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sorensoncommunications

July 3, 2006

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Federal Communications Commission
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Federal Communications Commission
Office of Secretary

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RE: Sorenson Communications Video Relay Service and IP Relay Annual Complaint Summary
2006 Telecommunications Relay Service
CG Docket No. 03-123

Dear Madam Secretary,

Sorenson Communications, Inc. respectfully submits an original and four copies of the Sorenson VRS and IP Relay complaint summary report as mandated by the Federal Communications Commission. As fulfillment of the instruction in 47 C.F.R. § 64.604 (c)(1)(ii) the summary report contains the number of complaints received in the 12-month period ending May 31, 2006.

Sorenson Communications maintains complete logs of all complaints received as fulfillment of the instruction in 47 C.F.R. § 64.604 (c)(1)(i). Each complaint received is assigned a complaint type, an identification number, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. The summary report is based off the complete log, which is on file at Sorenson Communications and available upon request from the FCC.

Thank you for the opportunity to forward this summary of consumer feedback to you. We hope you find it beneficial.

Sincerely,



Michael D. Maddix
Product Manager
Sorenson Communications, Inc.

No. of Copies rec'd 044
List A B C D E

Complaint ID	MONTH	Date of Complaint	Date of Resolution	STATE	VRS Complaints	Complaint	Resolution
63686	4	4/10/06 12:48	5/9/06 11:57	FL	Affect/intent not described	3445 stating that their experience with that interpreter tonight was unsatisfactory. The interpreter's signing space was much too small, their affect was unanimated and "flat" seeming not to care. Also the customer said that the interpreter did not convey background noises and sounds. T	Manager: interpreter retrained
63712	4	4/10/06 13:24	5/31/06 15:03		Affect/intent not described	interpreter #405; didn't really clarify who it was that called her on the relay service ~ even though; she could tell the deaf person told them, they just skipped over that part.; They did the same thing with the e-mail address as well.; She felt that information was missed, not because the deaf person didn't give it.	Manager: interpreter retrained
39237	12	12/27/05 9:31	12/27/05 10:55		Affect/intent not described	Interpreter 766. this interpreter was rude and had a very condescending tone of voice with her.	Manager: interpreter retrained
43937	1	1/20/06 13:27	1/20/06 13:30	TX	Background noise not conveyed	Interpreter 7442: to let me know if a female or male voice answers. He told me that he was not allowed to tell me if a female or male voice comes on the line. Is this a Sorenson policy?	Manager: interpreter retrained
63642	4	4/10/06 11:48	5/31/06 15:05	UT	Background noise not conveyed	Interpreter C318 she not do good when she make call and so quite I was not sure if ring or busy I ask her is ring she say yes and quite until they answer she start talk I kind not like that I like know how many ring or what sound.	Manager: interpreter retrained
39227	12	12/27/05 9:07	4/5/06 10:17		Background noise not conveyed	Interpreter 628 I never knew the phone was ringing.... and all of ; sudden she told me that person said their name... She never said ; ringing, ringing	Manager: interpreter retrained
49665	2	2/13/06 15:20	4/3/06 16:18	IN	Did not follow callers request	She stated that she asked interpreter to hold while she searched for a number and looked down to search for nbr. When she looked back up, interpreter 823 was typing on the computer and seemed to be laughing about something.	Manager: interpreter retrained
53036	2	2/27/06 13:20	5/31/06 16:56		Did not follow callers request	507A. He didn't pay attident on me when I just keep my sign language	Manager: interpreter retrained

53037	2	2/27/06 13:22	5/31/06 14:57		Did not follow callers request	I want to discuss about how video phone displays my name. it seems the interpreters would not look at me when I give my full name. They tend to look at something away from me, I am sure they were looking at the display. I really really prefer the interpreters first look at me while I give my full name then they look at the display. It is an act of courtesy. 4329	Manager: interpreter retrained
53104	2	2/27/06 16:40	3/6/06 10:19	CA	Did not follow callers request	Interpreter 1569 ; ; I made a VRS call and then the person answered the interpret she start to sign this is VRS... so fast I not get the number and she said she cant take this call because she knows my husband she I will transfer you .. this was very fast and unexpected for me.	Manager: interpreter retrained
53122	2	2/27/06 17:29	2/27/06 17:32		Did not follow callers request	1575 and was told as it was voiced to the insurance company that because of FCC regulations that she was unable to interpreter for me because I was hearing. Mind you my son, who is deaf, was standing right next to me	Manager: interpreter retrained
54824	3	3/6/06 10:12	4/3/06 21:14		Did not follow callers request	Interpreter 2739: She refused to continue the call and forced us to disconnect.	Manager: interpreter retrained
63658	4	4/10/06 12:21	4/14/06 11:22	MN	Did not follow callers request	Interpreter 8655 not announce VRS.	Manager: interpreter retrained
63664	4	4/10/06 12:30	5/2/06 9:56		Did not follow callers request	Interpreter 5804 keeps looking away from me when I am;talking on videophone to look at computer or something.	Manager: interpreter not available.
63672	4	4/10/06 12:35	4/26/06 14:24	IL	Did not follow callers request	Interpreter 6275 I request replace interper she refuse and keep on talki treid to asked her many time she keep on stubborn run her hour of commucation	No interpreter with this number working at the time.
63683	4	4/10/06 12:44	5/31/06 15:02		Did not follow callers request	Interpreter 8610 she was not do her job and she did not follow my sign that make me uspet	Manager: interpreter retrained
63711	4	4/10/06 13:22	4/10/06 14:00	AZ	Did not follow callers request	Interpreter 7602 that she " i have right to using priacy enabled period. i said no and she refused to cooperatoe with me.	Manager: interpreter retrained
64379	4	4/12/06 11:02	5/31/06 15:00	IL	Did not follow callers request	asked to switch to another interpreter who could understand him and she refused.;	No interpreter number provided with the complaint.

64380	4	4/12/06 11:04	4/26/06 14:14		Did not follow callers request	Interpreter 2138. it was wrong inform them my name beacuse She look at display on TV my name	Manager: interpreter retrained
64401	4	4/12/06 11:29	5/30/06 18:57	FL	Did not follow callers request	He reported that the VI put the privacy screen up without even asking him. 208;	Manager: interpreter retrained
68226	4	4/26/06 11:02	6/2/06 8:17	AZ	Did not follow callers request	Interpreter 575, She isn't pleasure person when I talked with customer and rep put on hold for checking paper work then all of sudden E575 she put private on me without asking me.	Manager: interpreter retrained
68294	4	4/26/06 14:22	4/26/06 14:23		Did not follow callers request	Interpreter 4529. He said she refused to cooperate,;ignored the caller's request, and did not give him call ownership. He;said he asked her to hang up the phone, but she continued to;interpret.	Manager: interpreter retrained
68296	4	4/26/06 14:37	4/26/06 14:38		Did not follow callers request	it seems the interpreters would not look at me when I give my full name. They tend to look at something away from me, I am sure they were looking at the display. I really really prefer the interpreters first look at me while I give my full name then they look at the display. It is an act of courtesy. Interpreter 2716	Manager: interpreter retrained
70534	5	5/4/06 18:48	5/30/06 21:38		Did not follow callers request	Interpreter 2319;This interpreter has been VERY distracting (she keeps looking at her computer and typing responses and looking at her computer) ~ not even focusing on our phone conversations.	Manager: interpreter retrained
72638	5	5/12/06 11:25	5/30/06 21:50	MN	Did not follow callers request	Interpreter 5812 did not honor my request to ask for a person first before explaining about video relay service. ;;	Manager: interpreter retrained
72756	5	5/12/06 14:46	5/15/06 15:51	AZ	Did not follow callers request	Interpreter 2344 when she used remove priavacy enabled please hold without asking me	Manager: interpreter retrained
72792	5	5/12/06 15:57	5/17/06 9:48	AZ	Did not follow callers request	Interpreter 382 refused to sent my complaint to them for me	Manager: interpreter retrained
73324	5	5/15/06 10:21	5/30/06 22:41	MD	Did not follow callers request	Customer asked that Interpreter not brand the call. When leaving a voice msg., interpreter FORGOT and left interpreter number at end of call. Customer was upset.	No interpreter number provided with the complaint.
73498	5	5/15/06 16:02	5/17/06 9:46	AZ	Did not follow callers request	Interpreter 1587 and he want to privacy and I said no	Manager: interpreter retrained

