

COMPLAINT CATEGORY	DATE OF COMPLAINT	Caller ID Name of Caller	Record ID Interpreter ID	LOCATION OF CALLER	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
	6/1/04 0:00				no complaints filed		
13	7/23/03	Jennifer Caldwell-Shewell	SLC-108	UT	Interpreter could not read caller very well.	8/6/03	Supervisor met with VI, regarding skill set issues. Trained VI on call types on 8/6,8/8,8/15, & 9/5. Supervisor and VI feel VI has resolved issues with being able to read specific deaf caller. The caller wanted the VI to received additional training this has been done.
2	7/24/03	36849	930	AZ	FASTVRS receptionist seemed "huffy" over the phone and customer upset that call seemed to not be processing timely fashion	7/25/03	The FASTVRS receptionist has meet with her supervisor to discuss customer service rules. The call was lost due to an error by the interpreter (got a busy signal, changed to a scheduled call, and then closed it). The procedure for taking FAST VRS calls has been re-taught to each interpreter.
1	7/30/03	39869	1307	TX	Long wait times	7/30/03	Deaf caller wanted to voice complaint regarding long hold times. Because she had to wait so long for VRS to answer. She was not able to complete her scheduled appointment at work.

1	8/19/03	Caller ID not disclosed	GIS 426	data not available	Caller felt he should not wait too long for a VRS interpreter to answer. He used another relay provider to fulfill his call needs.	8/19/03	Customers complaint taken, However, the reimbursement rate was cut, SorensonVRS is working on meeting its staffing needs. Due to the rate cut recruiting for VI's has presented some difficulty.
7	8/19/03	Thomas Zupansic	N/A	data not available	Interpreter dressed immodestly	8/19/03	Supervisor spoke with interpreter and was reminded of dress standards for VRS environment.
2	8/29/03	57554	100/699	NJ	Called complaint about GIS #100 not following his decision to NOT introduce VRS to the hearing caller. The hearing caller hung-up. He called again, got same interpreter and claims that she hung up on him. He is not pleased with this and wants us to inform that interpreter to have a better understanding of how to follow the deaf caller's commands.	8/29/03	Interpreter met with supervisor, issue will not happen again.

1	9/25/03	75870	610	MD	"The Call Initiator is unhappy with the extended wait time to place a call. This individual is asking if Sorenson VRS can try to reduce the wait time so it is not such an inconvenience "	9/25/03	Hold times are a concern to Sorenson VRS, Sorenson is working on increasing its staff to meet demand
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6	11/3/03	Cesar Rocha	GIS 156	data not available	Interpreter eating food before taking a call	11/3/03	Supervisor met with VI, there was a technical problem with the call. The call was not suppose to come into the VI's station. It was routed and caught the VI off guard eating a snack, while on the phone with tech support. Tech support has resolved issue with system.
1	11/6/03	119675	1307	MD	*customer chose to use other relay service (TTY) due to long hold time "	11/6/03	Customer informed interpreter when the interpreter call customer back, that they had completed the call using another TRS provider due to log wait times. The interpreter apologized for the long hold times and encouraged the customer to use the service in the future.
6	11/13/03	Doug Adkins	Interpreter 505	data not available	Interpreter was not friendly	11/1703	Supervisor spoke with Interpreter 505. The interpreter could not recall any specific customer with this issue. Interpreter reminded to always be friendly.
4	11/18/03	2455	132577	UT	I made a call through a "D.C." interpreter. I tried to give the interpreter the next number and they hung up on me	11/18/03	The complaint was logged, no interpreter number was given in order to follow up on the complaint
1	11/19/03	Mike Kaika	N/A	data not available	Sorenson VRS needs to answer calls faster	11/19/03	Emailed customer back letting them know Sorenson is trying to do improve its response time.
2	11/20/03	2492	136477/4573	AZ	caller didn't like when I used the privacy screen	11/20/03	This is a case by case issue. The interpreters have been instructed to allow the caller to determine if they will allow the privacy screen to be used during each call.
14	11/26/03	2547	142506/6183	data not available	The caller wanted to know how many calls he could make and I told him there was no limit and then he asked again what his limit was and I instructed him that there was no limit that we closed at 9:00p meaning he could stay on as long as he wanted.	11/26/03	The caller was instructed that there is no call limit. Each interpreter knows to tell the caller if asked, that there are no limitations to the number of calls a caller can make.
8	37955	Keith Mischo	2579/44587	UT	hearing caller received a message through VRS. This interpreter did not identify self or company.	37955	All VI's were reminded that they must leave their interpreter number after the call.

