouble ticket would be entered regarding the issue. Entered the trouble ticket. Follow up requested at email address.	06/19/12	Sent a follow-up email to the customer. All is working well.
7	06/21/12	A Sprint IP caller used Dial Around to make calls but he was disconnected. Apologized for the problem and discussed supporting information and advised that I will inform relay technicians for trouble shooting. Entered Trouble Ticket. No contact requested.	06/21/12	Customer did not request follow-up. Technicians worked on this. The case is closed.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	06/22/12	Customer complained that they emailed customer service to note that he had two calls disconnected on June 21, 2012. He provided screen shots of the calls that were disconnected and also provided the Mac OS hardware and system software overview information. Customer Service responded and apologized for the inconvenience and told him a trouble ticket would be entered. Follow up requested.	06/22/12	The Customer has not responded to the follow-up emails.
9	06/27/12	A customer complained and sent an email with an attached print-out of the conversation describing the incident in which the Communications Assistant disconnected abruptly as the customer was asking a question regarding the tone of voice of the other party on the line. Customer Service responded and apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow-up requested.	06/27/12	The Communications Assistant was pulled off the floor and coached by a Supervisor. Customer service is a top priority and disconnecting customers is grounds for immediate termination. The Communications Assistant was informed of this and will receive further monitoring.
10	07/15/12	The Communications Assistant did not follow the customer's instructions regarding placing an Internet Protocol to voice call. I apologized and informed the customer that an official complaint would be placed in the Communication Assistant's file and management would follow-up with the Communications Assistant. Customer requested follow-up via email.	07/15/12	Supervisor attempted to identify the employee by researching the Communications Assistant's number. Unfortunately, the Communications Assistant's number was not assigned to a current employee. Follow up email was sent to the customer.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11	07/17/12	A Customer complained that the Communications Assistant was not able to type properly and made many mistakes causing the outbound to hang up after being on the phone for an hour. Apologized to the customer for the inconvenience and thanked them for the feedback. Offered a follow-up on the complaint. No follow-up required.	07/17/12	Supervisor coached the Communications Assistant on proper procedure and to focus on accuracy while processing calls. The Communications Assistant is aware of the errors made in this call and will be more attentive in the future.
12	07/24/12	Communications Assistant hung up in the middle of a conversation with a business on the outbound. We apologized for the inconvenience. Customer would like a follow-up.	07/24/12	Sprint IP customer was disconnected during calls. A solution was implemented July 27, 2012, which informed the customer by email that a resolution had been implemented and an apology was given to the customer.
13	07/24/12	A Sprint IP customer receiving disconnects. Apologized for the problem and opened a ticket. Customer requested follow-up regarding the date that the issue will be resolved via e-mail.	07/24/12	Sent a follow-up email to the customer, customer sent an email stating that all is working well.
14	07/26/12	Customer asked for the supervisor. The Communications Assistant told the customer that no supervisor was available. The customer asked to be transferred to customer service. The Communications Assistant said they were unable to and hung up on the customer. Thanked the customer for the feedback and apologized for the inconvenience. This information will be passed on to the appropriate supervisor for follow-up. Customer requested a follow-up email and has provided that information.	07/26/12	Supervisor sent an email to customer explaining the issue with Sprint IP calls disconnecting. Issue was resolved by Engineering in release on the evening of July 26. Apologized again to customer for the inconvenience.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
15	07/26/12	A customer was in the middle of a call and the customer was disconnected. The Customer received a message stating, "Sprint disconnected". The Customer was very upset because this has happened before. Apologized to the customer for the inconvenience and thanked the customer for the feedback. This information will be passed on to the appropriate supervisor for follow-up. Customer requests follow-up email and provided that information.	07/26/12	Sprint IP customers were getting disconnected during calls. A solution was implemented July 27, 2012, which informed the customer by email that a resolution had been implemented. An apology was given to customer.
16	07/26/12	Sprint IP customer receiving disconnects. Customer service apologized to the customer for the issue and opened a ticket. Follow up required to inform the customer when the issue has been resolved.	07/26/12	The email address the customer gave was incorrect. Cannot follow-up with the customer.
17	08/08/12	The Communications Assistant's typing was so sloppy that I could not understand what the person was saying. When I asked them to repeat it, the Communications Assistant did not help so I had to hang up.	08/08/12	The Communications Assistant understands it was sloppy and tried to prevent it by following procedures if customers speak fast. Supervisor explained to the Communications Assistant to continue using the proper phrases as many times as needed to relay the conversation accurately.
18	08/09/12	A Sprint IP customer called to say he cannot dial two toll-free video phone numbers by using his Sprint IP numbers. It tells him that the numbers are invalid. This has been happening for two days and the customer has had no previous issues. Apologized for inconvenience. Logged in with customer's information and was able to make the calls without issue. Opened a ticket. Customer would like follow-up.	08/09/12	Sent another email following up on the previous email sent to him onn and customer has not responded to emails. Case is closed.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
19	08/13/12	A Customer complained that a caller reported his displeasure with the procedure for which the Communications Assistant routinely announces a call to the outbound party. He said this causes businesses or those not familiar with relay to think it is a scam, sales, or advertisement call and they hang up. For this reason, he provides instructions on a per call basis of how he would like his call announced. In this instance, it appeared to him that the Communications Assistant did not follow his instructions. He asked for a Supervisor who assisted with the call and was forwarded to Customer Service for further assistance. Customer Service responded and apologized for the inconvenience and told him that a report would be sent to management.	08/13/12	Supervisor was assisting agent during this call. The Communications Assistant did announce the call as requested by customer, but the voice person still hung up. The customer requested customer service and the supervisor stayed on the line while they assisted and the supervisor knew he was logging a complaint. The Customer Service Representative explained to him that we have no control over who hangs up on him.
20	08/15/12	"My brokerage company froze my e-trade account because it was flagged as a fraud call. Apologized for the inconvenience and informed the caller that this will be forwarded for further review. Customer does not request a follow-up email.	08/15/12	The Quality Supervisor was able to investigate and found that the supervisor who did the intervention on this call was following the correct procedures. The Quality Supervisor reviewed the information with the supervisor to ensure that all criteria was met before doing the intervention for potential fraud activity. All guidelines were followed. The supervisor demonstrated an awareness of the importance of making sure all criteria were present and the supervisor was hesitant to issue the intervention statement too quickly. Caller did not request a follow-up.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
21	08/21/12	The Communications Assistant didn't verify the number before dialing as requested in the customer's notes and when a supervisor was requested, the Communications Assistant did not follow the request.	08/21/12	The Communications Assistant understands and apologizes for the error of not viewing the note to verify the number before out dial. The Communications Assistant was confused about the supervisor's request and thought that the customer wanted the supervisor at the location that was being called. The Communications Assistant was unaware that the caller was requesting the relay supervisor.
22	08/22/12	The Sprint IP customer reported giving instructions not to explain relay, but the Communications Assistant explained. Apologized. The supervisor will be notified. No follow-up.	08/22/12	Communications Assistant was coached to not to ask for familiarity of service when customer requests to not explain relay.
23	08/31/12	Customer stated that the Communications Assistant did not follow the instructions outlined on her customer's note. Apologized for the inconvenience. No follow-up needed.	08/31/12	Communications Assistant was coached on the importance of following the customers' instructions.
24	08/31/12	Communications Assistant did not verify the number before out dialing. Apologized for the inconvenience. Follow up is requested.	08/31/12	A discussion was held with the Communications Assistant to ensure that they understood that we need to follow customer notes to verify the number before out dial. A follow-up email was sent to the customer.
25	08/31/12	The Communications Assistant did not verify the number to dial before out-dialing.	08/31/12	Communications Assistant was coached on following customers' instructions and to verify number to dial when instructed.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
26	09/04/12	Communications Assistant did not verify the number to dial as per instructions in customer notes.	09/04/12	Supervisor met with the Communications Assistant. The Communications Assistant admitted to not reading the note. Supervisor coached the Communications Assistant on the importance of reading and following all customer notes.
27	09/05/12	Did not confirm the number to dial as per instructions in customer's notes.	09/05/12	Supervisor met with the Communications Assistant. The Communications Assistant understands that he or she is to confirm the number, follow customer notes, and to verify instructions prior to out-dial when needed.
28	09/12/12	Customer stated that the Communications Assistant did not adhere to the instructions listed on her customer's note. Apologized for the inconvenience. No follow-up needed.	09/12/12	Coached the Communications Assistant on the importance of following the customer's request or customer's instructions in their Customer note. Also, coached the Communications Assistant on the importance of keeping the customer informed.
29	09/13/12	GTalk customer reports that Voice to Sprint IP is not sending messages to the instant message GTalk user. Apologized for technical issue. Ticket was opened. No follow-up.	09/13/12	Tested it and it is working. Customer did not request follow-up.

