VIDEO RELAY SERVICES

FCC COMPLAINT LOG

2008

Complaint Tracking for VRS (Video Relay Service) (06/01/2007-05/31/2008). Total Customer Contacts: 182

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/02/08	The customer called the SprintVRS but nothing happened. The customer saw the SprintVRS splash and got connected but was waiting for a long period of time for an interpreter to show up.	01/02/08	Checked the SprintVRS status and learned that the video interpreters were very busy with other customers since there were around 10 customers in queues. Suggested him to stay connected and wait for the next available.
2	01/04/08	A customer obtained a video message from the Video Relay Service and somehow did not work.	01/04/08	The Customer Care Manager gave the link to the customer (and also checked the link to see if it works). Learned that the video didn't appear at all. However, the Customer Care Manager gave the customer instructions and see if able to view the video. Emailed the customer and asked if its working. The Customer Care Manager neither did not obtain any responses nor confirmation. No response from customer, closing this ticket.
3	01/10/08	Customer just installed SprintVRS VideoSign 1.0 and when the customer loaded the program, the customer did not see himself in self-view.	01/10/08	The Customer Service Representative went into his computer (Remote). Found out he hasn't turn CamFrog off from his system. CamFrog needed to be exit before he will be able to see himself in Self-View. After that, he finally saw himself and it was successful.

4	01/10/08	Customer contacted for assistance with a printer problem with printer.	01/10/08	Customer Care Manager could not assist the customer since it was not related to Video Relay Service issue. However, Customer Care Manager referred the customer to contact the printer's company.
5	01/10/08	Customer installed SprintVRS but could see the interpreter but not himself. The Self View was frozen. Even the interpreter could not see him.	01/10/08	The customer was using his laptop and wireless. When he called the Video Relay Customer Service for testing, the Customer Service Representative could see him but he couldn't see the Customer Service Representative. Suggested the customer to use wired instead of wireless and it worked fine. Also, the customer decided to bring his laptop that is close to his wireless router and it worked successfully. Obviously, wireless router's signal strength wasn't that really strong enough and also, it was a little bit too far from room to another room. Suggested him to use Range booster that may help him. Customer is now satisfied.
6	01/12/08	Customer wanted to know why Sprint Video Relay Service is not working.	01/12/08	The system was down. However, educated the customer to keep trying and contact them for help if any further problems.
7	01/12/08	Customer signed up for Sprint Video Relay Service but was not working.	01/12/08	The system was down. However, educated the customer to keep trying and contact them for help if any further problems.

8	01/12/08	Customer inquired about sprintvrs.tv being down.	01/12/08	Customer Service representative told him it will be fixed as soon as possible.
9	01/12/08	Customer wanted to know why sprintvrs.tv was down.	01/12/08	Customer Service representative told him it will be fixed as soon as possible.
10	01/12/08	Customer wanted to know why sprintvrs.tv is down	01/12/08	Customer Service representative told him it will be fixed as soon as possible.
11	01/14/08	Customer reports that on agent hung up on her. No further information was given.	01/14/08	Apologized to the customer and informed her the issue would be forwarded to the agent supervisor for follow up. The agent received training.
12	01/15/08	Customer struggled to set up SprintVRS for PC on his laptop, which is Gateway Model MA7- Vista program. The pop screen from his laptop that we keep getting every time we try to download Sprint VRS for PC said "Unable to save file c/windows/downloaded installations/72239D75-C09F-4028-BE-46-51027CI VRS 1.0.." The system cannot find specific path.	01/15/08	The Customer service Representative explained that our software program is not compatible with Vista Windows.

13	01/15/08	Customer expressed frustration regarding being on using Sprint Video Relay Service (via conference call) due to several things: sound/voice disconnection for a while during the call, video quality was bad (a lot of background pixels), too bright on Video Interpreter's face, and the other time too dark when interpreter relieve each other. Here is the information: called in at 8:30pm EST and connected with three agents during the conference call.	01/15/08	Customer Care Manager received the complaint and acknowledged the complaint. The Customer Care Manager trained the agents to adjust the light for better visibility. Customer Care Manager contacted the customer and updated her of the resolution. Customer is now satisfied.
14	01/15/08	Customer contacted regarding conference call via Sprint Video Relay Service. Her qualms were poor lighting, sound problems, and change of interpreters during the conference call. However, her three interpreter agents were used during the conference call did excellent jobs.	01/15/08	The agents who did good job received commendations. As for the qualms, the Customer Care Representative notified the technical department.
15	01/16/08	Even though the customer doesn't have the exact Video Interpreter's ID number, she gave her IP address and the time of the incident which was at 335pm on 01/16/08. The complaint was that the Video Interpreter hang up on her. The customer wanted to share her phone number to the Video Interpreter, but the Video Interpreter was rude to her and hung up in her face. She was shocked when he hung up on her.	01/16/08	Apologized the customer for the inconvenience. Informed the customer that once the interpreter is found, the interpreter will receive appropriate training. Thanked the customer for her time to contact the help.
16	01/24/08	Representative needed some assistance with Microsoft webcam setting with vista.	01/24/08	Tested it via remote access and updated lifecam 1.3 to 1.4, The help succeeded.

17	01/24/08	Customer got upset for not getting into conference call via Sprint Video Relay Service last night and this morning. She had been struggling to get connect through Sprint Video Relay Service, but no luck. She was hosting the conference call, but never made it through the conference call because the Sprint interpreter was not able to connect the Cisco.	01/24/08	Customer Care Manager followed up with the customer and typed the complaint form. Thanked the customer and apologized for the problem. Educated the customer to make sure to check with conference call. Plus check up with Sprint interpreters to follow up with customers' request for conference call in order to prepare for number of interpreters when schedule a conference call. There was lack of Sprint Video Interpreters at that moment.
18	01/28/08	Customer explained that his web camera is down but wanted to file complaint against this agent since customer was able to see the interpreter (but the interpreter can't see the customer due to web camera being down). The interpreter refused to make a call via text and won't process the call due to 'FCC Regulations'.	01/28/08	Thanked the customer and apologized. The customer didn't request follow ups but the Customer Care Manager acknowledged this situation.
19	02/06/08	Customer tried to call Sprint regarding rebate for the pager, the Video Interpreter was not able to make the call. Then the customer tried different video interpreter and still was not able to process the call (same thing occurred). But when he tried for the third time with another Video Interpreter, the call went through.	02/06/08	The Customer Care Manager acknowledged this and it was technical problem.