12	10/1/03	81016	4983	WA	"plant in background distracting; background color should be beige"	10/1/03	Each customer has a unique background requirement, Sorenson VRS will address each concern on a case by case basis. Each Interpreter station has a set background color that in general meets the needs of the general VRS user. The plant can be removed at any time.
6	10/7/03	85506	1379	MD	"Caller reported that Interpreter 139 (GIS) was very rude to her.	10/8/03	Complaint forwarded to GIS. Supervisor met with Interpreter, reminded of customer service is key.
1	10/7/03	86352	3266	NY	"Caller complains that the waiting time for her calls to be answered is too long"	10/7/03	Hold times are a top concern to Sorenson VRS, Sorenson VRS is working on increasing its staffing availability.
6	10/8/03	-	GIS 139	data not available	Interpreter was rude	10/8/03	Complaint filed with GIS. GIS spoke with the Interpreter to remind of customer service rules.
14	10/17/03	Gregory W. Scott	SLC-106	data not available	disclosure of customer name	10/31/03	Supervisor met with VI regarding complaint. VI was reminded of confidentiality agreement signed upon hire and that all VIs must follow. VI indicated that content of call was never disclosed only the name. Internal Disciplinary action was taken.
2	10/17/03	email	Gregory Scott	UT	interpreter did not follow code of ethics regarding confidentiality	10/20/03	interpreter was reminded of the confidentiality agreement that was signed upon hire and the emphasis placed on confidentiality during training, as well as the reminder memo that was released to all VRS centers reminding all VI that confidentiality must be followed at all times.
6	10/23/03	Nick	FASTVRS1	data not available	FASTVRS receptionist rude to hearing caller	10/27/03	Receptionist meet with supervisor. CA was reminded of phone courtesy rules and apologized for taking her frustration out on the caller. A new IVR system will be put into place to reduce customer frustrations

2	12/2/03	2610	147909/8952	AZ	Hearing caller received a message through VRS. The interpreter did not identify self or company when leaving the voice message	12/2/03	All interpreters have been instructed to brand the call when leaving a message. However, some caller do not want their message branded on the machine.
6	12/5/03	no name given	FASTVRS	data not available	FASTVRS receptionist was rude	12/5/03	Receptionist meet with supervisor. The receptionist was trying to explain that the interpreters may not be able to handle legal issues over the VRS system. There was a miscommunication between the caller and the receptionist. The receptionist was reminded to give each caller the time they need to understand how to use the system.
1	12/5/03	2639	1151976/598	WI	Customer complaining about hold times	12/5/03	Hold times are being addressed with staffing.
4	12/9/03	Billy Barr	Interpreter 531	data not available	Interpreter hung up before they could answer. The customer feels the interpreters should let the video phone ring longer to give them an opportunity to answer	12/26/03	The customer was emailed a response, to explain that when a hearing person calls through the VRS service to a deaf customer the interpreter will let the video phone ring as long as the hearing person wants to wait for an answer.
6	12/9/03	DeafRIBear	did not know	data not available	Bad customer service, VI has an attitude	12/10/03	Supervisor met with the VI to clear up policy on how to handle answering machines and the VI must translate everything they hear to the deaf user.
14	12/19/03	Cathy Holt	GIS Interpreters	data not available	Customer claims interpreters are not following the Code of Ethics	12/23/03	The GIS Supervisor spoke with the client to address the issue. The client feels the GIS interpreters might be sharing with each other the names of callers that use VRS. The customer does not know which interpreters are in violation of the Code of Ethics, but would like this issue to be address. GIS sent out a reminder to all staff to follow the code of ethics and to never share the names of the callers or call content.
6	12/23/03	h e l l o	GIS 005	data not available	Interpreter was rude	12/23/03	Supervisor spoke with Interpreter. Interpreter said that the customer was lying in bed and was not clear when signing. The interpreter was struggling to understand the customer. The interpreter asked the customer to sit up and sign more clear. The customer felt this was rude of the interpreter. The interpreter feels they handled the situation best they could with the circumstances.
6	12/29/03	c o u r t	Interpreter 129	data not available	Interpreter looked away from the video phone, it looked as if the interpreter was doing something else beside paying attention to the customer	12/30/03	Supervisor met w/ the Interpreter to explain how to keep eye contact on the Video phone at all times. The interpreter could not recall the exact situation but did say there are times when she glances down look at the computer monitor.
1	12/31/03	m o u s e	185006/8225	data not available	Caller upset with wait times, he did not like having to wait 20 minutes	12/31/03	VI apologized, the customer thank the VI for the Service.

4	1/2/04	3079	186745	CA	Caller said before he was transferred to me, the minute another interpreter saw him on screen. He said they said they had to transfer him to another interpreter. I told him sometimes there are some problems with the screen etc.	1/2/04	It was explained to the caller that sometimes there are technical problems and transferring to another VI was the best solution.
