



**Sprint VRS
FCC Complaint Log 2009**

Complaint Tracking for Video Relay Service (06/01/2008-05/31/2009). Total Customer Contacts: 124

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/08	Customer is having issues with videophone, can video relay service but cannot connect to point to point calls.	06/02/08	Customer Care Representative responded to the customer's inquiry with suggestions on how to set up her videophone to work with our services and make point to point calls.
2	06/03/08	Customer received over 11 VideoMail messages from both of my personal and business call now numbers at approximately 10PM last night. However, most of them are outdated and some of them are over 2 weeks old. Each VideoMail message doesn't tell the customer date and time of the call. The only information the customer receives is the video interpreter's number. Customer is requesting VideoMail include date and time in addition to the video interpreter's number.	06/03/08	Customer Care Representative followed up with customer and corrected IP address, updated the account profile and made test calls. VideoMail messages were left successfully at this time.
3	06/13/08	Customer states she is having issues with her videophone not connecting.	06/20/08	Customer Care Representative suggested reboot the videophone and attempt to call in. Customer called in and call was successful.
4	06/18/08	Customer states video interpreter did not receive phone number that was already sent to video interpreter via the call box.	06/18/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and video interpreter picked up the correct number from the call box.
5	06/19/08	Customer was having issues connecting to his number and was not able to connect to the hearing caller.	06/19/08	Customer Care Representative made test calls and discovered the calls were being blocked due to caller ID. The video interpreter was able to voice the customer's name so the hearing caller would accept the call.
6	06/24/08	Customer states the call now toll free number is not working at this point.	06/24/08	Customer Care Representative tested the number and was able to leave a VideoMail message successfully.
7	07/16/08	Customer states that hearing friends say her call now number is not working at this time. The calls are not going through to her videophone.	07/16/08	Customer Care Representative updated the IP address on the customer's account and made test calls. Calls were successful.
8	07/19/08	Customer states sprintrelay.tv is not connecting and s/he is unable to make calls at this time.	07/19/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
9	07/27/08	Customer states the video interpreter s/he got today was unprofessional and did not follow procedure. The video interpreter was unprepared and in a hurry putting his device and did not identify sprint branding and his number. Customer had to request for his number. Customer also asked not to announce VRS and the interpreter forgot and announced the call. The video interpreter's tone was generally unfriendly.	07/27/08	Call center acknowledges the issue and the manager will train the interpreter on appropriate protocol.
10	07/27/08	Video interpreter's video was very pixilated and face was blurred. However, the video interpreter was able to see the customer without any issues.	07/27/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
11	08/05/08	Customer feels that he does not receive his VideoMail messages when hearing people try to contact him and he was unable to answer the call. He'd like to follow up with his callers when he sees that he has a missed call from SprintVRS.tv.	08/05/08	Customer Care Representative explained that perhaps the hearing caller chose not to leave a message for him at this time and that we have no way of tracking who called him recently.
12	08/07/08	Customer cannot access profile to update IP address at this time.	09/04/08	Customer Care Representative updated IP address on the customer's account as requested.
13	08/16/08	Customer cannot seem to connect to our services at this time.	09/04/08	Customer Care Representative suggested rebooting equipment including modem to reestablish connectivity. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
14	08/21/08	Customer is having issues connecting with sprintVRS.tv.	08/22/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
15	08/28/08	Customer Care Representative is having issues with downloading videesign software.	09/04/08	Customer Care Representative gave instructions on how to download videesign software and what minimum requirements are for this software.
16	09/06/08	Customer is having issues connecting with sprintVRS.tv.	09/18/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.

17	09/07/08	Customer is having issues connecting with sprintVRS.tv.	09/18/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
18	09/07/08	Customer is having issues connecting with sprintVRS.tv.	09/18/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
19	09/07/08	Customer is having issues connecting with sprintVRS.tv.	10/01/08	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
20	10/01/08	Customer states video interpreter had very plain expression and seem not really friendly and started to type on something (keyboard) and disconnected the call. Customer thinks the disconnection was intentional.	10/01/08	Call center acknowledges the issue and the manager will train the interpreter on appropriate protocol.
