

Convo Complaint Log 6/1/18 - 5/31/19	Total Contacts Regarding VRS: 229		
Type of Complaint	Resolution	Date of Complaint	Date of Resolution
Call connectivity issue	Support for issue was provided	6/1/2018	6/14/2018
Server issue	Support for issue was provided	6/1/2018	6/14/2018
VI Complaint	Counsel about issue was provided	6/4/2018	6/5/2018
VI Complaint	Counsel about issue was provided	6/4/2018	6/15/2018
Call connectivity issue	Support for issue was provided	6/4/2018	6/4/2018
Outbound call to customer support issue	Support for issue was provided	6/4/2018	6/4/2018
VI Complaint	Counsel about issue was provided	6/5/2018	6/11/2018
VI Complaint	Counsel about issue was provided	6/6/2018	6/12/2018
VI Complaint	Counsel about issue was provided	6/6/2018	6/6/2018
Customer did not intend to port out	Support for issue was provided	6/6/2018	6/6/2018
Outbound call issue	Support for issue was provided	6/6/2018	6/7/2018
VI Complaint	Counsel about issue was provided	6/8/2018	6/12/2018
Call Connectivity Issue	Counsel about issue was provided	6/11/2018	6/18/2018
VI Complaint	Counsel about issue was provided	6/12/2018	6/27/2018
VI Complaint	Counsel about issue was provided	6/12/2018	7/6/2018
VI Complaint	Counsel about issue was provided	6/14/2018	7/9/2018
VI Complaint	Counsel about issue was provided	6/14/2018	7/16/2018
VI Complaint	Counsel about issue was provided	6/14/2018	7/13/2018
VI Complaint	Counsel about issue was provided	6/18/2018	7/17/2018
VI Complaint	Counsel about issue was provided	6/18/2018	7/19/2018
VI Complaint	Counsel about issue was provided	6/18/2018	7/18/2018
Black Screen Issue	Support for issue was provided	6/18/2018	6/19/2018
VI Complaint	Counsel about issue was provided	6/25/2018	7/12/2018
VI Complaint	Counsel about issue was provided	6/27/2018	7/13/2018
Video Quality issue	Support for issue was provided	7/3/2018	7/5/2018
Convo Windows Software issue	Support for issue was provided	7/3/2018	7/23/2018
Call connectivity issue	Support for issue was provided	7/6/2018	7/9/2018
VI Complaint	Counsel about issue was provided	7/12/2018	8/9/2018

VI Complaint	Counsel about issue was provided	7/14/2018	8/9/2018
Call notification issue	Support for issue was provided	7/16/2018	7/18/2018
Convo Windows Software issue	Support for issue was provided	7/17/2018	8/1/2018
Video Quality issue	Support for issue was provided	7/18/2018	7/19/2018
Video Quality issue	Counsel about issue was provided	7/24/2018	7/24/2018
VI Complaint	Counsel about issue was provided	7/25/2018	7/25/2018
VI Complaint	Counsel about issue was provided	7/25/2018	7/25/2018
VI Complaint	Counsel about issue was provided	7/25/2018	7/25/2018
Log in issues on hardware	Support for issue was provided	7/25/2018	7/31/2018
VI Complaint	Counsel about issue was provided	7/27/2018	7/27/2018
Outbound call issue	Support for issue was provided	7/27/2018	7/31/2018
VI Complaint	Counsel about issue was provided	8/1/2018	8/1/2018
Android Software issue	Support for issue was provided	8/2/2018	8/3/2018
VI Complaint	Counsel about issue was provided	8/3/2018	8/3/2018
VI Complaint	Counsel about issue was provided	8/4/2018	8/6/2018
Call outbound issue	Phone reset fixed the issue	8/6/2018	8/6/2018
Convo iOS software issue	Support for issue was provided	8/6/2018	8/7/2018
Convo Windows Software issue	Support for issue was provided	8/6/2018	8/7/2018
WiFi Connectivity Issue	Support for issue was provided	8/6/2018	8/9/2018
Notification issue	Support for issue was provided	8/9/2018	8/15/2018
Firewall issue	Support for issue was provided	8/10/2018	8/23/2018
Convo Windows Software issue	Support for issue was provided	8/11/2018	8/15/2018
Log in issue	Support for issue was provided	8/13/2018	8/16/2018
Black screen issue	Support for issue was provided	8/13/2018	8/20/2018
Frozen Screen	Support for issue was provided	8/14/2018	8/14/2018
ioS software issue	Counsel about issue was provided	8/14/2018	8/22/2018
VI Complaint	Counsel about issue was provided	8/15/2018	8/15/2018
VI Complaint	Counsel about issue was provided	8/15/2018	8/15/2018
Notification issue	Support for issue was provided	8/15/2018	8/22/2018
VI Complaint	Counsel about issue was provided	8/17/2018	8/17/2018
Convo Windows Software issue	Support for issue was provided	8/18/2018	8/22/2018

