

Kristy,

Yes you have my confirmation.

Thank you,
Kenneth Kendrick

On Mon, Aug 29, 2016 at 11:40 AM, Kristy Vess <KVess@hxdc.org> wrote:

May I also use this email for the complaint with FCC?

Please confirm.

Regards,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



[It's back to school time. Behnke Preschool enrolling now!](#)

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From: Ken Kendricks [mailto:tazdeafia@gmail.com]
Sent: Wednesday, August 10, 2016 1:49 PM
To: Kristy Vess
Subject: RE: FW: Payment Confirmation Succeed

Great and see ya tmw!

On Aug 10, 2016 1:43 PM, "Kristy Vess" <KVess@hsrc.org> wrote:

Sounds good!

Cheers,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



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From: Ken Kendricks [mailto:tazdeafia@gmail.com]
Sent: Wednesday, August 10, 2016 1:26 PM
To: Kristy Vess
Subject: RE: FW: Payment Confirmation Succeed

Tell u the truth that I do not have money to send it out so it can wait til monday I will be there to make the call and request for C.O.D from them...
What do you think???

On Aug 10, 2016 1:20 PM, "Kristy Vess" <KVess@hsc.org> wrote:

It would be best if you just mail it back as soon as you can (tomorrow) then have them to reimburse you the cost that you've spent on shipping fees.

Thanks.

Cheers,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



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From: Ken Kendricks [mailto:tazdeafia@gmail.com]
Sent: Wednesday, August 10, 2016 12:51 PM
To: Kristy Vess
Subject: Re: FW: Payment Confirmation Succeed

Kristy,
Okay I see about Qlink refusal so want to know when we are done with SSA in the morning then we go back to your office to make the call and ask for the label at same time of day..
What do u think ??
Pls let me know ..
Thanks,
Kenneth Kendrick

On Aug 10, 2016 11:42 AM, "Kristy Vess" <KVess@hsrc.org> wrote:

For your information—Qlink refused to continue the conversation unless youre here with us. With this, you will have to call them to get the label return.

Cheers,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



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From: Tash Hansen-Day
Sent: Wednesday, August 10, 2016 10:25 AM
To: Kristy Vess
Subject: RE: Payment Confirmation Succeed

They refused to help me because I'm not authorized by Ken to speak for him...So I hit a dead end. I told them I understood for confidentiality reasons, and also told them they need to be more accountable to the Deaf and hard of hearing people who are using their program. Frustrating!!

From: Kristy Vess
Sent: Wednesday, August 10, 2016 10:04 AM
To: Tash Hansen-Day
Subject: RE: Payment Confirmation Succeed

Thanks!

Cheers,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



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From: Tash Hansen-Day
Sent: Wednesday, August 10, 2016 9:56 AM
To: Kristy Vess
Subject: RE: Payment Confirmation Succeed

I'm going to try to live chat with them to ask about the return label again.

From: Kristy Vess
Sent: Wednesday, August 10, 2016 9:52 AM
To: Tash Hansen-Day
Subject: RE: Payment Confirmation Succeed

Hmm... maybe he'll have to pay for the shipping part now and have them to reimburse it to him? ill email Ken to let him know that his options just had expanded- the choice has to be made by tmw I guess because ill meet him at SSA office in the morning.

Cheers,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



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From: Tash Hansen-Day
Sent: Wednesday, August 10, 2016 9:49 AM
To: Kristy Vess
Subject: RE: Payment Confirmation Succeed

No, they haven't :/

I'll try contacting them again today. Unless you have another idea?

From: Kristy Vess
Sent: Wednesday, August 10, 2016 9:48 AM
To: Tash Hansen-Day
Subject: FW: Payment Confirmation Succeed

Tash,

This makes me wonder, have Qlink mailed their return label to us yet?

Cheers,

Kristy Vess

Client Advocate | DHH

Hearing, Speech, & Deaf Center (HSDC)



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From: Ken Kendricks [<mailto:tazdeafia@gmail.com>]

Sent: Monday, August 08, 2016 12:42 PM

To: Kristy Vess

Subject: Fwd: Payment Confirmation Succeed

Kristy,

Please read this confirmation and look at the ""ITEM"" show that replacement phone

It will take 7 to 10 days... i wait for the tracking confirmation soon

Btw, I got the signmail from front desk about the Return Box was not accept to send last friday so hopefully Qlink should take care of the return shipping back today....

I will see ya on Thursday @9:30 am on front of 2nd Ave

Have a nice day!
Kenneth K....

----- Forwarded message -----

From: "Q Link Wireless Order" <reply@qlinkwireless.com>

Date: Aug 8, 2016 9:52 AM

Subject: Payment Confirmation Succeed

To: <tazdeafia@gmail.com>

Cc:

Q Link Payment Confirmation This email is a follow-up to your free-phone application from Q Link Wireless.



Q Link Payment Confirmation

Hi Kenneth Kendrick,

Thank you for your payment. Your request for a replacement Q Link phone is being processed. Below you will find the transaction information regarding your payment.

Payment Date:

8/8/2016 12:47:33 PM

Order Number:

19829172

Account Number:

XXXXXXXXXX

Item:

Replacement Phone

Ship To:

Kenneth Kendrick

7718 16TH AVE SW

SEATTLE, WA 98106-1839

UNITED STATES

Please allow 7 to 10 business days to receive your replacement phone. We'll send you a confirmation email when your item ships with your tracking number.

Don't forget that you must use your phone **once every 30 days** to avoid service cancellation.

Questions? Visit our online [Help Center](#) for more information about Q Link Wireless.



My Q Link Login Information

[Check your call log](#) • [View your minutes](#) • [Add extra time](#) • [Upload documents](#)

Login/Email:

tazdeafia@gmail.com

Enrollment ID:

19829172

[Log In to My Q Link](#) 



Melissa Halle

Melissa Halle
Quality Assurance

T: [1-855-754-6543](tel:1-855-754-6543)
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