75152	5	5/22/06 9:57	Open	MN	Did not follow callers request	Interpreter 7818 gave person my name against my authorization. that lady have no rights to reveal my name without me saying it.	Manager: interpreter retrained
75158	5	5/22/06 10:17	5/23/06 7:47	MN	Did not follow callers request	Interpreter 8706....i asked them to not announce vrs and they refused obey me. person that i was calling kept hung up on me because they do not know what vrs are about.	Manager: interpreter retrained
63054	6	6/17/05 0:07	6/16/05 23:59	FL	Did not follow callers request	Interpreter did not follow caller's request	Manager: Interpreter retrained
63056	6	6/17/05 0:13	6/17/05 0:04	FL	Did not follow callers request	Interpreter did not follow caller's request	Manager: Interpreter retrained
8684	7	7/29/05 22:19	4/3/06 19:40	LA	Did not follow callers request	Interpreter 496, refused make a call to the police that I gave a full phone number. I wanted them to call the police immediately.	Manager: Interpreter retrained
8722	7	7/29/05 23:51	1/3/06 9:12	NJ	Did not follow callers request	Interpreter 834. That is definitely improper for an interpreter to SPEAK for a customer. Her function is to TRANSLATE, not to SPEAK for anyone else.	Manager: Interpreter retrained
8726	7	7/30/05 0:00	1/3/06 9:15	AZ	Did not follow callers request	i have new complaint against Interpreter 241 about private cover up.	Manager: Interpreter retrained
8731	7	7/30/05 0:13	1/3/06 9:22	CA	Did not follow callers request	Interpreter 1336 misbehaved her problems. I got so very much angry and fed- up with her behavior problems.	Manager: Interpreter retrained
9925	8	8/5/05 15:07	10/24/05 18:24	MD	Did not follow callers request	The complaint is in regard to interpreter's announcing (intentionally or unintentionally) "Sorenson Video Relay Service. Interpreter #."	Manager: Interpreter retrained
9926	8	8/5/05 15:08	1/3/06 10:45	AZ	Did not follow callers request	VP user requested to be shown the white board. VI informed that VIs no longer able to show whiteboard to caller.	Manager: Interpreter retrained
10395	8	8/8/05 9:35	1/3/06 10:46	TX	Did not follow callers request	Interpreter 1558:she does not understand fingerspelling when I tried to explain the automobile issue of a foreign car.	Manager: Interpreter retrained
10716	8	8/9/05 16:01	1/3/06 10:53	AZ	Did not follow callers request	Interpreter 406 they block private i said no she refised amd block me ;why why why why	Manager: Interpreter retrained
10722	8	8/9/05 16:13	1/3/06 10:53	AZ	Did not follow callers request	Interpreter 736. The terp placed the call but it was busy. deaf caller: I really have to catch the hearing caller, just keep trying. The interpreter tried once more, it was still busy, then hung up from the deaf caller.	Manager: Interpreter retrained

10723	8	8/9/05 16:15	1/3/06 10:54	AZ	Did not follow callers request	Interpreter 736 she hungup she dont accept call that the line is busy ;about 5 to 7 times	Manager: Interpreter retrained
10741	8	8/9/05 16:54	10/20/05 18:09	MD	Did not follow callers request	He is so angry that VI's are identifying and feels we are taking away his rights as a deaf person.	Manager: Interpreter retrained
10751	8	8/9/05 17:20	1/3/06 11:06	CA	Did not follow callers request	Interpreter 447, he was actually chatting with other person on IM, He had being deceive to the hearing caller.	Manager: Interpreter retrained
12422	8	8/16/05 18:54	1/3/06 11:16	AZ	Did not follow callers request	Interpreter 637: they refused to write ;one line phone number	Manager: Interpreter retrained
13040	8	8/19/05 10:21	1/6/06 12:24	FL	Did not follow callers request	Interpreter 106 , INTERPRETERVRS NOT RESPONSIBLE MADE HANDLE FAST TOO AND I TOLD THEM PLEASE SLOW HANDLE SIGN LANGUAGE WITH ME BUT THEY SYILL STUBBORN KEEP FAST SIGN WITH ME I STILL MISSED THEM WHAT DID SAID AGAIAN TOO FAST NOT RIGHT THEN INTERPRETETR MADE EMOTION THE HUNG UP WITHOUT INFORMATION TELL MEE TRADE OTHER INTERPRETERVRS NOT RIGHT	Manager: Interpreter retrained
13048	8	8/19/05 10:44	10/26/05 20:26	MN	Did not follow callers request	Interpreter 1309 was very mean. she blocked my call.	interpreter resigned before could be retrained
13054	8	8/19/05 10:50	10/27/05 17:37	IA	Did not follow callers request	Interpreter 4916. operator began talking to me (literally talking, not signing). I ;guess when I did not reply to her question	The number exceed the assigned inpreter numbers currently assigned.
13085	8	8/19/05 11:27	2/3/06 12:58	MD	Did not follow callers request	Interpreter 2103 won't write down on white board with all the phone numbers from her doctor.	manager: interpreter retrained
13115	8	8/19/05 12:13	1/3/06 11:48	AZ	Did not follow callers request	Interpreter 2539 didn't tell exactly what I was saying just before hung up.	manager: interpreter retrained
14539	8	8/25/05 22:07	1/6/06 17:28	AZ	Did not follow callers request	Interpreter 3811 is rude he talked to someone on vp 100 and also he close face without ;asking me and he talked about children etc we are adult he talked to other ;person in his office really annony	manager: interpreter retrained
15878	9	9/1/05 17:03	1/10/06 12:36	AZ	Did not follow callers request	Interpreter 2911 said i am responsible to notify the caller that i must tell them vrs number because vrs not allow to tell them vrs numberit is my responsilbe is it new policy ?	manager: interpreter retrained

17801	9	9/11/05 19:56	1/6/06 16:34	UT	Did not follow callers request	Interpreter 203 Does not follow my instruction to press 0 even if the answering machine recorded stated that its close	manager: interpreter retrained
19242	9	9/19/05 16:17	9/19/05 16:22		Did not follow callers request	I am contacting you to file a compliant against the new policy because I believed that VRS interpreter should write on the "Dry Erase" board based on REQUEST only.	No interpreter number: forwarded to national trainer for future training.
22496	10	10/4/05 8:47	10/4/05 8:48		Did not follow callers request	Likewise, the deaf interpreter you utilized was just as rude and obnoxious.	manager: interpreter retrained
22505	10	10/4/05 9:07	1/3/06 13:52	FL	Did not follow callers request	Interpreter 277 telling her that;she could not make another call due to the number of calls in the queue.;	Records show that 277 did not work the day of the complaint.
22507	10	10/4/05 9:10	4/19/06 11:51	MD	Did not follow callers request	A consumer complained that he was in the middle of a call in which he asked for do not identify/explain VRS and the interpreter did not follow consumer instructions and asked for a handoff in the middle of a call.	Manager: interpreter retrained
22513	10	10/4/05 9:21	1/3/06 13:52	UT	Did not follow callers request	Interpreter number E523. Interpreter was distracted with her computer for the first minute of the VRS call then just interrupted my call and switched interpreters only 2 mins into the call.	Manager: interpreter retrained
22519	10	10/4/05 9:41	2/3/06 18:14	CA	Did not follow callers request	interpreter C1336 showed inappropriate, unprofessional and unethical behavior.	Manager: interpreter retrained
83137	10	10/14/05 0:00	11/11/05 0:00	MD	Did not follow callers request	FCC informal Complaint: Alleges interpreter 7621 gave caller other "editorial comments" during the call	Letter sent to customer from Sorenson. Resolution sent to FCC. Manager: interpreter retrained
39230	12	12/27/05 9:18	5/1/06 16:12		Did not follow callers request	I want to file a complaint against 5420 interpreter.;;she won't speak every letter even I asked her to because my last name is ;longest. and she say hearing ppl say it again but I saw her lip isn't ;even move. C	Manager: interpreter retrained
39259	12	12/27/05 10:20	1/20/06 11:27		Did not follow callers request	735 did not voice what I signed in terms of the call for me.	Manager: interpreter retrained
40315	1	1/3/06 10:11	5/1/06 16:20	AZ	Didn't keep caller informed	Interpreter 5424, he seems lack of communciate with the recording.	Manager: interpreter retrained
40321	1	1/3/06 10:25	2/13/06 15:22	OH	Didn't keep caller informed	interpreter 3445 was horrible. When I called, she just went ahead call the number without asking me who should I speak to or what is it... like all other operators. PLUS she did NOT sign what she says.	Manager: interpreter retrained