21	10/01/08	Customer is having issues connecting with sprintVRS.tv videoSign.	10/01/08	Customer Care Representative documented issue and reported it to the appropriate department. Customer Care Representative tested our system and calls were successful at this time.
22	10/06/08	Customer is calling to file a complaint about a specific representative who promised to give a free webcam and a gift card. Customer did not receive the webcam and gift card until October and gift card is invalid.	10/06/08	Customer Care Representative acknowledges the issue and the manager will train the representative on appropriate protocol.
23	10/07/08	Customer Complaint: Caller complained that at 2:05 pm today when the consumer tried to place a Video Relay Service to Speech to Speech call, the operator said that this type of call was not allowed. Customer Service Response: Apologized for the inconvenience and informed the caller that the operator provided correct information. Explained that these two separate types of relay calls were not allowed at this time due to FCC instructions. Consumer still insisted on the complaint. Follow up requested.	10/07/08	Supervisor called and left message to explain what calls are acceptable for use with our services.
24	10/14/08	Customer states video interpreter was unprofessional. Drinking, eating on the job while on the phone. Had a very rude attitude, made inappropriate facial expressions when requested live person. During the call the video interpreter was also picking/cleaning out teeth.	10/14/08	Call center acknowledges the issue and the manager will train the interpreter on appropriate protocol.
25	10/20/08	Customer is filing a complaint as to a gift card s/he received which is invalid.	10/20/08	Customer Care Representative acknowledges the issue and the manager will train the representative on appropriate protocol.
26	11/11/08	Customer is having black screen issues when making calls.	11/11/08	Issue has been confirmed, the Customer Care Representative give information Firewall Diagram to fix the issue.
27	5/27/2009	Customer was on a call and after 20 minutes, the call disconnected for no reason. Customer states this is an ongoing issue that needs to be stopped.	5/27/2009	Technical issue has been reported and resulted in platform testing and upgrade.
28	01/03/09	On 12/31/2008 at approximately 8:50am-9:10am (Central Time) the customer received two calls to his Sprint Call Now number. The first time the hearing caller dialed the Sprint Call Now number, the Video Interpreter was not able to hear the hearing caller. Customer would like this issue looked into to see if the Video Interpreter has equipment problems.	01/03/09	Customer Care Representative tested the number and the call was successful.
29	01/07/09	Hearing individual is calling to report constant harassing calls from a deaf consumer using our Video Relay Service.	01/07/09	Customer Care Representative documented issue as requested by hearing individual. Hearing individual is calling the police to report this issue. Individual states s/he is continuously receiving harassing calls from a deaf consumer using our Video Relay Service services.
30	01/08/09	Customer is unable to assign himself a toll free number at the Sprint Video Relay Service website. The option is unavailable after setting up a 10 digit number.	01/08/09	Customer Care Representative walked through the steps of creating a 10 digit number, and then selected the option to create a 800 number. The 800 number box is blank with no options. This issue has been verified and reported this to the appropriate department.
31	01/20/09	Customer cannot connect via the Video Relay Service for PC (Personal Computer) program he downloaded.	01/20/09	Customer Care Representative responded via email asking for clarification as to how he was trying to connect to our service and using which specific devices. After receiving a response, the Customer Care Representative gave instructions to the customer detailing how s/he can utilize our services.
32	01/26/09	Customer states there are issues with audio when making a call. This happened twice with two different Video Interpreters. In both cases, the Video Interpreter cannot hear the hearing party. One Video Interpreter attempted to conference with another Video Interpreter to see if it could be resolved. It doesn't seem to be an issue with the Video Interpreter's station.	01/26/09	Technical issue has been reported and resulted in platform testing and upgrade.

33	01/29/09	Customer cannot get VideoMail to activate.	01/29/09	Customer Care Representative checked customer's account and VideoMail option was not activated at this time. It is now activated and Customer was notified it should work.
34	01/29/09	Customer is unable to connect to our service. Customer can connect to other video relay services. When attempting to connect to our service, videophone reboots itself and will not connect.	01/29/09	Customer Care Representative made test calls which were successful.
