

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT
PURSUANT TO 47 C.F.R. §§ 0.457 AND 0.459**

June 30, 2017

Accepted / Filed

JUN 30 2017

**Federal Communications Commission
Office of the Secretary**

Via Hand Delivery

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

Re: Sorenson Communications, LLC and CaptionCall, LLC
Annual Summary of Consumer Complaints
CG Docket No. 03-123

DOCKET FILE COPY ORIGINAL

Dear Ms. Dortch:

Sorenson Communications, LLC, for itself and its affiliate, CaptionCall, LLC (collectively, "Sorenson"), respectfully submits an original and one copy of the attached complaint log summary pertaining to complaints received between June 1, 2016 and May 31, 2017. The attached summary includes all complaints made by consumers to Sorenson during the reporting period that allege violations of the federal telecommunications relay services ("TRS") mandatory minimum standards.

Sorenson hereby requests confidential treatment of the information redacted in this submission ("Sorenson Information") pursuant to Exemption 4 of the Freedom of Information Act ("FOIA") and the rules of the Federal Communications Commission ("FCC" or "Commission").¹ The Sorenson Information contains company-specific, confidential and/or proprietary commercial information that is not routinely available for public inspection and is safeguarded from competitors, and should be protected from disclosure.

¹ 5 U.S.C. § 552(b)(4); 47 C.F.R. §§ 0.457(d) and 0.459; *see also* 18 U.S.C. § 1905 (prohibiting disclosure "to any extent not authorized by law" of "information [that] concerns or relates to the trade secrets, processes, operations, style of work, or apparatus . . . of any person, firm, partnership, corporation, or association").

No. of Copies rec'd 021
List ABCDE

In support of its request for confidential treatment, Sorenson provides the following statement of the reasons for withholding the Sorenson Information from inspection pursuant to 47 C.F.R. § 0.459(b).

1. *Identification of the specific information for which confidential treatment is sought.* Sorenson requests that all of the information redacted in this submission (the “Sorenson Information”) be treated as confidential pursuant to Exemption 4 of FOIA and Sections 0.457(d) and 0.459 of the Commission’s rules, which protect confidential commercial, financial, and other information not routinely available for public inspection. The Sorenson Information contains company-specific, competitively-sensitive, business confidential and/or proprietary commercial information concerning Sorenson’s operations that would not routinely be made available to the public, and customarily would be guarded from competitors.

2. *Identification of the Commission proceeding in which the information was submitted or a description of the circumstance giving rise to the submission.* Sorenson is providing this information as part of its annual complaint log filing made pursuant to 47 C.F.R. § 64.604(c)(1).

3. *Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged.* The Sorenson Information contains company-specific, competitively-sensitive, confidential and/or proprietary, commercial and operational information. This information can be used to determine information about Sorenson’s operations and is sensitive for competitive and other reasons. This information would not customarily be made available to the public and customarily would be guarded from all others, especially competitors. If this information were not protected, Sorenson’s competitors could use it to determine how best to undercut Sorenson’s business. Some of Sorenson’s competitors make annual consumer complaint log filings confidentially for this very reason. In fact, because Sorenson’s competitors have chosen to file their complaint logs confidentially, they would enjoy an unfair competitive advantage if Sorenson were required to disclose similar information. Such inequitable treatment of similarly situated providers would allow Sorenson’s competitors to make misleading comparisons if Sorenson made public the same information that its competitors viewed as confidential.

4. *Explanation of the degree to which the information concerns a service that is subject to competition.* The confidential information at issue relates to the provision of VRS and IP CTS, which are subject to vigorous competition.

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

5. *Explanation of how disclosure of the information could result in substantial competitive harm.* Since this type of information generally would not be subject to public inspection and would customarily be guarded from competitors, the Commission's rules recognize that release of the information is likely to produce competitive harm. Disclosure could cause substantial competitive harm because Sorenson's competitors could assess aspects of Sorenson's operations and could use that information to undermine Sorenson's competitive position.

6.-7. *Identification of any measures taken by the submitting party to prevent unauthorized disclosure, and identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.* The confidential information in the Sorenson Information is not available to the public, and has not otherwise been disclosed previously to the public. Sorenson routinely treats this information as highly confidential and/or proprietary. Sorenson assiduously guards against disclosure of this information to others.

8. *Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.* Sorenson requests that the Sorenson Information be treated as confidential indefinitely, as it is not possible to determine at this time any date certain by which the information could be disclosed without risk of harm.

9. *Any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be granted.* The confidential information contained in the Sorenson Information would, if publicly disclosed, enable Sorenson's competitors to gain an unfair competitive advantage. Under applicable Commission and federal court precedent, the information provided by Sorenson on a confidential basis should be shielded from public disclosure. Exemption 4 of FOIA shields information that is (1) commercial or financial in nature; (2) obtained from a person outside government; and (3) privileged or confidential. The information in question clearly satisfies this test. Additionally, where disclosure is likely to impair the government's ability to obtain necessary information in the future, it is appropriate to grant confidential treatment to that information.²

² See *National Parks and Conservation Ass'n v. Morton*, 498 F.2d 765, 770 (D.C. Cir. 1974); see also *Critical Mass Energy Project v. NRC*, 975 F.2d 871, 878 (D.C. Cir. 1992) (*en banc*) (recognizing the importance of protecting information that "for whatever reason, 'would customarily not be released to the public by the person from whom it was obtained'" (citation omitted)).

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

If a request for disclosure occurs, please provide sufficient advance notice to the undersigned prior to any such disclosure to allow Sorenson to pursue appropriate remedies to preserve the confidentiality of the information.

The attached summary includes information about the number of complaints Sorenson has received directly from consumers during the reporting period that allege a violation of the federal TRS mandatory minimum standards, the date of each complaint, the nature of each complaint, the date of resolution, and an explanation of the resolution.³ The report includes complaints regarding Video Relay Service ("VRS") and IP Captioned Telephone Service ("IP CTS"). The Public Notice also requests the number of relay calls handled during the reporting period.⁴ Because that information is proprietary, Sorenson is only supplying that information subject to this request for confidential treatment.

[BEGIN CONFIDENTIAL]

[REDACTED]

[REDACTED]

[END CONFIDENTIAL]

As required by 47 C.F.R. § 64.604(c)(1)(i), Sorenson maintains complete logs of all complaints it receives. The attached summary is based on these logs, which are available upon request by the FCC.

Additionally, Sorenson already has provided the information required by 47 C.F.R. § 64.604(c)(2), and there has been no change to the relevant contact information.

³ See 47 C.F.R. § 64.604(c)(1)(i)-(ii); see also Public Notice, CG Docket No. 03-123, *Reminder to States and Interstate Telecommunications Relay Service Providers that the Annual Summary of Consumer Complaints Is Due by July 3, 2017*, DA 17-565 (rel. June 8, 2017) ("Public Notice").

⁴ Public Notice at 1.