64390	4	4/12/06 11:10	5/30/06 18:54		Didn't keep caller informed	Hello;;interpreter that I want to report you on the interpreter C1308 she not doing her job as say Hi thank u for calling svrs here is interpreter number c1308.	Manager: interpreter retrained
74232	5	5/18/06 8:45	5/18/06 14:07	UT	Didn't keep caller informed	Interpreter # 8679 left a message on my voice mail from a Sorenson user (Deaf user called my voice mail.) I noticed the interpreter ended the message as, "Message is left from interpreter number 8679." Suggestion to have interpreter state "Sorenson VRS interpreter #" as to denote it is Sorenson VRS interpreter. "Interpreter" is vague, can be any company.	Manager: interpreter retrained
76387	5	5/26/06 10:08	5/30/06 13:52		Didn't keep caller informed	Interpreter 734 did not announce her number to me when my line got connected to her.	Manager: interpreter retrained
8732	7	7/30/05 0:17	1/3/06 9:23	AZ	Didn't keep caller informed	Interpreter 805. The interpreter was inattentive to the caller, and caller didn't feel they had equal access to the conversation.	The interpreter resigned before a corrective action could be taken.
12396	8	8/16/05 17:00	1/20/06 12:55	AZ	Didn't keep caller informed	Interpreter 823 is uncomfortable to service, she didn't make customer feel comfortable with her express face with sad or serious.	Manager: interpreter retrained
13046	8	8/19/05 10:31	11/7/05 10:15	MI	Didn't keep caller informed	Interpreter 4701 I dislike her attitude and very sloppy	Manager: interpreter retrained
21028	9	9/27/05 13:54	4/3/06 21:48		Didn't keep caller informed	1308 did not give me her number or identify herself as being a Sorenson VI (I had to ask for the number at the end of the call). She was also writing a lot during the call, sometimes creating a longer than usual interpreting lag.	Manager: interpreter retrained
22514	10	10/4/05 9:25	2/3/06 18:10	TX	Didn't keep caller informed	644. The caller states that the interpreter did not inform him that the phone was ringing when she connected to the audio caller. He also says that the interpreter did not ask him if it was permissible if she put up her privacy screen while she was on hold with the audio user. Finally, the caller explained that when he tried to interrupt the audio caller to make a comment, the interpreter did not voice his comment until after the audio user had finished what they were saying.	Manager: interpreter retrained

39250	12	12/27/05 10:00	1/18/06 14:37	CA	Didn't keep caller informed	2717, and I was very dissatisfied. I saw her voicing things to the other person on line without interpreting the information to me.	Manager: interpreter retrained
39253	12	12/27/05 10:05	1/5/06 14:45	CO	Didn't keep caller informed	not interpret the things my boss had said	No interpreter number provided with the complaint.
40610	1	1/4/06 17:01	1/4/06 17:02	TX	Hold Time	I have been waiting for long period to connect with interpreters.... at the most I wait for about 10 minutes or more.	Customer Service: Apologized for longer than normal hold times.
43906	1	1/20/06 11:38	1/20/06 11:39		Hold Time	YOU SAID NO MORE CALL BACK. I DONT AGREE WITH THIS. THEY CAN CALL ME BACK. IT WILL BE MUCH NICE TO HAVE THIS SERVICE. WHY DO YOU CHANGE THIS RULES?	Customer service: apologized for longer than normal hold times
43931	1	1/20/06 13:05	1/20/06 13:06	FL	Hold Time	So I redial to call VRS so I wait more than 10 minutes.	Customer service: apologized for longer than normal hold times
83151	1	1/31/06 0:00	2/28/06 0:00	IL	Hold Time	FCC Informal Complaint: Alleges wait up to 5, 10, 27 minutes to access a VI	Letter to customer from Sorenson. Resolution sent to FCC.
83153	1	1/14/05 0:00	12/2/05 0:00	MI	Hold Time	FCC Informal Complaint: Alleges hold for over 4 minutes	Letter sent to customer from Sorenson. Resolution sent to FCC.
47898	2	2/6/06 10:46	2/6/06 10:47		Hold Time	DEAF PEOPLE IN MY AREA ARE VERY FRUSTRATED WITH WAITING TIME WITH VRS-	Customer service: apologized for longer than normal hold times.
49578	2	2/13/06 9:42	4/3/06 16:17	FL	Hold Time	disappointment with VRS service , haven't relay quickly to me for few days.	Customer service: apologized for longer than normal hold times.
54964	3	3/6/06 19:56	3/6/06 19:57		Hold Time	always have to wait for ten to fifteen minutes to get that realy answer it	Customer service: apologized for longer than normal hold times.
64400	4	4/12/06 11:27	4/20/06 17:40	TN	Hold Time	To get an interpreter thru vp is very wasting and time cosuming!	Customer service: apologized for longer than normal hold times.
69553	5	5/1/06 17:41	5/1/06 17:43	CA	Hold Time	I ;waited for long time about 15-20 minutes.	Customer service: apologized for longer than normal hold times.
69557	5	5/1/06 18:05	5/1/06 18:06	AZ	Hold Time	I sat and waited for 45 minutes.....	Customer service: apologized for longer than normal hold times.
69561	5	5/1/06 18:23	5/1/06 18:23		Hold Time	I COMPLAINED ABOUT CALL VRS AND WAITING MORE THAN 10 MINUTES TO GET VRS.	Customer service: apologized for longer than normal hold times.
62589	6	6/7/05 22:45	6/7/05 22:35	NY	Hold Time	Customer complained about long hold times	Customer service: apologized for longer than normal hold times.
62594	6	6/7/05 22:48	6/7/05 22:38	WI	Hold Time	Customer complained about long hold times	Customer service: apologized for longer than normal hold times.
9530	8	8/3/05 18:10	10/20/05 17:28	NY	Hold Time	i have tired to called vrs but why they are hung up on me and didn't responded so long i need to call vrs	Customer service: apologized for longer than normal hold times.
9920	8	8/5/05 14:49	8/10/05 12:49	WI	Hold Time	Caller was very upset at the very long wait to get an interpreter.	Customer service: apologized for longer than normal hold times.

13021	8	8/19/05 9:56	9/9/05 13:09	FL	Hold Time	I waited one whole hour for the interpreter but no show. She/he has not returned my call yet.	Customer service: apologized for longer than normal hold times.
13028	8	8/19/05 10:06	10/13/05 18:26	MN	Hold Time	I wait for almost 2 hours	Customer service: apologized for longer than normal hold times.
22512	10	10/4/05 9:20	1/6/06 15:33	AZ	Hold Time	waiting for about 15 minutes	Customer service: apologized for longer than normal hold times.
24038	10	10/11/05 9:52	4/5/06 9:28	AZ	Hold Time	he was very upset about being in the queue for over 40 minutes and then unable to leave a signmail for his Deaf client.	Customer Service: Apologized for the hold times they experienced.
32994	11	11/23/05 19:00	12/1/05 15:37	OH	Hold Time	He also said he frustrated that the interpreter time takes a long time.	Customer service: apologized for longer than normal hold times.
83146	11	11/4/05 0:00	12/2/05 0:00	NC	Hold Time	FCC Informal Complaint: Alleges long wait for service from Sorenson VRS.	Letter sent to customer from Sorenson. Resolution sent to FCC.
38339	12	12/22/05 13:22	12/22/05 13:24	CA	Hold Time	vp user upset about long wait time	Customer service: apologized for longer than normal hold times.
38357	12	12/22/05 14:12	1/6/06 14:49	MA	Hold Time	couldn't get terp after 2 hr. wait.	Customer service: apologized for longer than normal hold times.
38578	12	12/23/05 9:22	1/6/06 12:51	CA	Hold Time	difficulty the caller had in getting in touch with an interpreter. Caller said that it took a half hour to do so.	Customer service: called this person, they said they were using the wrong number to call Sorenson VRS.
39239	12	12/27/05 9:34	1/6/06 8:40	CA	Hold Time	I am very upset with your time delay to pick up my calls.	Customer Service: Apologized for longer than normal hold times.
39249	12	12/27/05 9:58	1/5/06 15:19		Hold Time	We always have been waiting for VRS relay longer	Customer Service: Apologized for longer than normal hold times.
43476	1	1/18/06 14:42	1/18/06 14:44		Other Service Type	why cant I make call emergency 911 through instead of must make call in full information without a TTY	Customer service: explained emergency calls policy.
53038	2	2/27/06 13:29	2/27/06 13:30		Other Service Type	Sometimes I don't feel comfortable calling Sorenson VRS and see male interpreter when placing call to my doctor for my personal reason relating to female issues or others. I wish there is a way to select preference of male and female when I select female and it will automatically goes to any female interpreter available.	Customer Service: Informed customer that they can request another interpreter of a different gender.
69551	5	5/1/06 17:37	5/1/06 17:38		Other Service Type	vp-100 is comparable to communicate with federal relay operators?; Since, i don't have access to "fedvrs.tv,"	Customer service: We don't have the capability to do that at this time. I will forward your suggestion to the product developer for future features.
10427	8	8/8/05 11:17	10/26/05 20:41		Other Service Type	SPANISH RELAY: I was wondering is there a relay service that speak spanish.	The spanish Interpreting service was not available at this time.
10728	8	8/9/05 16:20	10/20/05 17:18		Other Service Type	we wanted VRS ASL-Spanish with spoken	The spanish Interpreting service was not available at this time.