20	02/13/08	Customer is upset about her personal 800 number with extension number. Customer is concerned that she has not been receiving any signing messages and is afraid that she may lose messages from her family/medical professionals. Furthermore, she explained that some customer care co-workers fixed her imp address and email address, but still couldn't receive any messages at all.	02/13/08	Customer Care Manager set it up as ticket and learned that her email is from Comcast and that the Comcast recognized Sprint as a SPAM. That is why it was blocked. It is now fixed and customer successfully received the Video Relay Service Mail. Encouraged the customer to contact Customer Service of any further concerns.
21	02/19/08	Customer complained that an agent disconnected the call. Customer was expecting Video Interpreter (VI) to call back after disconnecting (using PC), but seemed that VI couldn't call back.	02/19/08	There was no IP address for that customer for us to track the difficulty but encouraged the customer to contact Customer Service for any further concerns. Thanked the customer. Also, sent the complaint to Customer Care Manager.
22	02/19/08	Customer expressed dissatisfaction toward an agent due to lack of receptive skills in understanding the customer and also did not interpreter everything the customer signed.	02/19/08	Thanked the customer and the Customer Care Manager trained the agent.

23	02/25/08	An agent did not follow the customer's instruction to interpret the caller. The customer got frustrated and asked the Video Interpreter to switch to another Video Interpreter but lost the connection.	02/25/08	Thanked the customer and the Customer Care Manager trained the video interpreter.
24	02/26/08	A customer had difficulty in understanding the Video Interpreter's signing skills and said she was signing too fast. The customer was not able to catch what the Video Interpreter spelled.	02/26/08	The Customer Care Manager tried to read the message and repeated clear information to the customer, and thanked for the feedback.
25	02/28/08	The Customer called and communicated with the Bank via Video Relay Service. However, got disconnected and the Video Interpreter did not return his call.	02/28/08	Educated the customer that next time if get disconnected, it is required to call the Sprint Video Relay Service again.
26	03/05/08	Customer said Video Interpreter's attitude was inappropriate.	03/05/08	The supervisor acknowledged the complaint and the Video Interpreter will receive appropriate training.
27	03/17/08	A Video Interpreter accidentally said, "Hands On Video Relay" but was supposed to say "Sprint Video Relay Services."	03/17/08	Thanked the customer and will reminded the Video Interpreter to be more conscious.

28	03/22/08	A customer needed more training on how to use Sprint Video Relay Service.	03/22/08	Educated the customer about SprintVRS. The customer is now satisfied.
29	03/28/08	Video Relay Service caller complains she emailed Program Manager regarding obtaining a part she lost from her Blackberry pager that she purchased from Sprint 2 to 3 weeks ago and has never heard back. Customer also wanted contact via Sorenson Video Relay Service.	03/28/08	Apologized, provided Sprint Repair/Parts service center number and address, as well as on line store site address. Let customer know Customer care Manager will inform the Program Manager aware of this issue. Left message for the Sales Rep to contact the customer for follow up. Also gave the customer Sorenson website address.
30	03/28/08	A customer contacted the Customer Care Service regarding an agent who lacked the signing skills of spelling and had hard time understanding the video interpreter.	03/28/08	Thanked the customer and sent an email of the complaint to the supervisor. Emailed that complaint to Customer Care Manager.
31	04/04/08	Customer experienced heavy blurry picture via SprintVRS. It happened around 10:40pm eastern time. Thanks.	04/04/08	Thanked the customer and sent this complaint to the technical department.
32	04/04/08	Customer had problem with preventing the calls from going through to sprintrelay.tv. It is occurring frequently/intermittently.	04/04/08	Emailed these to Help Desk for a follow up.

33	04/04/08	Video Relay Service Customer tried to connect to Video Relay Service and make a Voice Carry Over call via Video Relay Service. Once the Voice Carry Over call began, the customer got disconnected. After three attempts, it finally worked.	04/04/08	The Video Relay Service Customer Care Service representative thanked the customer. Also, emailed to Help Desk since this is a technical issue.
34	04/08/08	Video Relay Service Customer experienced blurry vision of the video interpreter. It happened on 4-7-08 at 8:30 pm.	04/08/08	The Video Relay Service Customer Care Service representative thanked the customer. Also, emailed to Help Desk since this is a technical issue.
35	04/28/08	Video Relay Service Customer had problem with an Internet due to difficulties making call and continuously seeing bad, blurry vision.	04/28/08	Video Relay Service Customer Care Service recommended the customer to contact his internet service. Issue is now resolved.
36	04/29/08	Customer needed assistance with setting up the Videophone and is not currently working or able to make calls.	04/29/08	Other Video Relay Service Provider came in to set up Videophone equipment at the school setting. Issue is now resolved.

37	05/06/08	Customer wants to ensure that the a video interpreter shows Sprint Video Relay Service, not HOVRS when connected for Video Relay Services.	05/06/08	Thanked the customer for feedbacks and sent complaint to Operations for training.
38	05/21/08	The Video Relay Service Customer stated that the video quality was good and clear but the screen frozen up once in a while and stated that there was too much noise background and too much overlapped while the interpreter had hard time listening. Also, the interpreter also giggled for no reasons.	05/21/08	Thanked the customer and sent the complaint to Customer Care Manager for training and also checked for technical issue.
39	05/21/08	The Video Relay Service customer was unable to use Sprint Video Relay Service with a static IP number, which most videophones users utilize. The customer attempted to connect using a modem and DCHP but prefers to use Sprint Video Relay Service to full advantage. Customer is still unable to use Sprint Video Relay Service.	05/22/08	Thanked customer for contacting us, and informed customer that we are back up. Encouraged customer to contact us back for further help. Apologized to customer for inconvenience.
40	05/21/08	Video Relay Service customer attempted to get through the Video Relay Service via Sprintvrs.tv this morning around 9 am.	05/22/08	Thanked customer for the information and apologized of the long wait time and no connection. Apologized to customer and informed that we are back up.

