

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
6/2/14	unable to download CD	6/3/14	Helped customer to download CD
6/2/14	Audio Only	6/2/14	Helped customer to fix Audio only
6/3/14	Black Screen	6/5/14	Helped customer to resolve black screen
6/3/14	Audio Only	6/11/14	Contacted Customer About Issue
6/4/14	Audio Only	6/14/14	Helped customer to fix Audio only
6/5/14	Audio Only	6/14/14	Helped customer to fix Audio only
6/5/14	Audio Only	6/5/14	Contacted Customer About Issue
6/8/14	unable to download CD	6/8/14	unable to download CD
6/11/14	VCO	6/11/14	Helped customer how to use VCO
6/16/14	Complaint about VI	6/19/14	Counsel about issue was provided
6/19/14	Complaint about VI	6/19/14	Counsel about issue was provided
6/23/14	Black Screen	6/23/14	Helped customer to resolve black screen
6/23/14	Audio Only	6/23/14	Helped customer to fix Audio only
6/25/14	Audio Only	6/26/14	Helped customer to fix Audio only
6/26/14	Complaint about VI	6/30/14	Counsel about issue was provided
6/29/14	Audio Only	7/2/14	Helped customer to fix Audio only
7/7/14	Black Screen	7/7/14	Helped customer to resolve black screen
7/8/14	Black Screen	7/8/14	Helped customer to resolve black screen
7/9/14	Black Screen	7/9/14	Helped customer to resolve black screen
7/9/14	Audio Only	7/9/14	Helped customer to fix Audio only
7/10/14	Black Screen	7/10/14	Helped customer to resolve black screen
7/11/14	VCO	7/14/14	Helped customer how to use VCO
7/12/14	Black Screen/disconnection	7/28/14	Helped customer to resolve black screen/disconnection
7/12/14	Black Screen	7/10/14	Helped customer to resolve black screen
7/14/14	Audio/VCO	7/15/14	Helped customer to fix Audio only
7/15/14	Firewall issue	7/15/14	Helped customer to resolve firewall issue
7/17/14	Audio Only	7/24/14	Helped customer to fix Audio only
7/17/14	VCO	7/24/14	Contacted Customer About Issue
7/18/14	Audio Only	7/22/14	Contacted Customer About Issue
7/23/14	Webcam connection	7/23/14	Helped customer to resolve the webcam connection

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
7/24/14	Complaint about VI	7/24/14	Counsel about issue was provided
7/25/14	Complaint about VI	7/25/14	Counsel about issue was provided
7/26/14	VCO	8/11/14	Helped customer how to use VCO
7/29/14	Audio Only	7/29/14	Helped customer to fix Audio only
7/29/14	VCO	7/29/14	Helped customer how to use VCO
7/30/14	unable to download CD	7/30/14	unable to download CD
7/30/14	VCO	7/30/14	Helped customer how to use VCO
7/31/14	Audio Only	8/19/14	Helped customer to fix Audio only
7/31/14	Audio Only	7/31/14	Helped customer to fix Audio only
8/1/14	black screen	8/1/14	Helped customer to resolve black screen
8/1/14	Audio Only	8/6/14	Contacted Customer About Issue
8/8/14	black screen	8/11/14	Helped customer to resolve black screen
8/9/14	Audio Only	8/18/14	Helped customer to fix Audio only
8/12/14	black screen	8/12/14	Helped customer to resolve black screen
8/12/14	black screen	8/13/14	Helped customer to resolve black screen
8/12/14	Audio Only	8/25/15	Contacted Customer About Issue
8/13/14	Audio Only	8/14/14	Helped customer to fix Audio only
8/13/14	Audio Only	8/26/14	Contacted Customer About Issue
8/14/14	Audio Only	8/21/14	Helped customer to fix Audio only
8/14/14	VCO	8/22/14	Helped customer how to use VCO
8/14/14	VCO	8/14/14	Helped customer how to use VCO
8/14/14	VCO	8/21/14	Helped customer how to use VCO
8/16/14	Black screen	8/16/14	Helped customer to resolve black screen
8/19/14	877 issues	9/9/14	Helped customer to resolve with 877 issues
8/19/14	Black screen	8/19/14	Helped customer to resolve black screen
8/19/14	VCO	8/19/14	Helped customer how to use VCO
8/20/14	Black screen	8/21/14	Helped customer to resolve black screen
8/20/14	Audio Only	8/21/14	Helped customer to fix Audio only
8/21/14	Black screen	8/21/14	Helped customer to resolve black screen
8/26/14	Black screen	9/2/14	Helped customer to resolve black screen