1	1/5/04	3112	189377	TX	Caller said He had to wait too long for VRS and so he connected to TDD.	1/5/04	VI apologized for the wait
1	1/5/04	3121	189883	DC	caller used text relay because of long hold time	1/5/04	VI apologized for the wait
1	1/6/04	3140	192168	FL	caller used 711 relay service. Complained of long hold times.	1/6/04	VI apologized for the wait
8	1/9/04	email	James Rollins	TX	Was not informed that a new VI was being trained while on his call	1/10/04	Letter was sent letting the customer know that it is policy to disclose all new VI's in training.
8	1/9/04	email	Joseph Brooks	OK	VI failed to sign when he was speaking	2/12/04	The supervisor met with the VI and was reminded to sign at all times.
1	1/12/04	3238	200289	NY	Caller said he was very tired of waiting forever to be called back and hung up..	1/12/04	VI apologized for the wait
6	1/12/04	3243	200786	UT	Deaf caller felt Interpreter from Gallaudet #474 while making a call this morning around 9:45 felt interpreter had bad attitude, unprofessional, gave caller no eye contact during the call, would listen to the hearing caller then interpret rather than sign.	1/13/04	Supervisor met with VI regarding attitude on the VRS System
1	1/14/04		Steven Christman	data not available	Long Hold times past 32 minutes	1/14/04	Email was sent back to caller, apologizing for long hold times.
1	1/14/04	3306	203868	CA	The caller said that he called VRS several times today and the first few times he was able to connect with an interpreter pretty quickly, but later, he had to wait 30 minutes before an interpreter contacted him. He uses his VP for his business.	1/14/04	VI apologized for the wait
14	1/15/04	3345	206355	TX	the last two interpreters were not able to service my call to my satisfaction. I can not remember the interpreter number.	1/15/04	VI noted the complaint, no way to resolve the issue as caller could not ID VI's
2	1/15/04	3346	206355	TX	one interpreter was too close to the screen and would not move back as I requested.	1/15/04	VI noted the complaint, no way to resolve the issue as caller could not ID VI's
2	1/21/04	3568	216063	MD	hearing person calling, deaf no answer, I asked if he would like me to reschedule the call for later, he stated he has done that many times and never received a call back yet. he will just try again or else he wont actually get a call.	1/21/04	VI apologized and explained the correct way to reschedule a call.
4	1/22/04	3606	217890	CA	Having problems connecting with Interpreter 536 on Tuesday January 19. Caller complained that the picture quality was poor and then felt that the Interpreter 'rejected' the calls when she tried to call back in.	1/22/04	There is no way to insure that a caller will be connected back to the initial VI. We apologized to the caller.
5	1/22/04	3652	220054	WI	Lisa is a hearing caller who often calls her boyfriend on SVRS: She wanted to know what to do in a situation where the interpreter is not matching her boyfriend's intonation, voice reflection, emotions, correct information etc.	1/22/04	The caller could not give a specific VI number to solve the issue
6	1/26/04	3762	224909	MD	A previous caller Glen Peterson spoke with a supervisor and wanted documentation that he did not like interpreters verifying the phone number or asking who he was calling. Interpreters give him an attitude when he doesn't want to share information.	1/26/04	Complaint noted, It is the standard practice of Sorenson VRS to verify the outbound number. If caller requests not to do this-- instructions are followed.
14	1/27/04	3782	226772	IN	deaf caller was using VRS to interpret for him with a hearing person who was clearly seen on screen answering the phone and talking to interpreter. Interpreter informed deaf individual that VRS cannot do that type of interpreting and the caller got mad.	1/26/04	The VI appropriately instructed the caller we cannot process VRI calls.
1	1/28/04	3842	229974	CA	Caller complained of long hold times. Used other relay service.	1/28/04	VI apologized for the wait

1	2/3/04	4024	241463	UT	Caller complained that he waited 18 minutes for an interpreter and called Sorenson a "liar" and that the services haven't improved.	2/3/2004	VI apologized about the wait time.
1	2/3/04	4028	241886	FL	She had to wait 20 to 30 minutes. She said services should be attended to right away!	2/3/2004	VI apologized about the wait time.
1	2/6/04	4152	249004	CA	Caller threatening to sue Sorenson for undue hardship. Not being provided customer service.	2/6/2004 0:00	VI apologized for the lack of customer service and noted the complaint to the supervisor.
1	2/10/04	4275	256098	location unknown	Caller did not like to wait so long for an interpreter. Why can't Sorenson hire more interpreters to serve the deaf community more quickly?	2/10/2004	VI apologized about the wait time.