35	01/29/09	Customer could not connect to a toll free conference bridge number with a video interpreter twice on 1/14/2009 at 10:18am and 10:22am.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
36	01/29/09	Customer reporting audio issues with conference call. Approximately 40 minutes into the call, a very loud, constant static and buzzing noise suddenly began, such that you could not hear anyone over it. Twice, all participants dropped the bridge and called back into the audio line. The line was clear for another 5-10 minutes before the same noise began. Each case had the same type of noise and approximate time frame. When we have a conference call without video interpreters, the call went for 90 minutes without interruption.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
37	01/29/09	Customer on call for about 45 minutes with a video interpreter and gets disconnected every 15 minutes. The video interpreter heard some static noises for about 5-10 seconds before the disconnection occurred. Customer is concerned about audio/static issues seeming to be occurring more frequent now affecting quality of service.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
38	01/29/09	Customer experiencing difficulties with video interpreter. Video Interpreter was unable to dial out a conference bridge number and couldn't transfer to another video interpreter.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
39	01/29/09	Customer participated in a conference call and video interpreter encountered an audio issue where couldn't hear others. Call was transferred to a different interpreter where the call continued without further issue for about 10 minutes. Recurring issue with audio.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
40	01/29/09	Customer states when on conference call can hear all four video interpreters online whispering what they were signing and could also hear other calls going on in the background. Customer states this is common and happens often.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
41	01/29/09	Customer states ten minutes into a call with a staff interpreter, a high pitched squeal and static noise disrupted the conference bridge. The sound continued for several minutes.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
42	01/29/09	At the first call, the customer had unexplained static on the line. Then at the second call, the customer lost connection with all participants and had to disconnect and reconnect the calls.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
43	01/29/09	Customer was having issues with video interpreter in several calls -- video interpreter was unable to unmute and customer couldn't speak into the conference. Video Interpreter had issue with frozen video but customer could see interpreter moving/typing. Several times throughout this meeting, there were static on the line where the video interpreter could not hear the conversation.	01/29/09	Technical issue has been reported and resulted in platform testing and upgrade.
44	01/30/09	Customer has an 800 number and is receiving calls from customers for another business. After further investigation into the issue on customer's end, customer states that callers said they got number from CD they received from that specific service provider. The CD is for the compact disc the customer received from America Online which had an 800 number posted on it that matched the customer's 800 number as provisioned for him by Sprint.	01/30/09	Customer Care Representative deleted 800 number per customer's request and assisted customer in selecting new local number and 800 number.
45	01/30/09	Customer was on conference call today at 10:50am and the Video Interpreter could not see customer; although customer could see the Video Interpreter without any issues.	01/30/09	Customer Care Representative made test calls which were successful.
46	02/06/09	Customer is reporting issues with video interpreter not being able to turn off her mute feature so she could speak during the conference call on 2/4/09 at 10:45am CST. Customer switched to a different video interpreter and had the same issue.	02/06/09	Technical issue has been reported and resulted in platform testing and upgrade.
47	02/13/09	Customer received a call at 12:10 pm (CST), 2/10/09, the customer was given two choices: "Answer" or "Busy". Customer clicked "Busy" and however his line continued to ring. Customer was prompted to respond three times and clicked "Busy" three times. Customer had to ignore the constant ringing of her videophone.	02/13/09	Customer Care Representative made test calls, which were successful.
48	02/13/09	On 2/2/09 at 4:20pm EST, a voice caller dialed into customer's 10 digit number and the video interpreter was able to see the correct profile come up on the screen; however, when interpreter outdialed the number, it reached Sorenson Video Relay Service queue recording. The same day at 4:27 pm, the call went through and reached the customer without any problem. However, in her profile, customer is shown as VCO user when she is not.	02/13/09	Issue has been documented and reported to the appropriate department. Customer Care Representative also notified the customer it may be a result of the "mute-all" feature perhaps activated by the moderator of the call. Customer Care Representative also fixed the customer's profile to ensure that she does not have the VCO feature enabled.

49	02/13/09	Customer states that during conference call on 2/11/09 at 10:25 am CST, interpreter experienced static and dropped sounds of others talking. Attempted to call back in to remedy the situation. Customer was switched to another interpreter. Again on 2.11.09 at 10:39am CST. Called in to conference call and then static occurred again. Called back in with same issue and then switched to another Video Interpreter.	02/13/09	Technical issue has been reported and resulted in platform testing and upgrade.