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
8/28/14	Audio Only	8/30/14	Helped customer to fix Audio only
8/29/14	black screen	9/2/14	Helped customer to resolve black screen
8/29/14	Audio Only	9/2/14	Helped customer to fix Audio only
8/29/14	VCO	9/5/14	Helped customer how to use VCO
9/2/14	Audio Only	9/2/14	Helped customer to fix Audio only
9/4/14	Audio Only	9/11/14	Helped customer to fix Audio only
9/5/14	Black screen	9/7/14	Helped customer to resolve black screen
9/5/14	Audio Only	9/13/14	Helped customer to fix Audio only
9/5/14	Audio Only	9/5/14	Helped customer to fix Audio only
9/8/14	VCO	9/8/14	Helped customer how to use VCO
9/11/14	Black screen	9/12/14	Helped customer to resolve black screen
9/11/14	Audio Only	9/11/14	Helped customer to fix Audio only
9/12/14	Black screen	9/14/14	Helped customer to resolve black screen
9/12/14	Black screen	9/14/14	Helped customer to resolve black screen
9/12/14	Audio Only	9/17/14	Helped customer to fix Audio only
9/12/14	Black screen	9/14/14	Helped customer to resolve black screen
9/15/14	Black screen	9/16/14	Helped customer to resolve black screen
9/15/14	Black screen	9/16/14	Helped customer to resolve black screen
9/15/14	Audio Only	9/17/14	Contacted Customer About Issue
9/15/14	Audio Only	9/15/14	Helped customer to fix Audio only
9/16/14	Black screen	9/17/14	Helped customer to resolve black screen
9/16/14	Black screen	9/17/14	Helped customer to resolve black screen
9/16/14	Audio Only	9/16/14	Helped customer to fix Audio only
9/16/14	Audio Only	9/23/14	Contacted Customer About Issue
9/17/14	Black screen	9/17/14	Helped customer to resolve black screen
9/17/14	Audio Only	9/17/14	Helped customer to fix Audio only
9/17/14	VCO	9/23/14	Helped customer how to use VCO
9/17/14	Complaint about VI	9/17/14	Counsel about issue was provided
9/18/14	Black screen	9/23/14	Helped customer to resolve black screen
9/18/14	Audio Only	9/23/14	Helped customer to fix Audio only

