



Sprint Nextel
12502 Sunrise Valley Drive
Reston, VA 20196
Office: (703) 592-5111
Fax: (703) 433-4804
marybeth.banks@sprint.com

Marybeth M. Banks
Director
Government Affairs

July 7, 2014

CORRECTED DATAES

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
Washington, D.C. 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 Web CapTel, Federal Relay, Sprint IP and Sprint 800i and 840i operations and pursuant to Section 64.604(c)(1) of the Commission's Rules, 47 C.F.R. Section 64.604(c)(1), hereby submits its annual summary of its consumer complaints for the period June 1, 2013 to May 31, 2014. 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 & Governmental Affairs Bureau (by email)
cc: Greg Hlibok, Chief, Disability Rights Division, Consumer & Governmental Affairs Bureau (by email)



**Sprint IP FCC Complaint Log
2013-2014**

Complaint Tracking for Sprint IP (06/01/2013-05/31/2014). Total Customer Contacts: 77

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/13	Communication Assistant did not verify the number to dial as instructed in the customer notes. Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	06/07/13	Supervisor met with the Communication Assistant and coached on the proper procedure. The Communication Assistant will be more aware of the customer notes and instructions in the future. Follow up email was sent to the customer on July 1, 2013.
2	06/11/13	Customer stated that the Communication Assistant did not follow the customer's instructions to explain to the voice person how to make a relay call and provide the voice person the 800 relay number. Customer said the Communication Assistant refused, saying it would be taking control of the call and therefore would not honor this request. Apologized to the customer and assured the customer that this will be brought to the Communication Assistant's direct Supervisor. Requested a follow up via e mail.	06/11/13	The Supervisor met with this Communication Assistant and coached them on proper procedure. The Communication Assistant did not understand that when instructed by the inbound to explain relay, they are able to do that within proper procedure. The Communication Assistant will go forward with this information and proper procedure will be followed. A follow up email was sent to the customer.
3	06/12/13	Customer stated that this Communication Assistant verified the number dialed but not the special instructions outlined in the customer notes (specific department and person). Customer never gave the okay to dial out and the Communication Assistant dialed out. Customer stated that he requested a new Communication Assistant at the beginning of the call and the Supervisor did not get a new Communication Assistant. The customer also stated that this Supervisor did not tell him that other Communication Assistants were unavailable. Apologized for the inconvenience and assured the customer that this will be forwarded to the appropriate center for a follow up. Requested a follow up via email.	06/12/13	Supervisor was met with and the procedures for new Communication Assistants were followed initially. No Communication Assistant assigned to the number provided, unable to follow up. Follow up sent via email as per request.
4	07/08/13	The Communication Assistant did not follow my instructions to verify the number and all the instructions before dialing out. The Communication Assistant verified the number but did not verify the additional instructions given. Apologized to the customer for the inconvenience. Customer requests follow up.	07/09/13	When investigating the incident, the Supervisor discovered the Communication Assistant identified by the customer was not present in the work place on the time/date the call was completed. Unfortunately, we are unable to determine the identity of the Communication Assistant who may have handled the customer's call and further investigation is not possible. Followed up with the customer via email to explain and extend our apologies regarding the incident.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	07/08/13	Customer would like to report that his complete message was not relayed to the voice person during his call. Customer also states that the Supervisor stated that it was ok if the Communication Assistant does not follow all his notes because he has too many. Customer would like a follow up email regarding this issue.	07/08/13	One of the Communication Assistant numbers the customer provided does not exist. The other Communication Assistant mentioned does not remember having any difficulty with this call. The Communication Assistant was coached, however, on the importance of following the customers' notes. Follow up email was sent to the customer as per their request regarding this complaint.
6	07/10/13	Customer stated that this Communication Assistant verified the phone number, however, did not verify the specific person requested prior to dial out. Apologized and informed the caller that the Communication Assistant was coached on the spot. No follow up requested.	07/10/13	The Communication Assistant was coached on the importance of instruction verification prior to placing calls.
7	07/13/13	Customer gave instructions to relay the message to the answering machine or live person but did not announce relay. Before customer could give the message, the Communication Assistant dialed out. Customer asked the Communication Assistant why they redialed without a message or complete instructions and Communication Assistant typed: Please respond, the customer is XXX XXX. Never mind, she hung up since you wouldn't respond". Customer asked for a Supervisor and the Communication Assistant hung up on the caller. Apologized multiple times for the inconvenience and frustration and thanked the customer for letting us know. Assured the customer that this information would be passed on to the Communication Assistant's immediate Supervisor. A follow up is requested via phone.	07/13/13	Unable to conduct a follow up with the Communication Assistant as he has since left the company. Left a follow up message on their answering machine.
8	07/17/13	Customer called to report that an Communication Assistant disconnected his call. The customer states he received no warning that the Communication Assistant was going to disconnect his call. A follow up email is requested regarding this issue.	07/25/13	The Communication Assistant informed that appropriate time for a response was given and followed disconnect procedures accordingly. Sent email to customer apologizing for the miscommunication and assured this incident will not occur again.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	07/19/13	Customer believes the Communication Assistant hung up immediately after the customer typed "BYE SK". Customer feels the Communication Assistant should have given it a bit more time before hanging up. Supervisor explained that Communication Assistants should wait for the inbound to disconnect, but when the outbound call is completed and no response is received after a certain length of time, the Communication Assistant may disconnect. The customer accepted the explanation. Supervisor assured the customer that a follow up will take place with the Communication Assistant.	07/23/13	The Communication Assistant remembers informing the customer that the called party had hung up. She then followed the "no response" disconnect procedure.
10	07/21/13	Sprint IP Relay customer was attempting to connect to a Communication Assistant to make an outgoing call. The customer stated that he/she had been trying for ten minutes and kept getting an error message that stated: System is busy. The customer was upset that he/she was unable to complete the call. Customer Service Representative apologized for the inconvenience and let the customer know that the information would be brought to the Supervisor's attention. No follow up was requested.	07/24/13	The SYSTEM BUSY message is displayed when the Sprint IP web page is unable to contact the server when placing a call. Sometimes this is caused by a server problem and sometimes it is caused by a bad connection on the user's end. Engineering has gone through our logs and found no connectivity issues; it is likely that this particular event was a user end issue.
11	07/26/13	Communication Assistant did not seem to wait long enough after I said goodbye to disconnect the call. Supervisor apologized for the inconvenience. No follow up requested.	07/26/13	Despite of insufficient information provided, this was discussed with the Communication Assistant. This Communication Assistant does not remember the call, however, the Communication Assistant demonstrated knowledge of the correct procedures to process this type of call.
12	07/28/13	Customer called in to complain that the Communication Assistant did not keep him informed of the call progress during the call. The Communication Assistant did not confirm the department that he asked for when a person answered the phone. The customer would like a follow up email.	07/28/13	Coached the Communication Assistant on the importance of keeping customers informed at all times. Followed up with the customer by email explaining that a discussion was held with the Communication Assistant to ensure that this type of call will be handled correctly in the future.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	07/28/13	Customer reports the Communication Assistant did not follow his instructions and disconnected his call. The customer would like a follow up email sent regarding this issue.	07/28/13	The call was discussed with the Communication Assistant. The Communication Assistant does not remember ever getting a call from this customer. Due to the lack of information taken by Customer Service Representative regarding this complaint, what type of instruction was not followed, and at what point the call was disconnected, Supervisor was only able to send a follow up email to Customer as per their request documenting the Communication Assistant had been met with.
14	08/15/13	Customer complained that the Communication Assistant did not wait for customer to respond after verifying the customer's notes. The Communication Assistant dialed out the number. Customer asked for a Supervisor twice and the Communication Assistant didn't respond. Eventually the customer was disconnected.	08/15/13	The Communication Assistant verified the information but did not get a response from the caller. The Communication Assistant did request Supervisor assistance and when the Supervisor attempted to communicate with the customer the call was disconnected. Follow-up sent via email as per request.
15	08/23/13	Caller reported that the Communication Assistant disconnected him during a call to his bank and sent the copy of the conversation he saved showing the Communication Assistant number, call content, and time of the disconnect. Customer Service apologized for the inconvenience and told the customer a ticket would be opened to find the cause of the problem. No follow up requested.	08/23/13	The Technician was unable to verify if the call was dropped due to Communication Assistant disconnecting or due to system error.
16	08/25/13	Customer says the Supervisor did not give their name with their number and said "I gave you my ID" when caller asked for name instead "I choose not to give my name." Customer said they were aware Supervisors do not have to give their names to customers. Customer was also unhappy that Communication Assistant needed the Supervisor's help to change his notes. The Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	08/25/13	A follow up email was sent today.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
17	08/28/13	Customer stated that the Communication Assistant did not verify the call to the number prior to dial-out. Also, after the dial-out, the Communication Assistant typed the phrase that was listed in the customer note (one moment please verify your note). Apologized for the inconvenience. No follow up requested.	08/28/13	The Communication Assistant was coached on the importance of verifying the call to number prior to dial-out as well coached on the importance of typing that specific phrase also prior to the dial-out.
18	08/28/13	The Communication Assistant mis-identified the gender of the voice on answering machine, and did not tell the customer that it was a child's voice. The Communication Assistant did not verify number before dial-out. Apologized for inconvenience and feedback and will forward to appropriate department for follow up.	08/29/13	Coached the Communication Assistant on the importance of following all instruction listed in customer notes. Communication Assistant informed instruction was followed was not able to determine the voices of children and gendered it only as female. Communication Assistant apologized for mistaking the gender of the voice on the answering machine.
19	08/28/13	The Communication Assistant dialed the number without confirming instructions as listed in customer notes. The Supervisor apologized for the inconvenience. No follow up requested.	08/28/13	Communication Assistant was coached to make sure to include more details when following the customers instructions.
20	08/28/13	The Communication Assistant did not follow the customer notes which states to always get a live representative, but the Communication Assistant asked if I wanted to hold for a live representative. The notes also say not to type recordings and only type answering machines the Communication Assistant typed the recording but not the answering machine. A Supervisor was requested to report the Communication Assistant not processing the call correctly the Supervisor responded with "if nothing else". Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	08/28/13	The Supervisor assisting on this call had also documented this call in the Supervisor assistance log. The Supervisor assisted for over 6-minutes on this call. Supervisor always identifies themselves with name and ID. Additionally, the Supervisor sent a follow up email as per the customer's request regarding this complaint. The Communication Assistant processed this call as per the customer request, the customer placed several calls with this Communication Assistant.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
21	08/29/13	The Communication Assistant did not follow customer note which states to verify the number that is being dialed on redials. The Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	08/29/13	The Communication Assistant was coached to verify information on every out dial including redials if instructed to do so.