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Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
30	09/16/12	A Sprint IP Relay Customer called and requested a male Communications Assistant, which was ignored. The female Communications Assistant placed the outbound call but ignored, copied, and pasted the instructions pertaining to the subject of the call. The Customer Service Representative apologized for the inconvenience of the call and for the Communications Assistant. Customer Service Representative recorded the information and promised a follow-up email as requested. Follow up requested via email regarding this complaint.	02/13/13	Spoke with the Communications Assistant and coached her to follow customer notes in the future. Tried to send a follow-up email on February 13, 2013, to the address listed; however, received an Undeliverable Error Message indicating there was an issue with delivering the email. Unable to follow-up with customer.
31	09/17/12	Communications Assistant hung up on inbound Internet Protocol user as soon as the outbound hung up.	09/17/12	Spoke with the Communications Assistant, she does not remember the call. Coached Communications Assistant on procedures.
32	09/17/12	Agent hung up on inbound IP user as soon as the outbound hung up.	09/17/12	Spoke with operator, she does not remember the call. Coached operator on procedures.
33	09/17/12	A Sprint IP GTalk customer is unable to receive calls. The caller gets the message, "I'm sorry, Sprint IP Relay cannot make calls this screen name." Apologized for inconvenience. Opened ticket. Follow-up requested.	09/17/12	Sent another email to follow-up on the first message letting him know that all was fixed and everything is working now. The Customer said all is working fine.