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
9/18/14	Black screen	10/19/14	Helped customer to resolve black screen
9/22/14	Audio Only	9/22/14	Helped customer to fix Audio only
9/23/14	Black screen	9/25/14	Helped customer to resolve black screen
9/24/14	Black screen	9/30/14	Helped customer to resolve black screen
9/24/14	VCO	9/24/14	Helped customer how to use VCO
9/24/14	Complaint about VI	9/25/14	Counsel about issue was provided
9/25/14	VCO	9/25/14	Helped customer how to use VCO
9/26/14	Complaint about VI	9/29/14	Counsel about issue was provided
9/29/14	Black screen	10/1/14	Helped customer to resolve black screen
9/30/14	Black screen	10/1/14	Helped customer to resolve black screen
9/30/14	Black screen	10/1/14	Helped customer to resolve black screen
9/30/14	Audio Only	10/9/14	Helped customer to fix Audio only
10/1/14	Black screen	10/1/14	Helped customer to resolve black screen
10/2/14	Webcam connection	10/2/14	Helped customer to resolve the webcam connection
10/2/14	Audio Only	10/2/14	Helped customer to fix Audio only
10/2/14	Audio Only	10/10/14	Helped customer to fix Audio only
10/3/14	Audio Only	10/13/14	Helped customer to fix Audio only
10/7/14	Black screen	10/15/14	Helped customer to resolve black screen
10/8/14	Audio Only	10/13/14	Helped customer to fix Audio only
10/8/14	VCO	10/18/14	Helped customer how to use VCO
10/9/14	VCO	10/3/14	Helped customer how to use VCO
10/15/14	Black screen	10/15/14	Helped customer to resolve black screen
10/15/14	Black screen	10/17/14	Helped customer to resolve black screen
10/16/14	Webcam connection	10/16/14	Helped customer to resolve the webcam connection
10/16/14	VCO	10/22/14	Helped customer how to use VCO
10/16/14	Complaint about VI	10/16/14	Counsel about issue was provided
10/17/14	Audio Only	10/17/14	Helped customer to fix Audio
10/17/14	Audio Only	10/17/14	Helped customer to fix Audio only
10/17/14	Audio Only	10/17/14	Helped customer to fix Audio only
10/19/14	Black screen	10/20/14	Helped customer to resolve black screen

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
10/20/14	Complaint about VI	10/20/14	Counsel about issue was provided
10/22/14	Black screen	10/22/14	Helped customer to resolve black screen
10/22/14	Black screen	10/22/14	Helped customer to resolve black screen
10/22/14	Black screen	10/22/14	Helped customer to resolve black screen
10/22/14	VCO	10/22/14	Helped customer how to use VCO
10/23/14	Audio Only	10/23/14	Helped customer to fix Audio only
10/23/14	Complaint about VI	10/23/14	Counsel about issue was provided
10/24/14	Audio Only	11/4/14	Helped customer to fix Audio only
10/25/14	Audio Only	10/25/14	Helped customer to fix Audio only
10/27/14	Audio Only	11/8/14	Helped customer to fix Audio only
10/28/14	Audio Only	10/28/14	Helped customer to fix Audio only
10/28/14	Audio Only	11/2/14	Helped customer to fix Audio only
10/30/14	Complaint about VI	10/30/14	Counsel about issue was provided
10/31/14	Black screen	10/31/14	Helped customer to resolve black screen
10/31/14	Audio Only	11/6/14	Contacted Customer About Issue
10/31/14	Complaint about VI	10/31/14	Counsel about issue was provided
11/1/14	VCO	11/10/14	Helped customer how to use VCO
11/3/14	Black screen	11/3/14	Helped customer to resolve black screen
11/3/14	Audio Only	11/3/14	Helped customer to fix Audio only
11/3/14	VCO	11/3/14	Helped customer how to use VCO
11/4/14	VCO	11/21/14	Helped customer how to use VCO
11/5/14	Audio Only	11/24/14	Contacted Customer About Issue
11/11/14	VCO	11/20/14	Helped customer how to use VCO
11/12/14	Complaint about VI	11/12/14	Counsel about issue was provided
11/14/14	Audio Only	11/20/14	Contacted Customer About Issue
11/15/14	Audio Only	12/9/14	Helped customer to fix Audio only
11/18/14	Complaint about VI	11/18/14	Counsel about issue was provided
11/20/14	Black screen	11/20/14	Helped customer to resolve black screen
11/20/14	VCO	11/21/14	Helped customer how to use VCO
11/24/14	Audio Only	11/26/14	Helped customer to fix Audio only