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

Marlene H. Dortch
June 30, 2017
Page 5

If you have any questions or require anything further, please do not hesitate to contact me by telephone at 801-287-9400, or by email to mmaddix@sorenson.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael D. Maddix" with a stylized flourish at the end.

Michael D. Maddix
Director of Government and Regulatory Affairs
Sorenson Communications, LLC

Attachment

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

Complaint ID	Date of Complaint	Date of Resolution	VRS Complaint Type	Resolution
572907	06/03/2016	06/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
572908	06/03/2016	06/08/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
572909	06/03/2016	06/03/2016	VI receptive skills inadequate; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
572915A	06/03/2016	06/22/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
572915B	06/03/2016	06/22/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
572918	06/03/2016	06/03/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
572919	06/03/2016	06/03/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
572922	06/03/2016	06/03/2016	VI etiquette; VI refused to handle call	Escalated to Management - Resolution
572923	06/03/2016	06/03/2016	VI receptive skills inadequate; VI did not follow caller's request	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
572951	06/07/2016	06/07/2016	VI skills inadequate; VI signing was not clear	No Interpreter/Operator ID provided with the complaint
572962	06/08/2016	06/08/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
572964	06/08/2016	06/08/2016	VI etiquette	Escalated to Management - Resolution
572970	06/08/2016	06/09/2016	VI skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
572976	06/08/2016	06/13/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
572977	06/08/2016	06/08/2016	VI etiquette; VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint
572992	06/09/2016	06/09/2016	VI disconnected caller; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
573005	06/09/2016	06/09/2016	VI disconnected caller	Escalated to Management - Resolution
573015	06/09/2016	06/22/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573022	06/09/2016	06/14/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573024	06/09/2016	06/09/2016	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573027	06/09/2016	06/13/2016	VI etiquette; VI failed to relay conversation verbatim; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573043	06/10/2016	06/10/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573053	06/10/2016	06/10/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573063	06/10/2016	06/16/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
573072	06/10/2016	06/10/2016	VI etiquette; VI skills inadequate	No Interpreter/Operator ID provided with the complaint
573073	06/10/2016	06/10/2016	VI skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
573117	06/13/2016	06/14/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
573118	06/13/2016	06/16/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
573119	06/13/2016	06/13/2016	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573128	06/14/2016	06/17/2016	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
573130	06/14/2016	06/14/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573132	06/14/2016	06/14/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573134	06/14/2016	06/14/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573141	06/14/2016	06/22/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573161	06/16/2016	06/22/2016	VI signing was not clear; VI skills inadequate	Management: Interpreter/Operator have been retrained
573162	06/16/2016	06/16/2016	VI skills inadequate; VI etiquette; VI did not follow caller's request	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573163	06/16/2016	06/16/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573166	06/16/2016	06/16/2016	VI etiquette; VI did not follow caller's request; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573191	06/16/2016	06/22/2016	VI signing was not clear; VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
573193	06/16/2016	06/22/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
573194	06/16/2016	06/16/2016	VI did not keep caller informed; confidentiality concerns	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573195	06/17/2016	06/22/2016	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573196	06/17/2016	06/17/2016	VI etiquette	Forwarded to the Appropriate People
573197	06/17/2016	06/17/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573209	06/17/2016	06/17/2016	VI disconnected caller	Forwarded to the Appropriate People
573210	06/17/2016	06/17/2016	VI failed to relay conversation verbatim; VI did not keep caller informed; VI etiquette	No Interpreter/Operator ID provided with the complaint
573211	06/17/2016	06/23/2016	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
573213	06/17/2016	06/22/2016	VI signing was not clear; VI skills inadequate	Management: Interpreter/Operator have been retrained
573214	06/17/2016	06/17/2016	VI skills inadequate; VI etiquette	Escalated to Management - Resolution
573218	06/17/2016	06/17/2016	VI fingerspelling was not clear; VI etiquette	Escalated to Management - Resolution
573237	06/22/2016	06/29/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
573238	06/22/2016	06/22/2016	VI failed to relay recording verbatim; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573245	06/22/2016	06/22/2016	VI failed to relay conversation verbatim; VI etiquette	Escalated to Management - Resolution
573246	06/22/2016	06/22/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573255	06/22/2016	07/11/2016	VI skills inadequate; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
573258	06/22/2016	06/22/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573261	06/22/2016	06/22/2016	Transfer protocol	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573268	06/23/2016	06/23/2016	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573284	06/23/2016	06/23/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573285	06/23/2016	06/23/2016	VI did not follow caller's request	No Interpreter/Operator ID provided with the complaint
573374	06/29/2016	06/29/2016	VI skills inadequate; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573378	06/29/2016	06/29/2016	VI did not follow caller's request; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573380	06/29/2016	06/30/2016	VI skills inadequate	Management: Interpreter/Operator have been retrained
573381	06/29/2016	06/29/2016	VI etiquette	Escalated to Management - Resolution
573382	06/29/2016	06/29/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573383	06/29/2016	06/29/2016	VI did not follow caller's request; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573385	06/29/2016	07/11/2016	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
573388	06/29/2016	07/11/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
573416	07/01/2016	07/13/2016	VI signing was not clear	Management: Interpreter/Operator have been retrained
573420	07/01/2016	07/01/2016	VI disconnected caller	Escalated to Management - Resolution
573421	07/01/2016	07/11/2016	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
573462	07/12/2016	08/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573463	07/12/2016	07/14/2016	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
573465	07/13/2016	07/13/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573469	07/13/2016	07/19/2016	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
573475	07/14/2016	07/14/2016	VI receptive skills inadequate; VI failed to relay conversation verbatim	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573477	07/14/2016	07/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573478	07/14/2016	07/14/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573483	07/14/2016	07/26/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573485	07/14/2016	07/26/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573488	07/14/2016	07/15/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
573489	07/14/2016	07/19/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
573491	07/14/2016	07/22/2016	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
573492	07/14/2016	07/19/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573493	07/14/2016	07/15/2016	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
573496	07/14/2016	08/01/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573499	07/14/2016	07/14/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573500	07/14/2016	07/19/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573501	07/14/2016	07/14/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
573518	07/15/2016	07/15/2016	VI receptive skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573521	07/15/2016	08/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573524	07/15/2016	07/19/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573525	07/15/2016	07/19/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573578	07/19/2016	07/22/2016	VI etiquette	Escalated to Management - Resolution
573592	07/20/2016	08/01/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
573596	07/20/2016	07/20/2016	Technical issue	No Interpreter/Operator ID provided with the complaint
573602	07/20/2016	07/22/2016	VI failed to connect call properly	Management: Interpreter/Operator have been retrained
573611	07/20/2016	07/20/2016	VI etiquette; VI did not follow caller's request	No Interpreter/Operator ID provided with the complaint
573615	07/20/2016	07/20/2016	VI skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573619	07/20/2016	07/22/2016	VI did not keep caller informed; VI disconnected caller	Management: Interpreter/Operator have been retrained
573620	07/20/2016	07/20/2016	VI did not follow caller's request; VI etiquette	Escalated to Management - Resolution
573628	07/21/2016	07/21/2016	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573629	07/21/2016	07/21/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573630	07/21/2016	07/26/2016	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
573631	07/21/2016	07/21/2016	VI disconnected caller	Forwarded to the Appropriate People
573632	07/21/2016	07/21/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573634A	07/21/2016	08/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573634B	07/21/2016	08/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573640	07/22/2016	07/22/2016	VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
573645	07/22/2016	07/26/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573653	07/22/2016	07/22/2016	VI did not follow caller's request	Escalated to Management - Resolution
573759	07/27/2016	07/27/2016	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
573764	07/27/2016	08/04/2016	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
573768	07/27/2016	08/01/2016	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
573771	07/27/2016	08/01/2016	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
573776	08/02/2016	08/02/2016	Transfer protocol	No Interpreter/Operator ID provided with the complaint
573777	08/02/2016	08/03/2016	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
573778	08/02/2016	08/03/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573781	08/02/2016	08/12/2016	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
573782	08/02/2016	08/18/2016	VI etiquette; VI did not follow caller's request	Escalated to Management - Resolution
573783	08/02/2016	08/04/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
573786	08/03/2016	08/03/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573788	08/03/2016	08/26/2016	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
573789	08/03/2016	08/12/2016	VI signing was not clear; VI receptive skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
573791	08/03/2016	08/16/2016	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
573793	08/03/2016	08/03/2016	VI etiquette; VI failed to relay conversation verbatim; VI disconnected call	No Interpreter/Operator ID provided with the complaint
573794	08/03/2016	08/04/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573795	08/03/2016	08/12/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573797	08/03/2016	08/04/2016	VI etiquette; VI unprepared	Management: Interpreter/Operator have been retrained
573798	08/03/2016	09/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573843	08/05/2016	08/05/2016	VI etiquette	Escalated to Management - Resolution Management: Interpreter/Operator have been retrained
573845	08/05/2016	08/12/2016	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
573846	08/05/2016	08/05/2016	VI etiquette	Escalated to Management - Resolution
573851	08/05/2016	08/12/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573853A	08/05/2016	08/05/2016	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
573853B	08/05/2016	08/05/2016	VI did not keep caller informed; VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
573855	08/05/2016	08/05/2016	Transfer protocol	Escalated to Management - Resolution
573862	08/06/2016	08/12/2016	VI did not follow caller's request; confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained
573866	08/06/2016	08/06/2016	VI did not follow caller's request; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573872	08/06/2016	08/18/2016	Technical issue	Management: Interpreter/Operator have been retrained
573875	08/06/2016	08/18/2016	VI etiquette; VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
573878	08/06/2016	08/26/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573880	08/06/2016	08/12/2016	VI etiquette; VI unprepared; VI disconnected caller	Management: Interpreter/Operator have been retrained
573881	08/06/2016	08/06/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
573912	08/12/2016	08/26/2016	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
573923	08/12/2016	08/12/2016	VI did not ask for clarification; VI did not keep caller informed; VI etiquette	No Interpreter/Operator ID provided with the complaint
573925	08/12/2016	08/26/2016	VI etiquette	Management: Interpreter/Operator have been retrained
573930	08/12/2016	08/12/2016	VI etiquette	Customer Service: Responded to the customer about FCC
573937	08/12/2016	08/12/2016	VI did not follow caller's request	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
573941	08/13/2016	08/13/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
573955	08/13/2016	08/18/2016	VI disconnected caller	Escalated to Management - Resolution
573957	08/13/2016	08/13/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