50	02/13/09	Call occurred 2/13/09 at 1:45pm EST and audio was cut off for this call.	02/13/09	Technical issue has been reported and resulted in platform testing and upgrade.
51	02/17/09	Customer states not receiving VideoMail or the calls not going through.	02/17/09	Customer Care Representative made test calls and were successfully able to link up and/or leave VideoMail.
52	02/17/09	Customer states calls are being rejected when someone is attempting to call their number. The VideoMail feature does not seem to be activated.	02/17/09	Customer Care Representative noted no IP address associated with ten digit number and updated customer's profile to enable VideoMail.
53	02/25/09	Customer had a complaint in regards to a specific Video Interpreter who had bad facial expressions throughout the call. Hearing caller had put customer on hold. The video interpreter interpreted correctly. Customer felt s/he had waited little longer than expected and requested the interpreter to say "Hello". The video interpreter declined and said it is on hold; however, the hearing caller had noticed something and said "Yes, Im still here". Customer feels that the video interpreter is not doing his/her job correctly and doing what is requested of him/her and feels that s/he has an attitude problem. When the customer was not able to understand and requested repetition, the interpreter had a nasty tone asking the hearing person to repeat what was said. Customer felt this is not professional. Customer requested video interpreter's identification number after the call was completed and hopes the interpreter gave the correct information to the customer.	02/25/09	Issue has been documented and reported to management who addressed issue with further training of the interpreter.
54	02/25/09	Customer states could not hear 2 video interpreters during conference call; however, the customer can hear the others. Video Interpreters seemed to have technical issues where couldn't unmute. On 2/19/09 12n-1pm PST first and second video interpreters had muting issues while the third had no issues at this time.	02/25/09	Technical issue has been reported and resulted in platform testing and upgrade.
55	02/26/09	Customer was concerned that his ten digit numbers does not work.	02/26/09	Customer Care Representative made test calls and calls were successful. Customer Care Representative left a VideoMail message which the customer confirmed s/he had received the video mail message.
56	02/26/09	Customer is unable to connect to Sprint Video Relay Service as customer's video froze and connection was lost. Customer attempted to reconnect to no avail.	02/26/09	Customer Care Representative tested Sprint Video Relay Service connectivity on our end and everything works fine. Issue has been documented and reported to the appropriate department.
57	02/26/09	Customer attempts to connect to Sprint Video Relay Service and has been holding for ten minutes.	02/26/09	Customer Care Representative tested Sprint Video Relay Service connectivity on our end everything works fine. Issue has been documented and reported to the appropriate department.
58	02/26/09	Customer calling to report Sprint Video Relay Service is down. Call was cut off during conference call and when customer called back in, received error message "Sprint Video Relay Service is not available to take your call".	02/26/09	Customer Care Representative tested Sprint Video Relay Service connectivity on our end everything works fine. Issue has been documented and reported to the appropriate department.
59	02/26/09	Customer complaint with NOC service bulletin flooding sprint relay employees email box.	02/26/09	Issue has been documented and reported to the appropriate department and issue has been corrected by repairing the notification server.
60	02/26/09	Customer received voice only screen and then call was disconnected abruptly.	02/26/09	Technical issue has been reported and resulted in platform testing and upgrade.
61	02/26/09	Customer complaint in regards to Video Interpreter not being able to unmute as she wants to share her comments during the conference call.	02/26/09	Technical issue has been reported and resulted in platform testing and upgrade.
62	03/03/09	Customer states VideoMail does not work.	03/03/09	Customer Care Representative checked VideoMail settings, it was set to off. Customer Care Representative enabled VideoMail and made a test call and was able to leave a message successfully.
63	03/03/09	Customer joined a conference call and the video interpreter was muted after 5 minutes into the call and we were not able to speak into the call at all. This call occurred at 12:30pm EST and could not speak into the call approximately 5 minutes later. This has been an ongoing issue with every Sprint Video Relay Service interpreter the customer has used in the past few months, starting to become quite annoying now.	03/03/09	Issue has been documented and reported to the appropriate department. Customer Care Representative also notified the customer it may be a result of the "mute-all" feature perhaps activated by the moderator of the call.