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
11/26/14	Audio Only	12/2/14	Helped customer to fix Audio only
11/29/14	Complaint about VI	11/29/14	Counsel about issue was provided
12/1/14	Audio Only	12/8/14	Contacted Customer About Issue
12/1/14	VCO	12/19/14	Helped customer how to use VCO
12/1/14	Complaint about VI	12/1/14	Counsel about issue was provided
12/3/14	VCO	12/15/14	Helped customer how to use VCO
12/4/14	VCO	12/4/14	Helped customer how to use VCO
12/8/14	Complaint about VI	12/8/14	Counsel about issue was provided
12/10/14	Black screen	12/10/14	Helped customer to resolve black screen
12/10/14	Audio Only	12/7/14	Contacted Customer About Issue
12/10/14	Complaint about VI	12/10/14	Counsel about issue was provided
12/11/14	Audio Only	12/11/15	Helped customer to fix Audio
12/12/14	Complaint about VI	12/12/14	Counsel about issue was provided
12/13/14	VCO	12/15/14	Helped customer how to use VCO
12/15/14	VCO	12/17/14	Helped customer how to use VCO
12/17/14	VCO	12/22/14	Helped customer how to use VCO
12/18/14	Complaint about VI	12/18/14	Counsel about issue was provided
12/20/14	Audio Only	12/22/14	Contacted Customer About Issue
12/26/14	Black screen	12/26/14	Helped customer to resolve black screen
12/26/14	Audio Only	12/29/14	Helped customer to fix Audio only
12/30/14	Black screen	12/31/14	Helped customer to resolve black screen
12/30/14	VCO	1/5/15	Helped customer how to use VCO
12/31/14	Black screen	1/2/15	Contacted Customer About Issue
12/31/14	Audio Only	1/2/15	Helped customer to fix Audio only
1/1/15	Complaint about VI	1/1/15	Counsel about issue was provided
1/2/15	Black screen	1/30/15	Helped customer to resolve black screen
1/2/15	Audio Only	1/30/15	Helped customer to fix Audio only
1/2/15	Audio Only	1/7/15	Helped customer to fix Audio only
1/2/15	Audio Only	1/10/15	Contacted Customer About Issue
1/6/15	Complaint about VI	1/6/15	Counsel about issue was provided

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
1/7/15	Audio Only	1/7/15	Helped customer to fix Audio only
1/7/15	Audio Only	1/7/15	Contacted Customer About Issue
1/12/15	Audio Only	1/16/15	Contacted Customer About Issue
1/13/15	Black screen	1/16/15	Helped customer to resolve black screen
1/13/15	Audio Only	1/22/15	Helped customer to fix Audio only
1/14/15	Black screen	1/14/15	Helped customer to resolve black screen
1/15/15	Complaint about VI	1/16/15	Counsel about issue was provided
1/16/15	Audio Only	1/19/15	Helped customer to fix Audio only
1/20/15	Complaint about VI	1/20/15	Counsel about issue was provided
1/21/15	Black screen	1/28/15	Helped customer to resolve black screen
1/21/15	Audio Only	1/21/15	Helped customer to fix Audio only
1/23/15	Black screen	1/30/15	Contacted Customer About Issue
1/23/15	Black screen	1/29/15	Contacted Customer About Issue
1/23/15	Audio Only	1/23/15	Helped customer to fix Audio only
1/23/15	Audio Only	1/30/15	Contacted Customer About Issue
1/24/15	Black screen	1/24/15	Helped customer to resolve black screen
1/24/15	Audio Only	2/2/15	Helped customer to fix Audio only
1/24/15	VCO	1/24/15	Helped customer how to use VCO
1/24/15	Complaint about VI	1/24/15	Counsel about issue was provided
1/26/15	Audio Only	1/30/15	Helped customer to fix Audio only
1/26/15	Audio Only	2/4/15	Helped customer to fix Audio only
1/27/15	Audio Only	1/27/15	Helped customer to fix Audio only
1/27/15	Complaint about VI	1/28/15	Counsel about issue was provided
1/29/15	Black screen	2/10/15	Contacted Customer About Issue
1/29/15	Audio Only	1/29/15	Helped customer to fix Audio only
1/30/15	Audio Only	1/30/15	Helped customer to fix Audio only
1/30/15	VCO	1/30/15	Helped customer how to use VCO
1/30/15	VCO	2/10/15	Helped customer how to use VCO
1/31/15	Black screen	2/5/15	Helped customer to resolve black screen
2/2/15	Black screen	2/28/15	Contacted Customer About Issue