41	05/21/08	Video Relay Service Customer attempted to get through Video Relay Service on May 21, 2008, at 12: 57 pm EST and could not get through for 13 minutes. Had to cancel the conference call. Your prompt and professional response is much appreciated.	05/22/08	Informed customer that we were having technical problems and that we are back up now. Apologized to customer for long wait time and also educated the customer that he must schedule conference call ahead of time and notify the Video Relay Service supervisor to arrange more interpreters for better availability.
42	05/21/08	Video Relay Service customer attempted to contact Sprint Video Relay Service but long waiting period. The customer attempted to call Sprint Video Relay Service several times but no interpreters showed up.	05/22/08	Thanked the customer and Informed customer that we were having technical problems but are back up now. Apologized to customer for the inconvenience.
43	05/21/08	Video Relay Service customer attempted to call through Sprint Video Relay Service (sprintvrs.tv or using Sprint VRS for PC from my laptop) on Wednesday, May 21, 2008 and attempted to call at 9:13 am, 9:20 am, 9:33 am, 9:36 am, 9:45 am, 10:15 am, 10: 32 am, 10: 45 am and no success. Customer used Videophone 100.	05/22/08	Informed customer that we were having technical issues, and that our service is back up. Apologized to customer for long waiting period.

44	05/21/08	Video Relay Service Customer had issues with making a Voice Carry Over call since the customer to hang up, and experienced a problem that the Video Interpreter could not see the customer anymore. The customer could see the interpreter but the interpreter couldn't see her.	05/21/08	The Customer Care Manager attempted to contact the customer after three tries but the manager created the ticket. However, the Customer care Manager informed the customer via email to please contact the Sprint Customer Care Service for any further concerns/issues in the future.
45	05/21/08	Video Relay Service customer wasn't able to reach Sprint Video Relay Service using sprintvrs.tv, and tried to dial again three more times. The Video Relay Service customer attempted to try HOVRS and experienced no problems but not with Sprint Video Relay Service.	05/21/08	Emailed the customer informing him that the ticket has been created. Attempted to contact the customer but has not obtained any responses. Emailed the customer to please contact the Customer Care service if experience any further problems with the Video Relay Service.
46	05/21/08	Customer's comment: Waited 12 minutes before an interpreter finally answered at 5:36 pm PST.	05/21/08	Acknowledge this with the busy incoming calls in Sprint Queue.
47	05/22/08	Video Relay Service customer experienced a technical call disconnect at approximately 1:15pm (EST) today and attempted twice to call back to no success. Unfortunately, the customer didn't make a note of the interpreter's name. This is the second time this has occurred; the first time was last Friday.	05/23/08	Apologized to customer for disconnection. Explained that we are having technical issues and encouraged customer to contact us back directly on our Videophone address--gave customer contact information.

48	05/22/08	Sprint Video Relay Service has trouble connecting to the Video Relay Service. Also for the past 3 days, many of our contacts including doctors, nurses, hospice, social workers tried to contact us and even tried to leave VRSMail and none of these stuff works lately.	05/23/08	Apologized to customer for the long wait times. Technical staff is closely working with customer for testing to make sure that service is working. Encouraged customer to contact us back immediately when they are experiencing issues.
49	05/22/08	Video Relay Service Customer has been on hold for Video Relay Service for at least 4 minutes. My IP Address is AXE and using Sorenson VP-200. 1:00PM - 1:04PM and still am holding.	05/23/08	Apologized to customer for long wait time. Informed customer that it was due to a technical problem we were experiencing. Encouraged customer to contact us directly via Videophone to Customer care of any continuous problems.
50	05/22/08	Video Relay Service Customer got disconnected by Video Interpreter in the middle of the call. Customer offered feedbacks on how to improve reconnections.	05/23/08	Thanked customer for contacting us. Apologized to customer on disconnection. Explained that we were having technical difficulties during that time and to please contact us back if they are experiencing other issues.

51	05/22/08	Sprint Video Relay Service customer experienced problems with Spanish Sprint Video Relay Service yesterday (Tuesday 5/21). It was early morning here in Florida, between 8am and 9:30am. Unfortunately, the customer didn't have the Video Interpreter's ID numbers that the customer attempted to make calls with. Per to the customer's experience, the customer called Spanish Sprint Video Relay Service and there was a long wait period for her call to be answered. When it answered, the customer requested to use Voice Carry Over (Voice Carry Over) via Video Relay Service. The Video Interpreter had trouble connecting to my phone to do this.	05/23/08	Thanked customer for informing of problems, and explained to customer that we are experiencing technical issues but are back up for service. Apologized to customer for long wait time. Also, The customer was informed it was a technical problem due to using new system or system upgrade at Sprint.
52	05/23/08	Video Relay Service Customer called Sprint Relay Video Relay Service again at 11:52 and in 2 minutes, it got disconnected. Date - 05/21/2008	05/23/08	Informed customer that we were having technical issues, and that our service is back up. Apologized to customer for long wait time.
53	05/27/08	A Video Relay Service customer issued a complaint regarding the Video Interpreter's attire = need to dress better.	05/27/08	Thanked the customer and acknowledged the complaint. The Customer Care Representative emailed this complaint to Customer Care Manager.
54	05/29/08	Video Relay Service Customer experienced long waiting period to get connected. The waiting time length was 6 minutes (8:34 to 8:40 a.m.)		Acknowledged this complaint and informed the customer that it was a busy queue.