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34	09/18/12	A Sprint IP customer states that the Communications Assistant did not follow their directions to not announce the call. Apologized. No follow-up requested.	09/18/12	Supervisor met with Communications Assistant and Communication Assistant explained that the instruction was not to explain relay which the Communications Assistant complied with. Communications Assistant did not see the instruction not to announce relay.
35	09/18/12	The Communications Assistant did not verify the number before out dial as I instructed her to do.	09/21/12	The Communications Assistant was coached by a supervisor to follow the customer's instructions at all times and verify the number before out dial as requested.
36	09/19/12	A Sprint IP customer said the Communications Assistant did not honor his request for a male agent (per customer's preferences). He asked, "Are you neglecting my preference?" The Communications Assistant disconnected the call. Apologized for rudeness and inconvenience. Follow-up requested.	02/17/13	Communications Assistant could not remember the specifics of this call but was coached on focus, following instructions, and the repercussions of disconnecting calls. We tried to send an email to the customer to follow-up but received an undeliverable error message. Unable to follow-up with customer.
37	09/20/12	A Customer stated that the Communications Assistant did not adhere to the instructions listed on the customer's note. Apologized for the inconvenience. No follow-up needed.	09/20/12	Communications Assistant was coached on the importance of following all customer's instruction.

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38	09/22/12	Sprint IP Customer called in to place a call and reached a female Communications Assistant. Despite the fact that the IP user has a note indicating a preference for a male Communications Assistant, the female agent then continued to place the call. Then after reaching an answering machine, the female Communications Assistant waited "ten minutes" before redialing to leave the message he had typed. Customer Service Representative apologized for the inconvenience and told customer she was filing his complaint for further follow-up. Customer would like a follow-up via email.	09/22/12	Communications Assistant was coached by a Supervisor to follow Internet preferences. The Communications Assistant was also coached to be responsive and focus for prompt redials. A follow-up email was sent via email to the customer.
39	09/25/12	Communications Assistant did not follow the notes or verify the number prior to dialing out. Apologized to the customer for the inconvenience. Offered a follow-up on this matter, no follow-up required.	09/25/12	The Communications Assistant was coached on proper procedure. The Communications Assistant will be more attentive to customers notes and follow instructions as given.
40	09/25/12	Communications Assistant's typing is hard to read. Communications Assistant would type from lower case to capital letters. Some words would run together. Customer requests that Communications Assistants type accurately. Thanked the customer for the feedback and apologized for the inconvenience. Offered a follow-up on this complaint, no follow-up required.	09/25/12	The Communications Assistant was coached on proper finger placement and accuracy when typing. The Communications Assistant will be more attentive to the words being relayed to ensure that errors are at a minimum.

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41	09/25/12	Customer states the Communications Assistant did not follow the directions in the notes. Apologized. Follow-up requested via email.	09/25/12	The Communications Assistant was coached by a Supervisor on following customer notes. A follow up email was sent to the customer.
42	09/26/12	I want to file a complaint against the Assistant Supervisor. The Communications Assistant was attempting to verify a number from a redial and said I needed to give the number again and the Supervisor said we no longer have the initial called to number and must give the number to dial again. Supervisor who took the complaint apologized to the caller and also told the caller we are unable to redial any earlier placed calls. Follow up requested via email.	09/26/12	An Assistant Supervisor said the caller had dialed multiple numbers and had asked for verification of a previous number. The Communications Assistant processing the call and the Assistant Supervisor advised the caller that this was not possible and the number had to be provided again.
43	09/27/12	Communications Assistant did not verify the number or department that was asked for as I requested before out dial.	09/27/12	The Communications Assistant was coached by a Supervisor to follow the customer's instructions and directions prior to out dial if requested.
44	09/27/12	Customer stated that the Communications Assistant did not keep her informed regarding the process of the call. I reiterated that the Communications Assistant followed proper procedure in specific regards as outlined to me. I also offered the customer to include this instruction to the customer's notes. The customer wanted to think about it first. No follow-up requested.	09/27/12	The Communications Assistant followed proper relay protocol.

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45	09/29/12	Sprint IP Customer called in with the preference for a male Communications Assistant which was not followed. Female Communications Assistant placed the call. Customer Service Representative apologized and took down the information for the complaint and promised to follow-up. Customer requests follow-up via email.	09/29/12	The Supervisor met with the Communications Assistant who was coached on the proper procedure, which included immediately asking a supervisor for assistance when a customer is asking for a specific gender Communications Assistant. Communications Assistant is aware of how to handle those requests in the future and a follow-up email was sent to the customer.
46	10/01/12	Customer stated that the Communications Assistant neglected his preference and then she said are you requesting a male Communications Assistant? After that, the Communications Assistant hung up. Caller was using Sprint IP. Customer requested follow-up via email.	10/01/12	The Communications Assistant was coached by a Supervisor to follow Internet preferences and to keep the customer informed of assigning a male Communications Assistant when instructed. A follow-up email was sent to the Customer.
47	10/02/12	Customer states that the Communications Assistant did not follow customer's note instructions. Call took place today, 13:17 to 13:23. When asked for time zone, customer did not provide it. Apologized. Follow up requested via email.	10/02/12	Spoke to the Communications Assistant, unfortunately specific information was not available for the Communications Assistant to verify which call it may be referring to. The Communications Assistant was coached to always focus on every call and following the customers' instructions. A follow-up email was sent to the customer.

