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Customer Contacts & Call Logs : Customer Contacts | FCC 07-08

JUL-28-2008 3:06 PM

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JUL 30 2008

Federal Communications Commission  
Office of the Secretary

FCC 07-08			
Date of Contact is on or after 07-01-2007 AND ...			
Date of Contact	Date of Resolution	Description of Complaint	Explanation of Resolution
JUL-07-2007	JUL-07-2007	Customer was very impressed with the quality of the interpreters, but is concerned about the video quality. He has heard the same complaint from several other deaf people. He would rather use CSDVRS, but there are too many pauses in the video and he would like this information passed on to VP of Sales. He said several times he is happy with the interpreters at CSDVRS, but not with the video quality.	I thanked him for taking the time to give us feedback and told him that I would pas on his comments. I also told him that we are working on improving our services.
JUL-16-2007	JUL-16-2007	7023 transferred my call to a new VI...I was Inderthe impression that she was going to switch interpreters, not transfer. The audio call did not transfer to the new VI and she was unable to call out. I had to start all over.	2011 was not able to get the clients info since it did not transfer with him. He unfortunately hung up before I could ask him for the information. (I tried to have the person available check with the person who transferred but she was already logged off the system. I am assuming it was transferred due to a center closing a 1:30pm.)
JUL-27-2007	JUL-27-2007	Customer, Susan Brody calling to complain about VI#3534. She said this VI was not friendly and did not offer her VI # right away. Susan doesn't want this VI to lose her job over this incident but would like to see her be more friendly. Susan said she looked as though she was having problems. Susan did not want to be transferred to customer service but wanted us to listen and make note of the incident. This happened on 7/27/07 @12:00 CST.	Customer feedback shared with POC for follow up with VI 3534
AUG-08-2007	AUG-08-2007	Got VI #6030, then I said, "Hold on, your picture isn't clear, I'll call back." The woman made a very irritated face and said, "It's your speed!!!!!!" 7!7!7! I was surprised. She could've said, "Okay, thank you for calling CSDVRS." But she had to quickly place the blame on me. (And it was NOT my speed - you know that :) )...so I said, "What's your VI number?" She stayed quiet for a few seconds, then looked like she "sighed" and said, "#6030, why? Is there a problem?"	Customer feedback shared with POC and requested a follow up with VI 6030
AUG-10-2007	AUG-10-2007	I just hung up.	
AUG-10-2007	AUG-10-2007	Customer has been trying to get in touch with CSDVRS Customer Suport for 2 hours, and has not been able to. Frustrated with the fact that there is never anyone available.	Info shared with Customer Support manager.  Hours of CSR Operations were shared with customer.
AUG-25-2007	AUG-25-2007	Video caller expressed some concerns that VI #4035 may need some Improvement with VCO call processing.	Customer feedback shared with POC for follow up with VI 4035
SEP-28-2007	SEP-28-2007	Video caller is concerned that when IBA tries to connect, VI's generally do not allow enough time for the video caller to answer the phone. Seems like he gets to his phone just when it stops ringing and has to then check e-mail, ect., ect. Would like CSDVRS to allow the phone to ring longer so that he can actually answer his phone.	Customer feedback shared with upper management at CSDVRS for review. Thanked customer for suggestion.
OCT-03-2007	OCT-03-2007	Customer states that she felt a rude attitude in front of her as well as watching how she was speaking to the hearing caller. She felt that the VI should have not shown her attitude until the call was completed. She repeated the conversation "looked" harsh between the VI and the hearing caller. She was not too happy and wanted to let us know as she loves CSDVRS.	Customer feedback shared with POC for follow up with VI 8026
OCT-05-2007	OCT-05-2007	VI #3013, at 9:20 a.m. on Friday, 10/5 - she was terrible with signing numbers, and everytime I tried to say something, she wouldn't voice until the other person had finished speaking - then I had to repeat myself, and this created terrible pauses in between turn-taking. Additionally, she didn't sign numbers right (I was calling about a bill to find out how much was owed), and I ended up not understanding her at all - so I just checked online instead and found out that she had signed the cents part wrong. She also wasn't very friendly, AND didn't know how to spell Faribault. Every VI should know how to spell every deaf school town (Faribault, Jacksonville, Delavan, Cave Spring, ect.).	Customer feedback shared with POC for follow up with VI 3013

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List A B C D E

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OCT-12-2007	OCT-15-2007	I was calling from my home. The interpreter named Greg and his number is #8602. He seemed like he wasn't in greatest mood or just thinks he is an elite. He kept on abbreviate one word I couldn't understand and he made face at me when I kept asking what that is. Then I finally got it, after that, he made face expression and spelled the word out to me. I got pissed off. I went on with the call. He just kept on giving me little attitude through out the whole call. Oh yes, at beginning I gave him the pho nbr. Then the recording call asked me for last 4 digits, I gave it to him and he s like no. Give me 4 digit. No give me 4 digit. I kept on giving him. Then he made face expression to me and attitude when the recorded call either hung up or transferred him to other place. It wouldn't be smooth between him and me. I kept a straight face and I kept on going with the call and decided to cut it shorter than I planned to. He has to improve on his signing skills, it has to be more clearer and his attitude has to go or he HAS to go! Thanks for ur time listening to this.	Customer feedback shared with POC for follow up with VI#8602
OCT-18-2007	OCT-19-2007	Ms. Davis complained that VI #4032 (Mikey) would not follow her instruction to connect or transfer to a live person. She acknowledged that the message will repeatedly request for the customer to leave a message. Ms. Davis said that in the past after ignoring the message the VI were able to connect to a live person or rep. VI #4032 continued to say that he cant wait and connect to a live person or rep. The number she was trying to call 1-800-473-3455 (Medco). Ms. Davis then hung up and called got another VI which made her day and got through to Medco to get her Rx. She was so happy that she forgot his VI # and told him to transfer to CSR.	Customer feedback shared with POC for follow up with VI 4032
OCT-22-2007	OCT-23-2007	Mr. Reineck was very upset. Said he was in a call for 20 minutes with a VI, when the supervisor informed them that they were going to have to transfer the call out. He was put on hold while the call was being transferred. He waited for 5 minutes and then was disconnected. He had been on hold and would now have to start his call over again. He said he would not be using CADVRS to make future calls. This didn't happen with other VRS providers and he would use them.	Apologized to customer, will send to Operations POC for follow up with all call center locations.
OCT-23-2007	OCT-23-2007	customer complained to supervisor she wanted to make formal complaint against interpreter vi she could not identify. She said she called around 4:30-5pm today and worked with VI Brian who then switched out with another female interpreter dark skin and dark hair. This interpreter did not understand caller and gave misinformation to her therapists office. Her husband had to clear up things for Pamela later. Her Dr thought she wanted medication.	Told customer I would pass along the complaint formally. I apologized for the misunderstanding. I told her in the future she can contact CSOVRS thru the web or customer service thru the VI to complain or do as she did to call over a supervisor. I assured her that we valued her a customer and wanted to be clear with our communication to any of her providers. I did note her picture quality was quite pixelated and suggested some time working with a CSR may be key in a solution. I transferred her to R Zimmer.
OCT-26-2007	OCT-26-2007	terp 8629 this morning had vco disconnected something went wrong we had to hang up and make the next call with different terp. Please find out why that went wrong was her mistake or system itself.	IT requested.
OCT-29-2007	OCT-29-2007	complaint about the voicing of interpreter 4024. Caller said she and another person listen to message 4 times and could not make out anything that the interpreter was saying. It didn't make sense and she felt incredibly embarrassed in having to call this person back without knowing what the call was regarding. Works in enrollment at the school for the deaf and receives numerous VRS calls and has never had one this unintelligible.	Customer feedback shared with POC for follow up with VI 4024
NOV-01-2007	NOV-01-2007	I would like to share my concerns about the Interpreter on VRS that I received this morning. The name is Susan, her ID is 7023 at around 7 15 am this morning. I had asked her to adjust her screen because I was not able to see her signs because the screen shows above her chest, she simply ignored my request so I waved at her again and ask her please adjust her screen but my phone was answered at the	Customer feedback shared with POC for follow up with VI 7023