55	05/31/08	Sprint Video Relay Service customer experienced a technical call disconnect at approximately 1:15pm (EST) today and attempted twice to call back to no success. Customer did not give the interpreter's ID number.	05/31/08	Customer Service Representative have tested and called Sprint Video Relay Service, which is no operating properly as it was supposed to be. Customer Care Representative emailed back and encourage them to try Sprint Video Relay Service. Customer is now satisfied.
56	05/31/08	Sprint Video Relay Service customer are experiencing difficulties in connecting to Sprint Video Relay Service. The customer had to use other provider because SprintVRS and HOVRS are not connected and waiting time was unbearable. It occurred all morning since 9:30 a.m. The customer is using VP200 and my IP address is static. Also, for the past 3 days, many of our contacts including doctors, nurses, hospice, social workers tried to contact us and even tried to leave VRSMail and none of these stuff works lately.	05/31/08	The technical issue has been solved. Customer Care Representative informed the customer via email to test again, and if it's not working, please get a hold of the Customer Care Representative and leave an IP address where they can call.
57	05/31/08	A customer tried to get a Video Interpreter around 9:30 a.m. eastern time and waited 24 minutes and gave up waiting for a Video Interpreter. Last week, my co-workers and I were supposed to have our weekly meeting and had to cancel it because of long wait times for getting a VI or Video Interpreter's couldn't dial out from their stations.	05/31/08	Urge customer to check if Sprint Relay is working, otherwise call specific imp address to specific Customer Care Representative to get the immediately help. Also educated the customer to please contact a supervisor to 'schedule' a date/time of the meeting in order to make sure there are plenty of Video Interpreters ready to interpret.
58	06/26/07	Customer complain of service and long wait times	06/26/07	Thanked the customer and apologized. The customer didn't request follow ups but the Customer Care Manager acknowledged this situation.

59	07/06/07	Sprintvrs.tv not working	07/06/07	Informed customer of system delays and of current technical difficulties
60	07/06/07	The sprintrelay.tv not working.	07/06/07	Informed customer of temporary technical difficulties and system delays. The technical issue has been resolved.
61	07/06/07	Customer asked for help to update to his/her parents with upgrade number for v2v.	07/06/07	Customer care gave the information to the customer's parent.
62	07/06/07	Customer cannot print business cards from website.	07/06/07	Customer Service accessed customer profile and logged in with permission; business cards printed successfully and instructed to check printer connections. Customer is now satisfied.
63	07/06/07	Customer need help with set up to get an Extension number with the personal 800s number.	07/06/07	Customer need help with set up to get an Extension number. Customer Care showed what customer need to do. All went well.
64	07/06/07	Customer does not like the new black border when using Sprint Video Relay Service as it narrows the viewing area	07/06/07	Thanked customer for feedback

65	07/07/07	Customer need help with adding help.sprintrelay.tv in system.	07/07/07	Customer Care explained what customer need to do. Did test call and all went well.
66	07/07/07	Customer asked for help about account that couldn't open and wanted to remove an old account.	07/07/07	Customer Care explained to ignore the old account and create new account. All went well.
67	07/07/07	Customer is having trouble with the screen because the customer was unable to see others on the screen.	07/07/07	Customer Care has suggest to check their window firewall and unblock if it its blocked.
68	07/11/07	The customer couldn't gain access to their own personal 800#. The customer wants to keep his own 800 because of business. Already gave out to the hundreds of customers. Wish to keep 800 and doesn't want to use extension or IP address.	07/11/07	Personal toll-free numbers are anticipated to be available through Sprint Video Relay Service in the near future.
69	07/12/07	Customer complained about contrast not working properly.	07/12/07	Suggested to contact Hardware company to replace remote/device.
70	07/12/07	Customer request Customer Care's email address.	07/12/07	Referred to VRShelp@sprint.com.

71	07/13/07	Customer inquired where to download net meeting on window vista.	07/13/07	Referred to Microsoft.com/download to download the net meeting.
72	07/15/07	Customer complained that she wanted to have the same account from the old database.	07/15/07	We apologize for any inconveniences, and we encourage to sign up new account so we can have new database.
73	07/15/07	Asked for help for setting up with Router (DLink WBR-1310) to be enabled for DMZ settings and also, the Videophone (DLink DVC-1000 i2eye) may be problem. It kept rebooting itself over and over in every 30 seconds.	07/15/07	Router settings has been fixed through DMZ settings in website interface. The videophone settings were incorrect. Helped him through settings, everything went work fine until the videophone is still rebooting in every 30 seconds or so. I suggested him to return where he bought and have it replaced as soon as possible.
74	07/18/07	Tired of keeping update in website when the IP has been changed.	07/18/07	Suggested him to check out the website at no-ip.com but we do not support for setting up or whatever needs help.
75	07/18/07	Customer was asking for information on router and which kind of router is best to purchase.	07/18/07	Customer Care suggested customer to get a D-link 13-10.

76	07/18/07	Customer is asking for help with adding sprintrelay.tv in address book.	07/18/07	Customer gave instruction how to add in address book.
77	07/18/07	Doesn't like the way look when Video Interpreter wears black with long sleeves and dark blue in background. So hard to see in communications. Wanted make sure the Video Interpreters wear proper bright clothes and also, make it a nice background.	07/18/07	Educated the customer that Interpreters are required to wear dark or one color outfit in order to see the signs clearly. However, Relay Program Manager acknowledged the information and also shared the information with the Video Relay Service Customer Care Supervisor.
78	07/19/07	Customer complained SPRINTVRS.TV site closed.	07/19/07	Explained our service upgraded last July 1st 2007. Upgrade from sprintvrs.tv to sprintrelay.tv.
79	07/20/07	Customer complained that Video Relay Service hung up on customer twice.	07/20/07	Thanked the customer and apologized for the inconvenience. Obtained the Video Interpreter's ID number and will coach the interpreter for proper procedures.
80	07/21/07	Customer complained when they called Sorenson's Video Interpreter and tried to give message to a deaf child by their parent, Sorenson's VI refused to process the call. Customer had to call to Sorenson's because couldn't get through to sprintvrs.tv.	07/21/07	Explained our service has upgraded from sprintvrs.tv to sprintrelay.tv. Refer customer to fill out complain form and email to fccinfo@fcc.org.

81	07/23/07	Sprint Manager received several complains which there is no splash screen when dialed sprintrelay.tv. Was it because of busy service hour?	07/23/07	Explained if it was busy signal, there will be a splash screen. It must be system down for some reason.
82	07/24/07	Still unable incoming calls.. Only outgoing calls!	07/24/07	Gave the whole FedVRS IP Ranges that IT must allowed for incoming calls in Cisco router settings.
83	07/24/07	Customer was upset for losing his 800 personal number. And doesn't like the idea for extension number even though it's not working since July 1st.	07/24/07	Apologized that extension was not in service yet. Still working on it for now.
84	07/25/07	Customer complained their v2v isn't working properly.	07/25/07	Discovered which customer has not set up nor sign up with sprintvrs.com. Assisted how to sign up and set up v2v on the sprintvrs.com website. Help succeeded.
85	07/25/07	Customer complained that a subcontractor came by to set up everything and left. Point to Point is still not working due to black screen, and wants a different subcontractor to come back and reset everything.	07/25/07	Forwarded this to FL Consumer Sales Manager to follow up with customer.
86	07/26/07	Long waiting to get answer from Video Interpreter.	07/26/07	Checked into Video Interpreter to see if they are available but all of VI are busy with customers even though there are showing few queues for the next customers.