64	03/11/09	Customer states when daughter calls using her videophone, customer cannot see her daughter but her daughter can see her. Customer calling in on videophone and not having issues with Customer Care Representative.	03/11/09	Customer Care Representative requested customer have her daughter contact us as issue seems to be on her end not customer's.

65	03/12/09	Customer inquiring for technical support with blackberry. Customer also inquiring about ten digit numbers.	03/12/09	Customer Care Representative gave customer contact information for technical support for blackberry and explained how ten digit numbers work.
66	03/17/09	Customer is having technical issues with VideoSign download.	03/17/09	Customer Care Representative explained what webcams are compatible with our program.
67	03/17/09	Customer is inquiring how to use our services.	03/17/09	Customer Care Representative followed up with customer to inquire what equipment is being used at this time to make recommendations on how to use our services.
68	03/17/09	Customer is inquiring how to use our video relay services as an attempt to receive better service over text relay.	03/17/09	Customer Care Representative gave information to customer as on how to use our services.
69	03/17/09	Customer having issues with conference call. Video Interpreters had trouble hearing the conference call, and were unable to read the customer due to poor video quality. Both video interpreters could not voice for the customer because they claimed that the customer's picture was not clear – too choppy. Customer was transferred to another video interpreter who did a great job. After a while, customer was transferred again to another video interpreter who also did a great job too (no video or sound quality issues). Lately customer has noticed specific video interpreter numbers have poor video quality and versus other numbers have good video quality. There seems to be an issue with location and call centers at this time.	03/17/09	Technical issue has been reported and resulted in platform testing and upgrade.
70	03/18/09	Customer is inquiring about why program isn't working on customer's computer.	03/18/09	Customer Care Representative responded with suggestions on how to resolve the issues.
71	03/19/09	Video Interpreter or Customer Care Representative cannot see customer when calling through VideoSign.	03/19/09	Customer Care Representative explained that built in webcams are not compatible with VideoSign at this time.
72	03/27/09	Customer is using Z150 VP (Tandberg from CSD Video Relay Service) and can call hovrs.tv without issues but cannot call sprintvrs.tv.	03/27/09	Customer Care Representative suggested customer contact CSD Video Relay Service for technical support with their device.
73	03/27/09	Customer is reporting an issue with numerous voice carryover disconnections and the video interpreter's microphone was unable to mute which in turn disrupted the meeting.	03/27/09	Technical issue has been reported and resulted in platform testing and upgrade.
74	04/05/09	Customer using z150 videophone cannot connect to sprintvrs.tv.	04/05/09	Customer Care Representative has reported this issue to appropriate department and suggested customer contact manufacturer for issues with that specific device.
75	04/05/09	Customer is using built in webcam with videosign and can see who she is calling but they cannot see her.	04/05/09	Customer Care Representative responded that built in webcams are not compatible with our software. Gave customer suggestions on webcams that are compatible with videosign.
76	04/05/09	Customer states complaint with numerous voice carryover disconnections and interpreters microphone being muted/locked.	04/05/09	Technical issue has been reported and resulted in platform testing and upgrade.
77	04/06/09	Customer inquiring how to get Z-150 to work.	04/06/09	Customer Care Representative referred it to the manufacturer, CSD Video Relay Service.
78	04/06/09	Customer is unable to connect to video interpreter and made five attempts to call Sprint. Customer notices delay in transferring" calls and wait screen does not always come up. Sometimes customer gets blank screen or a wait screen but no video interpreter showed up in at least a minute.	04/06/09	Technical issue has been reported and resulted in platform testing and upgrade.
79	04/07/09	Customer is unable to set up her VideoMail.	04/07/09	Customer Care Representative assisted customer in setting up with VideoMail.
80	04/07/09	Customer cannot connect to sprintvrs.tv or hovrs.tv or i711.tv on her VP200 videophone or help.sprintvrs.tv. Customer can connect to Sorenson or CSDVRS.tv	04/07/09	Customer Care Representative assisted customer with troubleshooting the issue.
81	04/07/09	Customer had a complaint that she did not receive a VideoMail message.	04/07/09	Customer Care Representative checked customer's account and all settings were set up correctly. Successfully left a VideoMail message for the customer.