13042	8	8/19/05 10:24	1/6/06 12:26		Other Service Type	I have my concern about having a conference call using the Sorenson VRS. It worked when I used the conference call after the policy changed... I dont understand why it is not allowed to use the conference call or not provided to have a conference call or not accessible to use the conference call.	Reminded the customer of current policy regarding conferenece calls.
13066	8	8/19/05 11:09	1/3/06 11:39	AZ	Other Service Type	Interpreter 2911 doesnt provide white board no longer why ?	Customer service explained the white board policy to the customer.
15456	8	8/30/05 13:22	4/3/06 12:48		Other Service Type	customer deaf blind he have a videophone his own home. He is ASL.he could not see VI.He use tty/braille. He want to sign himself to an VI, between the intepreter and relative,friends or bussines office	customer service: Thank you for your idea. At this time we do not provide services between TTY and VRS.
17796	9	9/11/05 19:38	2/3/06 14:35		Other Service Type	NEED UPDATE SPANISH VOICE	Sorenson did not provide spanish at this time to the complaint.
17798	9	9/11/05 19:42	10/13/05 18:49	CA	Other Service Type	many interpreters don't say if a male or female ;voice answers the phone, they also don't say if a male or female voice ;is on the answering machine. As a consumer this is very frustrating to ;me. I want to know if its a male or female answering the phone.	No interpreter number provided. Forwarded to national trainer to be reviewed in the training.
19029	9	9/18/05 17:06	1/6/06 16:41		Other Service Type	Need improtant spanish both English with ;interpreter best very good in the buisness and sorpport " sorensonvrs" ;best all know where is America south there is this is personas much ;deafs America Singn Language (ASL) all righth let know re you know ;righth undtdy it know good Gerenal or manager or surperisor.	Spanish not provided at this time. Check Sorenson website. Send an e-mail to the consumer.
19031	9	9/18/05 17:10	1/6/06 16:44		Other Service Type	I do not like the idea that an VRS interpreter writes down my CC account on the whiteboard and put me on video privacy block.	customer service:explained white board policy
25463	10	10/18/05 10:55	10/25/05 16:58	TX	Other Service Type	I felt that the human interpreter, if there even was one, should have jumped in and explained to me what was going on because I couldn't even recognize that this was a VS. call until nearly the end of a several minute conversation.	no interpreter number. Forwarded to national trainer for future training
25468	10	10/18/05 11:03	10/25/05 16:54		Other Service Type	When I used your service today for the first time, I did not realize that my number would go through your system intact to the phone of the receiver.	Customer service: emailed customer with explanation that we are as close to being functionally equivalent phone service to the Deaf as possible. When caller ID number is passed on to us at the relay center, we pass it along to the caller.

25486	10	10/18/05 12:21	4/19/06 9:53	AZ	Other Service Type	Interpreter 533 the caller claims that the interpreter refused to process his call.	manager: interpreter retrained
26779	10	10/25/05 8:42	10/25/05 15:54	NY	Other Service Type	I want you to restore Spanish VRS soon as possible as find employees who knows spanish speaking language for translate.	Customer service: we informed the customer that we did not have Spanish at this time.
26780	10	10/25/05 8:43	10/25/05 15:38	FL	Other Service Type	Spanish vp need; Before you had ip address for vp so my roommate is upset about you shut down she is worried about her family in south american the vp is much better than tty clear to undy signs in spanish so if you have 1p address right now pls sent it to me ok many thanks vrs team	Customer service: we informed the customer that we did not have Spanish at this time.
27287	10	10/27/05 13:01	5/1/06 15:56	NJ	Other Service Type	Interpreter 2302: misinterpreted tone of voice and signage	manager: interpreter retrained
27293	10	10/27/05 13:14	4/19/06 10:10	AZ	Other Service Type	Interpreter 3844 that came on light colored shirt. I told him that his shirt was not appropriate for the call and hung up on him.	manager: interpreter retrained
27297	10	10/27/05 13:25	4/20/06 19:04	AZ	Other Service Type	Interpreter 276 seems uncomfortable person because I usually asked them to write down while message from voice, but she won't write same time listen and only sign out from her write for me instead of showing from white board?	manager: interpreter retrained
25448	11	11/4/05 0:00	12/2/05 0:00	PA	Other Service Type	FCC Informal Complaint: Alleges Sorenson VRS used call back as a means for him to place a VRS call through their service	Letter sent to customer from Sorenson. Resolution sent to FCC. Sorenson will fully comply with FCC's new speed of answer rule and the restriction on call back arrangements.
29858	11	11/8/05 9:33	1/18/06 14:39	AZ	Other Service Type	2716, He is a little rude.	manager: interpreter retrained
30368	11	11/10/05 13:36	1/6/06 16:09	MD	Other Service Type	complain about interpreters being unable to dial numbers (getting recordings saying the nbr dialed is no longer in service) and calling numbers with limited area of service (e.g. restricted 1-800 numbers).	Customer service: Some 800 numbers are not accessible to local callers. Need to get a toll number to get through.
83156	11	11/4/05 0:00	12/2/05 0:00	TX	Other Service Type	FCC Informal Complaint: Alleges customer was ordered to disable other equipment to install Sorenson product. As result other equipment not work.	Sorenson installer followed Sorenson installation policies. Installer retrained. Letter sent to customer from Sorenson. Resolution sent to FCC.
83157	11	11/4/05 0:00	12/2/05 0:00	SC	Other Service Type	FCC Informal Complaint: Alleges installer told customer that cannot use two VRS in same room. Must get separate IP address for separate VRS equipment	Customer resolved the problem. Letter sent to customer from Sorenson. Resolution sent to FCC.

83159	11	11/4/05 0:00	12/2/05 0:00	AL	Other Service Type	FCC Informal Complaint: Alleges installer disconnected other equipment to install Sorenson product. As result other equipment not work.	Sorenson installer followed Sorenson installation policies. Installer retrained. Letter sent to customer from Sorenson. Resolution sent to FCC.
35439	12	12/6/05 16:03	4/3/06 17:48	MD	Other Service Type	Hearing caller does not want her home phone number passed on to her deaf clients while calling through SVRS.	Customer Service: If a caller id works it will be passed on as part of functional equivalence.
38354	12	12/22/05 13:59	4/3/06 16:22	IL	Other Service Type	That some 800's will not be accepted out of their local area.	Customer Service: Some 800 numbers cannot be processed in local area.
38376	12	12/22/05 14:48	4/3/06 16:25	CA	Other Service Type	Requested Spanish Interpreter	we did not have Spanish at this time.
38587	12	12/23/05 9:58	12/23/05 10:00	AZ	Other Service Type	Customer requested spvr regarding policy on VI providing Sorenson's phone number.	Customer service: Explained the policy on providing Sorenson phone numbers to hearing customers.
39254	12	12/27/05 10:08	3/6/06 20:13		Other Service Type	Interpreter 879;;Interpreters shall wear dark tops without low cuts into chest Due to ;deafblind unable to see the hands.	Interpreter does not work for Sorenson VRS any more.
39266	12	12/27/05 10:28	5/2/06 9:58		Other Service Type	Interpreter 740 expression facial mean is sound be so it	Manager: interpreter retrained
83155	12	12/6/05 0:00	1/4/06 0:00	MN	Other Service Type	FCC Informal Complaint: Alleges installer adjusted customer's hardware to restrict access to other VRS providers without consumer's informed consent	Sorenson installers are instructed not to touch equipment. Installer retrained. Letter sent to customer from Sorenson. Resolution sent to FCC.
49560	2	2/13/06 8:55	4/3/06 16:02	NY	Poor voice tone/quality	Interpreter 6325 kept putting her body and face closer to the television (and VP100) to made herself so big on the TV and could not see ourselves. She kept leaning over to read our sign language.	Manager: interpreter retrained
63762	4	4/10/06 15:20	5/31/06 16:57	AZ	Poor voice tone/quality	Interpreter E507, she really sloppy and didn't proper body with sign language just like she showed "lazy person" on screen	Manager: interpreter retrained
64384	4	4/12/06 11:06	4/26/06 14:30	FL	Poor voice tone/quality	Interpreter 3838 He was not properly seated and his arms way all over the arm chair, while signing. Acting as if he was very experienced	Manager: interpreter retrained
64391	4	4/12/06 11:11	5/4/06 18:25		Poor voice tone/quality	505. She doesnt do a good job on interpreter. She seem not happy and seem very tired and wore out..	Manager: interpreter retrained
66659	4	4/20/06 19:26	5/30/06 19:00		Poor voice tone/quality	no good L2510;;I not like her because she really mad me. I not like to see about angry!	Manager: interpreter retrained
13083	8	8/19/05 11:24	10/13/05 18:42	CA	Poor voice tone/quality	I want to let you know that I have seen a decline in the quality of ;interpreting service that's being provided.	no interpreter number. Forwarded to national trainer for future training