87	07/26/07	He's getting complaint from several people (He's working for Sprint around in Central in U.S.). People hadn't seen Yellow Greetings screen while waiting for the next available video interpreter but getting disconnected itself in few minutes later.	07/26/07	The MCU systems had to restart. I have tested to call to assure the Sprint Relay works ok. All went well.
88	07/30/07	Wanted to know what is going on with SprintVRS since there are no splash screen right after I dialed.	07/30/07	Found out the system was down temporarily, informed to the Engineers to have it restarted. It's working now.
89	07/30/07	Customer complained their 800 number isn't working properly except can go direct to their email system. Customer asked if can reset the v2v system.	07/30/07	Explained our service has upgrade to better service since last July 1st 2007. We are still working on this matter. Would suggest to re-apply with sprintvrs.com to get new database system so we can provide best service.
90	08/01/07	Having a problem with NetMeeting. Cannot see myself in self-view.	08/01/07	Suggested him to re-install webcam driver from his CD. After that, he should be able to get his webcam working.
91	08/09/07	Customer complained their NetMeeting isn't working anymore the past three days. Wants the list of port opening to open the firewall.	08/09/07	Emailed the FAQ with all ports opening list.

92	08/11/07	Customer complained their Videophone is not working due to black screen.	08/11/07	Explained about the DMZ setting on the router advance setting and change it to 125.
93	08/13/07	When the Video Relay Service customer was with Video Interpreter which have no problem, but the service got disconnected. The customer expected to get a call back from VI but didn't.	08/13/07	Customer Care Representative asked for the Video Interpreter's ID # but the customer did not remember. Suggested her next time to remember her VI # so that way the Customer care Representative can report and have the interpreter coach of proper procedures.
94	08/13/07	Customer complained that they tried to call through sprintrelay.tv and had trouble accepting calls and decide to transfer to another Video Relay Service provider.	08/13/07	Apologized about this matters, and requested them to let us trouble shooting. Customer declined.
95	08/15/07	Customer showed her frustration with Video Relay Service that kept disconnected or hang up on her.	08/15/07	Customer Care Representative will create a ticket about this situation. Also educated the customer to write down the Video Interpreter's ID number if any problems regarding the Interpreter's service.
96	08/15/07	Customer's web cam isn't working.	08/15/07	Explained where to download from the website to install driver specific type of web cam.

97	08/28/07	Customer was frustrated for waiting too long for Video Interpreter to show up.	08/28/07	Customer Care apologized and will create a ticket.
98	08/29/07	Customer complained that their Video Phone's picture quality is not good.	08/29/07	Encourage to check speedtest.net to see if upload have met our Video Phone's requirement. If not, contact Internet Service Provider to upgrade the service.
99	08/30/07	Customer was having a problem with my Videophone Sorenson VP-200. Everyone is trying to call me but don't see lights coming up and all the customer sees is Missed Calls. Think my router may have blocked or something.	08/30/07	Found out he pushed the button for No Incoming Call so that is why no way for anyone to call him. So, it's working fine now.
100	08/30/07	Video Relay Service Interpreter said she can't see me very well and also, saying it's hard to see like dark.	08/30/07	Suggested to use lights so that will make a better view of the screen (on TV) for interpreter to see.
101	09/13/07	Customer offered feedbacks regarding receiving confirmation if the Sprint VRS Video Interpreter successfully received their phone number (to call). For example, one Video Interpreter asked for phone number, the customer gave area code but their facial expressions was not showing like they were supposed to nod (in order to confirm if they got it or understand) because it's easier to know if they are getting it or not. If they did nod. then the customer would give prefix numbers and so forth.	09/13/07	Will let supervisors know about this. Thanked the customer for the feedbacks.

102	09/13/07	A customer complained regarding taking longer to connect to Sprint Video Relay Service and took them more than longer to answer while trying to convince customer to join our service.	09/13/07	Explained that the service is busy at that moment. We still upgrading our service on daily basis.
103	09/27/07	Black screen.	09/27/07	Forwarded to technician for resolution.
104	09/28/07	Customer complained he waited too long and no answer when he called Customer care.	09/28/07	Thanked for the feedback and will follow up with why someone hasn't answer. Found out that it was during the busy hours.
105	10/01/07	Customer shows frustrated with long wait for Video Interpreter to be available for her call. It happens twice on same day.	10/01/07	Customer Care thanked for the feedback. Explained that we are still upgrading our service for improvements.
106	10/10/07	Customer wanted me to call her back to see if her flashing light works. It did with imp address, but it did not work with her friends who called back with video phone #. Customer Care Representative told the customer to give her friends the imp number for flashing light.	10/10/07	Successful solved this calling issue in regard to flashing strobe light.

107	10/10/07	He asked for the job listing.	10/10/07	Referred the customer to the website's career part.
108	10/10/07	VRS Customer called back after giving him Sprint Blackberry phone numbers. Customer used Sprint Video Relay Service and the line disconnected middle of the phone conversation twice.	10/10/07	No further information from customer such as IP address and did not prove date and time of the call.
109	10/15/07	Customer spoke to Video Interpreter after hanging up with a hearing person related to extension number. The interpreter mentioned that lately she have problem connecting hearing people with extensions number. Often, it would say no extension found. This situation needs to get resolved immediately.	10/15/07	Customer did not request call back. Case is closed.
110	10/16/07	Customer had problem having her extension number connected. She said it worked perfectly fine before.	10/16/07	Customer Care Representative explained that since Sprint and CSD spilt up, it is possible that she needs to create a new extension with Sprint. She did not want to. Customer Care Manager followed up with her next day to see if she could keep her old extension from CSD service for phone calls. No responses from customer.
111	10/16/07	A Sprint representative called Sprint Video Relay Service and received black screen. So she reported this technical situation.	10/16/07	Customer Care tested it ourselves and got black screen. Customer Care retested at 7p.m. Test resolved.