573958	08/13/2016	08/18/2016	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
573960	08/13/2016	08/18/2016	VI fingerspelling was not clear; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
573991	08/17/2016	08/26/2016	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
573992	08/17/2016	09/23/2016	VI etiquette; VI unprepared	Management: Interpreter/Operator have been retrained
573993	08/17/2016	08/17/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574001	08/17/2016	08/26/2016	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
574005A	08/17/2016	08/17/2016	VI receptive skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
574005B	08/17/2016	08/17/2016	VI disconnected caller; VI unprepared	Escalated to Management - Resolution
574007	08/17/2016	08/17/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574010	08/18/2016	08/18/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574012	08/18/2016	08/18/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574013	08/18/2016	08/18/2016	VI etiquette; VI did not follow caller's request	No Interpreter/Operator ID provided with the complaint
574014A	08/18/2016	08/18/2016	VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
574014B	08/18/2016	08/18/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574015	08/18/2016	08/18/2016	VI skills inadequate; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574018	08/18/2016	08/18/2016	VI etiquette; VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint
574020	08/18/2016	08/26/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
574021	08/18/2016	08/26/2016	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
574022	08/18/2016	08/26/2016	VI receptive skills inadequate; VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
574023	08/18/2016	09/23/2016	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574024	08/18/2016	08/18/2016	VI receptive skills inadequate; VI did not ask for clarification	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

574108	08/24/2016	08/26/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
574109	08/24/2016	08/24/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574114	08/24/2016	08/26/2016	VI receptive skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
574117	08/24/2016	08/26/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574118	08/24/2016	08/24/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574120	08/24/2016	09/01/2016	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
574122	08/24/2016	09/01/2016	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
574123	08/24/2016	08/26/2016	VI etiquette; VI dress inappropriate	Management: Interpreter/Operator have been retrained
574155	08/26/2016	08/26/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574157	08/26/2016	08/26/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574159	08/26/2016	08/26/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574169	08/26/2016	09/01/2016	VI failed to relay message verbatim	Management: Interpreter/Operator have been retrained
574171	08/26/2016	09/01/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574172	08/26/2016	08/26/2016	Confidentiality concerns	No Interpreter/Operator ID provided with the complaint
574174	08/26/2016	08/26/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574176	08/26/2016	09/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574177	08/30/2016	09/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574194	09/01/2016	09/09/2016	VI etiquette; VI fingerspelling was not clear; VI did not keep caller informed; VI failed to relay recording verbatim	Management: Interpreter/Operator have been retrained
574195	09/01/2016	09/02/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574199	09/01/2016	09/23/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574201	09/01/2016	09/01/2016	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