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		<p>other end so I asked again, again ignored so I simply hung up on her. I want to say its my very first time to put the complaint on CSDVRS, I always have been pleased with all calls I made with CSDVRS. Please forward this to appropriate person who handles this matter.</p> <p>Thanks and good day Vonnice</p>	
NOV-05-2007	NOV-05-2007	Caller expressed concerns over the actions of VI 7105 (Von). The caller didn't want to leave a message, but to redial the number. The VI then told the caller she should be nice and courteous to the interpreter. The caller was shocked because she did not feel she had been offensive to the VI. She had asked for a redial but the VI hung up on the caller.	I thanked the caller for letting us know what happened and apologized for the incident. I assured her that it would be taken care of.
NOV-06-2007	NOV-06-2007	This VI is having bad attitude, not friendly and bad mood.	Customer feedback was shared with POC for follow up with VI 5011
NOV-07-2007	NOV-07-2007	Customer called into CSDVRS and got VI#5013 and he has MS and is trying to tell the interpreter the number he wants to call. The VI hung up on him.	Customer feedback shared with POC for follow up with VI# 5013
NOV-09-2007	NOV-09-2007	VI 4003 had a hard time setting up the VCO and was struggling.	Customer feedback shared with POC for follow up with VI 4003
NOV-12-2007	NOV-12-2007	VI 5019 did not know how to process the VCO call the right way. Completely unacceptable!	Customer feedback shared with POC for follow up with VI 5019
NOV-12-2007	NOV-12-2007	VI 4005 needs more VCO training.	Customer feedback shared with POC for follow up with VI 4005
NOV-15-2007	NOV-15-2007	Caller was frustrated that she had to wait 13 minutes for an interpreter. She warned that CSD would lose customers if they have to wait that long for an interpreter. (Other VIs mentioned other deaf callers feeling the same way at around the same time.)	Caller was thanked for her feedback and assured that the complaint would be passed on.
NOV-15-2007	NOV-15-2007	VI 2616 is a wonderful interpreter but had too many rings on her fingers, it was very distracting.	Customer feedback shared with POC for follow up with VI 2616
NOV-16-2007	NOV-16-2007	terp 5016 name anne this morning 9 am her hair sloppy Her skills good she work sweater but kind of discraticn bc i cant see her that well. Over all as terp she is very good.	Customer feedback shared with POC for follow up with VI 5016
NOV-20-2007	NOV-20-2007	Sometimes I cannot understand the VI when they leave videomail. VI8030 and VI 8610 are difficult to understand. Beth signs the numbers in a way I had to repeat 4 times to get it. Vince's signing is difficult for me to understand. I need CLEAR messages.	Customer feedback shared with POC for follow up with VI's 8030 and 8610
NOV-28-2007	NOV-28-2007	Carrol Manning from Omaha, Neb said that VI #3534 was not good interpreter with asl. Hearing person told her about VI #3534 was not clearly to communicate between her & hearing.	Customer feedback shared with center POC for follow up with VI 3534
DEC-03-2007	DEC-03-2007	Call was placed for customer by VI 3506. The recording stated 3 options. The customer asked the VI to press "0" or get a live representative. The customer informed the floater 3551 that the VI kept repeating there are only three options, pick one out of three! Customer stated he has called this company many times and has never had a problem reaching a live representative. Customer commented the VI was patronizing, did not follow the code of ethics, and facial expressions were inappropriate.	I asked the customer if he wanted this concern passed on to the supervisor, and he replied, "yes." I told him thank you for relaying your concerns and that we strive to provide each and every customer the best service possible. I said his comments would be given to the supervisor and it would be taken care of. The customer appreciated my time to hear his concerns.
DEC-03-2007	DEC-03-2007	VI 7023 took too long to process the VCO call.	Customer feedback shared with POC for follow up with VI 7023
DEC-08-2007	DEC-08-2007	Customer feels the blue background is difficult for consumers with Usher's Syndrome and has complained multiple times to CSDVRS. If the background is not changed by Dec. 31, consumer will switch to another carrier.	Customer feedback shared with tech support for follow up on background color.
DEC-09-2007	DEC-09-2007	VI 4002 seemed very new at using VCO and needs more training.	Customer feedback shared with POC for follow up with VI 4002
DEC-12-2007	DEC-13-2007	My girlfriend called HoloVRS this morning and got VI 8023. She	Reminded VI that customer service is key.