22	08/30/13	After the Communication Assistant typed verifying notes as instructed in the customer notes there was no response from the Communication Assistant for a long time and then the someone typed Supervisor disconnecting the call. There was no name or number for the Supervisor, and the Communication Assistant did not continue with verifying the number to dial. Supervisor apologized for the inconvenience. Follow up requested via email.	09/09/13	The Supervisor assisting confirmed that the Communication Assistant had sent several query prompts. When no response was received after the designated waiting time an advisory was sent and the Supervisor authorized the disconnect. A response was sent to the customer explaining protocol with regard to no customer response wait time.
23	09/04/13	Customer got "Sprint IP (and Communication Assistant ID) then the line disconnected. The customer figured it was a technical problem because it happens a lot. Thanked customer for feedback and will have someone follow up.	09/09/13	Spoke with Communication Assistant and she confirmed the call did drop on her board and disconnected immediately was not able to assist caller. Sent an email to caller and apologize for the inconvenience.
24	09/05/13	"The Communication Assistant immediately disconnected my call and did not give me the option to place another call. They did not follow disconnect procedures." Customer would like a follow up email.	09/05/13	When a Communication Assistant does not remember the call, investigate the his/her procedural knowledge. Resolved the contact by stating that the Communication Assistant demonstrated knowledge of the correct procedures to process this type of call. A follow-up email was sent to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
25	09/16/13	Supervisor did not wait long enough before disconnecting my call. Supervisor apologized for the inconvenience. Follow up requested to be sent via e-mail.	09/16/13	Supervisor followed procedure protocol for no response disconnect. Follow up letter sent via email as per request.
26	09/16/13	The Communications Assistant did not verify the number to dial as instructed to in the customer notes. Supervisor apologized for the inconvenience. Follow up requested to be sent via e-mail.	09/16/13	Communication Assistant didn't see that particular request in the note. Communication Assistant was coached to make sure to read and follow all the notes. Follow up letter sent via email as per request.
27	09/19/13	Customer states the Communication Assistant did not relay call in a timely manner. The Communication Assistant did not keep customer informed regarding a recording and the Communication Assistant typed slow. The Supervisor apologized to customer for inconvenience. No follow up requested.	09/19/13	Communication Assistant was trying to use a rewind feature to capture everything the recording was saying and in doing so caused a delay to the customer. The Communication Assistant was coached on alternative ways to relay recordings and keep the customer informed.
28	10/07/13	Customer called in to report the Communication Assistant disconnected his call. Customer would like a follow up email.	10/07/13	The Communication Assistant number named in the complaint is not assigned to any employee. A follow up email was sent to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
29	10/08/13	Caller sent email to report that the typing during his Sprint IP call was "atrocious". The Supervisor apologized for the inconvenience and told him the report would be sent to the call-center Supervisor. No follow up requested.	10/08/13	The Supervisor met and coached the Communication Assistant. The Communication Assistant understands the importance of typing accurately and to be careful when typing messages.
30	10/10/13	I gave the Communication Assistant a number and wanted it verified per my customer notes. The Communication Assistant said the number was invalid and cannot be dialed. The Communication Assistant did not verify and hung-up on customer. Apologized for the inconvenience and will follow-up via email per customer request.	10/14/13	While the Communication Assistant does not recall this occurrence, the Communication Assistant assured that the instructions would have been followed and understood the importance of keeping the customers informed at all time. The Communication Assistant was reminded of the consequences of a disconnecting a call. Email follow-up sent to customer.
31	10/13/13	"The Communication Assistant did not follow my notes. The Supervisor told me the Communication Assistant did not have to follow my notes because there are too many. I would like a follow up email in regards to this issue."	10/13/13	Follow up with the Communication Assistant and Supervisor regarding the customer notes, both demonstrated knowledge. A follow up via email was sent to the customer.
32	10/28/13	Communications Assistant did not provide the correct information to the medical benefits enrollment representative, causing the call to take over one hour. Once another Communications Assistant took over the call, the call was completed successfully. Customer sent email to Customer Service to report the call in question along with a copy of the conversation for clarification. Will fax copy of conversation to call-center. Thanked the customer for the information, apologized for the inconvenience, told her the report would be sent to the call center Supervisor for investigation. Follow up requested.	10/31/13	The Supervisor met with the Communication Assistant and she was coached on focusing on all calls to ensure all the needs of the customers (both inbound and outbound) are met to the best of her ability. Unable to follow-up with customer due to invalid email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
33	10/31/13	Customer stated that he couldn't remember the Communication Assistant who was involved, but has a complaint against the Supervisor. Customer stated that the Communication Assistant did not follow the instructions so a Supervisor was requested. The customer stated that it took a long time for the Supervisor to get involved and to confirm the instructions. Customer stated that Supervisor told him that the Communication Assistant followed proper procedure which was not true. Customer Service Representative apologized to the customer for the inconvenience and assured him that a follow-up email will be sent to the Supervisor.	10/31/13	The Supervisor followed-up regarding customer notes and verifying the call number before proceeding with any additional information. A follow up email was sent to the customer.
34	11/19/13	A Yellow Cab Operator called in to report that they had finished a call to a Sprint IP customer from their company. At one point in the call they heard a voice in the background mock their response between both the customer and the Communications Assistant, and the person laughed at the caller. Supervisor was requested at the time and they stated that the Supervisor sounded like someone was making voice and didn't take down their information, then hung-up. The person seemed sure of the Communications Assistant and Supervisor numbers were the same except by the first digit. Yellow Cab Operator would like a follow up via e-mail, but gave their Supervisor's number if more information is needed.	11/22/13	This was a call take-over situation where the customer may have heard the two Communication Assistants discussing the call take-over. Coached the Communication Assistants on muting the microphone while call is being taken over. Follow-up email to customer apologizing for the inconvenience.
35	11/27/13	Sprint IP user complains that, when retrieving a voice mail for them, the Communication Assistant mistyped the corresponding phone number that ties to their email. Apologized, and informed the customer that the Communication Assistant's Supervisor will be notified. Customer requests e-mail contact from Supervisor.	11/27/13	The Communication Assistant was coached by a Supervisor on accuracy when retrieving voice mail. A follow-up email was sent to the customer.
36	12/04/13	Customer complained that IP Relay System was busy on the day after Thanksgiving and they could not make calls. "Not happy about all that at all." TRS Customer Service sent reply to email with an apology. Program Manager will be notified. Follow up requested.	12/04/13	Followed up with customer and all is working well.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
37	12/08/13	Customer had a call to directory assistance and the Communication Assistant followed everything correctly with getting the number, verifying it and dialing it out. The Communication Assistant asked the customer if he wanted to hold for a live person but customer notes say always get live person. Customer asked for Supervisor and the Supervisor told customer he can file a complaint on the web page and disconnected the customer. Apologized for the inconvenience and ensured this information would be forwarded to the Call-center Manager. Follow-up requested via email.	12/08/13	The Communication Assistant was reviewed on the importance of following customer's note. Supervisor was advised of the consequence of disconnecting the call. Followed-up with customer via email explaining what had happened and the appropriate action was taken to ensure the Communication Assistant understands procedures.
38	12/09/13	Customer said the Communication Assistant failed to keep him informed during the call, then call was disconnected. The caller saved record of the SprintIP call and sent to Customer Service. There is a note for the number he wanted dialed to call his voice mail. Apologized to the caller and told him the report would be sent to the call center Supervisor. Follow-up requested.	12/09/13	Communication Assistant was coached by a Supervisor on keeping the customer informed and following customer notes on voice mail retrieval. A follow-up email was sent to the customer.
39	12/18/13	Customer states they cannot "accept" a Sprint IP call using Firefox. That is reportedly his only internet option, Firefox. Technical ticket opened. Follow up requested.	12/18/13	Customer Service and technician worked with customer to resolve this. The customer stated that his hot spot was not working. We checked his account and found that his service was suspended for non-payment. Sent an email to the customer letting him know of this and asked that after his service is up and running, we will work with him to fix it.
40	12/27/13	The Communication Assistant did not verify the number to dial as instructed in customer notes. When customer asked to speak with a Supervisor the Communication Assistant hung up. Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	12/27/13	The Communication Assistant recalled the circumstances of this nature and it was relayed what had occurred. The Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call. An follow-up email was sent to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
41	12/28/13	The Communication Assistant did not verify the phone provided by the customer as instructed in the notes. Apologized that the Communication Assistant did not follow notes or instructions. Follow-up requested via email.	12/31/13	Supervisor met with the Communication Assistant and expressed the importance of following customer notes. The Communication Assistant is aware of this. Follow-up email sent to the customer.
42	01/03/14	Customer reports their Sprint IP call is not connecting to a Communication Assistant. Apologized. Management will be notified. No follow up requested.	01/03/14	Shared with the Call Center Management. Customer did not request follow up.
43	01/07/14	Customer reports problem connecting to Relay. Apologized. Management will be notified. No follow up requested.	01/07/14	Customer called when there was a high call volume. The technician made some test calls and was able to get through. Customer did not request follow up.
44	01/09/14	Customer stated that the Communication Assistant did not follow two customer note instructions: "verify upon redial and keeping customer informed of the call process." Attempted to clarify that on a particular call he just had. The Communication Assistant followed proper procedure on a redial. The customer disagreed. Customer was informed that keeping a customer informed should have taken place and apologized for this inconvenience. No follow up requested.	01/09/14	The Communication Assistant was coached on the importance of keeping customer informed on all aspect of call processing.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
45	01/09/14	The Communication Assistant would not comply with customer's request regarding their callers "voice tone." Apologized and informed the customer that the Communication Assistant's Supervisor will be notified for follow up with the Communication Assistant. Customer wants follow-up via email.	01/09/14	The Communication Assistant was coached by a Supervisor on describing voice tones when asked by a customer. A follow up email was sent to the customer.
46	01/13/14	Customer called in to report that they were disconnected after making two phone calls. The Communication Assistant sent "one moment please" and the line disconnected. Customer would like a follow up text message.	01/13/14	Communication Assistant did not remember this call, however the Communication Assistant was coached on the importance of not disconnecting calls. Also advised the Communication Assistant of the consequences of doing so. Followed up with the customer.
47	01/14/14	The Communication Assistant did not know how to process a two-line VCO call via the Internet relay and had hung up. Supervisor apologized for the inconvenience. No follow up requested.	01/14/14	The Communication Assistant was coached by a Supervisor on how to process a 2 line VCO call through the Internet. No follow up requested.
48	01/14/14	The Communication Assistant did not know how to process a two-line VCO call via the Internet relay and had hung up. Supervisor apologized for the inconvenience. No follow up requested.	01/14/14	Communication Assistant was coached on how to process 2LVCO call via Internet relay. This Communication Assistant is currently unassigned. Another Communication Assistant was coached on how to process 2LVCO call via Internet relay.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
49	01/21/14	Customer reported that the Communication Assistant interrupted both the IP and outbound. The Communication Assistant kept telling the voice party to hold and stop and was reported as unprofessional. Apologized for their experience and advised the caller that the report will be sent to appropriate call center.	01/21/14	Supervisor met with the Communication Assistant. Coached the Communication Assistant on being professional and courteous at all times.