Video Quality issues	Support for issue was provided	8/18/2018	8/27/2018
Convo Windows Software issue	Support for issue was provided	8/19/2018	8/22/2018
VI Complaint	Counsel about issue was provided	8/20/2018	8/20/2018
VI Complaint	Counsel about issue was provided	8/21/2018	8/21/2018
Mac Software issue	Support for issue was provided	8/23/2018	8/23/2018
Convo Windows Software issue	Support for issue was provided	8/23/2018	8/23/2018
Convo Windows Software issue	Support for issue was provided	8/23/2018	8/23/2018
Black screen issue	Support for issue was provided	8/23/2018	8/29/2018
Black screen issue	Support for issue was provided	8/23/2018	8/29/2018
VI Complaint	Counsel about issue was provided	8/28/2018	8/28/2018
Video Quality issue	Support for issue was provided	8/29/2018	8/29/2018
VI Complaint	Counsel about issue was provided	8/31/2018	8/31/2018
VI Complaint	Counsel about issue was provided	9/2/2018	9/4/2018
VI Complaint	Counsel about issue was provided	9/6/2018	9/7/2018
VI Complaint	Counsel about issue was provided	9/7/2018	9/7/2018
VI Complaint	Counsel about issue was provided	9/10/2018	9/10/2018
VI Complaint	Counsel about issue was provided	9/11/2018	9/11/2018
Outbound call issue	Support for issue was provided	9/11/2018	9/11/2018
VI Complaint	Counsel about issue was provided	9/13/2018	9/13/2018
VI Complaint	Counsel about issue was provided	9/16/2018	9/16/2018
VI Complaint	Counsel about issue was provided	9/17/2018	9/17/2018
Lighting issues	Counsel about issue was provided	9/17/2018	9/17/2018
VI Complaint	Counsel about issue was provided	9/20/2018	9/20/2018
Video blurry - Video quality	Counsel about issue was provided	9/20/2018	9/20/2018
VI Complaint	Counsel about issue was provided	9/22/2018	9/22/2018
VI Complaint	Counsel about issue was provided	9/24/2018	9/24/2018
VI Complaint	Counsel about issue was provided	9/27/2018	9/27/2018
Call Complaint re: Videomail	Counsel about issue was provided	9/28/2018	10/1/2018
VI Complaint	Counsel about issue was provided	10/1/2018	10/1/2018
VI Complaint	Counsel about issue was provided	10/3/2018	10/3/2018
VI Complaint	Counsel about issue was provided	10/3/2018	10/3/2018

VI Complaint	Counsel about issue was provided	10/6/2018	10/8/2018
VI Complaint	Counsel about issue was provided	10/8/2018	10/8/2018
VI Complaint	Counsel about issue was provided	10/8/2018	10/8/2018
VI Complaint	Counsel about issue was provided	10/9/2018	10/9/2018
VI Complaint	Counsel about issue was provided	10/9/2018	10/9/2018
VI Complaint	Counsel about issue was provided	10/14/2018	10/15/2018
VI Complaint	Counsel about issue was provided	10/17/2018	10/17/2018
VI Complaint	Counsel about issue was provided	10/18/2018	10/18/2018
VI Complaint	Counsel about issue was provided	10/18/2018	10/19/2018
Firewall issue on their end	Support for issue was provided	10/18/2018	10/18/2018
VI Complaint	Counsel about issue was provided	10/20/2018	10/23/2018
VI Complaint	Counsel about issue was provided	10/21/2018	10/22/2018
VI Complaint	Counsel about issue was provided	10/24/2018	10/31/2018
Outbound call issue due to software	Support for issue was provided	10/28/2018	11/12/2018
VI Complaint	Counsel about issue was provided	11/1/2018	11/1/2018
VI Complaint	Counsel about issue was provided	11/2/2018	11/2/2018
Video quality issue	Support for issue was provided	11/2/2018	11/26/2018
VI Complaint	Counsel about issue was provided	11/5/2018	11/5/2018
VI Complaint	Counsel about issue was provided	11/15/2018	11/15/2018
Call history issue	Support for issue was provided	11/19/2018	11/21/2018
VI Complaint	Counsel about issue was provided	11/26/2018	11/26/2018
VI Complaint	Counsel about issue was provided	11/26/2018	11/27/2018
VI Complaint	Counsel about issue was provided	11/26/2018	11/28/2018
Video quality issue	Support for issue was provided	11/28/2018	12/18/2018
VI Complaint	Counsel about issue was provided	11/30/2018	11/30/2018
Call Complaint - Frozen screen	Counsel about issue was provided	12/3/2018	12/3/2018
Outbound call issues	Support for issue was provided	12/3/2018	12/6/2018
Video quality issue	Support for issue was provided	12/3/2018	12/18/2018
VI Complaint	Counsel about issue was provided	12/6/2018	12/6/2018
Video quality issue	Support for issue was provided	12/6/2018	1/4/2019
VI Complaint	Counsel about issue was provided	12/7/2018	12/7/2018