13116	8	8/19/05 12:15	1/3/06 11:49		Poor voice tone/quality	Gallaudet 594. She was yawning and was sloppy with the interpreting process.	The interpreter does not work for GIS any longer.
22518	10	10/4/05 9:40	1/3/06 13:54	CA	Poor voice tone/quality	722 female interpreter was very rude while she dialed and answered	Manager: interpreter retrained
25451	10	10/18/05 10:35	1/18/06 15:41	AZ	Poor voice tone/quality	Interpreter 2717 isn't good her face	Manager: interpreter retrained
29857	11	11/8/05 9:32	4/26/06 14:33	CO	Poor voice tone/quality	Interpreter 3850..she left a voicemail that had the numbers all wrong and she did not attempt to repair the message and spoke way too fast	Interpreter no longer works as VI for Sorenson
40312	1	1/3/06 10:06	1/5/06 12:58	MD	VCO procedures not followed	A interpreter who represents Sorenson VRS have rudely disconnected immediately after a completed phone call and did not even inquire for possible another phone call if I desire.	no interpreter number. Forwarded to national trainer for future training
49571	2	2/13/06 9:33	4/5/06 10:16	FL	VCO procedures not followed	Interpreter 7628" was unable to get the VCO connection;	Manager: interpreter retrained
11175	8	8/11/05 13:50	8/17/05 9:10	FL	VCO procedures not followed	I just received a customer service request with a consumer who was on a call with one of our VI. He is a VCO user, and wanted to express his frustrations that Sorenson have not been replying to his comments about VCO calls not being handled properly.	no interpreter number. Forwarded to national trainer for future training
38672	12	12/23/05 14:53	4/3/06 16:33	AZ	VCO procedures not followed	FB276 seems uncomfortable person because I usually asked them to write down while message from voice, but she won't write same time listen and only sign out from her write for me instead of showing from white board	Manager: interpreter retrained
43940	1	1/20/06 13:34	4/5/06 9:32	TX	VI disconnected caller	Interpreter 3421, She have no patient with me when I unlock the screen when she answer.	Manager: interpreter retrained
62590	6	6/7/05 22:46	6/7/05 22:36	CA	VI disconnected caller	Caller was disconnected by Interpreter	No interpreter number provided for complaint. Forwarded to national trainer for future training
9418	8	8/3/05 8:55	1/3/06 9:25	AZ	VI disconnected caller	I couldn't understand how it was that she couldn't catch what I was saying and this caused me to get frustrated. interpreter disconnected my girlfriend while she was still talking but "PRETENDED" that my girlfriend was still talking.	No interpreter number was provided. Forwarded to national trainer to review training on the subject.
12397	8	8/16/05 17:07	1/3/06 11:14	PA	VI disconnected caller	Interpreter 2111;she had no patience with me or interpreted what the hearing person that;showed no patience. And she "hung up" on me immediately when the call is;done.	Manager: interpreter retrained

12446	8	8/16/05 19:55	11/1/05 9:15	AZ	VI disconnected caller	When I call an interpreter, then she greets, and connect calls, and she didn't tell me her vp number and then disconnected me for no reasons.	No interpreter number. Forwarded to national trainer to be resolved.
13076	8	8/19/05 11:18	1/3/06 11:40	CA	VI disconnected caller	Interpreter 1336 showed inappropriate, unprofessional and unethical behavior.	Manager: interpreter retrained
22508	10	10/4/05 9:11	1/10/06 13:10	AZ	VI disconnected caller	The operator number is 560. she disconnected me for no reason.	Manager: interpreter retrained
39242	12	12/27/05 9:42	5/26/06 0:58	VA	VI disconnected caller	who is stating that when interpreters put her on hold..quite often they get disconnected and she has to call again.	No interpreter number provided, unable to track back to workstation.
47877	2	2/6/06 9:34	5/30/06 18:13		VI dress inappropriate	Interpreter 2939 because she wore her denim jacket. ;it is very unprofessional for her.	Manager: interpreter retrained
53085	2	2/27/06 16:07	2/27/06 16:08		VI dress inappropriate	a lot of interpreters don't have highly contrastive to ones skin tone for me to see on the TV screen.	No interpreter number. Forwarded to national trainer to review training on the dress code.
77177	5	5/30/06 10:08	6/1/06 7:52	UT	VI dress inappropriate	feedback for E1569. She was using a black shirt that reveal partial cleavage which I felt is too much to reveal.	Manager: interpreter retrained
12395	8	8/16/05 16:59	1/20/06 12:36	AZ	VI dress inappropriate	Interpreter 268 wear with white shirt which hard to read her sign so I suggested her not to wear white shirt.	Manager: interpreter retrained
12842	8	8/18/05 9:34	1/3/06 11:21	TX	VI dress inappropriate	Interpreter 5820. chewing food and picking his teeth with his fingers. took a sip of water from a water bottle and continued chewing throughout the call. 3. He was very fidgety	Manager: interpreter retrained
13061	8	8/19/05 11:01	1/3/06 11:36	DC	VI dress inappropriate	Interpreter 2910. I would suggest that she use another color that could contrast her hands to make it easier to see, such as blue, red, etc.	Manager: interpreter retrained
15460	8	8/30/05 13:52	2/3/06 14:56	MN	VI dress inappropriate	They look unprofessional in these sleeveless shirts.	No interpreter number. Forwarded to national trainer to review training on the dress code.
40310	1	1/3/06 9:58	4/10/06 17:55	CA	VI receptive skills inadequate	Interpreter 378 completely skewed a message from his D friend	Manager: interpreter retrained
49127	2	2/11/06 3:55	2/11/06 3:58	MD	VI receptive skills inadequate	If interpreters are not ready to take calls DO NOT place them on the SVRS. They must get enough training and be well qualified. This problem is very frustrating to me.	No interpreter number provided with the complaint.
49667	2	2/13/06 15:32	4/3/06 15:19	UT	VI receptive skills inadequate	I am really not happy with her because she cant read my sign and fingerspell. She always asked me to repeat and slow down and she hardly understood my asl ... Her number is 2522.	Manager: interpreter retrained
53118	2	2/27/06 17:15	2/27/06 17:16	AZ	VI receptive skills inadequate	Interpreter 3889 isn't good sign and hard to read my spellings and sign.	Interpreter no longer works as VI for Sorenson