50	01/22/14	Caller sent email to Customer Service to state that this was the first time she made a complaint. "The Communication Assistant was rude because when she reached a busy number and I told the Communication Assistant to keep trying. The Communication Assistant typed "GA" after one ring and she wouldn't let it ring. After that, I kept telling her to keep trying and she hung up." Customer Service apologized for the inconvenience and told her the report would be sent to the Call Center Supervisor. Follow up requested.	01/31/14	The Supervisor met with the Communication Assistant. Although the Communication Assistant would not deliberately hang up on a customer, she may have been following the disconnect procedure if the customer was not responding. Followed up with customer via email.
51	01/31/14	Customer had connected to a Communication Assistant and said that the Communication Assistant disconnected the call. Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	01/31/14	The Communication Assistant processed the call according to procedure however after the out dial there was no further response and then the Communication Assistant had disconnected the call. The Communication Assistant was coached to follow disconnect procedures.
52	02/03/14	The customer suspected that the Communication Assistant did not want to process her call. At approximately 9:50pm, call to number was given and the Communication Assistant indicated that the phone was disconnected. Customer knew that the number is a 24/7 number and used this number before. Customer requested the Communication Assistant to redial and received the same message. Caller stated that she hung up and immediately her mother called the same number and was able to reach a recording menu option. The caller then immediately called back and got a different Communication Assistant and the call went through and was able to proceed with the call. Customer suspected that the Communication Assistant was avoiding placing the call. Customer would like a follow up via email.	02/03/14	The Communication Assistant stated the call would not go through and disconnected on every redial. The Communication Assistant was coached by a Supervisor to ask for assistance and fill out a trouble ticket when calls will not out-dial. A follow up email was sent to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
53	02/05/14	Communication Assistant did not follow instructions and was argumentative. Communication Assistant ignored the customer and took control of the call. Apologized and assured him the information would be forwarded to the appropriate Supervisor. Follow up requested via email.	02/06/14	Supervisor met with the Communication Assistant. She said she was not argumentative but only following the customer request. The customer requested the Communication Assistant to "follow menu and get live person." The customer was upset the Communication Assistant did not type the menu. In this case the Communication Assistant would not be required to type since the customer said to "follow the menu." The Communication Assistant followed procedures. Followed up with customer via email.
54	02/07/14	The customer stated that the Communication Assistant failed to follow customer notes for verification prior to out dial and additional notes. Apologized for the inconvenience. No follow up requested.	06/02/14	Forwarded this to the Call Center Management to meet with the Communication Assistant. The Communication Assistant did not remember the call specifically. He did mention it was so automatic to immediately dial out on IP calls since they come in with the number whereas with traditional relay, he has more time to read the notes while the inbound is typing. The Communication Assistant was coached on always focusing on each call and making sure to follow customer instructions and notes.
55	02/10/14	Customer called back to relay to speak to a Supervisor about a Communication Assistant. The Supervisor refused to take the information because the Communication Assistant was located in a different call center and had offered to transfer the caller to customer service. Customer had never encountered this before. The Supervisor taking the complaint apologized for the inconvenience. Follow up requested to be sent via email.	02/10/14	Supervisor was coached on the importance of completing customer contact report herself and she also understood the proper protocol on this regards. A follow up email was sent at 3:46 pm Monday, February 17th.
56	02/27/14	The Communication Assistant did not re-verify that I had reached the correct department after a live person answered. These instructions are in my notes. Apologized for the inconvenience and assured this will be handled accordingly. Follow up requested via email.	02/28/14	Supervisor met with Communication Assistant and Assistant Supervisor that took the call. The Communication Assistant is not required to re-verify the name of the department reached if answered with that department name. Followed up via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
57	03/05/14	The Communication Assistant did not follow the procedures of leaving a message on the answering machine the first time. Apologized to the customer for the inconvenience. Follow up requested via email.	03/06/14	The Communication Assistant has been coached on the correct procedures of leaving a message the first time. Followed up with customer via email.
58	03/06/14	Customer called in to report the Communication Assistant only relayed the first message on the answering machine. The Communication Assistant would not respond when the customer asked for the next message to be typed. Customer does not request a follow up.	03/06/14	After leaving the first message the Communication Assistant informed the caller that the message was left. The caller asked the Communication Assistant if they were ready for the next message and the Communication Assistant responded with "GA". The Communication Assistant was coached to make sure to type a more clarifying statement i.e. "Yes Communication Assistant is ready".
59	03/06/14	Customer called in to report the Communication Assistant disconnected his call. Customer would like a follow up email in regards to this issue.	03/06/14	The Communication Assistant followed proper protocol due to non-responsiveness per Supervisor on Duty who was assisting the Communication Assistant on the call. A follow up email was sent.
60	03/11/14	Customer called in to report the Communication Assistant disconnected his call when he asked to speak to a Supervisor. The Communication Assistant did not follow any notes or instructions. The customer would like a follow up email in regards to this issue.	03/11/14	Customer Service stated that we were experiencing technical difficulties and that engineering is working on it. Follow up letter sent via email as per request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
61	03/12/14	The Communication Assistant hung up prematurely on a recording. Supervisor apologized for the inconvenience. No follow up requested.	03/12/14	There is no Communication Assistant assigned to this ID number. No follow up requested. Unable to further investigate.
62	03/12/14	Caller sent email to Customer Service to report: "Why Sprint IP relay hung up on me for 7th time today?" Customer Service apologized for the inconvenience and said that we are experiencing technical difficulties. No follow up requested.	03/12/14	Customer Service apologized. Told the customer we are experiencing technical difficulties and engineering is working on it. No follow up requested.
63	03/12/14	Customer sent email to Customer Service to report: "Whenever I try to use Sprint IP to make a call, the number is dialed, the Communication Assistant connects and then the call disconnects. Sometimes I get a response from the number dialed, but then I'm hung up on". Customer Service apologized for the inconvenience and explained technical difficulties with Sprint IP at this time. Thanked her for her patience. No follow up requested.	03/12/14	Apologized for the inconvenience and explained that Sprint is experiencing technical difficulties with Sprint IP at this time. Thanked her for her patience. No follow up requested.
64	03/12/14	Customer reports calls through Sprint IP have been disconnecting. The customer does not want follow up; they want the problem resolved. Apologized for the technical problem. No follow up requested.	03/12/14	Apologized and told the customer that we are experiencing technical difficulties at this time. Our engineering group is working on this. Thanked customer for her patience. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
65	03/12/14	Sprint IP customer reports getting disconnected on their recent call. Apologized for the technical problem. No follow up requested.	03/12/14	Apologized and explained to the customer that we are experiencing technical difficulties at this time. Our engineering group has been working on this. Thanked customer for her patience. Follow up not requested.
66	03/12/14	Customer sent email to report a problem with Sprint IP calls disconnecting during the conversation and also reported getting many busy signals. Customer Service apologized for the inconvenience and told her of a known issue that the engineers were working to resolve as soon as possible. No follow up requested.	03/12/14	Apologized for the inconvenience and told her of a known issue that the engineers were working to resolve as soon as possible. No follow up requested.
67	03/12/14	Caller reported that his calls through Sprint IP yesterday and today continue to disconnect during the middle of the conversation. Customer Service apologized for the inconvenience and told him that a trouble ticket had been entered regarding the issue. Told him we have not been provided an estimated timeline of when the issue will be resolved. No follow up requested.	03/12/14	Apologized for the inconvenience and told him that a trouble ticket had been entered regarding the issue. Thanked him for his patience. No follow up requested.
68	03/12/14	Sprint IP customer reports being disconnected twice this morning. The customer did not notice the Communication Assistant ID. Apologized. No follow up requested.	03/12/14	Apologized for the inconvenience and told her that we are experiencing technical difficulties. Our engineers are working on it. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
69	03/12/14	A Sprint Mobile IP customer who was using an iPhone 5 reports her contact list is "chaotic" and "not alphabetical". Customer does not want to manually enter the number to dial. Apologized. Relay management is working with Engineering to fix the issue. Follow up requested.	03/12/14	Sent an email to see how her calls were working. The customer can make calls. She will contact us if she has problems.
70	03/26/14	The Communication Assistant did not get a live Operator like the customer requested. The Supervisor explained that there was not an option for a live Operator and the customer would have to choose an option that corresponded to what department she wanted.	03/27/14	The Communication Assistant followed procedures by informing the customer there was no option for a live Operator. At this time, the customer would be required to make a selection to a specific department. Quality Supervisor followed up with the customer by letter via mail.
71	04/08/14	Customer stated that the Communication Assistant interrupted after giving the "Go Ahead." The Communication Assistant lied that she did not interrupt after giving "Go Ahead". Communication Assistant does not know how to use "Go Ahead". Customer Service apologized and will forward this to the Communication Assistant's Supervisor. No follow up requested.	04/08/14	The Supervisor met with the Communication Assistant who stated that she did not interrupt after giving the "Go Ahead". There was garbling on the call. The Communication Assistant was coached to get assistance from Supervisor. No follow up requested.
72	04/09/14	The Communication Assistant typed out the answering machine message and then hung up on me. Apologized for the mishap and assured the caller that this would be sent to the Communication Assistant's Supervisor. Follow up requested via email.	04/15/14	The Communication Assistant ID number identified is not assigned to any employee. An effort was made to reach out to the customer for additional information. The customer did not respond. No further action is possible.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
73	04/16/14	This Communication Assistant did not verify the number per my notes and dialed without permission. Also, the Communication Assistant did not type the answering machine as requested. I asked for a Supervisor and was told to call Customer Service. Apologized for the inconvenience and assured the Supervisor would be notified. Follow up requested via email.	04/16/14	When meeting with the Communication Assistant, she does not remember a call like that coming in to her station. The importance of following customer notes and instructions was discussed with the Communication Assistant and she understands. It was also discussed that whenever a customer requests a Supervisor, she is to get one; she understands this as well. Follow up email was sent.
74	05/02/14	Communication Assistant hung up on the customer. The Communication Assistant did not verify the number to dial as per customer notes. Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	05/02/14	The Communication Assistant was coached on mentioned area of concern. A follow up email was sent.
75	05/02/14	Customer stated that this Communication Assistant hung up on him. Customer stated they were calling Verizon. Apologized for the inconvenience. Requested a follow up via email.	05/02/14	Supervisor met with the Communication Assistant to discuss the disconnect. Communication Assistant says he did not disconnect, the caller stopped responding. This could have been a technical issue with the internet. Advised the Communication Assistant if there are any problems with a call, to have a Supervisor come over to witness technical issues. Followed up with the customer via email.
76	05/09/14	A registered Sprint IP user said that she tried to place a call to a toll free number and the Communication Assistant would not put the call through, saying the computer restricted her from calling. Customer Service apologized for the inconvenience. Customer did not request follow up.	05/09/14	Due to the non-geographic nature of IP calls, regional 800 dialing is not available. The information from the Communication Assistant was accurate.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
77	05/09/14	A registered Sprint IP user complained that she was calling an 800 number and the Communication Assistant told her the number was a restricted number. Customer Service apologized for the inconvenience. Customer did not request a follow up.	05/28/14	The Communication Assistant experienced technical difficulty at the time of this incident. The Supervisor submitted a trouble ticket on this issue. Due to the non-geographic nature of IP calls, regional 800 dialing is not available. The system message response was accurate.



