

Sprint eliminating 800 customer-service jobs

August 27 2013

Sprint says it's eliminating about 800 customer service jobs because fewer people are calling its centers. With growth in other parts of the business, Sprint says it expects the company's work force to remain at about 40,000.

Sprint Corp. said Tuesday that most of the affected workers were notified last Thursday. Others will be told next month after Sprint figures out which additional positions will be cut. The company says the cuts are at various locations across the country.

Sprint's headquarters are in Overland Park, Kan. Last month, Japanese investment firm SoftBank Corp. completed a \$21.6 billion investment in Sprint, giving it a 78 percent stake in the third-largest U.S. wireless carrier.

Sprint says its efforts to increase [customer satisfaction](#) helped to reduce the number of calls for customer service.

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Citation: Sprint eliminating 800 customer-service jobs (2013, August 27) retrieved 2 May 2024 from <https://phys.org/news/2013-08-sprint-customer-service-jobs.html>

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