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48	10/02/12	Caller said that the Communications Assistant was confused and wasted his time, which was about 15 minutes. She was not in order and neglected his preference and no response. Caller said he was very clear as he posted a leave message many times. Caller said that there was no response then was disconnected. Apologized for the problem. Caller requested follow-up with email.	10/02/12	After receiving a notification of the customer's concern, we were unable to identify the employee by researching the agent ID number because the number is not assigned to any employee. Email was sent to customer.
49	10/08/12	Communications Assistant didn't verify the number before out dialing. Thanked the customer for feedback; no follow up requested.	10/08/12	The Supervisor followed up with the Communications Assistant who acknowledged that she dialed out before reading the notes in trying to ensure a timely out dial. As soon as she noticed it, she apologized to the customer and verified but it was too late. The Communications Assistant understands the importance of reading the notes and following customer instructions. She was coached on typing (ONE MOMENT PLEASE) if more time is needed to read notes before dialing out.
50	10/16/12	Communications Assistant did not follow the customer's notes. They had already dialed with five rings before stating "reviewing customer notes."	10/16/12	Communication Assistant was coached by a supervisor to review customers' notes before dialing out.
51	10/16/12	Customer stated that the Communications Assistant did not verify the called to number. Communications Assistant asked for the number to dial. Apologized for the inconvenience. No follow-up necessary.	10/16/12	Communications Assistant was coached regarding the importance of following customers' instructions.

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52	10/19/12	The Communications Assistant did not follow the notes prior to the start of the call. Apologized to the customer for the inconvenience. Offered a follow-up on this complaint, no follow-up required.	10/19/12	The Supervisor met with the Communications Assistant and reviewed proper procedures. The Communications Assistant will be more attentive to customers' notes and instructions prior to dialing out in the future. No follow-up required.
53	10/30/12	Communications Assistant did not voice information verbatim.	10/30/12	Proper procedure was reviewed with the Communications Assistant. The Communications Assistant will be more conscientious of verbatim in the future. Supervisor is confident that the Communications Assistant will perform in a more professional manner in the future. A follow-up email was sent to the customer.
54	10/30/12	Inbound customer was noticing huge lags in the conversation and text on their receiving end. The customer also stated that the Communications Assistant stopped typing mid-call and was not responding to inbound. Apologized to customer and said that we would forward the information to our technician to see if there was a technical issue. Customer would like a follow-up email. Trouble ticket issued.	10/30/12	No agent assigned to this number. Unable to further investigate. An email was sent to the customer.
55	10/30/12	Inbound customer noticed huge lags in conversation or text on their receiving end. Also, customer stated that the Communications Assistant stopped typing mid-call and was not responding to inbound. Apologized to customer and said that we would forward the information to our technician to see if there was a technical issue. Customer would like a follow up email. Trouble ticket issued.	10/30/12	No Communications Assistant assigned to this number. Unable to further investigate. An email was sent to the customer.

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56	11/01/12	Supervisor typed "redialing to leave message." Supervisor said that verification of the number was done when the Communications Assistant verified the number at the beginning of the call. The Communications Assistant never verified if he wanted to leave a message. Notes stated to verify all numbers and specific instructions before dialing out. Customer said this was not done.	11/01/12	The Communications Assistant alerted a supervisor when the customer expressed dissatisfaction. The supervisor confirmed that the Communications Assistant had followed the customer's verification instructions prior to dialing. When the supervisor offered an explanation during the follow-up with the customer, the customer did not accept the explanation, became distraught, and the conversation was terminated.
57	11/06/12	Customer said, "I shouldn't have to give the number." The Communications Assistant said that they read the notes and then asked for the number. This should already be in the dialing window. I then asked for a supervisor and the Communications Assistant hung up. Overall, all agents fail to read the notes and follow my instructions most of the time. All customers should be treated better whether IP, text telephone, or voice carry over." The supervisor taking the complaint apologized for the inconvenience and assured the customer that his concerns would be forwarded to the appropriate supervisor. A follow-up was offered and accepted by the customer. Contact information was provided.	11/06/12	The Communications Assistant acknowledged the importance of following the Voice Carry Over user's instructions. The Communications Assistant stated that customer's note instructions were verified. A calling to number was then requested as the customer did not provide the number. The customer requested for a supervisor and immediately the line was disconnected. A follow-up email was sent to customer.