Black Screen Issues	Support for issue was provided	12/10/2018	12/18/2018
VI Complaint	Counsel about issue was provided	12/12/2018	12/19/2018
VI Complaint	Counsel about issue was provided	12/12/2018	12/19/2018
VI Complaint	Counsel about issue was provided	12/13/2018	12/13/2018
Call inbound issue	Support for issue was provided	12/13/2018	12/13/2018
VI Complaint	Counsel about issue was provided	12/14/2018	12/14/2018
Outbound Call Issue	Support for issue was provided	12/18/2018	12/20/2018
VI Complaint	Counsel about issue was provided	12/19/2018	12/19/2018
VI Complaint	Counsel about issue was provided	12/21/2018	12/21/2018
VI Complaint	Counsel about issue was provided	12/26/2018	12/26/2018
VI Complaint	Counsel about issue was provided	12/28/2018	12/28/2018
Video Quality issues due to internet	Issue resolved by Comcast	12/28/2018	1/14/2019
VI Complaint	Counsel about issue was provided	12/29/2018	12/29/2018
VI Complaint	Counsel about issue was provided	12/29/2018	12/29/2018
VI Complaint	Counsel about issue was provided	1/1/2019	1/1/2019
VI Complaint	Counsel about issue was provided	1/3/2019	1/3/2019
Video Quality issues due to remote location	Support for issue was provided	1/7/2019	1/21/2019
VI Complaint	Counsel about issue was provided	1/9/2019	1/9/2019
VI Complaint	Counsel about issue was provided	1/10/2019	1/11/2019
Black Screen Issues	Support for issue was provided	1/14/2019	1/16/2019
Lighting complaint - video quality	Counsel about issue was provided	1/21/2019	1/21/2019
Inbound call issues	Support for issue was provided	1/21/2019	2/19/2018
VI Complaint	Counsel about issue was provided	1/25/2019	1/25/2019
Firewall issues on their end	Support for issue was provided	1/25/2019	2/19/2019
VI Complaint	Counsel about issue was provided	1/28/2019	1/28/2019
ioS video quality issue	Support for issue was provided	1/28/2019	3/13/2019
VI Complaint	Counsel about issue was provided	1/29/2019	1/29/2019
Inbound call issue if Mac on sleep mode	Support for issue was provided	1/29/2019	2/12/2019
VI Complaint	Counsel about issue was provided	2/5/2019	2/5/2019
Android Black Screen	Support for issue was provided	2/5/2019	2/12/2019
Connection issues	Support for issue was provided	2/11/2019	2/19/2019

VI Complaint	Counsel about issue was provided	2/13/2019	2/13/2019
Video Quality issues	Support for issue was provided	2/13/2019	2/15/2019
VI Complaint	Counsel about issue was provided	2/15/2019	2/15/2019
VI Complaint	Counsel about issue was provided	2/18/2019	2/19/2019
VI Complaint	Counsel about issue was provided	2/22/2019	2/22/2019
VI Complaint	Counsel about issue was provided	2/25/2019	2/25/2019
Long Wait Time	Counsel about issue was provided	2/26/2019	2/26/2019
Video quality issue	Support for issue was provided	2/27/2019	3/16/2019
Video quality issue due to Comcast	Support for issue was provided	2/27/2019	3/18/2019
VI Complaint	Counsel about issue was provided	3/1/2019	3/1/2019
VI Complaint	Counsel about issue was provided	3/4/2019	3/4/2019
VI Complaint	Counsel about issue was provided	3/5/2019	3/5/2019
VI Complaint	Counsel about issue was provided	3/6/2019	3/6/2019
VI Complaint	Counsel about issue was provided	3/11/2019	3/11/2019
VI Complaint	Counsel about issue was provided	3/11/2019	3/12/2019
VI Complaint	Counsel about issue was provided	3/11/2019	3/12/2019
VI Complaint	Counsel about issue was provided	3/12/2019	3/12/2019
Notification issue with Hue Lights	Support for issue was provided	3/12/2019	3/29/2019
VI Complaint	Counsel about issue was provided	3/13/2019	3/13/2019
VI Complaint	Counsel about issue was provided	3/13/2019	3/14/2019
VI Complaint	Counsel about issue was provided	3/14/2019	3/15/2019
VI Complaint	Counsel about issue was provided	3/18/2019	3/18/2019
Black Screen Issues	Support for issue was provided	3/19/2019	3/20/2019
Call notification issues	Counsel about issue was provided	3/20/2019	3/20/2019
VI Complaint	Counsel about issue was provided	3/20/2019	3/20/2019
Inbound call issue due to bug	Support for issue was provided	3/20/2019	3/26/2019
Outbound call issue	Support for issue was provided	3/20/2019	3/20/2019
VI Complaint	Counsel about issue was provided	3/22/2019	3/22/2019
VI Complaint	Counsel about issue was provided	3/22/2019	3/22/2019
VI Complaint	Counsel about issue was provided	3/23/2019	3/25/2019
Log in issues	Support for issue was provided	3/26/2019	4/1/2019