54900	3	3/6/06 13:23	4/3/06 12:53		VI receptive skills inadequate	Interpreter 3811.;The interpreter was unable to read the Deaf person's fingerspelling, numbers, or signs.	Manager: interpreter retrained
62241	4	4/5/06 13:43	6/5/06 11:40	CA	VI receptive skills inadequate	Interpreter 3232 she didn't greet me right. I don't like her attitude at all and her facial expressions.	Manager: interpreter retrained
63656	4	4/10/06 12:19	4/26/06 14:17	CA	VI receptive skills inadequate	#4535. She actually talked into the microphone while signing to my sister and I could hear EVERYTHING she was saying. She also was not able to catch one spelled word that was given to her...I had to "fill in the gap"	Manager: interpreter retrained
63695	4	4/10/06 13:04	5/31/06 14:59	AZ	VI receptive skills inadequate	complaint against AB6118 THAT SHE IS NOT UNDERSTAND MY ASL OR SIGN LANGUAGE	Manager: interpreter retrained
63830	4	4/10/06 17:10	4/10/06 17:11	AZ	VI receptive skills inadequate	Customer complained about interpreters performance.	Manager: interpreter retrained
63839	4	4/10/06 17:28	5/30/06 18:50	UT	VI receptive skills inadequate	AG7221 She is not skilled at reading fingerspelled numbers.	Manager: interpreter retrained
64334	4	4/12/06 9:32	5/31/06 15:01		VI receptive skills inadequate	I want to inform you that I am not satisfied with the interpreter AM8610. It looks like she's not trained enough to understand our ASL. Thanks.	Manager: interpreter retrained
68303	4	4/26/06 14:48	4/26/06 15:25	FL	VI receptive skills inadequate	2939 she did not follow exactly what I was saying and I repeated her to spell my last name. She was giving me somewhat an attitude and finally pronounce my last name wrong.	Manager: interpreter retrained
69533	5	5/1/06 16:23	5/30/06 21:34	DC	VI receptive skills inadequate	Interpreter 996 she has been asking me several times such as please repeat or did not understand.	Manager: Yes, we had a conversation with this interpreter about the complaint and suggestions for monitoring her demeanor on camera.
69558	5	5/1/06 18:09	5/1/06 18:09	TX	VI receptive skills inadequate	unprofessionalism	No interpreter number provided with the complaint.
70461	5	5/4/06 13:23	5/10/06 14:58		VI receptive skills inadequate	Complaints.;Few times with same interpreter - he has not pay attention or look at the computer while I was talking, he didn't look back by then, i had to repeated again since his eye contacts was look at computer for few seconds, so, don't like his attitude also. His # is B230;	Manager: interpreter retrained
77452	5	5/31/06 14:26	6/9/06 16:23	FL	VI receptive skills inadequate	I am not happy with one of the interpreters who made faces when I asked her to follow my instructions when making a call. She could not even read my fingerspelling. Her ID # is B241.	Manager: interpreter retrained
9533	8	8/3/05 18:14	1/3/06 10:37	TX	VI receptive skills inadequate	Interpreter 644 that agent did not say, "RINGING 1... RINGING 2..." -;	Manager: interpreter retrained

9849	8	8/5/05 9:04	1/3/06 10:39	FL	VI receptive skills inadequate	I complain abt interperter k2369 and she need improvement her sign ;language even she not understand what I am saying and I can't understand ;	Manager: interpreter retrained
11173	8	8/11/05 13:43	10/25/05 16:02	NJ	VI receptive skills inadequate	The interpreter really had a hard time understanding my fingerspelling.	There was no interpreter number on the complaint.
12373	8	8/16/05 15:31	1/3/06 11:12	AZ	VI receptive skills inadequate	Interpreter k2369 she cant undestand me wrong translate	Manager: interpreter retrained
13064	8	8/19/05 11:04	10/25/05 16:05	IL	VI receptive skills inadequate	Interpreter 812 ;last night and he really had a hard time with the ;interpretation. He omitted information, and he really ;struggled understanding her.	Manager: interpreter retrained
13086	8	8/19/05 11:28	1/18/06 14:54	FL	VI receptive skills inadequate	Interp. M2730;;;Want to tell you that interp. Needs a lot of pratice with my spelling and;she is slow. Keep repeating. Please be sure to train her.	Manager: interpreter retrained
16762	9	9/6/05 9:11	5/9/06 12:46	AZ	VI receptive skills inadequate	4319. He could not follow me nor could I understand him I	The interpreter no longer works for Sorenson. Referred to national trainer.
19902	9	9/22/05 9:43	4/5/06 10:11	FL	VI receptive skills inadequate	Interpreter 1342 AN interpreter is awful. I can't understand her spell.	manager: interpreter retrained
22497	10	10/4/05 8:54	5/15/06 14:55	FL	VI receptive skills inadequate	824. ;Her receptive skills for fingerspelling is quite poor – please have her to improve her receptive skills in fingerspelling.	The interpreter did not work that day based on records.
22502	10	10/4/05 9:03	4/5/06 9:34	NC	VI receptive skills inadequate	736, she need to improve her reading numbers and sign properly. She misunderstood and keep repeating over again ask for same informations.	Manager: interpreter retrained
22539	10	10/4/05 10:18	1/10/06 13:36		VI receptive skills inadequate	Interpreter 4525 I don't unerstand	Manager: interpreter retrained
26773	10	10/25/05 8:36	4/19/06 9:54	AZ	VI receptive skills inadequate	Interpreter 2316 isn't good sign and hard to read my spellings and sign.	Manager: interpreter retrained
26774	10	10/25/05 8:37	3/6/06 13:30	AZ	VI receptive skills inadequate	Interpreter 3889 isn't good sign and hard to read my spellings and sign.	Interpreter no longer works as VI for Sorenson
83139	11	11/4/05 0:00	12/2/05 0:00	AZ	VI receptive skills inadequate	FCC Informal Complaint: Alleges VI misinterpreted the conversation between caller and doctor.	No interpreter number. Sorenson sent letter to customer- Resolution sent to FCC.
38580	12	12/23/05 9:34	4/3/06 16:28	OK	VI receptive skills inadequate	Interpreter 2142. The interpreter could not understand my signing and sat with lazy posture.	Manager: interpreter retrained
39231	12	12/27/05 9:20	3/6/06 20:07		VI receptive skills inadequate	Interpreter that doesn't follow everything what I said.t's interpreter K2330.	Manager: interpreter retrained
39236	12	12/27/05 9:28	4/3/06 22:25	MN	VI receptive skills inadequate	8610? She did not understand ;every fingerspelled word and sign I used during a short phone call.	Manager: interpreter retrained
39246	12	12/27/05 9:53	1/20/06 11:28		VI receptive skills inadequate	734 does a lousy interpreter for me	Manager: interpreter retrained

39257	12	12/27/05 10:18	3/6/06 20:01		VI receptive skills inadequate	Interpreter 6119 She seemed not following my instructions, and had shown being so slow to understand what I tried to tell several times.	Manager: interpreter retrained
43475	1	1/18/06 14:41	4/5/06 10:13	NJ	VI signing/fingerspelling was not clear	Interpreter 845. She had a hard time understanding my fingerspelling and signing. I had to repeat myself several times. Her reception skills were poor.	Manager: interpreter retrained
83152	1	1/31/06 0:00	2/28/06 0:00	IL	VI signing/fingerspelling was not clear	FCC Informal Complaint: Alleges VI did not provide accurate message as heard on answering machine and failed to properly leave a message on the answering machine	No interpreter number. Sorenson sent letter to customer. Resolution sent to FCC.
47862	2	2/6/06 8:48	2/13/06 15:14	MA	VI signing/fingerspelling was not clear	Interpreter 4535, She needs work on her fingerspelling and reception skills, even though I tried repeating my signs a few times and was as clear as possible.	Manager: interpreter retrained
52344	2	2/24/06 12:00	6/5/06 12:35		VI signing/fingerspelling was not clear	Interpreter 3855, she is not good job and I don't understand at her interpreter.	manager: This interpreter is currently not working here at Sorenson
54821	3	3/6/06 10:09	4/3/06 19:52	UT	VI signing/fingerspelling was not clear	Complaint about VRS Operator D405;;I just made a vrs call about 11:00 am and D405 handled my call to store. I hope that I will never get her again because she is not an interpreter but a signer.; ;She would wait until I stopped signing, sign what I said to be sure she understood me, then speak to the business. This call was much longer than it should be.	Manager: interpreter retrained
54912	3	3/6/06 13:53	3/6/06 20:16		VI signing/fingerspelling was not clear	VRS 4112 I wanted to let you know that I don't understand her and she is not too friendly to me	Manager: interpreter retrained
63643	4	4/10/06 11:50	5/30/06 18:36	WA	VI signing/fingerspelling was not clear	"I am frustrated with Interpreters not signing clearly, please make sure that you hire only interpreters who can sign clearly interpreter #8610 can not sign clear it frustrated me very much, please make sure you watch them sign before you hire interpreters.";;	Manager: interpreter retrained
63644	4	4/10/06 11:52	5/30/06 18:39		VI signing/fingerspelling was not clear	I want tell u some what happer on interpretes number 503. I not happy and I can't understand sign.	Manager: interpreter retrained
66669	4	4/20/06 19:44	5/30/06 19:01		VI signing/fingerspelling was not clear	Interpreter 1583 was unclear, stumbled over several basic signs. She's not qualified to interpret telephone conversations.	Manager: interpreter retrained