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		wasn't friendly. She said she never heard of HolaVRS. Carla had to explain that it is under CSDVRS and etc...	
		VI 8023 wasn't friendly and never made eye contact while dialing the call. It rang for a while. Carla tried to get her attention to tell her to hang up that call so she can make another call but no luck so she hang up on her.	
DEC-12-2007	DEC-12-2007	VI 2617 was wearing an orange shirt that was very distracting.	Customer feedback shared with POC for follow up with VI 2617
DEC-12-2007	DEC-12-2007	VI 2619 had some trouble with the address book feature. I believe it's very important that this VI have more training.	Customer feedback shared with POC for follow up with VI 2619
DEC-13-2007	DEC-14-2007	I felt the VI should not be asking for my personal information. I should be the one in control of the greeting, intro of myself. This VI wanted my personal info before making the call.	Talked to VI about various customer greeting preferences.
DEC-14-2007	DEC-14-2007	VI 7035 seemed to have technical issues pulling up my profile.	Customer feedback shared with tech support for follow up on this matter.
DEC-18-2007	DEC-18-2007	She got a video mail and she was upset that she was at home during that phone call. There is no missing list on her VP-200 from us. She wonders if the VI skips the step to make a live connection. She said that this is not a new issue. It has been on and off for a couple of months.	Sonny's comment: already checked out her profile and it looks good. Test call and it passed.
DEC-19-2007	DEC-19-2007	VI 4016 signed well but showed no expressions. VI needs to work on that.	Customer feedback shared with POC for follow up with VI 4016
DEC-20-2007	DEC-21-2007	4033 - Sonja - keeps whispering to another VI - very distracting	Gave the VI a verbal warning.
DEC-20-2007	DEC-20-2007	VI 2623 seems new. She was very friendly and nice but took 5 minutes to set up the VCO call. That is a big NO NO. Please have someone train her.	Customer feedback shared with POC for follow up with VI 2623
DEC-22-2007	DEC-22-2007	I am really upset with VI 7023! Her attitude was horrible! Completely unacceptable!	Customer feedback shared with POC for follow up with VI 7023
DEC-23-2007	DEC-23-2007	VI 7023 showed no expressions during the call. It was hard for me to understand the caller's mood. This is unacceptable.	Customer feedback shared with POC for follow up with VI 7023
DEC-26-2007	JAN-04-2008	Customer wishes to remain anonymous. Wanted to let us know that VI #3506 (Mike) was not friendly. Should have smiled more.	Reminded VI to be more customer friendly.
DEC-29-2007	JAN-04-2008	Interpreter : VI 8626  Hair style looks poorly done: messy looks  Receptive: doesn't understand the number.. I said 828 she type 878  Sharon	Reviewed dress code with VI
JAN-01-2008	JAN-02-2008	"VI 4015 showed no emotion and didnt portray the feeling of the conversation very well."	Customer feedback shared with POC for follow up with VI 4015
JAN-05-2008	JAN-06-2008	Felipe asked for supervisor so he could give feedback to send to CSDVRS. He would like to be contacted back as he feels he would like to discuss more in depth regarding the greeting that the VIs use for our hearing callers. He did not like the fact we say we can see them on a video screen. He felt that was confusing and that he would prefer that we say the caller is "next to us and that we will be interpreting for them".	I thanked him for his feedback. I also said that we have discretion to use your patient, or customer or sister or whatever may fit that situation to allow for a more smooth transition for the hearing party to understand who is actually speaking and who is actually calling. I also told him that when he utilizes our services that he could request that we dont announce the call and that we would follow his lead. I believe he left the call satisfied. I also told him to contact customer service or the website or us anytime.
JAN-05-2008	JAN-06-2007	customer stated to please tell VI 7004 agent Bertha to slow down with the phone numbers on a video mail. Her sign skills were great but the most important information is the phone number.  He also stated that last evening he called sorensen for 911 service for his daughter who was ill and could not breathe. He of course could not get a VI - so he tried us and felt we were not able to accommodate his needs. He asked if we did any training for that type of call and what our procedure was. We told him that currently we will try to contact emergency services as quickly as possible and are improving	Customer feedback shared with POC for follow up with VI 7004 and HQ.