112	10/29/07	Customer had two complaints: 1) One video interpreter wore light blue shirt with dark navy jacket and 2) Other video interpreter wore low cut grey shirt- too blended with the skin. Again, please reinforce the dress code for interpreters.	10/29/07	Sent complaints to Customer Care Managers. Thanked the customer.
113	10/31/07	When the customer called Sprint Relay Video Relay Service, the video interpreter said "Hands On Video Relay Services, what's the number would you like to call?". Should have said Sprint Video Relay Services instead of Hands On Services.	10/31/07	Thanked the customer for feedbacks and informed the Customer Care Manager.
114	11/01/07	A customer who works for Sprint as a subcontractor asked questions about Netgear and how it is not working with VP 100 at customer's home.	11/01/07	Customer Care Representative recommended to get different router, Di 524 wireless.
115	11/01/07	The customer could not see the video interpreter well because of bright red shirt that the interpreter had on.	11/01/07	Thanked the customer for the feedbacks and informed Customer Care Manager.
116	11/01/07	Customer said 711.tv would not connect.	11/01/07	Customer Care Representative did test call and it was working.

117	11/05/07	Customer wanted to know if we will develop 800 number.	11/05/07	Customer Care Representative explained that we might develop one later but right now we provide extension number only.
118	11/05/07	Customer inquired about a conference call feature and she could not find the information. The customer experienced conference call with other subcontractors with the supervisor and liked it.	11/05/07	Customer Care Representative suggested customer to ask the supervisor how he/she obtained conference call and code, etc.
119	11/05/07	Customer needed help with setting up DLink device.	11/05/07	Customer Care Representative assisted the customer on setting up the DLink device.
120	11/06/07	Her DLink Videophone showed "No DS" on her video screen.	11/06/07	Have explained to her about "No DS". It means she cannot call through Videophone's phone numbers, however, she can call through IP address only. It's short emergency for now. Relay Program Manager tried to contact the customer via Videophone. No answers. Relay Program Manager will try again. Relay Program Manager attempted to contact the customer twice yesterday and today. No answers. This case is now closed.

121	11/06/07	Her DLink videophone showed "NO DS" on her video screen.	11/06/07	I explained to her about "NO DS" on her video screen. She cannot call through Videophone phone numbers, however, she can call through IP address only. It's short emergency for now. AM tried to contact the customer via Videophone. No answers. DS stands for directory service which went down from the Videophone standpoint however customer can continue with Videophone calls. discovered which customer has not set up nor sign up with sprintvrs.com. Assisted how to sign up and set up v2v on the sprintvrs.com website. Help succeed.
122	11/07/07	Video Interpreter wears a t-shirt that the customer doesn't think it's appropriate! Customer obtained an email that she now has her personal 800 toll free number back and wanted to confirm if it is true.	11/07/07	We are not aware of 800 personal free toll number. We haven't confirm that its ready to use. However, as for the complaint regarding interpreter's attire, the Customer Care Representative will forward the complaint to the Customer Care Manager.
123	11/07/07	Internal Update Performed	11/09/07	Will follow up with Sprint Relay Department as soon as possible.
124	11/11/07	Couldn't not see me and customer disconnected the call.	11/11/07	The Customer Care Representative tried to call back the customer but couldn't.

125	11/11/07	Customer stated that Conference call pin number was an invalid number.	11/11/07	Customer did not leave any contact information. Case is closed.
126	11/11/07	Customer complained that Conference call was not working because the pin number was an invalid number.	11/11/07	Will catch up with complain problem. Customer did not leave any contact information. Case is closed.
127	11/12/07	The customer used netmeeting and it was hard to see him.	11/12/07	The Customer Care Representative recommended him to keep an eye on Sprint Video Relay Service for better webcam program.
128	11/15/07	Approximately at 9 p.m., the customer had to wait 15 minutes before the Video Interpreter answers and then the video disconnected. She called again and had to wait 30 minutes and connected with vi, but the video froze. Customer called again and waited 10 minutes then connected with VI- the call went through!	11/15/07	Acknowledged this situation. Created a ticket for technical problem. Customer didn't request follow ups.
129	11/16/07	Customer had problem with video quality on the Videophone.	11/16/07	Explained to customer how to improve video quality on Video phone. The problem had been solved.

130	11/16/07	Customer asked for the Video Interpreter's ID number, but the interpreter won't give his ID number. The Video Interpreter hung up on him. He was mad and call back to ask for supervisor, and the supervisor have talked with him. He insisted to ask the supervisor for her Video Interpreter ID #, and she gave her Video Interpreter ID#. And also, he claimed that the Video Interpreter was rude to him, too. He still wanted to know what's Video Interpreter's ID # who hung up on him.	11/16/07	Thanked the customer. Emailed complaint data to Customer Care Manager.
131	11/17/07	Video Relay Service Customer is concerned about the Video Interpreter because the Video Interpreter was nervous and noticeably shaking with finger-spelling.	11/17/07	Thanked the customer. Emailed customer's complaint to Customer Care Manager.
132	11/17/07	Customer said that the Video Interpreter encouraged him to stop using Sprint Video Relay Service . Customer was little upset.	11/17/07	Thanked the customer. Emailed customer's complaint to Customer Care Manager.
133	11/18/07	Customer needed help with changing his email address in his 800 personal number's account.	11/19/07	I will contact engineer to discover what's problem with his login name and to see why he cannot change email address.
134	11/19/07	Customer complained about Video Interpreter's lack of seeing the interpreter's finger spelling's. There is another complaint about Video Interpreter's refusing to give the id number unless customer gives Video Interpreter the phone number to call.	11/19/07	Thanked the customer for feedbacks and forwarded the complaint to Customer Care Manager.