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
2/2/15	Audio Only	2/2/15	Helped customer to fix Audio only
2/2/15	Audio Only	2/4/15	Helped customer to fix Audio only
2/3/15	Audio Only	2/3/15	Helped customer to fix Audio only
2/3/15	Audio Only	2/3/15	Helped customer to fix Audio only
2/4/15	Black screen	2/11/15	Contacted Customer About Issue
2/6/15	Complaint about VI	2/6/15	Counsel about issue was provided
2/11/15	Black screen	2/16/15	Contacted Customer About Issue
2/12/15	VCO	2/17/15	Contacted Customer About Issue
2/17/15	Black screen	2/19/15	Contacted Customer About Issue
2/17/15	VCO	2/17/15	Helped customer how to use VCO
2/17/15	Complaint about VI	2/17/15	Counsel about issue was provided
2/18/15	Black screen	2/20/15	Contacted Customer About Issue
2/19/15	VCO	2/20/15	Helped customer how to use VCO
2/19/15	VCO	2/25/15	Helped customer how to use VCO
2/19/15	Complaint about VI	2/19/15	Counsel about issue was provided
2/23/15	Audio Only	2/26/15	Helped customer to fix Audio only
2/23/15	Audio Only	2/28/15	Helped customer to fix Audio only
2/25/15	Black screen	2/25/15	Helped customer to resolve black screen
2/25/15	Audio Only	3/2/15	Helped customer to fix Audio only
2/25/15	VCO	2/25/15	Helped customer how to use VCO
2/26/15	Black screen	3/2/15	Contacted Customer About Issue
2/26/15	Black screen	3/6/15	Helped customer to resolve black screen
2/27/15	Black screen	2/28/15	Helped customer to resolve black screen
2/27/15	Black screen	3/4/15	Helped customer to resolve black screen
2/28/15	Audio Only	3/12/15	Helped customer to fix Audio only
3/1/15	Audio Only	3/5/15	Helped customer to fix Audio only
3/1/15	Audio Only	3/5/15	Contacted Customer About Issue
3/3/15	Black screen	3/5/15	Helped customer to resolve black screen
3/4/15	Black screen	3/10/15	Contacted Customer About Issue
3/4/15	Audio Only	3/4/15	Helped customer to fix Audio only

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
3/4/15	Audio Only		3/12/15 Helped customer to fix Audio only
3/5/15	Black screen		3/17/15 Helped customer to resolve black screen
3/5/15	Audio Only		3/5/15 Helped customer to fix Audio only
3/5/15	VCO		3/10/15 Contacted Customer About Issue
3/5/15	Complaint about VI		3/5/15 Counsel about issue was provided
3/9/15	VCO		3/13/15 Contacted Customer About Issue
3/10/15	VCO		3/10/15 Helped customer how to use VCO
3/11/15	Black screen		3/16/15 Helped customer to resolve black screen
3/11/15	Audio Only		3/11/15 Helped customer to fix Audio only
3/12/15	Complaint about VI		3/12/15 Counsel about issue was provided
3/13/15	Black screen		3/18/15 Helped customer to resolve black screen
3/13/15	VCO		3/13/15 Helped customer how to use VCO
3/15/15	VCO		3/23/15 Contacted Customer About Issue
3/17/15	Audio Only		3/17/15 Contacted Customer About Issue
3/19/15	Black screen		4/2/15 Helped customer to resolve black screen
3/19/15	Audio Only		3/23/15 Helped customer to fix Audio only
3/20/15	Black screen		3/23/15 Helped customer to resolve black screen
3/20/15	Complaint about VI		4/1/15 Counsel about issue was provided
3/21/15	Black screen		3/21/15 Helped customer to resolve black screen
3/21/15	Audio Only		3/21/15 Helped customer to fix Audio only
3/21/15	Audio Only		3/21/15 Helped customer to fix Audio only
3/23/15	Black screen		3/31/15 Helped customer to resolve black screen
3/23/15	Audio Only		3/23/15 Helped customer to fix Audio only
3/24/15	Black screen		4/6/15 Helped customer to resolve black screen
3/25/15	Black screen		4/2/15 Helped customer to resolve black screen
3/25/15	VCO		3/25/15 Helped customer how to use VCO
3/25/15	Complaint about VI		3/25/15 Counsel about issue was provided
3/28/15	Audio Only		3/30/15 Helped customer to fix Audio only
3/28/15	Audio Only		3/28/15 Helped customer to fix Audio only
3/28/15	Complaint about VI		3/28/15 Counsel about issue was provided