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		our services all the time. We were sorry to hear about his situation and thanked him for all his feedback.	
		SORry I did not get his name and other ip information. His call came in about 9:55 am cst.	
JAN-08-2008	JAN-10-2008	Feedback from a Doctor who wanted this documented. He was calling a patient from his personal cell phone. The patient did not answer, so the interpreter (from previous call) left a message. The patient called back his cell phone and he was very upset because he said if he had known that would happen he would never have used that phone, and now one of his patients has his personal cell phone number. After he explained his dilemma, I went ahead and processed the call again. When the window came up to leave a message, I let him know the number that was there and he asked me to delete it. I explained that it automatically comes up and we record the message. He did not give his cell phone in the message. He gave his answering service number. He was very upset that patient called him back using his cell phone number. So, he wanted you all to know he didn't appreciate that number being displayed from the service. Just an fyl. Have a great day and thanks for using CSDVRS : -)	Customer feedback shared with HQ.
JAN-10-2008	JAN-10-2008	I asked if he would like to be transfered to tech support, he said no and asked me to report this.	Customer feedback shared with CSR and IT.
		Complaint is: Video quality is only bad on CSDVRS calls when he does point to point or other VRS vendors the quality is fine.	
JAN-10-2008	JAN-10-2008	The customer called and asked what affiliate was listed. It was OHIOVRS. She said she clicked INDVRS so it should say INDVRS. She lives in Indianapolis and wants to use INDVRS. Thanks, VI #4037 Wendy	Customer feedback shared with POC and Marketing Dept. for follow up.
JAN-10-2008	JAN-11-2008	This site is in Canada and the caller is a regular caller to calls that are being placed within Canada. Just an FYI. We know protocol on this issue. Just wanted to bring it up...thanks. Customer was informed of FCC ruling.	Feedback shared with headquarters.
JAN-11-2008	JAN-16-2008	Our St. Cloud RTR is not coming up...it has been slow all day so we logged out and tried to reboot, but now it is now coming up.	This technical issue was incorrectly logged as a customer contact. Closing ticket DS
JAN-16-2008	JAN-16-2008	Customer thinks that VI 3559 needs a little more training using the profile address book feature.	Customer feedback shared with POC for follow up with VI 3559
JAN-18-2008	JAN-21-2008	Peter would like someone to call him re concerns he has with alarm companies contacting him in the event of emergency. He does not like our video mail system because you have to get the message while reading email and would like to have message on his pager. He has lots of ideas and would like to discuss with someone one-on one. He feels his emails would be ignored. I assured him that our consumers are important to us and we value his comments and ideas and someone will get back to him. Tammy	Customer service rep made contact with customer and resolved concerns
JAN-20-2008	JAN-20-2008	Nona called at 7:32 on Sunday to report a VI as being rude to her. When fingerspelling a Native American name several times, the VI misread the word and was rude to the customer when customer corrected her.	Apologized to the customer and assured her a followup would be made.
JAN-21-2008	JAN-21-2008	When the VI picked up the customer asked if this was CSDVRS. When the VI responded, "Yes," the customer said that the only reason she asked was because there was no logo that popped up before the call was answered. --Wendy 4037	Created IT trouble ticket to view the IVVR.
JAN-23-2008	JAN-25-2008	This is a VCO caller, 4008 called back to customer- the conference call wasn't able to be connected. After 4008 disconnected and reconnected, the calls worked. This customer has reported this issue. He said it has been an ongoing issue for the past 4 weeks and a few times today. Customer uses CSDVRS often and is frustrated.	IT trouble ticket created in regards to the issue of conferencing calls.
JAN-26-2008	JAN-26-2008	Customer feels that VI 4010 really needs practice with VCO calls.	Customer feedback shared with POC for follow up with VI 4010
JAN-27-2008	JAN-28-2008	"I just got a message from VI 3506 (Mike). He did a good job but the numbers for the VP number were not very clear and now I cannot call the person back because I do not have the full VP number. Can you please make sure the interpreters sign important information like numbers slowly and clearly? Thank you!"	Thanked customer for feedback, shared with the Operations team to review with all VIs.
JAN-28-2008	JAN-29-2008	VI's picture was very dark and the VI's face appeared orange	Customer feedback shared with tech support.
JAN-28-2008	MAR-08-2008	VCO procedures not followed: Inbound audio caller calling VCO	Customer feedback shared with POC for

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		customer. VI connected with video caller Ve Anna Berg but VI did not know how to make a VCO call from an audio inbound customer. VI transferred call to another VI in center, but lost profile information. Luckily Ve Anna knew who had called her and they were able to call the audio caller back.	follow up with this issue.
		No customer profile: Not sure if information is missing from her profile, but the VI stated that only her IP address was there. VeAnna has updated it recently. Please check her profile and contact her if any information is missing.	
JAN-30-2008	JAN-30-2008	I tried to use two different VI's and still had a problem with connecting to a conference call. Please fix this issue immediately!	Customer feedback shared with POC for follow up on this matter.
JAN-30-2008	JAN-31-2008	In the customer's profile, the VCO callback number is listed incorrectly as 385-387-0762. IT SHOULD BE LISTED AS 585 387 0762. I informed her that I would inform our technical department to have the issue resolved.	Customer service made contact with the customer and resolved
FEB-01-2008	FEB-05-2008	Sorry, I had to send you this email, especially first thing in the morning. I just didn't have a pleasant experience with a VI #4102, Janelle. She kept twisting my words, and would not let me finish what I wanted to say. She also asked me to repeat a couple of time. I am not sure if she was having a bad morning, but she seems a very nice person...  She is probably new to this, she seemed a bit nervous.  But all of your VIs are still champ!	Spoke to VI 4102 about her behavior.
FEB-02-2008	FEB-04-2008	VCO Call back number not populating on the left hand side of the screen (typically the number shows with a 'Dial' option in the green box). The caller said 3 out of 4 VIs do not see this information but this is the first time they are making a formal 'complaint.'	Tech team resolved
FEB-03-2008	FEB-03-2008	VI 7522 wasnt very friendly during the call and also had connection problems.	Customer feedback shared with POC for follow up with VI 7522
FEB-11-2008	FEB-11-2008	I will appreciate if you train your interpreters to call back if my picture is frozen instead of dropping my call off. Smile!!! May call me if you have a question to ask. Thank you, your great CSD customer.	Customer feedback shared with Operations for follow up.
FEB-12-2008	FEB-15-2008	Customer just had a VRS call with an African American VI and she was wearing black clothes. The customer said it was very hard to understand her and her number is #3005 name starts with Jariso??? (could not read the cam track). The customer said the AA VI should be wearing light color clothes for clarity.	Spoke to VI about her attire.
FEB-13-2008	FEB-13-2008	Customer is very upset with CSDVRS lately. He has experienced technical difficulties especially with audio. He is a VCO user and uses CSDVRS a lot! He wants to know what is going on with CSDVRS lately. The service stinks.	VI explained each time he makes the statement that we are experiencing technical challenges at this moment. I appreciate your patience and process his call. VI had to call VCO user back 3 times before we could get a clear connection.
FEB-13-2008	FEB-13-2008	Customer had feedback for CSDVRS: He would like to see CSDVRS make an educational video for all consumers about how to use the address book feature to make it easier for the consumer and for the VI as well.	Customer feedback shared with HQ for follow up.
FEB-16-2008	FEB-18-2008	Wants her call back added to her profile.	Referred to tech support for follow up to customer's request.
FEB-21-2008	FEB-21-2008	Joe is a regular customer who makes several calls. While on hold he commented that CSDVRS has a fast connection, but the video quality is not always clear.	Customer feedback shared with CSR.
FEB-21-2008	FEB-21-2008	Letha Burnett, one of heavy personal 800 number user would like to see CSDVRS increase the number of rings to her VP when the VI is trying to call her. She would like to see this improvement.	Customer feedback shared with Customer Service for follow up on this matter.
FEB-21-2008	FEB-22-2008	Customer used our service to make a call, picture for her was pixelated. She asked me to connect her with CSR. I did and she tried what they told her and then ended up calling me back again and she asked that I let you know it is still a problem with the picture. She is wondering if you could give her a call back to help problem solve.	Created trouble ticket for IT to research. Hooked customer up with tech support for trouble shooting items.
FEB-22-2008	FEB-22-2008	IBV caller said VI's picture was wavy and asked VI to sign slow so she could see the signs. She said this started this year. She has fine quality with point to point calls and other VRS providers. There is only poor quality of video with CSDVRS. She just want to inform	VI told caller that she would pass on the feedback.