VI Complaint	Counsel about issue was provided	3/30/2019	3/30/2019
VI Complaint	Counsel about issue was provided	3/30/2019	4/1/2019
VI Complaint	Counsel about issue was provided	3/30/2019	4/1/2019
Call Complaint re: Videomail	Counsel about issue was provided	4/1/2019	4/1/2019
VI Complaint	Counsel about issue was provided	4/1/2019	4/3/2019
VI Complaint	Counsel about issue was provided	4/1/2019	4/1/2019
VI Complaint	Counsel about issue was provided	4/1/2019	4/1/2019
Long Wait Time	Counsel about issue was provided	4/2/2019	4/2/2019
VI Complaint	Counsel about issue was provided	4/8/2019	4/9/2019
Black Screen Issues	Support for issue was provided	4/8/2019	4/17/2019
VI Complaint	Counsel about issue was provided	4/10/2019	4/11/2019
VI Complaint	Counsel about issue was provided	4/15/2019	4/15/2019
VI Complaint	Counsel about issue was provided	4/16/2019	4/17/2019
VI Complaint	Counsel about issue was provided	4/17/2019	4/17/2019
Video Quality issues	Support for issue was provided	4/17/2019	4/22/2019
VI Complaint	Counsel about issue was provided	4/22/2019	4/22/2019
VI Complaint	Counsel about issue was provided	4/25/2019	4/25/2019
Wardialing complaint	Support for issue was provided	4/26/2019	5/3/2019
VI Complaint	Counsel about issue was provided	5/1/2019	5/1/2019
VI Complaint	Counsel about issue was provided	5/1/2019	5/1/2019
Videomail issue	Support for issue was provided	5/1/2019	5/3/2019
VI Complaint	Counsel about issue was provided	5/10/2019	5/10/2019
Call Complaint - Long Wait Time	Counsel about issue was provided	5/11/2019	5/13/2019
VI Complaint	Counsel about issue was provided	5/13/2019	5/13/2019
VI Complaint	Counsel about issue was provided	5/13/2019	5/13/2019
Convo Windows Software issue	Support for issue was provided	5/15/2019	6/10/2019
VI Complaint	Counsel about issue was provided	5/16/2019	5/16/2019
Frozen Screen	Support for issue was provided	5/16/2019	5/1/2019
VI Complaint	Counsel about issue was provided	5/17/2019	5/17/2019
Video Quality issues	Support for issue was provided	5/17/2019	5/30/2019
VI Complaint	Counsel about issue was provided	5/20/2019	5/20/2019

VI Complaint	Counsel about issue was provided	5/21/2019	5/21/2019
Firewall issue on their end	Counsel about issue was provided	5/21/2019	5/31/2019
Connection issues	Support for issue was provided	5/21/2019	5/25/2019
VI Complaint	Counsel about issue was provided	5/22/2019	5/22/2019
Android connection issue	Support for issue was provided	5/22/2019	6/5/2019
Black Screen Issues	Support for issue was provided	5/22/2019	6/5/2019
VI Complaint	Counsel about issue was provided	5/23/2019	5/23/2019
Video Quality issues	Support for issue was provided	5/23/2019	6/13/2019
Inbound call issues	Support for issue was provided	5/23/2019	5/30/2019
VI Complaint	Counsel about issue was provided	5/27/2019	5/28/2019
VI Complaint	Counsel about issue was provided	5/28/2019	5/28/2019
Software issue causing frozen screen	Support for issue was provided	5/28/2019	6/13/2019
Firewall issue on their end	Support for issue was provided	5/28/2019	6/6/2019
Calls disconnecting	Support for issue was provided	5/28/2019	6/5/2019
Connectivity issue	Support for issue was provided	5/28/2019	5/31/2019