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58	11/07/12	Customer stated that the Communications Assistant misspelled information they were given. "Terrible Spelling Words Cause Wrong Print..." Customer wishes a follow-up via email. Customer stated that the Communications Assistant misspelled information they were given. "Terrible Spelling Words Cause Wrong Print..." Customer service thanked the customer for bringing this to their attention.	11/07/12	Due to the lack of information, the Communications Assistant does not recall administering poor spelling nor did the customer complain of spelling errors during the call. The Communications Assistant's spelling has improved recently from a survey discussion. The Communications Assistant was coached on the importance of clarifying proper spelling, pacing the customer, and proper ergonomics to improve typing skills. A follow-up email was sent to the customer.
59	11/09/12	Customer stated that the Communications Assistant did not adhere to the instructions listed in the customer's note. Apologized to the customer for the inconvenience. No follow-up needed.	11/09/12	Coached the Communications Assistant regarding the importance of following the instructions outlined in the customer's note as well as verbal instructions. The Communications Assistant was flustered with so many instructions listed and apologized for the inconvenience.
60	11/09/12	Customer reports that the Communications Assistant used poor typing on his call. Apologized. Supervisor will be notified. No follow-up requested.	11/09/12	Supervisor met and coached the Communications Assistant to be careful and pace the customer to allow time to spell words correctly.

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61	11/14/12	Customer said the Communications Assistant did not follow notes, did not verify the number before dial out, and did not verify special instructions. Customer also stated that the Communications Assistant hung up when requested to speak to a supervisor. Apologized to the customer for the inconvenience and assured that his complaint would be forwarded to the Communications Assistant's supervisor for review. Follow up requested.	11/14/12	The Communications Assistant was coached by a Supervisor on the importance of following a customer's notes and instructions. The Communications Assistant was also coached that hanging up on customers is not allowed and would not be tolerated. A follow-up email was sent to the customer apologizing for the inconvenience.
62	11/19/12	The Communications Assistant took too long to dial out and did not follow customer's notes." Customer wanted to be contacted by email.	11/19/12	Attempted to identify the employee by researching the Communications Assistant's number. Unfortunately, the Communications Assistant's number noted in the complaint is not assigned to any employee. A follow-up email was sent to the customer.
63	11/28/12	The Communications Assistant did not follow customer notes. Apologized to the customer.	11/29/12	The supervisor coached the Communications Assistant to always read and follow all customer notes.
64	11/28/12	A Sprint IP caller complained that the Communications Assistant had so many typing errors, that they lost money on an important phone call. Customer Service apologized for the problem. Customer did not request follow-up.	11/29/12	The identification number provided by the customer is not assigned to any employee. The customer does not wish follow-up and did not provide information that will allow for further investigation. No further action is possible.
65	11/28/12	The Communications Assistant did not follow the customer's notes. Apologized to the customer.	11/29/12	The supervisor coached the Communications Assistant to always read and following all customer notes.

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66	11/29/12	Communications Assistant asked for the number to dial even though it was already provided. The Communications Assistant did not verify the number to dial as the customer instructed in the customer's notes. Supervisor apologized and assured the customer that the complaint was documented and thanked the customer for bringing it to our attention. Follow up requested via email.	11/29/12	The Communications Assistant escaped out of the dial window to inform the customer that they were reading the customer notes but then forgot that the number was already received and had to ask for it again. The Communications Assistant admitted to not verifying and understands to follow the notes. Follow up sent via email as per customer request.
67	11/29/12	The Communications Assistant hung up while I was typing and I tried to ask if the number was correct and not an invalid number. Supervisor apologized and assured the customer that the complaint was documented and thanked the customer for bringing this to our attention. Follow up requested via email.	11/29/12	While the Communications Assistant recalled circumstances of this nature, the Communications Assistant was reminded to report any technical difficulty that may result in disconnects. Communications Assistant stated that the Inbound line was disconnected while the customer was typing. The Communications Assistant was also reminded of the consequences of a disconnecting a call. Sent an email to the customer.
68	12/03/12	Customer indicated that the Communications Assistant disconnected the call after being on the call for over thirty minutes with her bank.	12/03/12	The Communications Assistant recalled taking over a call, however, did not remember the call being disconnected during the course of call processing. The Communications Assistant was coached on the importance of not disconnecting calls. Also, the Communications Assistant was advised of the consequences of doing so.

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69	12/04/12	Communications Assistant just dialed the number with out verifying as instructed in the customer's notes. The Communications Assistant knew I was going to file a complaint and hung up on me. Supervisor apologized and thanked the customer for bringing this to our attention. Follow up requested via email.	12/04/12	Met with the Communications Assistant. The Communications Assistant states that the number to dial was not a valid number and the customer thought that the Communications Assistant had dialed out. He informed the customer that the number to dial was not valid. Customer hung up. Sent email to customer per his request.
70	12/11/12	Customer said that the Communications Assistant didn't verify the number before dialing out. Communications Assistant stated that he or she was dialing the number and then hung up. Apologized for the inconvenience and thanked the customer for the feedback. Follow up via email requested. Contact information was provided.	12/11/12	The supervisor met with the Communications Assistant and reviewed proper procedures regarding following customer notes and instructions. The Communications Assistant is aware of the proper procedures and will perform in a more professional manner in the future. A follow-up email was sent to the customer.
71	12/12/12	The customer stated that the Communications Assistant did not follow the instruction's outline in the customer's note about verifying the calling to number. Apologized to the customer. No follow-up needed.	12/12/12	Coached the Communications Assistant regarding the importance of following the customer's request either spoken or customer's note. The Communications Assistant was trained on the importance of keeping the customer informed.