**Sprint 800i & 840i CapTel FCC
Complaint Log
2013-2014**

Complaint Tracking for CapTel Sprint 800I-840I (06/01/2013-05/31/2014). Total Customer Contacts: 80

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
1	6/5/2013	Customer shared feedback regarding accuracy of captions stating the Communication Assistant does not get her name right and sometimes other words.	Customer Service Representative apologized for incidence and thanked customer for sharing her experience. Customer Service Representative discussed the captioning process and noted the Communication Assistant cannot ask the other party to spell a name to confirm and names will be inserted based on how they are heard. Customer Service Representative noted the customer may document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. The caller was not able to provide any examples.	6/5/2013
2	6/6/2013	Customer shared feedback regarding the Communication Assistant missing what the other party said.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service Representative noted he would share feedback provided with Call Center Management. Customer Service Representative noted that if customer wishes to document the date, time and Communication Assistant ID of any future calls this will allow us to take specific action with the Communication Assistant captioning the call and provide additional monitoring and coaching for quality assurance.	6/6/2013
3	6/27/2013	Customer reported seeing "Speaker Unclear" and "Speaker Breaking Up" in her captions.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service Representative investigated the call and found a trouble ticket logged by the Communication Assistant that noted loud and disruptive audio distortion on the first minute of this short call.	6/27/2013
4	7/19/2013	Customer reported occasionally seeing the message, "Waiting for CapTel Operator" and asked when would be the least busy time to place captioned calls.	Customer Service Representative explained that while the Captioning Service is staffed to meet the demands of daily call volume during a 24 hour period. There can be rare moments when a Communication Assistant is not immediately available. Customer Service Representative advised that if she should see this message, it is best to hold on the line to wait for the next available Communication Assistant. Customer Service Representative confirmed that CapTel is being used successfully and has not reported experiencing lengthy wait times.	7/19/2013

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
5	7/23/2013	Customer reported inaccurate captions during calls.	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer had no specifics on the date or time of the call. Customer Service Representative noted that if the customer documents the date, time and Communication Assistant ID of any future calls this will allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative explained how captions are produced.	7/23/2013
6	7/29/2013	Customer noted inaccurate captioning on her calls but could not provide any specific details.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative sent customer an email communication and suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative also followed up with the customer later to see if she had any specific examples but customer did not answer.	7/29/2013
7	8/9/2013	Customer reported inaccurate captions on a specific call.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center management for follow-up with the Communication Assistant on the importance of accuracy of names of company answering. Customer had reached a voice mail message so could not ask the other party for clarification. A second call to the same number produced accurate captions.	9/11/2013
8	8/11/2013	Customer shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative followed up with customer and shared action taken.	8/13/2013

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
9	8/13/2013	Customer reported seeing the word "HIM" repeatedly at the start of a recent captioned call.	Customer Service Representative apologized for this incidence. Customer Service Representative explained to the caller the reason this occurred as a voice recognition nuance if the Communication Assistant does not mute when they sneeze or cough. Customer Service Representative also addressed the customer's notation of inaccurate names and the recommendation to confirm spelling as the system does not allow the Communication Assistant to participate on the call.	8/13/2013
10	8/22/2013	Customer reported inaccurate captions during calls.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time, and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with the customer on to see if they had any specific detail or examples we could follow up on and they did not.	9/10/2013
11	8/22/2013	Customer's daughter shared generalized feedback regarding the accuracy of captioned calls.	Customer Service Representative apologized for incidence and thanked customer's daughter for bringing their experience to our attention. Customer Service Representative inquired if the daughter had any examples or a date and time of a call we could investigate. The daughter had no examples or calls to research. Customer Service Representative noted that if the customer documents the date, time and Communication Assistant ID of any future call this would allow us to take specific follow up action with the Communication Assistant captioning the call. The daughter said she would let the customer know. No further follow up received as of 9/6/13.	9/6/2013
12	9/1/2013	Customer reported the captions were one to two minutes behind the speaker's voice.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission. Call Center Management reported they are increasing monitoring and coaching frequency in order to take a closer look and potentially support increased captioning speed.	9/5/2013

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
13	9/9/2013	Customer reported that the captions are not always accurate.	Customer Service Representative did test calls and confirmed that the captions are transcribing correctly. Customer Service Representative explained how captions are generated by Communication Assistants who hear what the other party says and use voice recognition technology and typing. Customer Service Representative investigated and identified some trouble tickets identifying audio difficulties on some calls. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer called back on 9/28/13 but had no specifics on the call to further follow up on. Customer Service Representative encouraged customer to share specific call detail for us to follow up on.	9/26/2013
14	9/19/2013	Customer reported inaccurate captions while using his CapTel 840i.	Customer Service Representative apologized for incidence and told the customer he would pass this feedback on to the Call Center. Customer Service Representative also requested the customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer provided no specifics of call detail to follow up on further.	9/19/2013
15	9/20/2013	Customer reported captions were slow and some words were dropped on a recent call.	Customer Service Representative apologized for the incidence and thanked customer for bringing their experience to our attention. Customer had no specifics on the phone number dialed, or time of call only general information. Customer Service Representative investigated the technical details available and was unable to determine which call this was in regards to. Customer Service Representative noted if the customer can document the date, time and Communication Assistant ID of any future calls this will allow us to take specific action with the Communication Assistant captioning the call to provide further monitoring and coaching. Customer understood and thanked the Customer Service Representative for her attention to the matter. Customer Service Representative confirmed customer is actively making successful calls and has not reported any other incidence.	9/20/2013

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
16	10/10/2013	Customer shared feedback regarding accuracy of call.	Customer Service Representative apologized for incidence and confirmed the customer had no specific details to report. Customer Service Representative investigated and found two trouble tickets logged on two of this customer's calls noting technical difficulties that would impact accuracy. When attempting to follow up with the customer, Customer Service Representative found that the number had been disconnected.	10/15/2013
17	10/17/2013	Customer reported less than satisfactory captions. Customer cited missing words and unintelligible text.	Customer Service Representative apologized for the customer's experience. Customer did not have specific examples or a specific call to report that we could investigate. Customer Service Representative suggested customer document the date, time and number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up and customer reported that she notes that errors are being corrected by the Communication Assistant so is satisfied at this time.	11/8/2013
18	10/17/2013	Customer reported that captions were inaccurate to what the other party was saying including a swear word her son said he did not say.	Customer Service Representative apologized for this incidence and noted the Communication Assistant is trained to caption verbatim. Customer called a second time to report the same incidence again four days later where a swear word was in the captions but her son said it was not stated. Customer Service Representative suggested if the customer documents the date, and time, and Communication Assistant number of any future calls, this will allow us to take specific action with the Communication Assistant captioning the call. Customer called a third time stating the captions said "shut up" in the captions but her son said he did not say that to her. Customer did not have date or time of call. Customer Service Representative explained there may have been someone else in the background. Customer Service Representative noted the Communication Assistant will caption verbatim what is heard by those speaking and audible.	11/10/2013

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
19	10/19/2013	Customer reported inaccurate captions and a long wait for an available Communication Assistant on a particular call in Spanish.	Customer Service Representative apologized for this experience and asked if the customer had any details we could share with the Call Center personnel, but the customer said she did not have any dates, time or other detail. Customer Service Representative suggested the customer document the date, time and Communication Assistant number of any future calls and we will take specific action and investigate with Call Center personnel.	10/21/2013
20	10/21/2013	Customer reported that a recent call was poorly captioned.	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Further investigation found that customer experienced audio issues during the call and also that the customer reported that the telephone line was repaired by the telephone company after it was found on October 30th that the line had been damaged due to a mouse chewing the line. Customer Service Representative offered customer further assistance at his request.	10/30/2013
21	10/24/2013	Customer's niece reported a call where the captions were very far behind the spoken word.	Customer Service Representative apologized for incidence and thanked the customer for the feedback. The information was shared with appropriate Captioning service staff for follow up. The Communication Assistant is no longer employed at the Captioning center.	11/1/2013
22	10/30/2013	While on a call with the Customer Service Representative, customer experienced inaccurate and inappropriate captions.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	11/4/2013