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
3/30/15	Black screen	3/30/15	Helped customer to resolve black screen
3/31/15	Black screen	3/31/15	Helped customer to resolve black screen
3/31/15	Audio Only	3/31/15	Helped customer to fix Audio only
3/31/15	Audio Only	3/31/15	Helped customer to fix Audio only
3/31/15	Audio Only	3/31/15	Helped customer to fix Audio only
4/1/15	Audio Only	4/1/15	Helped customer to fix Audio only
4/1/15	Audio Only	4/2/15	Helped customer to fix Audio only
4/1/15	Audio Only	4/3/15	Helped customer to fix Audio only
4/1/15	Audio Only	4/6/15	Contacted Customer About Issue
4/1/15	Audio Only	4/6/15	Contacted Customer About Issue
4/1/15	Complaint about VI	4/1/15	Counsel about issue was provided
4/2/15	Black screen	4/2/15	Helped customer to resolve black screen
4/3/15	Audio Only	4/3/15	Helped customer to fix Audio only
4/3/15	Audio Only	4/3/15	Helped customer to fix Audio only
4/3/15	VCO	4/3/15	Helped customer how to use VCO
4/5/15	VCO	4/6/15	Helped customer how to use VCO
4/6/15	VCO	4/9/15	Contacted Customer About Issue
4/6/15	Complaint about VI	4/6/15	Counsel about issue was provided
4/7/15	Black screen	4/7/15	Helped customer to resolve black screen
4/7/15	Black screen	4/9/15	Helped customer to resolve black screen
4/7/15	Audio Only	4/7/15	Helped customer to fix Audio only
4/7/15	Complaint about VI	4/7/15	Counsel about issue was provided
4/8/15	Audio Only	4/8/15	Helped customer to fix Audio only
4/8/15	Audio Only	4/17/15	Helped customer to fix Audio only
4/8/15	Complaint about VI	4/8/15	Counsel about issue was provided
4/9/15	Black screen	4/10/15	Helped customer to resolve black screen
4/9/15	Black screen/firewall	4/30/15	Helped customer to resolve black screen/firewall
4/10/15	Audio Only	4/10/15	Helped customer to fix Audio only
4/14/15	Black screen	4/27/15	Contacted Customer About Issue
4/14/15	Audio Only	4/14/15	Helped customer to fix Audio only