68299	4	4/26/06 14:45	4/26/06 14:50		VI signing/fingerspelling was not clear	difficult communication between #8610 and myself because she has a hard time understanding my communication and caused a greater delay and disrupted the communication flow.	Manager: interpreter retrained
69571	5	5/1/06 18:36	5/22/06 17:38	AZ	VI signing/fingerspelling was not clear	N2949, she isn't professor person with VRS because she keeps her left hand into her nose, eye, ear while right hand to sign to interpret that disgusted me.	Manager: interpreter retrained
69704	5	5/2/06 8:14	5/24/06 11:06	CA	VI signing/fingerspelling was not clear	Interpreter 209. She uses the sign language fiercely and unstably. She uses the sign way out from the sign box, the box runs little above head and chest.	manager: Interpreter #209 is on leave. Training will be addressed when she returns to work.
72316	5	5/11/06 9:02	6/9/06 14:29	MA	VI signing/fingerspelling was not clear	interpret not good Nnmer 402;;	Manager: interpreter retrained
76363	5	5/26/06 8:02	6/2/06 7:01	FL	VI signing/fingerspelling was not clear	interpreter 2388 does not fingerspell clearly and did not read me well	Manager: interpreter retrained
9528	8	8/3/05 17:49	1/3/06 10:34	WI	VI signing/fingerspelling was not clear	Hard to understand the fingerspell... I asked to transfer, but she said can't transfer otherwise will have to wait on the list.	No interpreter number. Forwarded to national trainer to be resolved.
11511	8	8/12/05 15:36	5/1/06 15:52	MN	VI signing/fingerspelling was not clear	Interpreter 229's fingerspelling reception skills were not adequate, Also complained the VI did not understand the sign of the city of residence several times, after he had fingerspelled it the first time.	interpreter resigned before could be retrained
12445	8	8/16/05 19:53	1/3/06 11:17	TX	VI signing/fingerspelling was not clear	Interpreter 2747 She's not very clear signing and I get confused by translate from hearing-live person. I've noticed her expression is not showing positive attitude, not friendly expression by interpret to me.	Manager: interpreter retrained
13038	8	8/19/05 10:18	1/6/06 12:15	MN	VI signing/fingerspelling was not clear	Interpreter 1340 i have a hard time to understand her.	Manager: interpreter retrained
13056	8	8/19/05 10:54	1/6/06 13:53	TN	VI signing/fingerspelling was not clear	Interpreter 4302 needs more training because my wife had hard time understanding and the interpreter kept trying sign off the screen	Manager: interpreter retrained
14403	8	8/25/05 10:27	1/3/06 11:55	DE	VI signing/fingerspelling was not clear	interpreter was not ;very clear, lots of pause, sign production not accuracy	No interpreter number provided. Forwarded to national trainer to be resolved.

17797	9	9/11/05 19:41	11/2/05 8:35		VI signing/fingerspelling was not clear	I placed a VRS call and a terp number S4110 came on-line. She was signing slowly and her arms was rested on armrests which made it harder for me to understand her clearly. Not wanting to stain my eyes, I decide to hang up.	Manager: interpreter retrained
38180	12	12/21/05 17:14	1/18/06 14:53	OH	VI signing/fingerspelling was not clear	Gallaudet 203 because she is not clear and her signing skills are not understandable.	no GIS 203 was working during report of this call.
38355	12	12/22/05 14:09	4/3/06 16:23	FL	VI signing/fingerspelling was not clear	Interpreter 2338--Big time lousy interpreter; caller did not understand the interpreter at all; "not skilled". "Need back to sign language class". Caller aled for supervisor and has no email.	Manager: interpreter retrained
38663	12	12/23/05 14:39	4/3/06 16:30	AZ	VI signing/fingerspelling was not clear	Interpreter K2316 isn't good sign and hard to read my spellings and sign.	Manager: interpreter retrained
38664	12	12/23/05 14:40	4/3/06 16:31	AZ	VI signing/fingerspelling was not clear	Interpreter 3889 isn't good sign and hard to read my spellings and sign.	Interpreter no longer works as VI for Sorenson
40307	1	1/3/06 9:51	4/3/06 16:55	PA	VI was rude	Interpreter 7666 took the call and he was absolutely rude.	The interpreter number does not match a valid interpreter number on the system.
40615	1	1/4/06 17:20	5/30/06 18:12	UT	VI was rude	Interpreter 1308:She did not appropriately introduce herself with the Sorenson greeting at the start of my session, only asking "who are you calling?" and also did not appear enthusiastic in taking the call. She also closed our session in the same uninterested manner, only asking "Another call?" without the proper "Thank you for using.." closing.	Manager: interpreter retrained
47202	2	2/3/06 16:21	4/10/06 17:00		VI was rude	Interpreter 2939 was not pleasant and showed that she had no patience with me.	Manager: interpreter retrained
47469	2	2/4/06 18:47	2/4/06 18:50	CA	VI was rude	THE WAY SHE WAS LOOKING AT ME, SHE WAS ACTING MAD AT ME, BUT I FORGOT HER NUMBER ON VRS. SHE INSULTED ME AS THOT THAT AM MAD OR DISCUSTED AND ASKED IF I WANNA TO GET ANOTHER INPTER AND I SAID NO.	no interpreter number. Forwarded to national trainer for future training
49570	2	2/13/06 9:30	5/30/06 18:16	UT	VI was rude	Interpreter 530. She wasn't very friendly and lazy. When she called to hearing person, she not even sign ringing or at all.	Manager: interpreter retrained

49666	2	2/13/06 15:28	2/13/06 15:30		VI was rude	This guy who gave me an attitude and seemed got frustrated with me since the screen was blurry. I explained really clear and I can see myself from the screen. The interpreter asked me unpolite way to repeat what I said. I don't like his behavior. The interpreter is 3217	Manager: interpreter retrained
52332	2	2/24/06 11:45	4/5/06 9:21	FL	VI was rude	Interpreter 402 NOT RIGHT AND NOT BHEAIVOR AND HIS HANDLE FAST SIGN LANGUAGE PLUG ;INTERPUTE ON ME NOT RIGHT BUT I SAID WAIT IM NOT FINISH ASK QUESTION	Manager: interpreter retrained
52335	2	2/24/06 11:49	5/31/06 15:04		VI was rude	Interpreter 486 does not do good on interprter and did not keep eye contact while sign	Manager: interpreter retrained
52343	2	2/24/06 11:58	5/30/06 18:23		VI was rude	Interpreter 243 She is not very friendly person. and Sound like bored and not catch what I said to keep over over to talk with too long hours.	Manager: interpreter retrained
52346	2	2/24/06 12:04	4/5/06 9:26	FL	VI was rude	Interpreter 3841. He doesn't relay the message faithfully and sometimes relay additional information. He also took over which I don't want him to do so.	Manager: interpreter retrained
53039	2	2/27/06 13:31	4/3/06 15:16		VI was rude	P3433 RUDE to me.	Manager: interpreter retrained
53119	2	2/27/06 17:22	3/6/06 19:59		VI was rude	Interpreter 2111. She missed alot or misunderstood me.. I didn't trust her when she voiced for me to another party. Also her attitude is not appriopate. I feel she tries to control me but I said that she has to listen what I say to do. She looked angry and tried to overpower me	Manager: interpreter retrained
54814	3	3/6/06 10:00	4/10/06 17:17		VI was rude	poor;# 923 Interpreter is very poor sign and lazy I asked her please give me your interperter number she asked me what wrong? I said give me interperter number.....	Manager: interpreter retrained
54827	3	3/6/06 10:14	4/3/06 14:46	UT	VI was rude	Interpreter 996;;She needs to improve her overall demeanor. was not friendly enough and did not close the session with the usual "Thank you for using SVRS" nor a smile. She looked away immediatly to her PC screen and disconnected after I declined another call.	Manager: interpreter retrained