574202	09/01/2016	09/01/2016	VI receptive skills inadequate; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint Management: Interpreter/Operator have been retrained
574203	09/01/2016	09/15/2016	Confidentiality concerns	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574207	09/01/2016	09/01/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574210	09/01/2016	09/01/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574213	09/01/2016	09/09/2016	VI etiquette; VI disconnected caller	Escalated to Management - Resolution
574215	09/01/2016	09/01/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574243	09/01/2016	09/01/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574251	09/02/2016	09/21/2016	VI disconnected caller; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574255	09/02/2016	09/02/2016	VI etiquette; VI did not keep caller informed	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574256	09/02/2016	09/02/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574257	09/02/2016	09/09/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574261	09/02/2016	09/02/2016	VI etiquette; VI disconnected caller; transfer protocol	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574262	09/02/2016	09/02/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574331	09/07/2016	09/07/2016	VI disconnected caller; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574335	09/07/2016	09/07/2016	VI etiquette; VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint
574339	09/07/2016	09/07/2016	VI receptive skills inadequate; transfer protocol; VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
574342	09/07/2016	09/09/2016	VI signing was not clear; VI etiquette; VI did not keep caller informed	Escalated to Management - Resolution
574345	09/07/2016	09/07/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574347	09/07/2016	09/09/2016	Confidentiality concerns	Management: Interpreter/Operator have been retrained
574348	09/07/2016	09/09/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
574350	09/07/2016	09/09/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
574363	09/09/2016	09/09/2016	VI etiquette; VI disconnected caller	Forwarded to the Appropriate People

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

574365	09/09/2016	09/09/2016	VI etiquette; VI failed to relay conversation verbatim; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574366	09/09/2016	09/09/2016	VI receptive skills inadequate; VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
574368	09/09/2016	09/28/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574413	09/13/2016	09/13/2016	VI failed to relay recording verbatim	No Interpreter/Operator ID provided with the complaint
574414	09/13/2016	09/13/2016	VI etiquette; VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint
574416	09/13/2016	09/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574417	09/13/2016	09/20/2016	VI etiquette; VI receptive skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
574420	09/13/2016	09/13/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574421	09/13/2016	09/13/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574447	09/14/2016	09/23/2016	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
574448	09/14/2016	09/15/2016	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
574450	09/14/2016	09/14/2016	VI receptive skills inadequate	Escalated to Management - Resolution
574451	09/14/2016	09/14/2016	VI etiquette	Escalated to Management - Resolution
574465	09/15/2016	09/15/2016	VI did not keep caller informed; VI etiquette	Escalated to Management - Resolution
574466	09/15/2016	09/15/2016	VI etiquette; VI did not follow caller's request	Escalated to Management - Resolution
574472	09/15/2016	09/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574499	09/16/2016	09/20/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
574500	09/16/2016	09/23/2016	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574502	09/16/2016	09/16/2016	VI signing was not clear; VI did not follow caller's request	Escalated to Management - Resolution
574552	09/19/2016	09/19/2016	VI etiquette; VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint
574571	09/20/2016	09/28/2016	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
574575	09/20/2016	09/23/2016	VI failed to relay recording verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
574577	09/20/2016	09/20/2016	VI did not follow caller's request; VI etiquette	Escalated to Management - Resolution

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

574578	09/20/2016	09/21/2016	VI signing was not clear; VI fingerspelling was not clear. VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
574582	09/20/2016	09/28/2016	VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
574583	09/20/2016	09/20/2016	VI etiquette; transfer protocol	No Interpreter/Operator ID provided with the complaint
574608	09/21/2016	09/23/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574609	09/21/2016	09/21/2016	VI skills inadequate; VI did not follow caller's request	No Interpreter/Operator ID provided with the complaint
574613	09/23/2016	09/28/2016	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
574614	09/23/2016	09/23/2016	VI etiquette; VI did not keep caller informed	Escalated to Management - Resolution
574616	09/23/2016	09/23/2016	Privacy screen protocol; transfer protocol	Forwarded to the Appropriate People
574617	09/23/2016	09/23/2016	VI receptive skills inadequate; transfer protocol	Escalated to Management - Resolution
574618	09/23/2016	09/23/2016	Confidentiality concerns; VI etiquette	Escalated to Management - Resolution
574629	09/23/2016	09/30/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574630	09/23/2016	09/28/2016	VI etiquette; VI skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
574633	09/23/2016	09/23/2016	VI etiquette; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574673	09/28/2016	09/28/2016	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
574674	09/28/2016	09/28/2016	VI etiquette; VI skills inadequate	Escalated to Management - Resolution
574675	09/28/2016	09/28/2016	VI etiquette; VI signing was not clear	Escalated to Management - Resolution
574676	09/28/2016	09/28/2016	VI etiquette	Escalated to Management - Resolution
574821	10/06/2016	10/07/2016	VI failed to relay recording verbatim	Management: Interpreter/Operator have been retrained
574826	10/06/2016	10/07/2016	Transfer protocol	Management: Interpreter/Operator have been retrained
574827	10/06/2016	10/06/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574837	10/07/2016	10/07/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574846	10/07/2016	10/07/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
574847	10/07/2016	10/07/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
574848	10/07/2016	10/07/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

574850	10/07/2016	10/12/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574851	10/07/2016	10/12/2016	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
574852	10/07/2016	01/09/2017	VI signing was not clear; VI etiquette; VI did not follow caller's request	Escalated to Management - Resolution
574853	10/07/2016	10/07/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
574855	10/07/2016	10/07/2016	VI skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
574856	10/07/2016	01/09/2017	VI etiquette	Escalated to Management - Resolution
574864	10/07/2016	10/14/2016	VI signing was not clear; VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
574866	10/07/2016	10/07/2016	VI failed to relay conversation verbatim; VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
574867	10/07/2016	10/07/2016	VI did not follow caller's request; transfer protocol	No Interpreter/Operator ID provided with the complaint
574869	10/07/2016	10/12/2016	VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
574870A	10/07/2016	10/12/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574870B	10/07/2016	10/12/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574871	10/07/2016	11/17/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
574913	10/12/2016	10/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574918	10/12/2016	10/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574919	10/12/2016	10/27/2016	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
574921	10/12/2016	11/11/2016	VI etiquette	Management: Interpreter/Operator have been retrained
574959	10/14/2016	10/21/2016	VI etiquette; VI receptive skills inadequate; transfer protocol	Management: Interpreter/Operator have been retrained
574960	10/14/2016	10/27/2016	VI skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
574963	10/14/2016	10/20/2016	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
574969	10/14/2016	10/21/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

574972	10/14/2016	10/14/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575009	10/18/2016	10/27/2016	Confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained
575010	10/18/2016	10/21/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575042	10/20/2016	10/27/2016	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575052	10/20/2016	02/07/2017	VI failed to relay recording verbatim; VI etiquette	Escalated to Management - Resolution
575082	10/21/2016	10/27/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575102	10/21/2016	10/21/2016	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
575106A	10/21/2016	10/28/2016	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575106B	10/21/2016	10/28/2016	VI receptive skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575172	10/26/2016	11/04/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575173	10/26/2016	10/26/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
575174	10/26/2016	12/01/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
575175	10/26/2016	10/26/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
575176	10/26/2016	12/01/2016	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575183	10/27/2016	10/27/2016	VI fingerspelling was not clear	No Interpreter/Operator ID provided with the complaint
575239	10/28/2016	11/04/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575242	10/28/2016	02/07/2017	VI disconnected caller; VI etiquette	Escalated to Management - Resolution
575244	10/28/2016	11/19/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575251	10/28/2016	11/11/2016	VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
575252	10/28/2016	10/28/2016	VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
575272	11/01/2016	11/01/2016	VI skills inadequate; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575275	11/02/2016	11/11/2016	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