82	04/07/09	Customer registered for call now number and it keeps recording and doesn't locate the customer. The VideoSign software keeps coming up with an error message of "searching for video capture card".	04/07/09	Customer Care Representative checked customer's account and enabled VideoMail and made test calls. Test calls are being connected but not picked up because customer is not home at this time.

83	04/07/09	Customer is unable to run videosign on her PC.	04/07/09	Customer Care Representative emailed customer with minimum requirements and recommendations for webcams.
84	04/07/09	Customer is unable to use videosign.	04/07/09	Customer Care Representative gave customer instructions and information on how to use our program.
85	04/07/09	Customer states she is having an issue with the Video Interpreter not being able to see her.	04/07/09	Customer Care Representative requested clarification on issue and gave suggestions as to how to resolve this issue.
86	04/07/09	Customer states when calling in using voice carryover to enter the numbers on keypad, the platform does not pick up the tones from phone via voice carryover and had to ask the video interpreter to enter that for him.	04/07/09	Issue has been documented and reported to the appropriate department. Customer Care Representative explained sometimes when connected using two devices, it is best to utilize the video interpreter to do the keypad needs of the call.
87	04/07/09	Customer had a hard time connecting to Sprint Video Relay Service this morning and was unable to connect three times with a long wait period of 20 minutes. After connection was made, the image of the video interpreter froze and disconnected. Customer was unable to connect via Video Relay Service after that point.	04/07/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
88	04/07/09	Customer waited for five minutes to connect to Video Relay Service. Customer disconnected then tried again two more times before being able to connect. During the call, the interpreter froze and disconnected again.	04/07/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
89	04/07/09	Customer attempted to connect to our service and finally connected after a 11 minute delay.	04/07/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
90	04/07/09	Customer was on call with video interpreter. She can see the interpreter but the interpreter has lost video with her. She had to communicate with the interpreter through text.	04/07/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
91	04/09/09	Customer requested technical support, complaint due to long wait times.	04/09/09	Customer Care Representative apologized to the customer and documented the issue and provided necessary technical support.
92	04/09/09	Customer states VideoMail went too fast.	04/09/09	Customer Care Representative checked the recording, speed seems to be fine; however, the caller did not leave further instructions/message for the customer.
93	04/09/09	Customer is having trouble connecting to our service.	04/09/09	Customer Care Representative explained how to connect to our services.
94	04/09/09	Customer contacted Customer Service inquiring as to technical issues with webcam and videosign 2.5.	04/09/09	Customer Care Representative explained how to set up with videosign and the compatibility of some webcams.
95	04/09/09	Customer is inquiring as to technical difficulties of running videosign with webcam.	04/09/09	Customer Care Representative explained the requirements and the compatibility of webcams with our software.
96	04/09/09	Customer states VideoMail is not working at this time.	04/09/09	Customer Care Representative tested and left message successfully.
97	04/09/09	Customer called using Sprint Video Relay Service, and video interpreter did not identify herself as Sprint Video Relay Service interpreter. Instead she identified herself as a Hands On Video Relay Service interpreter.	04/09/09	Issue has been documented and reported to management who addressed issue with further training of the interpreter.
98	04/09/09	Customer is having issues connecting. The Customer had called sprint Video Relay Service twice on 04/06/09. 12:50 am – the customer got the "connecting" splash screen. but no video interpreter. Customer waited for 8 minutes and then hung up. At 1:04 am, the customer got the "connecting" splash screen. but no video interpreter. Customer waited for another 35 minutes and did not receive an answer.	04/09/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
99	04/09/09	Customer states the video interpreter he had was fantastic; however, during the call, all of a sudden couldn't hear the meeting. It happened at around 12:07 on 04/06/09 during the conference call. The interpreter said there were garbled noises on the line and he couldn't distinguish the words but could tell if its female or male. Customer disconnected and reconnected again with Sprint Video Relay Service.	04/09/09	Technical issue has been reported and resulted in platform testing and upgrade.
100	04/14/09	Customer cannot configure MVP (Mobile Video Phone) to use with Sprint Video Relay Service.	04/14/09	Customer Care Representative followed up with customer to see if still having issues and gave instructions on how to use Sprint VRS on MVP (Mobile Video Phone).