6	2/17/04	email	Jackie Dore	MI	unprofessional conduct of an interpreter. Deaf caller was complaining about how the interpreter was mad at her because she gave fax number by mistake and the throw her phone and hang up on me. interpreter was also drinking during the interpretation.	3/3/2004	supervisor spoke with interpreter 474 and the interpreter explained the situation, she had a cough problem, and had to drink something. She mistakenly disconnected the call after hearing fax noise
2	2/17/04	email	Rita Lage	LA	interpreter was not sensitive about caller's sight problem and was signing too quickly. Would not listen to caller	2/17/2004	Supervisor acknowledged email and will log complaint.
1	2/18/04	4697	278099	TX	Hearing caller trying to reach deaf caller and used automated system but noticed a delay of 30 minutes of hold time and preferred to use another relay service. Caller did say when contacting a live operator the system worked more quickly.	2/18/2004	VI apologized about the wait time and thanked the caller for the suggestion.
3	2/19/04	email	Linda Kennedy	AZ	caller could not understand interpreter's signs. Needs improvement	2/19/2004	interpreter will improve his signs. Supervisor wrote to the caller.
14	2/19/04	email	Joe Kolash	RI	Angry caller about interpreter verifying phone number. Says it is silly, unnecessary, and oppressive. Wants a "profile" for his number.	2/19/2004	VI apologized about the process and tried to explain that this is the protocol for VI when making calls. Noted complaint to supervisor.
1	2/19/04	4705	278743	NY	The customer said that he had waited 40 minutes before an operator answered his call.	2/19/2004 3:35	VI apologized about the wait time.
1	2/19/04	4711	278855	CA	REALLY disgruntled and threatened to take the issue of slow and inadequate vrsupport services to the senior citizens club and pass a petition to have all the complaints.	2/19/2004 4:24	VI apologized about the wait time.
1	2/19/04	4750	280622	NY	Complained that the hold time was 3 minutes and a competitor answers quickly.	2/19/2004 21:55	VI apologized about the wait time.
1	2/20/04	4786	283813	NY	Caller complained waited 2 min for interpreter...other provider answers in less than 30 sec...said need to improve	2/20/2004 22:14	VI apologized about the wait time.
2	2/22/04	4847	286766	AZ	interpreter 532 left a message on answering machine when caller didn't want message left. Interpreter identified herself first and not at end of msg.	2/22/2004 21:43	VI apologized about the process and tried to explain that this is the protocol for VI when making calls. Made necessary changes. Noted complaint to supervisor.
14	2/25/04	5006	294979	DC	Upset that we no longer can make international calls from booths.	2/25/2004	Complaint noted to supervisor.
14	2/26/04	email	Bill Moran	location of caller unknown	scheduled a call and never received a call.	2/26/2004	supervisor tried to contact Deaf caller. No answer. Attempted to reschedule call several times.
14	2/26/04	email	Faye Pepin	CA	Caller claims that certain VRS centers have better quality interpreters than others (CA as opposed to UT)	3/2/2004	VI apologized for the quality. Tried to explain that each interpreter is individual. and should not reflect on everyone in the center.
14	2/26/04	5048	297133	CA	Caller is not happy with Sorenson, she feels the process is too much for a hearing person to call and need to type in their number, then her number, then they call back, etc.	2/26/2004	VI apologized for the process and noted the complaint to the supervisor.
14	2/26/04	5075	298228	OR	we tried to place this call yesterday but the Deaf caller did not answer so I asked the interpreter to schedule the call for 10am today and did not receive a call. I'm a little upset about this.	2/26/2004	VI apologized for the process and noted the complaint to the supervisor.
2	2/27/04	email	Michael Catton	location of caller unknown	Caller said that the operator was rude and kept asking who to ask for with the number when the caller just wanted him to make the call.	2/27/2004	VI apologized about the process and tried to explain that this is the protocol for VI when making calls. Noted complaint to supervisor.

5	3/2/04	email	Jessica Diaz	AZ	The interpreter did not voice the message appropriately. His tone of voice was irritated and not interested at all.	3/2/2004	Interpreter met with supervisor. He denies doing anything wrong. He will be observing other interpreters for one hour and then he will be observed for one hour each shift.
6	3/2/04	email	Greg Ouezada	AZ	Interpreter 202 was rude to the caller and told them to "pay attention". Put on hold without any notice, and rude about taking another call.	3/2/2004	Interpreter met with supervisor. He denies doing anything wrong. He will be observing other interpreters for one hour and then he will be observed for one hour each shift.