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		CSDVRS about this technical issue.	
FEB-23-2008	FEB-23-2008	Customer had some feedback to share with VI 4014 to practice their receptive skills with numbers. Customer wanted to assure us that VI 4014 was a wonderful interpreter, but just wanted to share his feedback.	Customer feedback shared with POC for follow up with VI 4014
FEB-26-2008	FEB-29-2008	CSDVRS...this terp is...what do you call it...horrible! Barely understood her. My 13 years old daughter could sign 10 times better than this terp! I believe she needs to be removed from VRS and get more training.  Thanks.  Ronny	Met with interpreter to do some retraining.
FEB-27-2008	FEB-08-2008	On 2/26/08 at 10:22a, Heather connected with a VI that she thought had a # starting with 6. She has been using our VRS service for 4 years and has had no problems. On this day, the VI appeared to not understand, frequently missing information and saying she was sorry. Heather's style is typically friendly and positive. She is a client advocate and was making a very sensitive phone call. After the call was made, the hearing caller called Heather back saying that it was not her typical style to be so rude and frustrated. The call that she was made could have a negative impact on the client's work status and Heather was VERY concerned.	Customer feedback shared with Director of Operations for follow up on this matter.
FEB-28-2008	FEB-28-2008	VI 3503 was a little slow with the VCO procedure.	Customer feedback shared with POC for follow up with VI 3503
MAR-04-2008	MAR-04-2008	Wondering if you can test his 800 number.. says it is not working.  888-354-3804	Passed to customer service to test number.
MAR-06-2008	MAR-26-2008	Caller complained that VI looked bored and continued yawning during conversation and didn't interpret faithfully. She is uncomfortable with VI and will no longer use him if he appears on her screen .	Customer feedback shared with Director of Operations regarding follow up with VI 3209
MAR-07-2008	MAR-07-2008	Customer called VI 2706 and had a business call today and everything went smoothly until he asked the VI to use VCO. The second the VI called him they were disconnected and the video picture froze. Customer says this is a "VERY SERIOUS ISSUE" that needs immediate follow up.	Customer feedback shared with Tech Support for immediate follow up on this matter.
MAR-08-2008	MAR-10-2008	When calls come in the vp isn't ringing just goes to videomail. Please contact	Bob Zimmer already sent email to this customer regards to the no-ip hostname which are expired.
MAR-08-2008	MAR-08-2008	VI 5505 had problems understanding me and asked me to repeat the number a couple of times.	Customer feedback shared with POC for follow up with VI 5505
MAR-08-2008	MAR-08-2008	Customer was very upset that the screen froze. This was his fourth attempt VCO # 305-270-8365	Customer feedback shared with Tech Support for follow up on this issue.
MAR-08-2008	MAR-08-2008	Customer had disconnection issues and the screen kept freezing when he tried to use VCO with VI's 4036, 4126 and 2705. It finally worked but he had to instruct VI 4075 on how to avoid a freeze or disconnection.	Customer feedback shared with POCs and Tech Support for follow up with this issue.
MAR-08-2008	MAR-08-2008	Customer says this is a very serious problem. Customer called VI 4047 and had no issues connecting through her. When customer had VI 4047 call him back through VCO it froze.	Customer feedback shared with Tech Support for follow up on this matter.
MAR-09-2008	MAR-09-2008	I think my router is having issues. I cannot receive calls on my VP when my computer is on.	Customer feedback shared with Tech Support for more follow up.
MAR-13-2008	MAR-13-2008	Caller said he was expecting VRS NEbraska and instead got through to VRS Florida. VI offered to transfer to customer service but both were busy.	Tech made the fix
MAR-14-2008	MAR-14-2008	Clear Blue is showing Texan VRS on CsdVRS VI side. Customer wants WISC VRS to get the credit.	Tech fixed it
MAR-15-2008	MAR-17-2008	Customer gave out his home number to hearing caller for a call-back. (which obviously isn't going to work through CSDVRS). He wasn't in our database to use extension or ip address. VI told him about free personal 800#. He would like to get one. Thanks!	Referred to customer service for 800 number assignment.
MAR-17-2008	MAR-17-2008	VI 4102 was awful. They didnt know how to connect a VCO call. My girlfriend couldnt understand the VI. The speech and audio quality was awful.	Customer feedback shared with POC for follow up with VI 4102
MAR-18-2008	MAR-18-2008	VI 3104 had some technical issues with the address book file.	Customer feedback shared with POC for