135	11/20/07	Video Interpreter exhibited horrific attitude and repeatedly telling the customer that the phone number is wrong over and over.	11/20/07	Thanked the customer for feedbacks and forwarded the complaint to Customer Care Manager.
136	11/20/07	Video Interpreter was not paying attention very well since kept asking for the phone number (for correction) , over and over. The customer wants the Video Interpreter to pay more attention.	11/20/07	Thanked the customer for feedbacks and forwarded the complaint to Customer Care Manager.
137	11/20/07	Found out SprintVRS VideoSign isn't working for Windows Vista. I need it to get working.	11/20/07	Told him that Vista is in testing right now. Should be available anytime sooner.
138	11/20/07	Video Interpreter mistakenly said "Sprint Video Relay Service" but said "Hands On Video Relay Service".	11/20/07	Thanked the customer for feedbacks and forwarded the complaint to Customer Care Manager.
139	11/20/07	Customer was not able to download the video sign with Vista.	11/20/07	Explained that Vista is not compatible with video sign at this point but is working on it.

140	11/20/07	Customer had problem contacting Customer Care due to black screen. However, his Videophone works perfectly fine with other providers. Also, customer asked about phone number extension	11/20/07	Since his videophone is from Sorenson, Customer Care Representative asked the customer to call Sorenson to let them know. As for the phone number extension (from his 800 numbers), Customer Care Representative explained on how to obtain one from SprintVRS.
141	11/20/07	Video Interpreter disconnected the customer as he reach for a piece of paper to give the phone number to.	11/20/07	The Video Interpreter accidentally disconnected and apologized for the inconveniences.
142	11/20/07	Customer got frustrated since it has been two days since having problems with getting through the Sprint Video Relay Service. It kept saying "Unable establish connection" when tried SprintRelay.tv, Hovrs.tv and both in help service too. Nothing works. Customer asked to please check and see what's the problem.	11/20/07	Acknowledge this problem. Tested calls on all and all are working.
143	11/20/07	Customer had problem connecting with Video Sign because it kept disconnecting.	11/20/07	Customer Care Representative informed him that we have technical issues with Sprint Video Sign at this point. Acknowledged this situation.

144	11/27/07	Customer complained that the Video Interpreter wasn't trained to make calls to International. Customer tried to explain and Video Interpreter didn't seem not to follow. Customer felt Video Interpreter should have already trained and ready to make a calls for customers.	11/27/07	Relay Program Manager acknowledged the complaint. Shared the information with Customer Care Manager.
145	11/27/07	Customer works on the mountain during the wintertime. Customers uses Voice Carry Over frequently. Customer tend to use SPRINTIP. Customer tried to connect Voice Carry Over and apparently there s no way to use Voice Carry Over with the AIM on the same phone where he's using Voice Carry Over. Wishes to develop the new ways to do this system instead of having a two devices to use Voice Carry Over.	11/27/07	Relay Program Manager acknowledged the information and will share it with the team.
146	11/27/07	He is a new customer for Sprint Video Relay Service. He downloaded Video sign 1.0 and is not able to open the program on his new computer- HP smart touch PC. Please assist the customer to connect video sign with his new computer.	11/27/07	Tried to contact customer via Videophone but failed. It was unable to establish connection.

147	11/27/07	Customer called last Saturday on the Video Phone. She got excited which it finally worked and be able to reached me (Customer Care Representative) due to the black screen. She explained that the black screen comes up on and off. She wanted Customer Care Representative to remotely and fix the setting.	11/27/07	Customer Care Representative tried to cross loop (remote access), it was declined due to her Internet security or firewall. Tried to disable it, unfortunately we couldn't get it to work. Suggested to send someone over there and fix physically. Contacted the customer via email and see if she is currently satisfied with her Video Phone. Relay Program Manager received email from the customer. The customer is now satisfied with the service. Relay Program Manager explained to the customer that it was possibly a firewall or Internet security. The customer hopes not to see that happened again. All went well.
148	11/28/07	She got disconnected from sprintrelay.tv. The Video Interpreter was supposed to call her back, but she didn't call her back.	11/28/07	Followed up with her. Followed up with this complaint.
149	11/28/07	The 'VideoSign' was not working with the customer's laptop and could not see self in 'self view', which appeared to be totally blank.	11/28/07	HP - Pavilion Laptop with AMD Turion 64 X2 Model: dv9628nr OS: Windows Vista is not compatible webcam built-in laptop.
150	11/28/07	Customer complained about Video Interpreter's inappropriate attire.	11/28/07	Customer Care Representative thanked the customer for feedbacks and forwarded the complaint to Customer Care Manager (to coach the Video Interpreter).

151	12/04/07	Customer stated that almost every time he is done with using Voice Carry Over with a hearing person and gets disconnected with Sprint Video Relay Service. Customer wanted to know why it occurs often.	12/04/07	Relay Program Manager tried to contact the customer via Video Phone on 01/28/2008 and again today at 01/30/2008. Due to lack of contact, Relay Program Manager will close this case.
152	12/04/07	Customer complained regarding Video Interpreter not asking the customer for clarification. The customer felt that the Video Interpreter did not understand what was going on with the call. The customer had to remind and ask Video Interpreter if she know what they were talking about. Video Interpreter didn't understand completely.	12/04/07	Informed call center manager. Call Center manager reviewed policies and procedures with Video Interpreter.
153	12/04/07	Customer experienced problems with the Sprint Video Relay Service for PC.	05/02/08	Change DMZ on router to allow incoming calls to specific IP address on the computer he is using Sprint Video Relay Service for PC.
154	12/05/07	Customer is disgruntled to find out that his 800 phone number is not working due to Sprint and CSD is no longer working together. Customer wants to keep his 800 phone number with CSD because of work.	12/05/07	Customer Care Representative told him that we will be top of this situation and have him informed.