14	3/4/04	5412	316568	CA	Cleo George 559-251-0215 I was typing in the call comments about not being able to reach the caller when the caller connected to me. The caller stated that they were having a hard time with the VP-100 and that they felt the VP-100 was not made with people of color in mind. The interpreters tend to be people NOT of color and that they (interpreters) always say that they are unable to see the caller. But when an interpreter of color is on screen they have no trouble seeing the caller at all. They stated that Sorenson is a company that doesn't respond to their consumers after numerous emails and calls. As a result of that, they are having their VP-100 removed and will search out another company that does video relay with people of color in mind.		Investigation of complaint pending as of 3/4/2004. Numerous attempts to reach the customer have failed.
1	3/8/04	5701	327308	WA	Call Initiator requested information on how to contact Sorenson to express her wish to see more interpreters available to handle calls.	3/8/04 4:19 AM	Interpreter gave caller information to contact the supervisor by VP directly as well as the appropriate email address to Sorenson.
14	3/9/04	5793	333544	CA	Customer was upset because he said he scheduled the call as a conference call and no one called him back. He said this happened to him twice, so he called on his own this time.	3/9/04 10:45 PM	VI are being retrained on how to schedule a call.
14	3/9/04	5804	333949	CA	Mr. Moussa Ahmadi was very upset about the fact that several interpreters hung up on him before he finally was connected to me. He said it wasn't right.	3/9/04 11:28 PM	VI apologized about the disconnection.
1	3/11/04	5928	340013	FL	Caller complained of long hold times.	3/11/04 8:50 PM	VI apologized about the wait time.
1	3/12/04	5980	342803	NC	Complained about length of wait, had used another relay provider to make a call while waiting for SVRS.	3/12/04 7:11 PM	VI apologized about the wait time.
14	3/14/04	6048	346892	TX	Deaf caller talking about the call centers not being open early enough in TX. ask that they open at 6 am.	3/14/04 2:37 AM	VI apologized about the wait time. Complaint noted and passed on to supervisor.
14	3/15/04	6109	349027	NV	Call received at 10:48 pm CST. Interpreter informed caller we had approximately 10 minutes until closing time. Caller became angry, stated she wanted to call her daughter for long chat. Said not fair, thought we were open 24 hrs. I explained that I would be happy to make the call for her.	3/15/04 5:02 AM	VI apologized about the limited hours and suggested the caller check our website for operating hours.
1	3/15/04	6116	349584	DC	Caller asked interpreter to submit a comment that the wait time has become too long lately and he feels there are not enough interpreters to merit the number of VP-100s that have been given out. He said the wait time is causing him and others to switch to other VRS services. (His wait time was 21 minutes this AM.)	3/15/04 4:25 PM	Interpreter did apologize for wait time and thank caller for his patience when I first connected to the caller.
1	3/16/04	6187	352153	TX	Need more interpreters. He has to wait too long to get someone. He's heard the same complaint from many others.	3/16/04 12:25 AM	VI apologized about the wait time.
3	3/17/04	6269	356240	MD	Caller hesitant to use me from the beginning of the call because I was from the Burbank call center. She was also concerned I was too new an interpreter. I offered an alternate; however, she decided to proceed. When I experienced some difficulty reading her finger spelling and asked for clarification, she requested a replacement interpreter. When the 2nd interpreter took over the call and began signing, Ms. Silver asked for another interpreter as she had difficulty reading left-handed interpreters. After the 3rd interpreter took over the call.	3/17/04 2:49 AM	Interpreter did change to another interpreter to accommodate Ms. Silver. After being disconnected, the interpreter did call back, only to be rejected.
1	3/19/04	6468	366131	CA	Caller stated that he had been waiting for over ten minutes and when the VI called him back they hung up too quickly and didn't give him enough time to answer the call. He didn't know VI number but stated that he felt the VI should have let his VP ring longer and give him enough time to answer, especially after waiting so long.	3/19/04 11:35 PM	Interpreter apologized for the wait time and will let other interpreters know to wait a little longer before hanging up.

6	3/20/04	6494	367274	TX	caller is complaining that VI #513 is impatient and is too demanding about turning off Privacy Hold. The caller feels the VI doesn't give her enough time to turn it off, she wants the VI to be more patient. She requested a supervisor take this complaint. This complaint was taken by Lead VI #203 & 226	6/1/04 12:00 AM	Forwarded to supervisor for further training.
1	3/21/04	email	Linda Bolding	FL	When I make a call I had to wait long time more than five minutes that is a lousy service when nobody answers.	3/22/2004	The VRS tech support in Burbank responded to the email. He explained that Sorenson is doing everything they can to make the hold times lower. He explained that we do the best we can to handle the call flow. Thanked her for her comments.