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72	12/19/12	The Communications Assistant did not follow the customer's notes and instructions to verify everything including call instructions before dialing. Also, after completing a call to directory assistance, the Communications Assistant did not respond to the customer's request to repeat the listing. The Supervisor apologized. Customer requests follow-up.	12/19/12	The Communications Assistant verified the phone number per the customer's notes, but did not realize the customer wanted everything he typed verified. The Supervisor spoke with the customer and explained everything. The customer was satisfied and agreed to have the Communications Assistant process the call. When the Communications Assistant dialed directory assistance, the directory assistance operator asked for the information and the Communications Assistant noticed that the screen had disappeared. She tried to get the information from the caller then the entire call dropped. The Communications Assistant filled out a trouble ticket and the ticket has been forwarded to technical support. Contacted customer via email to let him know about the situation.
73	12/20/12	The Communications Assistant did not verify the number that was in the dial window before out dial. Apologized to the customer and told them the information will be forwarded on to their supervisor. Customer would like follow up email	12/20/12	Discussed with the Communications Assistant the importance of following customer notes. The Communications Assistant understands. Follow up email was sent to customer.
74	12/31/12	Customer stated that the Communications Assistant did not verify the instructions outlined in the customer's note. Apologized for the inconvenience. No follow-up requested.	12/31/12	Communications Assistant was coached to verify all instructions outlined in the customer note and verbal instructions.

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75	01/03/13	Customer felt attacked by this Communications Assistant. The Communications Assistant was rude, callous, and very unprofessional. Customer has encountered problems before. The Communications Assistant told the customer to report complaint to whomever he wanted.	01/03/13	Call was documented by a supervisor as the caller was asking for information that was no longer available to the Communications Assistant. The Communications Assistant was coached on her approach in handling customer requests even if the request is something that can not be done. Follow up sent via postal service.
76	01/14/13	Customer stated that the Communications Assistant did not do two things. First the Communications Assistant utilized (one moment please), whereas the instructions stated to type (one moment please verifying notes). Secondly, the Communications Assistant did not verify the calling to number. Communications Assistant apologized for the inconvenience that this may have caused. No follow-up request.	01/14/13	In a discussion with the customer, I clarified that the Communications Assistant followed the proper procedure on the verification of the call to the number. Customer disagreed with the protocol. Communications Assistant was coached on the importance of following the customer note to the "T".
77	01/15/13	The customer stated that this Communications Assistant did not follow two of the customer's note instructions, which was to verify the number before dialing out and confirmation of the specific person's request. The Communications Assistant apologized to the customer for the inconvenience. No follow-up requested.	01/15/13	The original incorrect number was provided to the Communications Assistant, which the Communications Assistant verified. However, upon given a second set of numbers, the Communications Assistant did not verify. The Communications Assistant was coached on the importance of following the customer's instructions to verify each number before dial out and redial as well as keeping the customer informed.

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78	01/21/13	Customer stated they have been having technical difficulties with text "lagging" and then suddenly appearing from the Communications Assistant. Customer stated after giving number to dial the Communications Assistant informed the customer it was an "international" call and disconnected without further communication. Thanked the customer for their feedback. Customer would like follow-up.	01/21/13	The Communications Assistant demonstrated knowledge of on call procedure involving international calls and was adamant that she did not disconnect the call. Nevertheless, the Communications Assistant was coached on the importance of not disconnecting calls. Also, Communications Assistant was advised of the consequences of doing so. The Supervisor observed no technical difficulty (i.e. lagging texts) on Communications Assistant's side, which may have attributed to technical difficulties. Trouble ticket entered. All is working fine. Sent a follow-up email to customer.
79	01/21/13	The customer stated they have been having technical issues with "lagging" text delays from relay in which sudden large chunks of text appear. Customer stated that the Communications Assistant disconnected the call mid-dial.	01/21/13	Thanked the customer for their feedback. The Communications Assistant stated that the Inbound line was disconnected while the call was in process. The Supervisor observed no technical difficulty (i.e. lagging texts) on the Communication Assistant's side however the Communications Assistant was coached on the importance of not disconnecting calls. Also advised the Communications Assistant of the consequences of doing so as it may attribute to technical difficulties. The technicians looked into this and fixed it. All is working fine. A follow-up email was sent to customer.