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
4/14/15	Audio Only		4/15/15 Helped customer to fix Audio only
4/14/15	Audio Only		4/16/15 Helped customer to fix Audio only
4/15/15	Black screen		4/15/15 Helped customer to resolve black screen
4/15/15	VCO		4/20/15 Helped customer how to use VCO
4/16/15	Audio Only		4/20/15 Helped customer to fix Audio only
4/17/15	Black screen		4/18/15 Helped customer to resolve black screen
4/17/15	Black screen		4/22/15 Helped customer to resolve black screen
4/17/15	Black screen		4/22/15 Contacted Customer About Issue
4/17/15	Black screen		4/24/15 Helped customer to resolve black screen
4/17/15	Complaint about VI		4/18/15 Counsel about issue was provided
4/18/15	Audio Only		4/18/15 Helped customer to fix Audio only
4/20/15	Complaint about VI		4/20/15 Counsel about issue was provided
4/21/15	Black screen		4/22/15 Helped customer to resolve black screen
4/23/15	Black screen		4/27/15 Helped customer to resolve black screen
4/23/15	Black screen		4/28/15 Helped customer to resolve black screen
4/23/15	Black screen		5/6/15 Helped customer to resolve black screen
4/23/15	VCO		4/30/15 Contacted Customer About Issue
4/24/15	Black screen		4/29/15 Contacted Customer About Issue
4/24/15	Black screen		4/29/15 Contacted Customer About Issue
4/24/15	Black screen		5/18/15 Helped customer to resolve black screen
4/24/15	Audio Only		5/18/15 Helped customer to fix Audio only
4/25/15	Audio Only		4/25/15 Helped customer to fix Audio only
4/27/15	Audio Only		4/27/15 Helped customer to fix Audio only
4/27/15	Audio Only		4/30/15 Helped customer to fix Audio only
4/27/15	VCO		4/27/15 Helped customer how to use VCO
4/28/15	Audio Only		4/28/15 Helped customer to fix Audio only
4/29/15	Audio Only		4/29/15 Helped customer to fix Audio only
4/30/15	Black screen		5/6/15 Contacted Customer About Issue
4/30/15	Audio Only		4/30/15 Helped customer to fix Audio only
5/3/15	VCO		5/14/15 Contacted Customer About Issue

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
5/4/15	Black screen	5/4/15	Helped customer to resolve black screen
5/5/15	Audio Only	5/12/15	Helped customer to fix Audio only
5/5/15	Complaint about VI	5/5/15	Counsel about issue was provided
5/6/15	Black screen	5/12/15	Contacted Customer About Issue
5/6/15	Black screen	5/14/15	Helped customer to resolve black screen
5/6/15	Audio Only	5/8/15	Contacted Customer About Issue
5/6/15	Audio Only	5/11/15	Contacted Customer About Issue
5/6/15	Audio Only	5/15/15	Helped customer to fix Audio only
5/8/15	Complaint about VI	5/8/15	Counsel about issue was provided
5/11/15	Audio Only	5/14/15	Contacted Customer About Issue
5/11/15	VCO	5/11/15	Helped customer how to use VCO
5/11/15	Complaint about VI	5/11/15	Counsel about issue was provided
5/12/15	Audio Only	5/12/15	Helped customer to fix Audio only
5/12/15	Audio Only	5/13/15	Helped customer to fix Audio only
5/14/15	Black screen	5/21/15	Helped customer to resolve black screen
5/14/15	Audio Only	5/19/15	Helped customer to fix Audio only
5/14/15	Audio Only	5/21/15	Helped customer to fix Audio only
5/14/15	Complaint about VI	5/15/15	Counsel about issue was provided
5/15/15	Complaint about VI	5/15/15	Counsel about issue was provided
5/18/15	Complaint about VI	5/18/15	Counsel about issue was provided
5/19/15	Black screen	5/21/15	Helped customer to resolve black screen
5/19/15	Audio Only	5/20/15	Helped customer to fix Audio only
5/20/15	Complaint about VI	5/20/15	Counsel about issue was provided
5/20/15	Complaint about VI	5/20/15	Counsel about issue was provided
5/21/15	Audio Only	5/25/15	Helped customer to fix Audio only
5/22/15	Audio Only	5/27/15	Helped customer to fix Audio only
5/23/15	Black screen	5/28/15	Helped customer to resolve black screen
5/23/15	Complaint about VI	5/23/15	Counsel about issue was provided
5/25/15	Complaint about VI	5/26/15	Counsel about issue was provided
5/27/15	Black screen	5/29/15	Contacted Customer About Issue

		Convo Complaint Log 6/1/2014-5/31/201	Total contacts regarding VRS: 363
Date of Compla	Type of Complaint	Date of Resolution	How resolved
5/27/15	Black screen	5/30/15	Helped customer to resolve black screen
5/27/15	Audio Only	5/29/15	Contacted Customer About Issue
5/31/15	Black screen	6/2/15	Contacted Customer About Issue