1	3/21/04	6527	369493	CO	Caller was very upset that he had to wait, he said over 30 minutes. When this VI took the call the wait time showed 6 minutes. the caller continued to complain and compare Sorenson to other providers, and he continued to complain.	3/21/04 8:07 PM	This VI attempted to apologize and this VI offered to place his call.
1	3/22/04	6575	371368	WI	Caller said to cancel the call because in the time she was waiting for a Sorenson interpreter, she had made the call through another relay provider and it was made and completed before Sorenson even answered on a busy queue Monday. She then added that whenever she is in a hurry, she always dials in to both, and the other provider never has waiting time. Although she did not specifically ask that a complaint be turned in, she did (rhetorically) ask why it was this way at one relay service versus another.	3/22/04 4:34 PM	Interpreter apologized for the wait time. Complaint noted and passed on to supervisor.
1	3/22/04	6600	373132	FL	Caller wanted to complain about the long hold times. He is very frustrated. He loves VRS but it gets tired of waiting for an interpreter and sometimes uses tty instead.	3/22/04 10:04 PM	Interpreter apologized for the wait time. Complaint noted and passed on to supervisor.
1	3/23/04	email	Julia Harrod	FL	I am not happy with VRS because I call and wait so long sometimes get no response. But I like the Sorenson VP100	3/25/2004	Interpreter apologized for the wait time. Complaint noted and passed on to supervisor.
14	3/23/04	6607	373679	TX	Caller was waiting in line on two different occasions for someone to call them back and place a call. He got back to the TV to receive the call and twice the interpreter hung up on them before he was able to answer the call.	3/23/04 12:08 AM	VI apologized for the disconnection.
1	3/23/04	6648	376667	FL	Caller complained of long hold times. Said that he is going to use another VRS provider from now on because we are too slow, but hopes we improve in the future because he likes our service the best. He said in the time he waited for us to call him back, he used another service and had already finished his call with them. He is disappointed in Sorenson VRS.	3/23/04 9:10 PM	Interpreter apologized for the wait time. Complaint noted and passed on to supervisor.
1	3/23/04	6652	376795	AZ	Caller said Sorenson competitors have much shorter hold times and we need to do something to improve	3/23/04 9:44 PM	Interpreter apologized for the wait time. Complaint noted and passed on to supervisor.
3	3/25/04	email	Kim M. Smith	FL	Interpreter 303 has problems reading my signs. Had a question about certification levels regarding interpreters hired by Sorenson.	3/31/2004	Supervisor responded by checking with the interpreter. The interpreter is fully certified but in her first day of training and very intimidated. The interpreter apologized for not announcing herself as being in training. Interpreter currently being improved on.
3	3/25/04	6811	382858	NJ	Caller was unhappy that I did not know his sign for Passover and hospital	3/25/04 5:20 PM	Interpreter apologized and now knows the signs for Passover and hospital.
2	3/26/04	email	Lissette Molina	FL	she complained that interpreter 302 did not do things in the proper way. The interpreter was typing while the caller was watching her sign. The caller was put on privacy hold without warning.	6/16/2004	email was sent back to caller, no response from caller.
3	3/27/04	6947	389233	DC	caller didn't like the way interpreter signed and prefers other interpreter	3/27/04 2:44 AM	VI switched interpreters.
1	3/29/04	7042	393682	CA	caller complaint said that she cant stand waiting 20 minutes for a call.. now the person she needs to call is not available. you need more people at night.	3/29/04 5:40 AM	I apologized for the wait and asked if she wanted to call supervisor.
3	3/30/04	email	James Johnson	VA	Interpreter 514 is not a good interpreter. She repeats questions to which I already answered. Seemed that she misunderstood a lot of what I signed.	6/22/2004	Forwarded complaint to supervisor for additional training.
1	3/31/04	email	Linda Bove	CA	Caller complained about the wait time before getting an VP interpreter.	6/22/2004	E-mailed customer and apologized. Continually attempting to hire more VIs to reduce hold time.

1	3/31/04	7172	402446	CA	Customer asked me to pass along to customer service that he had to wait ten minutes for the call. He felt this was too long. He appeared to be satisfied with the service in all other ways.	3/31/04 5:33 PM	Interpreter apologized for the wait time. Complaint noted and passed on to supervisor.
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14	4/1/04	7307	406443	CA	hearing caller would not process the call since they have never heard of VRS. Interpreter explained in detail the type of service and the hearing caller insisted on having the phone number and interpreter # to call for verification. Interpreter gave the 866 phone number for hearing persons. We were on hold for several minutes while waiting for the hearing person to accept the call.	4/1/2004	Deaf caller decided to hang up and redial hoping to get a different person at Verizon to accept and process the call.