575281	11/03/2016	11/11/2016	VI etiquette; VI receptive skills inadequate; VI skills inadequate	Management: Interpreter/Operator have been retrained
575284	11/03/2016	11/03/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575289	11/03/2016	11/04/2016	VI disconnected caller	Management: Interpreter/Operator have been retrained
575292	11/03/2016	11/03/2016	VI etiquette; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575293	11/03/2016	02/13/2017	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
575298	11/03/2016	11/18/2016	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
575299	11/03/2016	11/04/2016	VI skills inadequate	Management: Interpreter/Operator have been retrained
575302A	11/03/2016	02/07/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
575302B	11/03/2016	02/07/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
575305	11/04/2016	11/11/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
575308	11/04/2016	11/08/2016	VI skills inadequate; VI etiquette; VI did not follow caller's request; transfer protocol	Management: Interpreter/Operator have been retrained
575327	11/08/2016	11/08/2016	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575354	11/08/2016	11/08/2016	VI disconnected caller; VI failed to connect call properly	No Interpreter/Operator ID provided with the complaint
575383	11/10/2016	11/16/2016	Confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained
575393	11/10/2016	11/10/2016	VI did not follow caller's request; VI etiquette	No Interpreter/Operator ID provided with the complaint
575403	11/10/2016	11/11/2016	VI etiquette; VI failed to relay conversation verbatim; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
575405	11/10/2016	11/10/2016	VI etiquette; VI did not keep caller informed	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575407	11/10/2016	11/10/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575409	11/10/2016	11/10/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575410	11/10/2016	11/10/2016	VI skills inadequate	No Interpreter/Operator ID provided with the complaint
575422	11/11/2016	11/16/2016	VI signing was not clear	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

575432	11/11/2016	11/11/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
575433	11/11/2016	11/11/2016	VI failed to relay conversation verbatim; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575434	11/11/2016	01/11/2017	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
575435A	11/11/2016	02/07/2017	VI etiquette	Management: Interpreter/Operator have been retrained
575435B	11/11/2016	02/07/2017	VI etiquette; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
575439	11/15/2016	11/22/2016	Confidentiality concerns; VI etiquette; VI did not follow caller's request; transfer protocol	Management: Interpreter/Operator have been retrained
575440	11/15/2016	12/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575464	11/15/2016	11/16/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575466	11/15/2016	11/22/2016	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575469	11/15/2016	11/29/2016	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
575508	11/16/2016	11/16/2016	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
575523	11/16/2016	11/17/2016	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
575524	11/16/2016	02/09/2017	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
575525	11/16/2016	11/16/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575540	11/17/2016	11/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575541	11/17/2016	11/29/2016	Confidentiality concerns	Management: Interpreter/Operator have been retrained
575542	11/17/2016	11/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575548	11/18/2016	11/18/2016	VI etiquette; VI failed to relay message verbatim	No Interpreter/Operator ID provided with the complaint
575549	11/18/2016	11/22/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575550	11/18/2016	11/22/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575552	11/18/2016	11/18/2016	VI etiquette; VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

575603	11/19/2016	11/19/2016	VI failed to relay message verbatim	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575604	11/19/2016	11/19/2016	VI receptive skills inadequate; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575605	11/19/2016	11/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575610	11/22/2016	11/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575611	11/22/2016	11/29/2016	VI receptive skills inadequate; VI did not follow caller's request; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
575615	11/22/2016	11/22/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575617	11/22/2016	11/22/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
575642	11/22/2016	11/22/2016	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
575643	11/22/2016	11/22/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575646	11/22/2016	11/29/2016	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
575647	11/22/2016	11/29/2016	VI etiquette; transfer protocol	Management: Interpreter/Operator have been retrained
575648	11/22/2016	11/22/2016	VI did not follow caller's request; transfer protocol; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575650	11/22/2016	02/07/2017	VI fingerspelling was not clear; VI etiquette	Escalated to Management - Resolution
575651	11/22/2016	11/22/2016	VI fingerspelling was not clear; VI did not follow caller's request; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575673	11/22/2016	11/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575674	11/22/2016	11/22/2016	VI failed to relay conversation verbatim; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575676	11/22/2016	02/07/2017	VI etiquette	Escalated to Management - Resolution
575736	11/28/2016	11/28/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575768	11/29/2016	12/01/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575810	12/01/2016	12/29/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575814	12/01/2016	12/06/2016	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
575815	12/01/2016	12/01/2016	VI did not follow caller's request; VI failed to relay recording verbatim; VI disconnected caller	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

575816	12/01/2016	12/01/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575817	12/01/2016	12/01/2016	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575818	12/01/2016	12/01/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575820	12/02/2016	12/06/2016	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575827	12/02/2016	12/16/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575828	12/02/2016	12/02/2016	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
575831	12/02/2016	12/29/2016	Transfer protocol; VI did not follow caller's request; VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
575849	12/06/2016	12/06/2016	VI receptive skills inadequate; VI did not follow caller's request; VI disconnected caller; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575850	12/06/2016	12/06/2016	VI etiquette; VI receptive skills inadequate; speed of answer	No Interpreter/Operator ID provided with the complaint
575851	12/06/2016	12/16/2016	VI etiquette; VI disconnected caller; confidentiality concerns	Management: Interpreter/Operator have been retrained
575855	12/06/2016	12/16/2016	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
575894	12/07/2016	12/15/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575896	12/07/2016	12/07/2016	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
575898	12/07/2016	12/27/2016	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
575945	12/13/2016	01/13/2017	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
575946	12/13/2016	12/16/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575971	12/14/2016	12/20/2016	VI etiquette; confidentiality concerns	Management: Interpreter/Operator have been retrained
575972	12/14/2016	12/20/2016	VI etiquette	Management: Interpreter/Operator have been retrained
575974	12/14/2016	12/14/2016	VI disconnected caller; VI did not follow caller's request	Forwarded to the Appropriate People
576024	12/15/2016	12/20/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576027	12/15/2016	12/21/2016	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained

REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT

SORENSEN VRS COMPLAINT SUMMARY

576043	12/16/2016	12/16/2016	VI etiquette; VI disconnected caller; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
576044	12/16/2016	12/29/2016	VI etiquette; VI unprepared	Management: Interpreter/Operator have been retrained
576046	12/16/2016	12/16/2016	VI receptive skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
576047	12/16/2016	12/16/2016	VI failed to relay recording verbatim	Escalated to Management - Resolution
576101	12/20/2016	12/20/2016	VI etiquette	No Interpreter/Operator ID provided with the complaint
576103	12/20/2016	01/13/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576104	12/20/2016	12/20/2016	Technical issue; VI etiquette	Escalated to Management - Resolution
576109	12/20/2016	12/27/2016	VI refused to handle call	Management: Interpreter/Operator have been retrained
576120	12/21/2016	12/27/2016	Confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained
576183	12/27/2016	01/09/2017	Technical issue	Management: Interpreter/Operator have been retrained
576184	12/27/2016	12/27/2016	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576185	12/27/2016	12/27/2016	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
576186	12/27/2016	01/13/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576198	12/27/2016	12/29/2016	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576199	12/27/2016	12/27/2016	VI disconnected caller	Escalated to Management - Resolution
576213	12/29/2016	01/03/2017	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576214	12/29/2016	01/09/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576215	12/29/2016	12/29/2016	VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint
576216	12/29/2016	01/11/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576218	12/29/2016	01/03/2017	VI failed to relay recording verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
576219	12/29/2016	12/29/2016	VI skills inadequate	Escalated to Management - Resolution
576228	01/03/2017	01/05/2017	VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576229	01/03/2017	01/11/2017	VI skills inadequate; VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
576230	01/03/2017	01/05/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576232	01/05/2017	01/05/2017	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
576233	01/05/2017	01/18/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576234	01/06/2017	01/13/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576235	01/06/2017	01/09/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576237	01/13/2017	01/17/2017	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
576238	01/13/2017	01/27/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576239	01/13/2017	01/27/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576240	01/13/2017	01/27/2017	VI etiquette; VI receptive skills inadequate; VI did not follow caller's request; transfer protocol	Management: Interpreter/Operator have been retrained
576241	01/13/2017	01/17/2017	VI receptive skills inadequate; VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576243	01/13/2017	02/01/2017	VI failed to relay recording verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
576244	01/13/2017	01/27/2017	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
576245	01/13/2017	02/09/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576246	01/13/2017	01/13/2017	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576247	01/13/2017	01/27/2017	VI etiquette; VI unprepared; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576259	01/18/2017	01/18/2017	VI skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
576260	01/18/2017	02/09/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576261	01/18/2017	01/27/2017	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
576262	01/18/2017	01/27/2017	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
576263	01/18/2017	01/27/2017	VI disconnected caller	Escalated to Management - Resolution

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576264	01/18/2017	01/27/2017	VI etiquette	Management: Interpreter/Operator have been retained
576266	01/19/2017	01/23/2017	VI skills inadequate; VI etiquette	Escalated to Management - Resolution
576268	01/19/2017	01/19/2017	VI receptive skills inadequate; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576274	02/03/2017	02/09/2017	VI signing was not clear	Management: Interpreter/Operator have been retained
576275	02/03/2017	02/11/2017	VI did not follow caller's request	Management: Interpreter/Operator have been retained
576279	02/03/2017	02/09/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retained
576280	02/03/2017	02/03/2017	VI etiquette; VI disconnected caller; VI did not follow caller's request	Escalated to Management - Resolution
576281	02/03/2017	02/17/2017	VI etiquette	Management: Interpreter/Operator have been retained
576282	02/03/2017	02/09/2017	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retained
576283	02/03/2017	02/13/2017	VI etiquette	Management: Interpreter/Operator have been retained
576284	02/03/2017	02/03/2017	VI etiquette	No Interpreter/Operator ID provided with the complaint
576292	02/10/2017	02/10/2017	VI did not follow caller's request; VI dress inappropriate	No Interpreter/Operator ID provided with the complaint
576293	02/11/2017	02/13/2017	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retained
576295A	02/11/2017	02/11/2017	VI dress inappropriate	Escalated to Management - Resolution
576295B	02/11/2017	02/11/2017	VI dress inappropriate	Escalated to Management - Resolution
576296	02/11/2017	02/17/2017	VI etiquette	Management: Interpreter/Operator have been retained
576299	02/13/2017	02/25/2017	VI failed to relay conversation verbatim; VI receptive skills inadequate	Management: Interpreter/Operator have been retained
576300	02/13/2017	02/17/2017	VI etiquette	Management: Interpreter/Operator have been retained
576301	02/13/2017	02/14/2017	VI disconnected caller	Forwarded to the Appropriate People
576302	02/13/2017	02/22/2017	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retained
576303	02/13/2017	02/13/2017	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
576305	02/13/2017	02/17/2017	Transfer protocol	Management: Interpreter/Operator have been retained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576307	02/17/2017	02/22/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576318	02/25/2017	03/03/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576319	02/25/2017	02/25/2017	VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
576320A	02/25/2017	03/03/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576320B	02/25/2017	03/03/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576321	02/25/2017	02/25/2017	VI receptive skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
576323	02/25/2017	03/03/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576325	02/25/2017	03/03/2017	VI refused to handle call	Management: Interpreter/Operator have been retrained
576326	02/25/2017	02/25/2017	VI disconnected call	No Interpreter/Operator ID provided with the complaint
576327	02/25/2017	03/03/2017	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
576341	03/03/2017	03/17/2017	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576342	03/03/2017	03/10/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576343	03/03/2017	03/10/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576344	03/03/2017	03/17/2017	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576345	03/03/2017	03/03/2017	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576346	03/03/2017	03/03/2017	VI etiquette; VI receptive skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
576349	03/09/2017	03/24/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576350	03/09/2017	03/17/2017	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
576351A	03/09/2017	03/17/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576351B	03/09/2017	03/17/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576352	03/09/2017	03/17/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576353	03/09/2017	03/10/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576355	03/10/2017	03/10/2017	VI signing was not clear; VI etiquette	No Interpreter/Operator ID provided with the complaint
576356A	03/10/2017	03/24/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576356B	03/10/2017	03/24/2017	VI signing was not clear; VI disconnected caller	Management: Interpreter/Operator have been retrained
576357	03/10/2017	03/10/2017	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576358	03/10/2017	03/24/2017	VI did not keep caller informed; VI failed to relay conversation verbatim; VI etiquette; transfer protocol	Management: Interpreter/Operator have been retrained
576360	03/10/2017	03/17/2017	Transfer protocol	Management: Interpreter/Operator have been retrained
576361	03/10/2017	03/10/2017	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576363	03/10/2017	03/24/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576364	03/10/2017	03/24/2017	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576369	03/17/2017	03/31/2017	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
576370	03/17/2017	03/24/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
576376	03/24/2017	03/31/2017	Confidentiality concerns	Management: Interpreter/Operator have been retrained
576378	03/24/2017	03/24/2017	VI etiquette; VI did not keep caller informed	Escalated to Management - Resolution
576379	03/24/2017	03/24/2017	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
576380	03/24/2017	03/31/2017	Technical issue	Management: Interpreter/Operator have been retrained
576381	03/24/2017	03/31/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576382	03/24/2017	03/24/2017	VI receptive skills inadequate; VI failed to relay conversation verbatim; VI etiquette	No Interpreter/Operator ID provided with the complaint
576383	03/24/2017	03/31/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576386	03/24/2017	03/31/2017	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
576387	03/24/2017	03/31/2017	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576394	03/28/2017	03/31/2017	VI failed to relay conversation verbatim; VI disconnected caller	Management: Interpreter/Operator have been retrained
576412	04/07/2017	04/13/2017	VI did not follow caller's request; confidentiality concerns	Escalated to Management - Resolution
576413	04/07/2017	04/07/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576414	04/07/2017	04/13/2017	VI etiquette; VI receptive skills inadequate; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576415	04/07/2017	04/07/2017	VI did not keep caller informed; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
576416	04/12/2017	04/13/2017	VI etiquette; VI did not follow caller's request	Escalated to Management - Resolution
576417	04/13/2017	04/13/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
576418	04/13/2017	05/02/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576419	04/13/2017	04/28/2017	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576420	04/13/2017	04/13/2017	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
576421A	04/13/2017	04/21/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576421B	04/13/2017	04/21/2017	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
576422	04/13/2017	04/21/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
576423	04/13/2017	04/21/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576424	04/13/2017	04/13/2017	VI disconnected caller	Escalated to Management - Resolution
576440	04/21/2017	04/26/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576441	04/21/2017	04/21/2017	VI skills inadequate	No Interpreter/Operator ID provided with the complaint
576442	04/21/2017	04/26/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576443	04/21/2017	04/26/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
576444	04/26/2017	04/26/2017	VI etiquette	Escalated to Management - Resolution
576446	04/28/2017	05/02/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576447	04/28/2017	04/28/2017	VI did not follow caller's request	Escalated to Management - Resolution
576448	04/28/2017	04/28/2017	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576449	04/28/2017	04/28/2017	VI did not follow caller's request; transfer protocol; VI disconnected caller	Escalated to Management - Resolution
576450	04/28/2017	04/28/2017	VI disconnected caller	Escalated to Management - Resolution
576451	04/28/2017	04/28/2017	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
576452	04/28/2017	05/02/2017	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576454	04/28/2017	05/02/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576455	05/02/2017	05/12/2017	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
576456	05/02/2017	05/12/2017	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
576457	05/02/2017	05/12/2017	Confidentiality concerns	Management: Interpreter/Operator have been retrained
576458	05/02/2017	05/12/2017	VI skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576459	05/02/2017	05/02/2017	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
576460	05/02/2017	05/12/2017	VI receptive skills inadequate; VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576461	05/02/2017	05/12/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576462	05/02/2017	05/12/2017	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
576463	05/02/2017	05/02/2017	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
576466	05/12/2017	05/12/2017	VI disconnected caller	Escalated to Management - Resolution
576467	05/12/2017	05/19/2017	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
576468	05/12/2017	05/19/2017	VI disconnected caller	Management: Interpreter/Operator have been retrained
576469	05/12/2017	05/19/2017	VI etiquette; VI receptive skills inadequate; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
576470	05/12/2017	05/19/2017	Confidentiality concerns	Management: Interpreter/Operator have been retrained
576471	05/12/2017	05/12/2017	VI receptive skills inadequate; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
576472	05/12/2017	05/19/2017	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
576498	05/19/2017	05/26/2017	VI etiquette	Management: Interpreter/Operator have been retrained