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MAR-18-2008	MAR-18-2008	wrong profile banner	follow up with 3104 IT trouble ticket created for tech team follow up on IVVR.
MAR-19-2008	MAR-20-2008	Couple nights ago, I made a call via Tennvrs and didn't think of jotting the Interpreter # but the name was Sofia 4x33 I think .... Not so friendly, kinda bored and "don't give a sh*t" looking .... Also need to raise the cam, Nancy's mouth dropped when she saw that.  Don't know if that need to be reported cuz of unethical of code but it's her natural. Just the attitude needs to be improve.	VI was talked to.
MAR-21-2008	MAR-19-2008	VI 5506 had problems with connecting to VCO. I think he may need more training.	Customer feedback shared with POC for follow up with VI 5506
MAR-22-2008	MAR-22-2008	Both VI 3606 and VI 9606 had a hard time understanding my number signs clearly.	Customer feedback shared with POC for follow up with both VI 3606 and VI 9606
MAR-22-2008	MAR-24-2008	Carmen is a spanish VCO user. There were no trilingual interpreters working. We would need to use the language line. There is no way to call the VCO user, conference in the language line and conference in the hearing person. Can we get this capability?	Request submitted to development team to make offering possible.
MAR-25-2008	MAR-25-2008	VI 5513 needs more VCO training. They were not aware of how to dial the OBC's number using audio and not video.	Customer feedback shared with POC for follow up with VI 5513
MAR-25-2008	MAR-26-2008	In a VCO call, the caller that is conferenced in hears an Echo, this has happened before. The VI does not hear the echo, only the audio outbound that is conferenced in hears and echo.	Created trouble ticket for tech team review of echo issue. Thanked customer for bring this to our attention.
MAR-26-2008	MAR-26-2008	Sal wanted to talk to a supervisor. He said, "I am very disappointed in Michael and I will be talking to my lawyer right away." He made it very clear that he is going to sue the company because the VI signed what was on Sal's lips, not what was on his hands. He said, "I want Michael to be fired and taken care of." He continued on by saying, "I better not see him working here again or I will double sue CSDVRS."	Customer feedback shared with VP of Operations for follow up with VI 4128 and Mr. Riina.
MAR-27-2008	MAR-28-2008	Thursday 7:30pm CT Customer complained he had been waiting 20 minutes to get an interpreter and had been calling all day today and yesterday and couldn't get a customer service representative. All CSRs were busy.	Apologized to cusotmer for the hold time. Referred to manager of customer service to review staffing levels.
MAR-28-2008	MAR-28-2008	wanted VCO - each time we tried to call error message of DIAL OUT FAILURE - customer commented that always happens when someone tries to call him from relay	Trouble ticket created for review by tech team. Apologized to customer for the issue.
MAR-31-2008	MAR-31-2008	VI 5506 in my opinion has weak receptive skills. He asked me to repeat numbers numerous times. I think he may need some follow up with that.	Customer feedback shared with POC for follow up with VI 5506
MAR-31-2008	MAR-31-2008	Customer complained interpreter had attitude and did leave even after being asked to leave a message	Customer feedback shared with POC for follow up with VI 5523
APR-01-2008	APR-02-2008	Customer called and asked for customer/tech service at 11:30 PM CT. Customer service has closed at that time. I let her know what time they would be open again. She would like to be called as soon as possible in the morning. She said that she has asked to be contacted in the past and has not received a phone call.	Ticket created for customer service call back in the morning.
APR-04-2008	APR-04-2008	"VI 3605 took entirely too long to set up my VCO call."	Customer feedback shared with POC for follow up with VI 3605
APR-05-2008	APR-07-2008	Customer stated that wait time was over 30 minutes. Many interpreters were available at the time. Customer also stated that CSDVRS was not following FCC standards of service since s/he had to wait an extended amount of time. Interpreter serving as supervisor on duty stated that he would document the complaint and forward to the appropriate people. Interpreter inquired if customer wanted to make a phone call three times, to no avail. Customer ended by stating s/he would no longer use CSDVRS would prefer to use tty.	Customer feedback shared with Director of Operations.
APR-06-2008	APR-07-2008	"VI 5511 needs more practice with setting up VCO calls."	Customer feedback shared with POC for follow up with VI 5511
APR-09-2008	APR-09-2008	VI#3022-Mindi- She said it is her first time doing that. She told me the story with plain facial expression, and make the story very boring. She didn't use her characters posture changing. She told the story like it is for adults, and not for kids. Kids won't like her story at all. I have hard time see the VI with the screen itself because it is blurry and puzzle on the screen.	Customer feedback shared with POC for follow up with VI 3022
APR-09-2008	APR-09-2008	VI#4020-Cara- she seems nice with me, but she did the story way too fast, and the speed pace was way too fast. She did the story like	Customer feedback shared with POC for follow up with VI 4020

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		she didn't like the story itself. Kids won't understand her at all. She spelled a LOT.	
APR-09-2008	APR-09-2008	VI#4016-Sarah- Her facial expression is very flat, and doesn't show any of characters posture changing at all. She told the story like she is telling the whole characters with only one same characters. She is not good with speed pace. The screen is blurry and puzzle	Customer feedback shared with POC for follow up with VI 4016
APR-09-2008	APR-09-2008	VI#3005-Jariatou- The screen is bad with blurry and puzzle, and I have very hard time see her on screen. She had hard time hearing the voice, because the voice is in a low tone. She spelled a lot and is very fast speller and sloppy at some of time. She told me the story like it is for adult. However she improved the speed pace and her facial expression at the end of the story. She got the positive attitude and is very friendly.	Customer feedback shared with POC for follow up with VI 3005
APR-09-2008	APR-09-2008	VI#3104-Sandra- When we met on screen and I asked for the story, and she said "Are you testing me?" with the little lousy attitude. She told the story way too fast, and make the story very boring. She didn't used the characters posture changing. She told the story way too shortly. Kids won't understand her at all. She have lots of things to work on.	Customer feedback shared with POC for follow up with VI 3014
APR-10-2008	APR-16-2008	Lorenzo was kind of attitude to him. He even said he was a little afraid of Lorenzo. That mean it happen this kind before. Lorenzo was attitude issue and may in front of other customer who can see on VP while the interpreter had to interpreting everything include attitude and language. That happen was around 11am ET	Customer feedback shared with POC for follow up on this matter.
APR-10-2008	APR-10-2008	Contacted customer support thru csdvrs.tv and vrs and couldnt reach anyone all day. Needs 800 number issue resolved...seems to think her 800 number isnt working.	Ticket created for a customer service call back to test 800 number.
APR-15-2008	APR-15-2008	Customer was complain on 4/14/08 around 8pm or 9pm. VI 7035 Robb at station 2. He told me today this morning when I came to work. Station 2 is old HP CPU. Customer yelled to Robb, "Where is bar for ID VI number?" (banner) I wanted to see that I use other VIs. Megan told Robb that turn off camtrak for improve speed and quality picture and avoid delay video. Robb kept friendly and tell customer as CSDVRS VI 7035. If you get report form customer service for complaint so you know where and see the picture. Just FYI.	Customer feedback shared with IT for follow up.
APR-16-2008	APR-16-2008	I want to make a report on VI # 4103. I think her name is Laura. It is old woman with white hair. She seems to having problems with receptive sign language. I read her lip and it was wrong informative. I already made sure all is corrected information that I passed to VI to Receiver.  #4103 needs practice on her receptive sign languages or need see Eye Doctor either. I just finished talked with my insurance company with #4103. Time was about 1:40pm but both of us #4103 and I had been on hold for about 30 minutes (rough around 1:05pm today) so can track to that woman.	Customer feedback shared with POC for follow up with VI 4103.
APR-16-2008	APR-16-2008	VI 5526 took too long to set up a VCO call. She seemed new and unaware of the process. Please train her properly so that she can improve.	Customer feedback shared with POC for follow up with VI 5526
APR-16-2008	APR-17-2008	VI was processing a VCO call with 2 video callers. When the second person, not a VCO user asked to have the VI voice for them, the VI refused saying that they audio person was not able to hear them.	Customer feedback shared with POC for follow up with VI 2706
APR-16-2008	APR-16-2008	Customer called that VI 3606 and was accident to hang up on VI and call back VI 3606 hang up on her every time she called CSDVRS. It happen 4 - 5 times since one week till today. I, Will told her that I will report right way. She felt better and switch to VI 7033 for next call.	Followed up with center manager of the above VI. Memo shared with all VIs that the above behavior is unacceptable.
APR-21-2008	APR-22-2008	just made a vrs call--while i was put on hold, the agent #3602 n-linda was making a phone call on her sidekick and chatting it was 7:58p,m today (4/21) (she claimed tech support was contacting her for an emergency)--and i dont know if it is appropriate	Customer feedback shared with POC for follow up with VI 3602
APR-22-2008	APR-23-2008	Customer Service/Technical Support agents do fine work however, accessing them needs improving. Customer stated they waited for a long time yesterday before actually speaking to someone. Used to have direct access thru help.csdvrs.tv now have to go thru VI and then wait for a long time.	Customer feedback shared with POC of Customer Support.
APR-24-2008	APR-25-2008	THE CALLER DID NOT HAVE A CONCERN. The VI had a concern	VI feedback shared with POC.