14	4/3/04	7501	413002	GA	caller did not have good experience with previous call and wanted to know who to contact and where to report problems.	4/3/2004	VI provided email and a number for tech support. caller left conversation satisfied
13	4/5/04	7639	419794	UT	Interpreter 546 was unable to read my signs and understand what I was trying to say. The interpreter also interjected a personal question to the hearing caller in the middle of my conversation. I felt this was very unprofessional. Also I found out from the person I was calling who is a VRS interpreter that interpreter 546 did not clearly state what I was trying to say and was not able to have clear communication. Interpreter also wore inappropriate color of shirt. Much too bright. It seemed to be an orange color.	6/16/2004	VI met with supervisor. VI did not recall specific situation, but will request clarification from callers if message is misunderstood. VI will not wear bright clothing. VI is under supervision.
1	4/6/04	7628	419507	MN	Waited 15 minutes ... said we need to improve our service, make it faster	4/6/2004	VI apologized for long wait time.
1	4/7/04	7724	425191	MD	caller complained about the 20 min wait in queue	4/7/2004	VI apologized for long wait time.
14	4/8/04	7785	427945	CA	deaf caller wanted interpreter to interpret for the hearing person standing in the room. customer was irate and hung up on interpreter.	4/8/2004	VI explained to him he could not use this service for that type of interpreting.
1	4/12/04	8098	443446	CA	I like Sorenson VRS... but I don't like the long hold time"	4/12/2004	VI apologized for long wait time.
2	4/13/04	8110	444295	WA	caller stated that she did schedule her call yesterday, however we did not know that she did.	4/13/2004	VI apologized and asked to reschedule her call.
1	4/14/04	8238	451426	FL	wait time too long today	4/14/2004	VI apologized for long wait time.
2	4/20/04	email	Debbie Gibbons	data not available	Interpreter refused to allow hearing daughter speak over the telephone with VCO	6/8/2004	emailed customer back and suggested that she try again. Interpreters are allowed to do this in certain situations.
2	4/20/04	8600	471411	NY	Mr. Sanchez asked supervisor (support interpreter 303) to note his complaints: He reported that 323 had a "bad attitude" and had previously told 323 "Oh you! I remember you. I hate you! Call this number" When 323 asked for the name of the party to whom he was calling, Mr. Sanchez replied, "Just call!" Caller appeared to become angry soon after and demanded to talk to a supervisor. Interpreter 303 took over the call and Mr. Sanchez proceeded to attempt to file a complaint with headquarters. (Written by interpreter 303) Please note, while writing these comments, Mr. Sanchez is trying to reconnect with us, so this interpreter will cut this short.	4/20/2004	Interpreter Manager 302 noted Mr. Sanchez's complaints and reminded him of the expectations of appropriate behavior. (see email by comment ID 8.)
9	4/21/04	called in	Hector Sanchez	data not available	interpreter #511 did not seem to understand signs well, which leads to misunderstandings. Interpreter did not reflect mood of speaker accurately.	6/22/2004	Forwarded to supervisor for further training.
14	4/21/04	8659	473631	data not available	the process for a hearing person to make a call is complicated	4/21/2004	VI apologized and continued to make call.
2	4/21/04	8703	476079	DC	Deaf caller complained about the interpreter not giving enough eye contact, felt it culturally inappropriate.	4/21/2004	After attempting to explain to the Deaf caller how I was managing two people talking at the same time (part of that is eye gaze signifying who is talking) I handed the call off to Support Interpreter 304
14	4/22/04	8780	479939	TX	Caller has been returned to the queue several times and said that he is waiting for an interpreter Lisa that he says has translated in Spanish for him several times. He said she started work at 2:00 p.m.	4/22/2004	VI apologized and explained that caller cannot request specific interpreter and noted the complaint.
1	4/27/04	email	Steven FeinSmith	data not available	one hour wait time	5/7/2004	sent email; apologized about long wait time.
1	4/27/04	9043	497748	TX	Caller expressed high frustration in having to wait a "very long time" to be connected to a VRS Interpreter	4/27/2004	VI apologized for long wait time.
1	4/29/04	email	Brett A Wallman	data not available	too long wait time for VRS	5/7/2004	sent email; apologized about long wait time.

2	5/1/04	9360	512526	TX	hearing caller.. said Sorenson did not call her back yesterday when she tried to call her son	05/01/04	VI apologized and gave tech supports phone number to find out what is wrong with the services.
1	5/3/04	9488	520083	NC	Mr. Sparks was very upset that it too so long to answer his call. That is all I could tell him.	05/03/04	VI apologized for the long wait time.
1	5/4/04	9549	523668	NY	Long wait time. You need more interpreters!	05/04/04	VI apologized for the long wait time.