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
23	11/13/2013	Customer reported incorrect captioned words during a CapTel 840i call.	Customer Service Representative apologized to the customer for their experience and shared call detail with Call Center Management. They followed up with the Communication Assistant to provide further coaching and monitoring for optimal performance. Customer Service Representative followed up with customer to report action taken.	12/9/2013
24	12/5/2013	Customer reported that on a specific call, she got the word "him" 7 times.	Customer Service Representative explained that the unusual words that the customer gave as an example are referred to as "phantom words" that appear in the captioning in error. Customer Service Representative explained that this can happen as a rare incidence if the microphone picks up other noise in the area and cannot interpret it as words. Customer Service Representative apologized for incidence and thanked customer for the feedback.	12/10/2013
25	12/23/2013	Customer's daughter reported seeing "Please wait for the next available agent". Call did not connect.	Customer's daughter noted she dialed out again a few minutes later and connected to captions successfully. Customer Service Representative investigated and identified a technical matter that covered a few minutes that affected this caller. Customer Service Representative apologized for this experience.	12/23/2013
26	1/6/2014	Customer reported a delay of captions behind the spoken words on her last call with the CapTel 840i.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. The call detail was reported to the Call Center. The Communication Assistant's Supervisor increased monitoring frequency of this Communication Assistant to ensure optimal performance on all calls. The call was in compliance of FCC requirements, but was more than the few seconds of delay behind the spoken words that is the standard for CapTel.	1/18/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
27	1/12/2014	Customer reported that she receives a lot of "speaker too quiet" notifications and sometimes words or sentences spoken never appear in captions.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Advised customer to document specific call examples so Customer Service Representative is able to investigate further on the customer's behalf. Customer Service Representative subsequently followed up with the customer on a later date and she confirmed the CapTel is working fine and she requires no further assistance at this time. She had no specific examples to share.	1/28/2014
28	1/13/2014	Customer's wife reported misspelled captions.	Customer Service Representative apologized for this experience and asked if the customer's wife had any specific detail for us to further investigate with Call Center personnel. Since caller did not have an example or any call detail, the Customer Service Representative suggested identifying the date, time and Communication Assistant ID or number called of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Caller said she will gather information in the future.	1/13/2014
29	1/20/2014	Customer reported experiencing a severe delay in the appearance of captions behind the spoken word during a captioned call.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent performance. Speed of captions were well within the FCC requirements, but not within the delay of seconds CapTel adheres to.	1/27/2014
30	1/24/2014	Customer reported inaccurate captions during calls.	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	1/24/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
31	2/3/2014	Customer's daughter reported very delayed captions during call with CapTel Customer Service.	Customer Service Representative apologized for incidence and thanked customer's daughter for the feedback. Customer Service Representative further investigated the specific call and found that the Communication Assistant was captioning with a longer than usual delay. The call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/5/2014
32	2/5/2014	Customer reported seeing wrong words captioned during a recent call but was unable to provide specific examples or timeframe of occurrence.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	2/5/2014
33	2/14/2014	Customer reported experiencing a delay in the appearance of captions behind the spoken word during a captioned call.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Call detail was shared with the Communication Assistant's Supervisor for follow up coaching and monitoring to ensure optimal performance.	2/14/2014
34	2/18/2014	Customer reported the message, "Waiting for CapTel Operator" when attempting to connect with captions.	Customer Service Representative thanked the customer for reporting their experience. Initially customer was advised to do a physical reset of their unit. Customer Service Representative later identified that the experience was related to an intermittent technical occurrence at one of the captioning centers and had been resolved. Customer Service Representative apologized for any inconvenience.	2/18/2014
35	2/18/2014	Customer reported that they see "Waiting for CapTel Operator" on the display screen.	Customer Service Representative thanked customer for bringing their experience to our attention and explained that their experience was related to an intermittent technical occurrence at one of the captioning centers. Customer Service Representative informed customer that this has been resolved and apologized for any inconvenience.	2/18/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
36	2/18/2014	Customer's helper reported difficulty connecting to captions on the CapTel 800i.	Customer Service Representative apologized to the customer's helper and advised that there was a brief difficulty with the CapTel captioning service that has since been resolved. Customer Service Representative confirmed the CapTel phone is now successfully connecting with captions.	2/18/2014
37	2/18/2014	Customer reported "Waiting for Caption Operator" on the CapTel 800i.	Customer Service Representative thanked the customer for reporting their experience. Customer Service Representative informed customer that their experience was related to an intermittent technical occurrence at one of the captioning centers and has been resolved. Customer Service Representative apologized for any inconvenience.	2/18/2014
38	2/18/2014	Customer reported that they are seeing "Waiting for CapTel Operator" when making and receiving captioned calls.	Customer Service Representative thanked the customer for reporting their experience. Customer Service Representative informed the customer that their experience was related to an intermittent technical occurrence at one of the captioning centers that has since been resolved. Customer Service Representative apologized for the inconvenience this has caused.	2/18/2014
39	2/18/2014	Customer reported seeing "Waiting for CapTel operator" on her CapTel 800i.	Customer Service Representative thanked the customer for reporting their experience. Customer Service Representative informed customer that their experience was related to a brief intermittent technical occurrence at one of the captioning centers that has been resolved. Customer Service Representative apologized for this inconvenience.	2/18/2014
40	2/18/2014	Customer reported that they see "Waiting for CapTel Operator" on the display screen.	Customer Service Representative thanked customer for bringing their experience to our attention and explained that their experience was related to an intermittent technical occurrence at one of the captioning centers. Customer Service Representative informed customer that this has been resolved and apologized for any inconvenience.	2/18/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
41	2/20/2014	State program representative reported inaccurate captions on a recent call.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/25/2014
42	2/22/2014	Customer reported that a particular call was disconnected by the Communication Assistant.	Customer Service Representative's investigation revealed that a Supervisor disconnected the call because the Communication Assistant had no audio for two minutes. Customer Service Representative explained that the call was disconnected by a Supervisor because of a lack of audio, and explained that the Communication Assistants are not able to disconnect calls without a Supervisor's approval. Customer Service Representative apologized for incidence and thanked customer for the feedback.	2/25/2014
43	2/25/2014	Customer reported that words are misspelled at times on the CapTel.	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative informed the customer of how captions are made and suggested the customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	2/25/2014
44	2/26/2014	Customer noted inaccurate captions on a particular call to her pharmacy.	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Call information was forwarded to the appropriate call center staff to be shared with the Communication Assistant's Supervisor. Customer Service Representative subsequently advised customer accordingly and customer thanked Customer Service Representative for follow-up.	3/7/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
45	2/26/2014	Customer shared feedback regarding accuracy of captions.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. The customer did not have any specific examples to share. Customer Service Representative suggested so that her time expressing concern could be productive. Customer Service Representative said that if the customer could provide specifics such as the date, time and Communication Assistant ID of any future calls this will allow us to take specific action with the Communication Assistant captioning the call. Customer thanked the Customer Service Representative and said next time she will document the instances.	2/26/2014
46	3/2/2014	Customer reported "garbled" captions.	Customer Service Representative apologized for her experience and explained the captioning process. Upon investigating, Customer Service Representative identified some trouble-tickets were documented by the Communication Assistants for occasional audio/bleed through problems on the line. The Customer Service Representative suggested the customer write down the time, date, Communication Assistant number, and a sample of future incorrect captions so that we can take more specific follow up action and assist further.	3/2/2014
47	3/10/2014	Customer shared general feedback regarding the captions received but had no specific information to share.	Customer Service Representative apologized and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with a comprehensive email on how captions are created and how best to report specifics so we may assist further and take corrective actions. No further customer reports were received.	3/28/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
48	3/11/2014	Customer shared feedback regarding accuracy of captions.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer was unable to share specific detail for follow up. During the call with the Customer Service Representative, the customer mentioned that captions were very good. Customer Service Representative explained how the other party's speaking pace and if they are speaking clearly or mumbling may affect the Communication Assistant's ability to caption successfully. Customer agreed and said that this is probably the case. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	3/11/2014
49	3/13/2014	Customer reported that her daughter's name appeared wrong on the CapTel 800i. Customer had Communication Assistant's number, but did not want to file a complaint.	Customer Service Representative apologized and explained how captions are created and that the Communication Assistant cannot ask the speaker for clarification as they are intended to be transparent. Customer Service Representative shared how the Communication Assistant will send out a correction in brackets to let the CapTel user know that a correction was made. Customer Service Represented also explained that any time during the call, the customer is empowered to turn off captions and turn them back on to get a connection to a new Communication Assistant without hanging up and redialing. Customer acknowledged information shared.	3/13/2014
50	3/17/2014	Customer reported that the captions were difficult to read on a particular call.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	3/27/2014
51	3/18/2014	Customer reported that the captions occasionally stop in the middle of the call.	Customer Service Representative investigated further and learned that the Communication Assistant reported no audio on the call for over five minutes, so the Supervisor disconnected the call. Customer Service Representative sent a letter to the customer detailing our findings and providing information about why these disconnects occurred.	3/23/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
52	3/19/2014	Customer shared general feedback regarding the captions received but had no specific information to share.	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. The customer was unable to provide details on the calls noted. Customer Service Representative suggested the customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative offered further assistance with specifics on any future calls.	3/19/2014
