All rules are well and acceptable except:

Failure to publish regulations of VRS Directory Moderators and their moderating/accessibility conduct.

Failure to address legality of Moderators constantly disconnecting direct VP or D-Link calls between similar induviduals. Is there a connection time limitation in direct person to person VP calls?

Failure to address public information accuracy with regards to VP or D-Link Directory connections constant IP address changes for privacy reasons.

Failure to inform VP and D-Link public how the VP or D-Link Directories effect their calls and Directory service lookups.

Poor and incompetent technician connection/testing/implementation standards for installing VP-100 and/or D-Link equipment. Also unreasonable return wait times, notification ignorance to initiate proper technician return and equipment problem resolutions.

My severely optic atrophy deaf-blind wife, Audrey Ward, E-mail address: Audreyward@bellsouth.net was just learning how to use VP-100. She was so happy when it worked using a full screen on our 36 inch TV. But it kept disconnecting with the person she was communicating with(with a degree of difficulty but neverthless productive), and it kept displaying VP-100 error message: "resolving phone number" each time we redialed to reconnect! I've contacted and spoken with 3 installers, inclusing a supervisor, who gave me three differing theories to no avail. Nobody wants to come out and find out what's causing the problem and fix it. A deaf friend found and offered a second out of town (Miami) technician to set up an appointment with. The first one installing the D-Link didn't have enough time and never came back to finish the job. I had to disconnect all his work to at least get VP-100 working. Next I read after filing a complaint that my "Router" is incompatible because it was made after Cisco took over Linksys! But it was never on the published list of incompatible Routers at Sorenson! There already is a D-Link Router here that was never installed and requires special technician programing when installing. You talk about being between a "rock and a hard place" trying to get properly qualified technicians and equipment to install their represented products. There is a law in New York, "mechanics should know their own work".. Too much of this is missing today in electronic technicians dealing with the American Consumer's needs.

Thank you for hearing my and my wife's plight. We use telephone DSL not cable like most VP-100 and D-Link consumers.
I swear all of this is true to the best of my knowledge. Stories about VP-100 or D-Link cannot be "made up" other than "experienced".