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80	01/24/13	"Thirty seconds after I received the ringing macro, the Communications Assistant started the disconnect procedure. They never told me the line stopped ringing."	01/27/13	The Communications Assistant relayed that the line was still ringing. After no response from the caller, the Communications Assistant requested a supervisor to document the no response and proceed with the disconnect procedure. Follow up was sent via email as per requested.
81	01/29/13	The Communications Assistant verified that the number was incorrect. When I gave the corrected new number to dial, the Communications Assistant did not verify it before out-dial. All numbers are to be verified every time I give them." Customer requests follow-up email.	01/29/13	The Supervisor coached the Communications Assistant on the importance of following the customer's instructions to verify each number before dial out. Emailed customer's information concerning follow-up with the Communications Assistant and an apology.
82	01/30/13	Caller requested a supervisor to complain about a Communications Assistant who was not following customer's notes. Supervisor responded inappropriately by saying "I don't have time for this. Sorry you don't agree." The supervisor recording the complaint told the caller that the complaint against the supervisor has been documented and the supervisor will be coached. Follow up requested via email.	01/30/13	Supervisor said that they were trying to explain that the Communications Assistant did follow procedure and had been talking to the caller for a while and then said the inappropriate comment. The Supervisor has been coached on different things that would be more appropriate to say. Follow up sent via email as per request.
83	02/01/13	A customer stated that the Communications Assistant did not adhere to the instructions listed in the customer note. The Communications Assistant apologized for the inconvenience. No follow-up requested.	02/01/13	Coached the Communications Assistant on the importance of following the customer's instructions. Also, coached the Communications Assistant on the importance of keeping the customer informed.

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84	02/05/13	The Customer stated that the Communications Assistant did not follow the instructions listed on his customer's note thus, the Communications Assistant did not wait for his approval before redialing. Communications Assistant apologized for the inconvenience. No follow-up requested.	02/05/13	Coached the importance of getting the customer's verification prior to out dial.
85	02/05/13	A Sprint IP customer explained that the Communications Assistant was slow to respond and "kept giving incoherent messages." Customer reportedly asked for a different Communications Assistant, but their request was ignored. Apologized. Follow up requested.	02/05/13	The Supervisor followed up with the Communications Assistant and reviewed proper procedures and excellent customer service skills. The supervisor feels the Communications Assistant will perform in a more professional manner in the future. A follow-up email was sent to the customer regarding this complaint.
86	02/06/13	"I want to place a complaint on a Communications Assistant and a supervisor. The Communications Assistant did not verify the number to redial. The Communications Assistant would only say the number was invalid and would not verify the number to redial. The Supervisor stated that redialed numbers do not need to be verified and the number was invalid. My customer notes stated to verify each number before redial." Customer would like a follow-up email.	02/06/13	Coached the Communications Assistant and Supervisor regarding the importance of verifying the instructions whether spoken or outlined in the customer's note. A follow-up email was sent to customer.

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87	02/11/13	Customer says there are long lag times and that that typing would stop mid sentence. Then, after about thirty seconds the rest of the sentence would appear. The Supervisor apologized for the inconvenience and let the customer know that the complaint has been documented and a trouble ticket was filled out for the technician. Follow up requested via postal service.	02/11/13	Technicians looked into this and did not find any problems. Sent a letter to customer about this situation.
88	02/12/13	A Customer stated that the Communications Assistant did not verify the number before redial as instructed in the customer's note. Also, the customer stated that the Communications Assistant had to be prompted on what the person said before they hung up. Apologized for the inconvenience and attempted to address his second concern in regards to the voice person greeting. However, the customer did not find the explanation satisfactory. No follow-up requested.	02/12/13	The Communications Assistant was coached on the importance of following all instructions listed in the customer's note.
89	02/13/13	"I want to complain about a Communications Assistant. He hung up on me while I was trying to get a number. I wanted to redial but he did not and hung up on me."	02/13/13	The Communications Assistant was coached by a supervisor. The Communications Assistant followed disconnection procedures after the message was typed and inbound quit responding.

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90	02/17/13	Caller said that the Communications Assistant took thirty-three seconds to dial out. They did not indicate that they were reading notes, nor did they verify the phone number to dial (as per customer notes) and then hung up. Caller was not sure how many times it rang before the Communications Assistant hung up. The Supervisor taking the complaint apologized for the inconvenience and informed the customer that the complaint will be forwarded to the agent's supervisor. Follow up requested to be sent via email.	02/17/13	Spoke with the Communications Assistant. Explained to her how important it is to focus on your call and read customer's notes. Communications Assistant understands the importance of focusing and will follow customer notes. Follow up letter sent to customer.
91	02/19/13	A Customer said that the Communications Assistant didn't type everything stated to the caller's contact. Customer said the Communications Assistant repeatedly left out information on her calls. Customer Service Representative responded and apologized to the customer and assured that the complaint would be sent in as stated. Follow up requested by customer to e-mail address.	02/19/13	The Supervisor reviewed proper procedures with the Communications Assistant in regards to this complaint. The Communications Assistant will be more aware of verbatim and quality customer service in the future. A follow-up email was sent to the customer.
92	02/28/13	A Customer stated that the Communications Assistant did not verify the number calling per the customer's note. Apologized for the inconvenience. No follow-up necessary.	02/28/13	The Communications Assistant was coached on the importance of following customer's instructions.