53	3/20/2014	Customer reported that the captions are delayed behind the spoken word.	Customer Service Representative apologized for incidence, thanked customer for the feedback, and informed them that information would be shared with appropriate captioning service staff for follow up. For future potential instances of delay or accuracy concerns, Customer Service Representative suggested customer document the date, time, and Communication Assistant ID for more specific follow up. Customer Service Representative subsequently identified two calls with above norm delay and notified the appropriate captioning service staff. The captioning service staff advised that they increased monitoring frequency and tailored coaching for the Communication Assistants with regard to minimizing delay during the captioning process. Customer Service Representative confirmed that the customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	3/29/2014
54	3/20/2014	Customer reported that captions are frequently misspelled.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. The customer was unable to share specific call detail or examples for specific follow up. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative investigated and found a trouble ticket logged by a Communication Assistant for audio difficulties. Customer Service Representative attempted to follow up on 3 different dates and was unsuccessful reaching the customer, but left a voice mail message offering further assistance.	4/10/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
55	3/20/2014	Customer reported inaccurate captions on the CapTel 840i.	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer was unable to provide details on the calls noted. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	3/20/2014
56	3/25/2014	Customer reported that the captions are sometimes incorrect on the CapTel display screen.	Customer couldn't provide any specific examples that would allow Customer Service Representative to investigate further. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative offered ongoing assistance at customer's request.	3/25/2014
57	3/27/2014	Customer reported that his captions are not always spelled correctly.	Customer Service Representative apologized for the customer's experience. Investigation by the Customer Service Representative found that the customer noted issue mostly with medical terms and proper names. Customer Service Representative informed the customer of how captions are produced and how the Communication Assistant cannot ask for clarification. Customer Service Representative recommended asking the other party to spell certain medical terms or proper names for full clarification. Customer agreed this is a good strategy to use.	3/27/2014
58	3/27/2014	Customer reported experiencing a severe delay in the appearance of captions behind the spoken word during a captioned call.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant will be monitored and coached to maximize performance on calls with fast speakers that present unique challenges.	3/27/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
59	4/7/2014	Customer complained about the accuracy of the captions.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	4/9/2014
60	4/14/2014	Customer reported feedback regarding the name of her town in captions.	Customer Service Representative apologized for incidence and explained how captions are created. Customer Service Representative noted the Communication Assistant transcribes what they hear and is not able to ask the speaker for confirmation of spelling. The Customer Service Representative taking this report had to ask the customer to spell the name to confirm the city's name being referenced. Customer Service Representative also investigated and found some audio trouble tickets on this customer's calls after hearing static on the call to customer service. Customer Service Representative suggested that if the customer documents the date, time and Communication Assistant ID of any future calls, we can take specific follow up action to ensure the Communication Assistant involved is performing optimally, and assist with any other issues noted.	4/14/2014
61	4/28/2014	Customer reported seeing the message (Waiting for CapTel Operator) when attempting to connect with captions.	Customer Service Representative learned that there was a network outage issue on 4/28 causing connection difficulties for some calls. This customer's call went into queue, and did not connect at time of her call attempt to a readily available Communication Assistant. Upon hanging up with customer service, the customer was able to place subsequent captioned calls successfully.	4/28/2014
62	4/28/2014	Customer reported seeing (Waiting for CapTel Operator) when trying to make a captioned call.	Customer Service Representative investigated the matter and learned that on 4/28/14 there was a network outage issue causing connection difficulties. This customer's call attempt went into queue, and did not connect to a Communication Assistant available. Customer Service Representative apologized for this incidence and suggested customer try their call again. Customer Service Representative confirmed that the customer was able to successfully place subsequent captioned calls without further difficulty shortly after speaking with customer service.	4/28/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
63	4/28/2014	Customer reported the message, "Waiting for CapTel Operator" when attempting to connect with captions.	Customer Service Representative investigated the matter and learned that on 4/28/14 there was a network outage issue causing connection difficulties. Some calls went into queue, and did not connect to a readily available Communication Assistant. The Customer Service Representative confirmed that the customer had full resolution on subsequent captioned calls on following days.	4/30/2014
64	4/28/2014	Customer reported seeing, "Waiting for CapTel Operator" on the CapTel 2400i.	Customer Service Representative investigated the matter and learned that on 4/28/14 there was a network outage issue causing connection difficulties. This customer's calls went into queue, and did not connect to a readily available Communication Assistant. Customer Service Representative advised pressing the caption button on and off to acquire a new connection with captions. Customer Service Representative confirmed that the customer was able to place subsequent captioned calls successfully upon hang up with customer service.	4/28/2014
65	4/28/2014	Customer reported that her captions would not connect on a previous call but are working correctly now.	Customer Service Representative investigated the matter and learned that on 4/28/14 there was a network outage issue causing connection difficulties. Customer's call went into queue, and did not connect to a readily available Communication Assistant. Hanging up and dialing a new call allowed the customer to connect. The Customer Service Representative confirmed that the customer has been able to successfully place subsequent captioned calls.	4/28/2014
66	4/29/2014	Customer's wife reported slow captions during a call.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The speed of captions were within the FCC requirements, but not within the delay of seconds CapTel requires of Communication Assistants.	5/2/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
67	5/3/2014	Customer reported that a Communication Assistant disconnected their call moments before calling customer service.	Customer Service Representative confirmed that the customer had seen a message about no further content being available before the disconnect occurred. Customer Service Representative sent call information to the appropriate call center staff for follow up with the Communication Assistant who assisted with this call. Call center staff subsequently confirmed that they would speak with the Communication Assistant regarding procedure and documentation for calls in which no audio is heard for an extended period of time. Customer Service Representative eventually reached the customer's grandson and shared that the captioning service may disconnect from a call if no audio is heard on the line for an extended time but that the voice connection of the telephone call will remain active. Customer Service Representative noted that the customer may, at any time during a call, press the Captions button to engage or disengage captions during a call.	6/5/2014
68	5/5/2014	Customer reported that captions were slow on her last call on the 840i.	Customer Service Representative apologized for incidence, thanked customer for the feedback, and advised that it would be relayed to the appropriate call center staff for follow up with the Communication Assistant's Supervisor. Customer confirmed that the party from the call in question is difficult to understand in person, as well. Call center staff subsequently advised that the delay on this call may have been higher than normal because the Communication Assistant made a higher than average number of corrections and may have had difficulty understanding the caller's audio. Call center staff advised that they would be increasing monitoring frequency of the Communication Assistant to ensure that CapTel's quality standards are being consistently met.	6/6/2014
69	5/6/2014	Customer reported getting "Waiting for CapTel operator" message when trying to connect to captions.	Customer Service Representative explained that this prompt means to stay on the line momentarily to connect with the next available Communication Assistant. Investigation shows the Call Center answer time was met for the day. Customer Service Representative apologized to the caller for the delay in connecting to a Communication Assistant and confirmed the customer was able to connect to a Communication Assistant upon their next attempt.	5/6/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
70	5/8/2014	Customer reported a lag in captions.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service Representative's investigation revealed an instance of excessive lag. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	5/16/2014
71	5/12/2014	Customer shared feedback regarding seeing numerous "Speaker Unclear" notifications during a recent call.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service Representative's investigation revealed that the Communication Assistant documented audio difficulties noting the audio dropped in and out and the speaker indicated they were moving around during this particular call. Customer Service Representative sent a follow up email explaining the cause for the excessive use of the macro "Speaker Unclear" during that particular call and encouraged the customer to continue to report their experiences. Customer Service Representative thanked the customer for allowing us to follow up.	6/3/2014
72	5/12/2014	Customer reported inaccurate captions during calls in Spanish.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Since the customer was unable to provide any examples or specific calls, Customer Service Representative suggested customer document the date, time and Communication Assistant's ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	5/13/2014
73	5/14/2014	Customer shared feedback on the inadequacy of the captions on a recent call and provided call detail.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center Management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Call Center Management confirmed that this Communication Assistant is new. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative followed up with the customer and reported follow up taken.	5/31/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
74	5/15/2014	Customer reported that sometimes the captions are incorrect while acquiring assistance adjusting audio settings on her CapTel phone.	Customer Service Representative apologized for the customer's experience and explained to the customer how captions are created, and that the Communication Assistant should send out a correction if an incorrect word or phrase changes the meaning of the conversation. Customer Service Representative noted her feedback was important to us and if she documents the date, time and Communication Assistant ID of any future calls where she experiences inaccurate captions we will take specific action with the Communication Assistant captioning the call. Customer did not have any calls she wanted investigated at this time and was most appreciative of the information and assistance provided.	5/15/2014
75	5/20/2014	Customer reported seeing "Hung Up Thank You Bye" and that captions stopped in the middle of a conversation.	Customer Service Representative apologized for this experience and told customer we would investigate. Customer Service Representative's investigation identified a trouble ticket was logged on the call. The Supervisor disconnected the call after three minutes of no audio. Both the Communication Assistant station and Supervisor confirmed no audio at the Call Center end. Customer Service Representative confirmed the CapTel is successfully connecting with captions since this one incidence.	5/22/2014
76	5/24/2014	Customer reported large blocks of captions repeating and Communication Assistants switching several times, over the course of a call.	Customer Service Representative's investigation revealed that the Communication Assistant on the call experienced technical difficulties related to the work station which resulted in a poor captioning experience. Customer Service Representative apologized for the experience and thanked the customer for the feedback.	6/4/2014
77	5/29/2014	Customer reported that captions are often "gibberish" with words missing or captioned inaccurately.	Customer Service Representative apologized to the customer and asked the customer for specific calls so that we can follow up with Call Center Management, but the customer could not provide specific call information. Customer Service Representative advised the customer to make note of when these calls occur as well as the Communication Assistant number of the operator that captioned the call so that CapTel Customer Service can follow up with Call Center Management and the specific Communication Assistant. The customer indicated she would call back with call details in the future.	5/29/2014