Sorenson VRS Complaint Summary Sheet for 2005-2006

Complaint Type	VRS Complaints	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Total	%
1	Hold Times	2	0	4	0	2	3	5	4	2	1	1	3	27	9.61%
2	Did not follow callers request	2	4	15	3	6	0	2	0	5	1	11	8	57	20.28%
3	VI Signing/Fingerspelling was not clear	0	0	6	1	0	0	4	2	2	2	4	4	25	8.90%
4	VI Disconnected Caller	1	0	4	0	1	0	1	1	0	0	0	0	8	2.85%
5	Affect/Intent Not Described	0	0	0	0	0	0	1	0	0	0	2	0	3	1.07%
6	VI Was Rude	0	3	14	2	3	2	5	2	10	4	4	5	54	19.22%
7	VI Dress inappropriate	0	0	4	0	0	0	0	0	2	0	0	1	7	2.49%
8	Didn't Keep caller Informed	0	1	2	1	1	0	2	2	0	0	1	2	12	4.27%
9	Poor Voice Tone/Quality	0	0	2	0	2	1	0	0	1	0	4	0	10	3.56%
10	VCO Procedures Not Followed	0	0	1	0	0	0	1	1	1	0	0	0	4	1.42%
11	Background Noise Not Conveyed	0	0	0	0	0	0	1	1	0	0	1	0	3	1.07%
12	Visible and Audible noise in Center	0	0	0	0	0	0	2	0	0	0	1	0	3	1.07%
13	VI receptive skills inadequate	0	0	6	2	5	1	5	1	3	1	7	4	35	12.46%
14	Other Service Type:	0	0	5	4	8	6	7	1	1	0	0	1	33	11.74%
20	FAST VRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Total		5	8	63	13	28	13	36	15	27	9	36	28	281	100%

complaint id	date of complaint	date of resolution	CA Complaints	IP Relay Complaint	Resolution
59392	3/24/2006 16:45	4/20/2006 11:25	CA disconnected caller	this lady was not doing right, when someone hung up and end of season. this is it.;	manager: retrained CA
59384	3/24/2006 16:22	4/20/2006 11:17	CA was rude	CA1173, he or she was very rude	manager: retrained CA
23799	10/10/2005 12:22	1/20/2006 11:23	Did not follow callers request	Your operator asked me to enter the name of the person I would like to call. When a live person picked up, your operator didn't ask to be transferred to the appropriate person as instructed.	manager: retrained CA
43224	1/17/2006 13:32	1/20/2006 13:00	Did not follow callers request	hello i didnt appreciate one of ur operators it was a (F) ca 1171 she didnt handle my phone calls properly and was rude to me...	manager: retrained CA
66536	4/20/2006 10:58	4/20/2006 11:01	Did not follow callers request	agent 1181F seems to do her job but she continue to ignore me. I would rather have an agent listen to my interruption and get to the point instead of typing everything.	manager: retrained CA
75476	5/23/2006 13:51	6/9/2006 11:17	Did not follow callers request	The operator made me feel stupid by asking if I was still there, whereas I was responding immediately to all the messages.	No CA number provided, forwarded to CA trainer for review.
77422	5/31/2006 12:06	6/9/2006 11:16	Did not follow callers request	CA1293(M) just handled a call for me, and the other party hung up on it. I had the CA call back, and the party explained that she got the impression that it was a sales talk.	Customer service: Yes, we do have a policy against CA interaction with either side during a call. According to FCC rules, we must not interact with our callers beyond announcing the fact that we ARE CAs. The CA was correct to refer the caller to the email address. I would tell your customer that we cannot become involved in conversations nor can we hold personal dialogue with callers due to FCC rules.
71742	5/9/2006 13:10	6/9/2006 11:20	Didn't follow call instructions	CA1392 The CA alienated the other caller (who is used to receiving relay calls), and wouldn't tell me what happened.	manager: retrained CA

23803	10/10/2005 12:48	1/20/2006 14:05	Didn't keep caller informed	m not satisfied with the service because he not respond when I have conversation The relay operator is CA1183(M)	manager: retrained CA
39337	12/27/2005 18:07	1/19/2006 17:15	Other service complaints	We have received a fraudulent order from someone through your telephone relay system.	Customer service: Call recieved from client. Relay service and regulations explained. FCC website offered for complaints. Explanation that records cannot be kept of relay or origins or recipients. Customer satisfied.
43958	1/20/2006 14:26	1/20/2006 14:27	Other service complaints	The CA kept typing LOL even though I didn't initiate any abbreviations, and announced relay when I directed not to do so, and didn't offer the opportunity to make another call, when I was going to give them another number to call.	manager: retrained CA
43962	1/20/2006 14:31	3/24/2006 15:56	Other service complaints	Today, I had very important conversation your relay service. I was not able to print the conversation.	No CA number provided on complaint , an invalid email address was provided.
59374	3/24/2006 16:07	4/10/2006 17:44	Other service complaints	We feel the person is using this relay system to scam and defraud.	Customer service: Call recieved from client. Relay service and regulations explained. FCC website offered for complaints.
59378	3/24/2006 16:10	4/20/2006 11:16	Other service complaints	I am writing this to inquire about blocking a user from calling my house phone.	Customer service: I would suggest that contacting your telephone provider may be the best route to go to block a specific number from calling you. Sorenson IP Relay does not block telephone numbers or callers, due to federal regulations. We must handle all calls as they come, and place these calls outbound to the requested phone number that is given to our Communication Assistants.
59380	3/24/2006 16:13	3/24/2006 16:14	Other service complaints	This isn't the first time I've been hunged up because of fraudulent calls by relay service.	Customer service: apologized for the hearing party hanging up on them.

59382	3/24/2006 16:17	4/20/2006 11:17	Other service complaints	Yes, I recieved a prank phonecall, wondering if you had any records of the messages in at that time.	Customer service: We are unable to keep records of any of our phone conversations due to federal regulations for privacy.
71744	5/9/2006 13:14	5/30/2006 21:43	Other service complaints	I've had numerous calls from your relay service, all of a harrassing nature.	Customer service: We are unable to keep records of any of our phone conversations due to federal regulations for privacy or to make judgements as per the content of a conversation. We are considered dial tone and must translate the conversation of the deaf party and hearing person making the call as communicated.
75465	5/23/2006 13:26	5/23/2006 13:32	Other service complaints	I have been contacted twice by this scam	Customer service: We are unable to keep records of any of our phone conversations due to federal regulations for privacy or to make judgements as per the content of a conversation. We are considered dial tone and must translate the conversation of the deaf party and hearing person making the call as communicated.
75471	5/23/2006 13:34	5/23/2006 13:35	Other service complaints	the whole situation seems suspicious with these callers and we are hesitant to continue our communications through IP-Relay	Customer service: The Federal Communications Commission is working on this issue. If you would like more information on how the FCC is handling this issue, please see their website
75473	5/23/2006 13:37	5/23/2006 13:48	Other service complaints	I need backup information so I can make sure I am doing things above board	Customer service: The FCC does not allow Sorenson Communications to keep records of any phone calls made through our system. We do not document any calls.
43891	1/20/2006 11:06	3/24/2006 15:58	Poor english ability	Too many spell error and frustate of try to figure out what caller tried to say	manager: retrained CA

66599	4/20/2006 14:49	Open	Processing call time	CA 1181F, when they typed that beginning "explaining relay" they never said they were done, finally "hello? are you still there? " i had no idea they were ready for me!	manager: retrained CA
66540	4/20/2006 11:03	4/20/2006 11:04	Unable to connect to service	Not satisfied with IP relay hours of operations	Customer Service: Sorenson IP Relay is indeed open at those hours you cite;

Sorenson IP Relay Complaint Summary Sheet for 2005-2006

Complaint Type	IP Relay Complaints	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Total	%
102	Did not follow callers request	0	0	0	0	1	0	0	1	0	0	1	2	5	21.74%
103	Processing call time	0	0	0	0	0	0	0	0	0	0	1	0	1	4.35%
104	Didn't follow call instructions	0	0	0	0	0	0	0	0	0	0	0	1	1	4.35%
105	CA was rude	0	0	0	0	0	0	0	0	0	1	0	0	1	4.35%
106	Didn't keep caller informed	0	0	0	0	1	0	0	0	0	0	0	0	1	4.35%
109	Poor English ability	0	0	0	0	0	0	0	1	0	0	0	0	1	4.35%
111	CA disconnected caller	0	0	0	0	0	0	0	0	0	1	0	0	1	4.35%
112	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
114	Spanish services	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
115	Line disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
117	Unable to connect to service	0	0	0	0	0	0	0	0	0	0	1	0	1	4.35%
118	Other service complaints	0	0	0	0	0	0	1	2	0	4	0	4	11	47.83%
Total		0	0	0	0	2	0	1	4	0	6	3	7	23	100%