Complaint Tracking for Sprint IP (June 2012 - May 2013). Total Customer Contacts: 105

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
93	02/28/13	This is normally a great Communications Assistant. The Communications Assistant was typing during the call then when I was done typing, I was disconnected. This happened sometime around 11pm or later. Maybe there was a glitch.	03/01/13	Supervisor was able to confirm that the Communications Assistant received a system message indicating the inbound had hung up, at that time the Communications Assistant informed the outbound that the calling party had disconnected. The Communications Assistant was coached on always asking for assistance from supervisor if they feel a disconnect could have been due to the device. Follow up email was sent to customer.
94	02/28/13	Customer was unable to place calls. They were being disconnected each time the customer put the number in the dial field and they would get disconnected automatically. I apologized for the problem and opened a trouble ticket.	02/28/13	Sent three emails to the customer. However, the customer has not responded. Case is closed.
95	03/06/13	The GTalk customer reported that the Communications Assistant disconnected the call. Apologized. The supervisor will be notified. Follow up requested.	03/06/13	The Communications Assistant was coached by a Supervisor about disconnecting customers. A follow-up email was sent to the customer.

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Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
96	03/11/13	Customer complained and sent an email to Customer Service with a copy of the relay conversation print-out. The Communications Assistants always state "(recording)" without actually filling out what is actually being said. "I do want to hear the options. They decided THEMSELVES to go for live person. What if I want to go for the option features? This is annoying and this isn't the first time." Customer Service responded and apologized for any inconvenience and told her a report would be sent to the call center's supervisor. Suggested that we could add a note to her customer profile instructing agents to always type the recording at beginning of call. Follow up requested.	03/11/13	The Communications Assistant followed recording procedures. A follow-up email was sent to the customer.
97	03/19/13	Caller states that the Communications Assistant did not inform the caller that the outbound party had hung up until prompted. The supervisor said that the Communications Assistant followed protocol but the notes say to keep the customer informed. The supervisor documenting the complaint apologized and informed the customer that they would receive a follow-up. Follow up requested via email.	03/19/13	Met with the Communications Assistant and coached on the importance of keeping the customer informed. Follow-up email sent to customer as requested.

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Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
98	04/08/13	A Customer reported he was communicating a complaint to a supervisor. While discussing how the Communications Assistant did not follow his customer notes or instructions, the supervisor told him he was being too difficult and hung up on him. Customer requests a follow-up email.	04/08/13	Unable to follow-up because the Communications Assistant and ID number were not provided. After the investigation, the Communications Assistant could not be identified sitting at the station, that would have generated the ID number provided during the time of the call. Follow up email sent at customer's request.
99	04/09/13	The Communications Assistant had trouble verifying information and following notes. Supervisor told the customer the issue would be addressed. Follow up requested via email.	04/09/13	The Supervisor met with the Communications Assistant. The Communications Assistant confirmed that the caller was asked to verify information. At one point, the customer did not respond to the verification requests and garbling issues followed. The Communications Assistant was coached to follow the customer's notes, verify information when requested, and always ask for clarification especially with garbling issues.
100	04/09/13	Customer stated that the Communications Assistant's spelling was very bad, which caused the customer to ask the Communications Assistant to repeat the typing of the conversation. Customer also stated that they had to encourage the agent to redial the number after a long wait with no response from the first dial out. The Customer Service Representative apologized for the problem. No follow-up requested.	04/09/13	The Supervisor met with the Communications Assistant. The Communications Assistant understands to be careful with spelling. The Communications Assistant was coached on being accurate and focused on the call.

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Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
101	04/29/13	Customer said "I responded to what the hearing person said and I got disconnected." Supervisor apologized to the customer. Follow up requested to be sent via email.	04/29/13	The Communications Assistant was coached by a supervisor on the serious nature of disconnecting customers. A follow-up email was sent to the customer.
102	05/08/13	Customer stated that the Communications Assistant did not verify the second number after the original number was given and verified. Apologized to the customer. No follow-up requested.	05/08/13	The Communications Assistant was coached on the importance of verifying all numbers provided.
103	05/14/13	Sprint IP customer reported that the Communications Assistant did not follow instructions. The report was made to the Center Supervisor. Follow up requested.	05/16/13	The Supervisor and Center Manager discussed the incident with the Communications Assistant and appropriate action was conducted. A follow up email was sent to the customer.
104	05/16/13	The Communications Assistant did not give the new Communications Assistant the information before switching agents.	05/16/13	When switching agents, the Communications Assistant should not discuss the call unless it has to do with instructions for processing the call. Follow up to customer.
105	05/22/13	A Customer stated that the Communications Assistant disconnected him. Apologized for the inconvenience. Communications Assistant attempted to explain the reason why their call was disconnected and the customer accepted the explanation. No follow-up necessary.	05/22/13	The Communications Assistant had requested for a supervisor's assistance. While discussing the relay protocol with the supervisor, the Communications Assistant misunderstood the supervisor's instructions and accidentally disconnected the customer.



**Sprint's IP CapTel FCC Emergency
Order Complaint Log
2012-2013**

Complaint Tracking for Sprint's IP CapTel FCC Emergency Order Log (June 2012 - May 2013). Total Customer Contacts: 637

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
637	2/22 – 5/30/2013	Customer reported seeing the FCC message about the Emergency Order to have the captions default setting off.	2/22 – 5/30/2013	The Customer Service Representative discussed why the FCC implemented the emergency order for all IP based captioning services. The Customer Service Representative explained after a future update, that he will need to press the captions button before or during calls to receive captions and to prevent inadvertent use of the captioning service by those who do not require captions. The Customer was accepting and thanked Customer Service Representative for this information.