Tally	Date of Call	Nature of Complaint	Resolution of Status	Date Resolved
78	5/29/2014	Customer expressed frustration with the delay of captions.	Customer Service Representative's troubleshooting identified audio difficulties documented in trouble tickets by the Communication Assistant on some calls are affecting the captions for this customer. Customer Service Representative assisted the customer in addressing the audio difficulties, but also noted the customer's frustration and apologized for the experience. Customer Service Representative advised the customer to note the date, time and Communication Assistant ID of calls with an excessive delay so that the Communication Assistant's Supervisor and Call Center Management can be made aware of the customer's concerns.	5/29/2014
79	5/29/2014	Customer reported slow captions during a call.	Customer Service Representative apologized for the incidence and relayed the time and date of the call provided by the customer to the appropriate captioning service staff for review. Call Center Management subsequently confirmed that they had not found reason for excessive delay during the call in question but would monitor the Communication Assistant and coach on minimizing delay as necessary.	6/5/2014
80	5/30/2014	Customer reported that while speaking with her daughter on her CapTel last night, the Communication Assistant entered four letter words into the conversation.	Customer Service Representative apologized for the experience, and advised customer the matter would be looked into and Customer Service Representative would get back to her. Customer Service Representative forwarded this call to the call center for further review. Call center investigation revealed that the Communication Assistant captioned audio that was in the background, signified by a macro as a different person speaking. Customer Service Representative attempted to contact customer to relay information.	6/6/2014