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		regarding the customer. She said she smelled natural gas and the VI explained the danger in that and asked the caller if she wanted to call the gas company or 911. She declined and said that it's no big deal. (I just had to submit this to clear my conscience.)	
APR-25-2008	APR-28-2008	Rose Yanez is a teacher at a school who let a student make a phone call, (student is under 18), the student gave a wrong number and requested the VI to hold so she could get the correct number. VI #3216 responded with, when you find the right number call back, then VI hung up on caller. The student felt the VI was rude in manner, felt the VI should not have hung up on her. Rose Yanez, was observing the call and witnessed the exchange. Rose then called into CSDVRS and requested to speak to a supervisor. The teacher is uncomfortable with the complaint because she knows the VI in the community and does not want the issue to create conflict between her, the student, and when the VI is working in the community.	Customer feedback shared with POC for follow up with VI 3216
APR-28-2008	APR-28-2008	Delores called several times as IBA for Aaron May on April 27 between 9 and 9:30pm. She was repeatedly disconnected as she waited to be connected to a interpreter. Aaron May's Info is p800 866-435-6907 and Ip 75.0175.0131.183	Told Delores I would pass on the report
APR-28-2008	APR-29-2008	Customer placed a call to her mother and felt the interpreter did not relay all of the call content. She was very frustrated...seemed that the interpreter was not skilled enough for handling calls. She said the whole call felt awkward.	Shared feedback with the VI in question. Thanked customer for the feedback.
APR-29-2008	APR-29-2008	Customer called and said that her P800 # is not working. Customer service was not available, but she was hesitant to leave a message because the P800 # is not working. After calling customer service several times and only getting the answering machine. I offered to document the issue for her. Hopefully the issue can be resolved or some one can contact her.	Ticket created for customer service call back to test 800 number of the customer.
APR-30-2008	APR-30-2008	The consumer was upset because the interpreter had voiced something incorrectly and interrupted as the interpreter and said that there was an interpreter error and tried to backtrack and fix the error. The consumer feels that if an interpreter makes an error, they should remain in the role of the interpreter and allow the error to play out- allowing the hearing caller to question what they heard.	Explained to customer that the goal of the VI is to convey the right information. If a known error happens the VI is to try and correct the error.
MAY-01-2008	MAY-01-2008	I just finished a VRS call that utilized interpreter #2705. In my not so humble opinion, this interpreter was not qualified to be working for CSDVRS. It was, by far, the absolute worst VRS call I've ever been on and frankly, I could not communicate with Chris - she could not do the work...so...we hung up. Any VRS customer who gets 2705 will not be happy with CSDVRS. Sorry...but I'm sure you want to know this information.	Customer feedback shared with Director of Operations for follow up.
MAY-03-2008	MAY-05-2008	Clyde reported that his 800 number is not working. In-bound hearing callers are not getting through.	Ticket created for customer service call back to test 800 number.
MAY-05-2008	MAY-05-2008	Video caller was speaking with cable company when VI said video caller's picture froze. Video caller could still see VI. VI told cable representative about the picture freeze and did not try to reconnect with the video caller. The VI also told the cable representative that the appointment was confirmed, but the video caller did not say that. The video caller was upset by this and wanted to report it. The video caller says she is unsure of the accuracy of the VI #. She knows it was 96XX and thinks it was 9611. She described the VI as having short brown hair with highlights and wearing glasses.	Float 3517 told caller that the complaint would be passed on.
MAY-05-2008	MAY-05-2008	Customer received a videomail message interpreted by VI # 7029 which had unclear fingerspelling. Customer wishes VIs to be reminded to slowly fingerspell long words in video mail messages so that they can be understood.	Floater 3517 said she would pass on the feedback
MAY-06-2008	MAY-06-2008	at about 11:30 EST Customer's video was disconnected and VI did not call back the customer.	Floater 3517 said she would pass on the information.
MAY-06-2008	MAY-06-2008	Thomas said that TOO OFTEN the VI hangs up after 3 rings .. he feels that it is too fast .. the VI should be patient to let it ring more than 5 times. I hope you can help him. Many thanks	
MAY-06-2008	MAY-06-2008	Fyi on a conf call and had the above terp. She did not follow me to I asked her to swich. She was alone and didnt switch. I think I made her cry. I feel baddd as she's sweet but she didnt keep up w me so I feel bad. Hope she's okay.	Customer feedback shared with POC for follow up with VI 4110
MAY-08-2008	MAY-10-2008	Dominic said that VI 9614 signs so bad and he suggested that the VI needs more practice / go to class for signs.	Customer feedback shared with POC for follow up with VI 9614