1	5/6/04	9748	533376	AZ	Ava had concerns that each and every time she calls she has to wait at least a half hour to place a call; some are thinking of going to a web cam that will permit faster response times;	05/06/04	VI apologized for the long wait time.
14	5/9/04	9929	541852	PA	caller wanted to let us know that his hearing friend did not like our system.	05/09/04	VI gave the email address for hearing caller to explain their complaint directly
2	5/10/04	10067	546786	CA	caller did not want to switch interpreters. he suggested to have common sense.;	05/10/04	VI apologized and continued to work with the customer to clarify communication issues.
1	5/11/04	10180	551137	OR	Caller John Harter asked questions re: long wait times.	05/11/04	VI gave him several contact numbers and answered some of his other concerns.;
2	5/13/04	10367	556174	CA	caller was very upset, wanted to make an 800 call that would not go through because it was an instate only 800 #	05/13/04	VI tried directory assistance and was unable to locate a non 800# for this caller. I was unable to appease the caller.
13	5/14/04	email	Paul Tumer	data not available	complained about inappropriate behavior of interpreter,	6/9/2004	VP100: spoke to him. Explained procedures must be done for maintain efficiency.
2	5/17/04	10715	571946	data not available	caller claims he has sign mail... I did not notice the option... I almost hung up on him and there was no option for the hearing (initiator) to leave a message;	05/17/04	VI apologized and offered to call back again.
2	5/18/04	10850	577243	TX	caller irate. believes that because the interpreters switched the hearing person hung up on him. However the call was disconnected while hold music was playing so hearing person never knew that we switched.;	05/18/04	VI apologized and asked to continue the call.
1	5/24/04	11233	598393	MD	Caller (Steve) complained of his wait and said he is getting ready to stop using Sorenson because other VRS companies answer the phone much more quickly.;	5/24/04	VI apologized for long wait time and asked to continue the call.
1	5/24/04	11244	598768	data not available	Caller said it was difficult to go through the process of having to call a VRS interpreter.	05/24/04	VI apologized and asked to continue the call.
1	5/28/04	11652	614697	VA	Customer complained of long hold times. Tried to get answers from me as to why and if we expect to stay in business long. I simply offered to interpret his call but the caller persisted to complain saying the minute he had a d link phone he was transferring to a better service. He felt he was tricked into HAVING to use Sorenson. He kept saying Sorenson is the "WORST SERVICE out there. I apologized and told him I would log his complaint and offered to interpret his call. He finally allowed me to do so.;	05/28/04	VI apologized for long wait times, and offered to continue his call.
2	5/28/04	11661	615225	MD	complained that he got a California interpreter and asked to be transferred to Gallaudet.	05/28/04	VI told him I could not transfer to a specific interpreter or call center and we hung up
12	5/28/04	11663	615153	NY	Caller let interpreter know that he doesn't like the plant in the interpreter booth.;	05/28/04	VI promptly moved plant. Made note to discuss plant relocations.
6	5/29/04	11739	618923	TX	Caller asked for lead and wanted to complain about interpreter #217 and caller knew her. He is from Lubbock and he called twice and when she took the call he said "hello" and she immediately hung up on him. He said that it was very rude behavior on her part and that he knew her and that he just wanted to say hi before calling ;	6/21/04	Caller does not have legitimate complaint. VI # interpreter #217 was not working.
end							

Sorenson VRS Complaint Summary Sheet for 2004, June 1, 2003-May 31, 2004

Complaint Type	VRS Complaints	2003 2003 2003 2003 2003 2003 2003 2004 2004 2004 2004 2004												Total	% of All Complaints
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		
1	Hold Times		1	1	1	1	2	2	7	9	16	7	7	54	40%
2	Did not follow callers request		1	1		1	1	1	2	3	1	4	6	21	16%
3	VI Signing/Fingerspelling was not clear									1	5			6	4%
4	VI Disconnected Caller						1	1	2					4	3%
5	Affect/Intent Not Described								1		1			2	1%
6	VI Was Rude					3	2	4	2	1	2		1	15	11%
7	VI Dress inappropriate			1										1	1%
8	Didn't Keep caller Informed						1		2					3	2%
9	Poor Voice Tone/Quality											1		1	1%
10	VCO Procedures Not Followed													0	0%
11	Background Noise Not Conveyed													0	0%
12	Visible and Audible noise in Center					1							1	2	1%
13	VI receptive skills inadequate		1									1	1	3	2%
14	Other Service Type:					1	1	1	2	6	6	5	1	23	17%
Total		0	3	3	1	7	8	9	18	20	31	18	17	135	

As a courtesy, Sorenson Media is submitting per advice from legal council, the 2003/2004 hold times/speed of answer tally. VRS is non-mandatory and speed of answer is currently under waiver.