**REDACTED FOR PUBLIC INSPECTION
SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT**

SORENSEN VRS COMPLAINT SUMMARY

576499	05/19/2017	06/01/2017	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576500	05/19/2017	05/26/2017	VI etiquette; VI receptive skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
576501	05/19/2017	05/26/2017	VI etiquette; VI receptive skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
576502	05/19/2017	05/26/2017	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576503	05/19/2017	05/26/2017	VI etiquette; VI receptive skills inadequate; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
576504	05/19/2017	05/19/2017	VI etiquette; transfer protocol	Escalated to Management - Resolution
576506	05/19/2017	06/01/2017	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
576507	05/19/2017	05/26/2017	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
576509	05/24/2017	06/01/2017	VI etiquette; technical issue	Escalated to Management - Resolution
576512	05/26/2017	05/26/2017	VI etiquette	No Interpreter/Operator ID provided with the complaint
576513	05/26/2017	06/01/2017	Technical issue	Management: Interpreter/Operator have been retrained
576514	05/26/2017	06/01/2017	VI etiquette	Management: Interpreter/Operator have been retrained
576516	05/26/2017	06/01/2017	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
576517	05/26/2017	05/26/2017	VI did not follow caller's request; VI etiquette	Escalated to Management - Resolution
576518	05/26/2017	06/01/2017	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
576519	05/26/2017	06/01/2017	VI etiquette	Management: Interpreter/Operator have been retrained

Total VRS Complaints: 559

CaptionCall IP CTS Complaint Summary

Customer Id	Complaint ID	Complaint Date	Resolution Date	Complaint Type	Resolution
325439	1	6/2/2016	6/2/2016	Inaccurate Captioning	Customer contacted
256626	2	6/6/2016	6/6/2016	Inaccurate Captioning	Customer contacted
104819	3	6/9/2016	6/9/2016	Inaccurate Captioning	CA no longer employed by company
234431	4	6/17/2016	6/17/2016	Inaccurate Captioning	Customer contacted
16099	5	6/20/2016	6/20/2016	Inaccurate Captioning	Customer transferred to technical support
52112	6	6/21/2016	6/21/2016	Inaccurate Captioning	CA monitored for accuracy; CA evaluated with manager
333758	7	6/27/2016	6/27/2016	Inaccurate Captioning	Escalated to management
61681	8	6/29/2016	6/29/2016	Inaccurate Captioning	Escalated to management
234431	9	7/6/2016	7/6/2016	Inaccurate Captioning	CA no longer employed by the company
358231	10	7/19/2016	7/27/2016	Inaccurate Captioning	CA retrained; customer contacted
171083	11	8/1/2016	8/1/2016	Inaccurate Captioning	Referred customer to technical support
207985	12	8/8/2016	8/8/2016	Technical Issue	Technical Issue Addressed
307545	13	8/8/2016	8/10/2016	Inaccurate Captioning	CA retrained; customer contacted
350626	14	8/22/2016	9/1/2016	Inaccurate Captioning	CA retrained; customer contacted
301018	15	8/25/2016	8/26/2016	Inaccurate Captioning	Customer contacted

REDACTED FOR PUBLIC INSPECTION - SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT

CaptionCall IP CTS Complaint Summary

368482	16	9/6/2016	9/6/2016	Inaccurate Captioning	Customer contacted
240217	17	9/8/2016	9/8/2019	Inaccurate Captioning	Customer contacted
253045	18	9/9/2016	9/9/2016	Inaccurate Captioning	Customer contacted
9937	19	9/13/2016	9/19/2016	Inaccurate Captioning	Customer contacted
168422	20	9/19/2016	9/19/2016	Inaccurate Captioning	Customer contacted
168692	21	9/22/2016	10/5/2016	Inaccurate Captioning	Customer contacted
376047	22	9/26/2016	9/27/2016	Inaccurate Captioning	Customer contacted
9937	23	9/27/2016	9/30/2016	Inaccurate Captioning	Customer contacted
213654	24	10/4/2016	10/11/2016	Inaccurate Captioning	CA retrained; customer contacted
331065	25	10/7/2016	2/16/2017	Inaccurate Captioning	Customer contacted
224687	26	10/12/2016	10/17/2016	Inaccurate Captioning	CA monitored for accuracy; CA retrained; customer contacted
178556	27	10/21/2016	10/27/2016	Inaccurate Captioning	CA retrained; customer contacted
75479	28	10/21/2016	10/25/2016	Inaccurate Captioning	CA retrained; customer contacted
363317	29	10/22/2016	10/27/2016	Inaccurate Captioning	CA monitored for accuracy; customer contacted
231315	30	10/23/2016	10/24/2016	Inaccurate Captioning	Customer contacted
368482	31	11/3/2016	11/4/2016	Inaccurate Captioning	CA reprimanded; customer contacted
328187	32	11/8/2016	11/8/2016	Inaccurate Captioning	Customer contacted
368482	33	11/12/2016	11/15/2016	Inaccurate Captioning	CA monitored for accuracy; CA retrained; customer contacted
197033	34	11/14/2016	11/21/2016	Inaccurate Captioning	Customer contacted

REDACTED FOR PUBLIC INSPECTION - SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT

CaptionCall IP CTS Complaint Summary

82162	35	11/17/2016	11/22/2016	Inaccurate Captioning	CA monitored for accuracy; CA retrained; customer contacted
61681	36	11/18/2016	11/18/2016	Inaccurate Captioning	CA monitored for accuracy; customer contacted
70947	37	11/21/2016	11/22/2016	Inaccurate Captioning	CA monitored for accuracy; CA reprimanded; customer contacted
270512	38	11/21/2016	11/22/2016	Inaccurate Captioning	CA monitored for accuracy; customer contacted
121590	39	11/22/2016	11/22/2016	Inaccurate Captioning	Customer contacted
253404	40	11/22/2016	12/1/2016	Inaccurate Captioning	CA monitored for accuracy; customer contacted
363317	41	11/29/2016	11/29/2016	Inaccurate Captioning	Escalated to management; customer contacted
301901	42	12/1/2016	12/2/2016	Inaccurate Captioning	CA retrained; customer contacted
81682	43	12/2/2016	12/8/2016	Inaccurate Captioning	CA reprimanded; customer contacted
301190	44	12/6/2016	12/6/2016	Inaccurate Captioning	Customer contacted; referred to technical support
404242	45	12/14/2016	12/15/2016	Inaccurate Captioning	Customer contacted
230495	46	12/21/2016	12/22/2016	Inaccurate Captioning	CA monitored for accuracy; customer contacted
168030	47	12/27/2016	12/27/2017	Inaccurate Captioning	CA monitored for accuracy; CA reprimanded; customer contacted
168030	48	1/6/2017	1/17/2017	Inaccurate Captioning	CA reprimanded; customer contacted
153192	49	1/9/2017	1/10/2017	Inaccurate Captioning	CA reprimanded; customer contacted
153192	50	1/16/2017	1/24/2017	Inaccurate Captioning	CA reprimanded; customer contacted
16164	51	1/19/2017	1/20/2017	Inaccurate Captioning	Customer contacted
52112	52	1/23/2017	1/26/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
191938	53	1/24/2017	1/26/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
215044	54	1/27/2017	1/31/2017	Inaccurate Captioning	CA retrained; customer contacted

REDACTED FOR PUBLIC INSPECTION - SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT

CaptionCall IP CTS Complaint Summary

262727	55	1/31/2017	2/6/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
427090	56	2/2/2017	2/2/2017	Inaccurate Captioning	Customer contacted
301322	57	2/7/2017	2/7/2017	Inaccurate Captioning	Customer contacted
404350	58	2/8/2017	2/10/2017	Inaccurate Captioning	CA retrained; customer contacted
216510	59	4/3/2017	4/10/2017	Inaccurate Captioning	CA no longer employed by company
269435	60	3/16/2017	3/23/2017	Inaccurate Captioning	CA monitored for accuracy; CA retrained; customer contacted
216510	61	2/13/2017	2/16/2017	Inaccurate Captioning	CA retrained; customer contacted
224687	62	2/22/2017	2/23/2017	Inaccurate Captioning	Customer contacted
316540	63	2/24/2017	2/24/2017	Inaccurate Captioning	Customer contacted
313712	64	2/25/2017	2/27/2017	Inaccurate Captioning	CA retrained; customer contacted
327384	65	2/26/2017	3/7/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
212955	66	3/4/2017	3/10/2017	Technical Issue; Inaccurate Captioning	Customer Contacted
254486	67	3/15/2017	3/20/2017	Inaccurate Captioning	Technical issue identified; customer contacted
269435	68	3/16/2017	3/23/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
344298	69	3/26/2017	3/27/2017	Inaccurate Captioning	Customer contacted
193279	70	3/28/2017	3/28/2017	Inaccurate Captioning	Customer contacted
432628	71	3/30/2017	3/30/2017	Inaccurate Captioning	Customer contacted
216510	72	3/22/2017	3/27/2017	Inaccurate Captioning	Customer contacted
344298	73	4/16/2017	4/18/2017	Inaccurate Captioning	CA retrained; customer contacted
416702	74	4/17/2017	4/17/2017	Inaccurate Captioning	CA reprimanded; customer contacted
238704	75	4/21/2017	5/8/2017	Technical Issue	Technical issue resolved; customer contacted
110255	76	4/26/2017	5/1/2017	Inaccurate Captioning	CA reprimanded; CA retrained; customer contacted

REDACTED FOR PUBLIC INSPECTION - SUBJECT TO REQUEST FOR CONFIDENTIAL TREATMENT

CaptionCall IP CTS Complaint Summary

424225	77	4/29/2017	5/4/2017	Technical Issue	Customer contacted
92919	78	5/1/2017	5/9/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
91528	79	5/8/2017	5/8/2017	Inaccurate Captioning	Customer contacted
16982	80	5/9/2017	5/15/2017	Technical Issue	Customer contacted; referred to technical support
115669	81	5/15/2017	5/15/2017	Technical Issue	Customer contacted
89589	82	5/15/2017	5/15/2017	Inaccurate Captioning	CA reprimanded
327384	83	5/17/2017	5/18/2017	Inaccurate Captioning	CA reprimanded; customer contacted
88875	84	5/18/2017	5/19/2017	Inaccurate Captioning	CA reprimanded
408729	85	5/19/2017	5/19/2017	Inaccurate Captioning	Customer contacted
265248	86	5/22/2017	5/22/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
469945	87	5/25/2017	6/9/2017	Inaccurate Captioning	CA monitored for accuracy; customer contacted
353644	88	5/30/2017	5/30/2017	Inaccurate Captioning	Customer contacted
216510	89	5/30/2017	6/5/2017	Inaccurate Captioning	CA monitored for accuracy; CA retrained; customer contacted

TOTAL IP CTS COMPLAINTS: 89