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MAY-08-2008	MAY-10-2008	Says interpreter hung up on them. VI had an attitude.	Customer feedback shared with POC for follow up with VI
MAY-08-2008	MAY-10-2008	<p>OS Perspective: OS (Sheena Mcfeely) did not like that the VI (7048) couldn't understand Sheena's fingerspelling due to having on a band-aid.</p> <p>VI Perspective: (Sheena) was rude from the outset. (Sheena) demanded Customer Service without giving a phone number. Sheena gave no explanation of who she was or whose Customer Service she wanted to contact, I had to ask her since she called through CSDVRS.TV and not the Customer Service line. (If she's an OS, why did she call in on CSDVRS.TV and not Customer Service line?)</p> <p>I asked her because many deaf customer will say Customer Service and then when queried, will want another company.</p> <p>Sheena had a white bandage on her dominant hand's index finger which made reading fingerspelling (done rapidly) difficult. When I asked her to repeat, she rolled her eyes as if I were totally incompetent, which was not appreciated.</p> <p>Sheena was also not clear that she was not at the location of the couple. She said "myself and two customers," then much later clarified that there was a couple with separate MYVP.TV accounts. I am attributing this to youth and a lack of understanding that we are all in this together (CSDVRS Employees), the VI is NOT the enemy, we are the bridge.</p> <p>The other day I even had another OS tell me it was their job to make sure that the VIs do their job correctly.....starting to feel like a target?</p> <p>All I really would like to come from this is that the Sales Managers send a message to their teams that the VIs are on their team as well. They, the OS's, are not the watch dogs of the VIs and that we all want the same thing.....the best Customer Service for the consumers.</p> <p>CSR's Perspective: I (Lorenzo) was on the other end of this phone call that Sheena was trying to make. In the beginning of the call Sheena was being rude to the VI, just because 7048 wanted Sheena to re-spell her name. If the Customer Service agents don't get a proper name than it makes doing our jobs harder.</p> <p>The CSR's know better than anyone that we are short-handed in this department, but just because the OS's have to call in a few times should not give them the right to bite the head off anyone's (VI, CSR, or TS) head when we finally answer their call.</p> <p>7048 did a great job with processing the call...once Sheena actually started speaking clearly.</p> <p>My biggest problem with this who situation was that Manny Johnson was watching the entire conversation, and never once tried to make any peace. In fact...he was not in support of the VI at all...</p>	Customer feedback shared with Director of Operations for follow up on this matter.
MAY-09-2008	MAY-10-2008	Has been calling customer service for 4 days; wanted to be transferred to "Bob" video tech support; does not like the new way customer service is handled AT ALL! Definitely would like to be contacted so a resolution can be provided	Customer feedback shared with Customer Support manager for follow up on this matter.
MAY-12-2008	MAY-13-2008	customer called and we had static on the line. he was very frustrated about the nature of the call. He became upset with the VI. He requested another VI and I attempted a transfer but the other VI was off line due to tech issues. He seemed very angry with me that the audio caller couldn't hear me. he continued signing and the audio caller couldn't hear and kept trying to tell him that he couldn't hear him. He got very angry with me. Just wanted to notify folks about this. Thanks.	VI feedback shared with POC
MAY-13-2008	MAY-13-2008	VI seemed to be very cold with her, not friendly. Was not very clear at all. Refused service to the customer on 2nd occasions.  Customer wished to remain anonymous.	Customer feedback shared with POC for follow up with VI

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MAY-13-2008	MAY-13-2008	Feedback: She said she would love it very much if CSDVRS would be mentioned on a list of missed calls. She saw that a few calls without CSDVRS on the list but did not know who they were .. when called, oh CSDVRS answered. Many thanks!	Customer feedback shared with Headquarters.
MAY-16-2008	MAY-16-2008	Not a complaint, just feedback and an idea the customer wanted to tell the tech dept. She suggests that the deaf callers/customers have a way to type messages on their VP screens that the interpreters can see, just as interpreters do with camtrack. She feels this will help with seamless communications. She says technology like web tv and the electronic eye with a wireless keyboard could be used to make this happen.	VI told caller that the suggestion would be passed on.
MAY-17-2008	MAY-19-2008	"Interpreter was talking and he was not saying anything. The interpreter's signs were fine but he was not following or saying anything. He was just nodding his head and not talking. Did he think I'm stupid?? I'm pissed off and I think he was thinking that I was dumb. "	Customer feedback shared with POC for follow up with VI 9614.
MAY-18-2008	MAY-19-2008	The customer was upset that the interpreter did not act very professionally. He used a sign for Louisiana which he considered to be very inappropriate. It is a sign that also suggests Louisiana is no better than shit. The customer felt this was very unprofessional and felt that Jessie should be given training on how to be more professional	Customer feedback shared with POC with VI
MAY-20-2008	MAY-23-2008	"New Deaf Customer wanted Customer Service. VI said No, You have to click on Help. Customer said she needed tech support. the VI said No, you have to click on help. Would not call for customer." That's what VI write note and I typed from her.	Memo shared with all VIs that if caller requests to be transferred to tech support they may be transferred.
MAY-21-2008	MAY-21-2008	Video caller called in to in to a company to follow up on a tech support call he had placed two days earlier which had been disconnected. The caller had a case number from his previous call, but the case number was incorrect. During my call with the caller I used the cam track option a number of times to verify information. The caller was very pleased with the cam track and asked that I mention to my supervisor to please ask other VI's to remember to use it also. His previous interpreter had not used it and he felt that was the reason he had the wrong case number. I assured him I would pass on the reminder. Customer does not expect a follow up.	Customer feedback shared with POC and other VIs
MAY-22-2008	MAY-22-2008	The caller did not like the posture of the VI. She said the VI was leaning on her elbow, to the side with her head in her hand. When she asked her to change positions, the VI switched sides (to the other hand). The caller felt that was not an appropriate response. The caller thought it made the VI look lazy and did not appreciate it.	I thanked the customer for letting me know and told her I would talk to the VI. I discussed this complaint with the VI. The VI stated that she would make a concerted effort to be more aware of her posture.
MAY-24-2008	MAY-26-2008	Customer is complaining that VI was not paying attention and did not follow instructions to hang up the line. Also the customer says the VI would not let him call 411 and told him that he is unable to call that number. This happened right before he connected with me around 6:40 Central Time May 24, 2008	Customer feedback shared with POC for follow up with VI