155	12/06/07	Customer used 711.tv and it kept dialing.	12/06/07	Customer Care Representative test called 711.tv and got through fine. Informed the customer of the follow ups.
156	12/06/07	Today at 6:45 p.m., a Video Interpreter hung up on the customer and he did not get a chance to get Video Interpreter's ID number. He said he never experience this till today.	12/06/07	Thanked the customer for feedbacks. Educated the customer that next time, try and write down the Video Interpreter's ID number, as well as the time/date of the call or ask for the Video Interpreter's ID number
157	12/07/07	Customer had difficult time downloading video sign for her co-worker in the office. Susan already downloaded hers few weeks ago without any problem. Both have same kind of computers.	12/07/07	Customer Care Representative told her it could be ADM management situation so she will investigate further with that.
158	12/11/07	He couldn't get the sign message in his email address and his #800 is not on our list, and need to be solved as soon as possible.	12/11/07	Followed up with him. Relay Program Manager will contact and try to get the correct/confirm the #800 from the Product Innovation team. Emailed customer with corrected 800# and Sprint account information to update customer's IP address in order for customer to receive video mail

159	12/13/07	He wants us to send an installer to his place to set up the DLINK 1000 videophone. He had a hard time to set up his videophone.	12/13/07	Customer Care Representative explained that we don't have installers in our department. However, referred the customer to the nearest Sprint Customer Sales Manager.
160	12/13/07	Nelly tried to download VS 1.0 and kept getting #1327 error. We troubleshoot and everything, nothing succeed.	12/13/07	Fixed it via DMZ setting. All went well.
161	12/14/07	Customer said that his webmail from Sprint was down. He couldn't get access to it.	12/14/07	Followed up his comment about his webmail. I told him that the webmail system is down for a temporary only. It may go back to normal soon or later. Our system was down thus customer couldn't get his video mail.
162	12/15/07	Customer complained about the waiting period to make a relay call.	12/15/07	Customer Care Representative told him to call again in an half hour since that was during the busiest time.

163	12/15/07	Customer complained about this Sorenson installer since the installer refused to give him Videophone 200.	12/15/07	Customer Care Representative told the customer that a ticket has been created and bring this to FCC's attention by gathering information to how to file a report and then got back to the customer via his email.
164	12/17/07	He said he tried to call several friends of his, but kept saying "dialing" in his videophone. He wanted to contact with Sorenson Technical Support.	12/17/07	Gave him Sorenson technical Support's phone numbers.
165	12/19/07	A customer tried to set up conference call tonight at 8pm and she was not able to get through. I told her I will follow up with IT department.	12/19/07	Acknowledged this problem

166	12/19/07	Video Interpreter exhibited bad attitude toward to customer.	12/19/07	Since the customer does not have the Video Interpreter's ID number, the Customer Care Representative couldn't help much but educated the customer to either ask for the ID number or write it down (as well as time/date of the call). Closed the ticket.
167	12/19/07	Customer complained that video interpreter's finger spelling was not that clear.	12/19/07	Thanked the customer and sent email to the Customer Care Manager.
168	12/20/07	Customer asked the Customer Service to test calls (for his SprintVRS on PC).	12/20/07	Completed test calls - succeeded.
169	12/21/07	She wanted to have her own extension from Sprint.	12/21/07	Gave her a new extension. Now, she's happy to use it. She loves SPRINT! Successful created V2V profile for customer
170	12/21/07	Customer had trouble finding IP address of her computer.	12/21/07	Successfully retrieved the IP address for the customer. Help succeeded.

171	12/21/07	Customer wanted to talk to one of the co-workers in Sprint.	12/21/07	Follow ups - gave the contact information to the customer. Follow up call is completed.
172	12/21/07	Customer complained which their VP200 has messed up after OJO was set up.	12/21/07	The Customer Service Representatives trouble-shooted everything and all were successfully set up and ready to go. It was the router problem. Recommended to contact Sorenson to replace SR200, because we couldn't disable the router to default factory setting. Encouraged the customer to contact other Video Relay Service Provider to replace the defected router.
173	12/21/07	Customer wanted to inquire if HP Built-in webcam would be successful with Sprint Video Service software.	12/21/07	Explained which built isn't compatible yet. Help succeed. Advised customer to get external webcam in case if Video Service isn't compatible.
174	12/21/07	Customer complained about their web cam being really blurry and the web camera is new.	12/21/07	Adjusted true light video setting to give best quality as possible. Help succeeded.

175	12/21/07	Customer wanted to know why webcam quality isn't that good.	12/21/07	Instructed to turn off light boost to improve quality. DSL need to upgrade top speed compatible with Internet and personalized imp address to address all speed equally.
176	12/21/07	Customer couldn't get Sprint 1.0 to work.	12/21/07	Tried to cross-loop (remote access). Failed several of times. There is nothing I can do. Customer has plenty of firewalls. Contacted Customer via email and referred the customer to the Customer Relay Manager. Relay Program Manager also included the Customer Relay Manager in the email as well. Customer Relay Manager will help the customer and one of his subcontractors will go to his house and assist the customer.
177	12/21/07	Customer expected us to send a technical support representative to come his place to fix his VP 100 (Sorenson videophone)	12/21/07	Customer Care Representative told him that we cannot be able to help fixing his VP 100 since it belongs to Sorenson, not ours. The customer seems so upset. Informed customer that they need to contact Sorenson to fix their Videophone.

178	12/21/07	He was concerned about #800 and still waiting to get more information about #800 from us.	12/21/07	Customer Care Representative told him that I will give him a call after I solve a problem with his #800. Emailed customer's 800# and encouraged to update Sprint account in order to receive video mail.
179	12/27/07	He was concerned about his imaging screen in his videophone. His imaging screen was scrambled.	12/27/07	Customer Care Representative found out that his upload kbps was very low. It's under 256 kbps. Suggested to him to call his cable to increase the speed in his computer and videophone too. Advised customer to contact Internet Service Provider to upgrade the bandwidth speed in order for video quality
180	12/27/07	The guy is a sub-contractor of Sprint. He was concerned about the phone number is not working right. It says, "it will be charged for using long distance phone call". He was confused with that number.	12/27/07	Customer Care Representative told him that he needs to call his boss and explain to him about what happened with his phone number. He understood. Advised to contact customer's supervisor in order to resolve the long distance call
181	12/30/07	Customer couldn't see agent through video chat.	12/30/07	Unable to reach customer, Customer hangs up. Unsuccessful video connection

182	12/31/07	Customer received three missing calls today, but never received sign messages in his email.	12/31/07	Tested his 800 # and everything's fine with his. Informed him that the computer system might be down for a temporary. It might will come back to normal as soon as possible. System was down, it was back up running. It happened with other customers that didn't receive video email messages as well