

Hamilton Video Relay Services Complaint Report

6/1/06 to 5/31/07

***External Complaints -
Miscellaneous***

Customer has a SorensonVP-100 and has had difficulties connecting to Hamilton Video Relay Service on their videophone.

***Inquire Date 7/26/2006
Record ID 2665
Call Taken By Lead CA
CA Number
Responded By Customer Service
Response Date 7/26/2006
Resolution 7/26/2006***

Customer Service explained how to add Hamilton Video Relay Service to their videophone and referred the customer to Sorenson for other technical issues. Customer was satisfied.

***Service Complaints - Interpreter
Accuracy/Verbatim***

Customer stated that the VI gave the incorrect name during the call.

***Inquire Date 6/30/2006
Record ID 2624
Call Taken By Supervisor
CA Number 7572
Responded By Customer Service
Response Date 6/29/2006
Resolution 6/30/2006***

Customer Service apologized and assured that the VI would be counseled. VI was counseled and customer was satisfied.

***Service Complaints - Interpreter
Accuracy/Verbatim***

Customer stated that the VI did not interpret accurately.

***Inquire Date 8/18/2006
Record ID 2694
Call Taken By Supervisor
CA Number 8986
Responded By Customer Service
Response Date 8/18/2006
Resolution 8/21/2006***

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

***Service Complaints - Interpreter
Accuracy/Verbatim***

Customer stated that the VI did not interpret what her mother said accurately and did not make facial expressions.

***Inquire Date 9/29/2006
Record ID 2767
Call Taken By
CA Number 7863
Responded By Customer Service
Response Date 9/29/2006
Resolution 9/30/2006***

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Service Complaints - Interpreter
Accuracy/Verbatim**

Customer stated that the VI did not voice everything that was signed.

Supervisor apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Inquire Date 2/27/2007
Record ID 3050
Call Taken By Supervisor
CA Number 7239
Responded By Supervisor
Response Date 2/27/2007
Resolution 2/27/2007**

**Service Complaints -
Miscellaneous**

Customer stated that the VI used video privacy while on a call with the customer.

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Inquire Date 6/30/2006
Record ID 2625
Call Taken By Supervisor
CA Number 7572
Responded By Supervisor
Response Date 6/30/2006
Resolution 6/30/2006**

**Service Complaints -
Miscellaneous**

Customer stated that the VI wore a dark colored shirt, which made reading the interpreter difficult.

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Inquire Date 9/6/2006
Record ID 2713
Call Taken By Supervisor
CA Number 8589
Responded By Customer Service
Response Date 9/6/2006
Resolution 9/8/2006**

**Service Complaints -
Miscellaneous**

Customer stated that the orange background is difficult to look at.

Customer Service explained how to adjust the contrast settings on the videophone to resolve this issue. Customer was satisfied.

**Inquire Date 9/15/2006
Record ID 2741
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 9/15/2006
Resolution 9/15/2006**

**Service Complaints -
Miscellaneous**

Customer stated that the VI did not know how to process VCO calls.

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Inquire Date 10/12/2006
Record ID 2788
Call Taken By
CA Number 8690
Responded By Customer Service
Response Date 10/12/2006
Resolution 10/13/2006**

**Service Complaints -
Miscellaneous**

Customer stated that there was no VI available. When placing their call, the screen showed an empty chair, but no VI.

Customer Service apologized and stated that the VI s would be counseled. All VI s were counseled. Customer was satisfied.

**Inquire Date 10/17/2006
Record ID 2807
Call Taken By
CA Number
Responded By Customer Service
Response Date 10/17/2006
Resolution 10/17/2006**

**Service Complaints -
Miscellaneous**

Customer stated that the VI did not show any enthusiasm during her call.

Supervisor apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Inquire Date 11/30/2006
Record ID 2907
Call Taken By Supervisor
CA Number 7863
Responded By Supervisor
Response Date 12/1/2006
Resolution 12/1/2006**

**Service Complaints -
Miscellaneous**

Customer stated that when connected to Hamilton Video Relay Service, there was no screen to let her know that she was being transferred, the VI just appeared.

Customer Service apologized and explained that the VI appears when the call is answered. Customer Service explained other questions about Hamilton Video Relay Service. Customer was satisfied.

**Inquire Date 1/10/2007
Record ID 2970
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 1/10/2007
Resolution 1/10/2007**

**Service Complaints -
Miscellaneous**

**Inquire Date 1/10/2007
Record ID 2971
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 1/10/2007
Resolution 1/10/2007**

Customer stated that the VI disconnected before the customer.

Customer Service apologized. Customer did not have VI number. Customer Service explained that without call information and VI number, we could not counsel the VI. Customer understood.

**Service Complaints -
Miscellaneous**

**Inquire Date 1/17/2007
Record ID 2986
Call Taken By Customer Service
CA Number 8430
Responded By Customer Service
Response Date 1/17/2007
Resolution 1/17/2007**

Customer stated that VI did not leave complete phone number of her caller on video-mail.

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Service Complaints - Interpreter
Misdialed Number**

**Inquire Date 10/6/2006
Record ID 2778
Call Taken By Supervisor
CA Number 2577
Responded By Customer Service
Response Date 10/6/2006
Resolution 10/9/2006**

Customer stated that the VI dialed the wrong number several times.

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Service Complaints - Poor
Vocal Clarity/Enunciation**

**Inquire Date 6/16/2006
Record ID 2733
Call Taken By Lead CA
CA Number 7063
Responded By Customer Service
Response Date 6/16/2006
Resolution 6/16/2006**

Customer stated that the VI did not sign clearly during his call. Customer stated that the VI was confused as he switched between English and Arabic while placing a VCO call through Hamilton Video Relay Service.

Customer Service apologized and stated that the VI would be counseled. VI was counseled and customer was satisfied.

**Technical Complaints -
Miscellaneous**

**Inquire Date 11/17/2006
Record ID 2870
Call Taken By Lead CA
CA Number
Responded By Customer Service
Response Date 11/17/2006
Resolution 11/17/2006**

Customer stated that when calling Hamiltonvrs.tv, their Sorenson VP-200 freezes.

Customer Service placed a test call and discovered that the customer did not have high speed internet. Customer was directed to their ISP provider. Customer called back to place a test call, which worked fine. Customer was satisfied.

**Technical Complaints -
Miscellaneous**

**Inquire Date 1/25/2007
Record ID 2994
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 1/24/2007
Resolution 1/25/2007**

Customer stated that the VI had difficulties seeing her on the videophone.

Customer Service had been notified that a workstation was experiencing technical difficulties. The technical department has resolved the issue. Customer placed another call without incident and was satisfied.

**Technical Complaints -
Miscellaneous**

**Inquire Date 3/26/2007
Record ID 3085
Call Taken By
CA Number
Responded By Customer Service
Response Date 3/26/2007
Resolution 5/15/2007**

Customer stated that her VP-200 keeps freezing with VRS interpreter.

Explained to customer that we're aware of the problem, and working on it. Issue was resolved and customer was notified.

TOTAL: 19

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