**Sprint Web CapTel Complaint Log
2013-2014**

Complaint Tracking for WebCapTel (06/01/2013-05/31/2014). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/13	Customer sent an email stating, "When I make a call with Sprint WebCapTel the screen won't magnify as it did with traditional CapTel (I use windows 7 full screen magnification). Can this be fixed? Customer Service stated we will check into this further with the technician and find out what can be done to fix this problem.	06/05/13	Technician looked into this and stated that WebCapTel should not affect magnification on Windows 7. The customer did not reply when asked if he was using any other software for magnification on his PC. With WebCapTel, the user can increase the size of the text on the screen by changing the font size in the lower left corner of the WebCapTel captioning screen. Unfortunately, requested information was not provided by the customer, so additional assistance could not be provided.



**Sprint FCC Complaint Log
2013-2014**

Complaint Tracking for FED (06/01/2013-05/31/2014). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/22/14	A customer called Federal Video Remote Interpreting and provided the Interpreter with their pin number. The interpreter informed the customer that the call would not go through. Customer contacted other participants and found that the conference number was working for them. The Interpreter insisted that the pin was not valid. Customer asked to transfer to an alternative interpreter at which time the call went through.	01/23/14	Management was notified and they have addressed this with the interpreter.
2	02/03/14	Customer called about a issue regarding dropped calls, and seeing a black screen on their Video Phone equipment.	02/03/14	Technology support went to customer's workstation and helped fix the issue regarding the black screen and dropped calls. This issue is now closed.
3	04/01/14	The Federal IP Customer notes indicate that they would like the Operator to "always type recordings." The customer reports the instructions were not followed on an important, recent call. The customer wants all call content relayed. Customer Service apologized for this experience and notified the Supervisor. Follow up was requested.	04/01/14	Operator was coached on the importance of keeping the customer informed at all times and acknowledged the importance of following customer verbal instructions and/or customer's note. Follow up email was sent to the customer.
4	04/28/14	A customer stated that the Operator hung up on the customer during a call. The customer service representative lost contact during the customer during the complaint process. They apologized for the inconvenience, and informed the customer that this would be sent to the Program Manager. No follow up was requested.	5/1/2014	Report was sent to the program manager, who advised the Operators on how to handle this type of call in the future. Program manager advised customer service as to how to handle this type of call in the future. Customer did not request a follow up, however Program Manager sent a follow up email to ensure that the customer was satisfied. The customer was pleased with the follow up and resolution. The issue is now closed.
5	05/09/14	A Federal employee utilizing Federal Internet Relay was refused a call by the Operator due to the outbound requested number. Customer Service apologized for the issue and informed the customer that the Supervisor would be notified. No further contact was requested.	05/09/14	Supervisor coached the Operator that customers are able to place calls via Federal Internet Relay.
6	05/28/14	A Federal Internet Relay customer explained that their out dial experience was very slow, and he reportedly had to repeat instructions to the operator. The customer wants to know why they had to wait for the operator to prepare for his call. Customer Service apologized for the experience, and notified the Supervisor. A follow up was requested.	05/28/14	The Operator indicated that they had asked for the agency name to complete the call, as is a requirement for Federal Ip Relay. The Operator shared that the customer only gave a partial name and then the full name when the Operator had asked the second time. The Operator did ask the caller to hold while completing the request. Follow up letter was sent via email as per the customer's request.



**Sprint Wireless CapTel
FCC Complaint Log
2013-2014**

Complaint Tracking for Wireless CapTel (06/01/2013-05/31/2014). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
-------	-------------------	---------------------	--------------------	---------------------------