101	04/14/09	Customer is having issues getting video messages (VideoMail) on pager.	04/14/09	Customer Care Representative referred customer to video customer service and technical support for Sprint Relay Store.
102	04/16/09	When hearing caller called his friend's 10 digits to test it out, he was able to leave a message. However the Deaf customer has not yet received the VideoMail.	04/16/09	Customer Care Representative tested the number, left a message and customer was able to retrieve it.

103	04/27/09	Customer states phone number is not working for her at this time.	04/27/09	Customer Care Representative requested IP address from customer to update account and made test calls. Calls were successful.
104	04/29/09	Customer requested username change.	04/29/09	Customer Care Representative changed username as requested.
105	04/29/09	Customer cannot link up to our service.	04/29/09	Customer Care Representative responded to the customer's inquiry and suggested they connect to help.sprintvrs.tv and not helpsprint.tv.
106	04/29/09	Customer states www.sprintvrs.com is down.	04/29/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.com and was able to connect without any issues.
107	04/29/09	Customer believes there is a problem with video to video calls. Customer placed three test calls to a specific number. At 7:56 AM CST, there was no connection; again at 7:57 AM CST, there was no connection; again at 7:58 AM CST, there was no connection; again at 8:00 AM CST, still no connection was made.	04/29/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
108	04/29/09	Customer connected to two different video interpreters and both had bad video quality. Both claimed that customer's screen had a horizontal black stripe in the middle. Customer called and got another VI which stated my screen was fine. It happened today during conference call from 3 to 3:40pm and customer was using a VP200.	04/29/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
109	04/29/09	Customer is having issues connecting to sprintvrs.tv.	04/29/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
110	04/29/09	Customer states that sprintvrs.tv is not working and is diverting to purpleMail system.	04/29/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to get through without getting the purpleMail splash screen.
111	04/29/09	Customer is filing a complaint of poor quality with VideoMail received.	04/29/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to leave VideoMail with no issues pertaining to video quality.
112	05/05/09	Customer is having trouble linking up with video issues.	05/05/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
113	05/11/09	Customer complaint in regards to different video interpreter backgrounds.	05/11/09	Call center acknowledges the issue and backgrounds have been updated per customer survey.
114	05/11/09	Customer Care Representative is inquiring about VideoSign 2.5 compatibility with the new netbook.	05/11/09	Customer Care Representative explained the requirements and the compatibility of webcams with our software.
115	05/11/09	Customer states her call now numbers are not working at this time.	05/11/09	Customer Care Representative tested both numbers and calls were successful.
116	05/20/09	Customer is reporting an access issue with our services via OJO.	05/20/09	Customer care explained how to set up and make a call on the device and test calls were successful.
117	05/20/09	Customer is having issues placing outbound call.	05/20/09	Customer Care made test calls and customer was able to make outbound call afterwards.
118	05/20/09	Customer states she received a video message and the interpreter did not relay what was said. The interpreter keeps talking in her microphone.	05/20/09	Issue has been documented and reported to management who addressed issue with further training of the interpreter.
119	05/27/09	Customer cannot check VideoMail on his blackberry.	05/27/09	Customer care explained some devices would not be able to retrieve videoMail and to check on a computer with flash installed
120	05/27/09	Customer states sprintvrs.tv is down and call disconnected on her and when tried to call back, the call wouldn't link up.	05/27/09	Customer Care Representative has documented the issue and forwarded the complaint to the appropriate department.
121	05/27/09	Customer states she has an articulate and clear interpreter however the video interpreter is tired and worn out. There was no team interpreting or switching capabilities at this time due to technical issues. Near the end of the meeting, she misinterpreted what customer said.	05/27/09	Issue has been documented and reported to management who addressed issue with training and scheduling of the call center.

122	05/27/09	Customer states there are issues with linking up with a video interpreter.	05/27/09	Issue has been documented and reported to the appropriate department. Customer Care Representative tested sprintvrs.tv and help.sprintvrs.tv and was able to connect without any issues.
123	05/27/09	Customer has been having issues with video interpreters freezing and lack of splash screens.	05/27/09	Technical issue has been reported and resulted in platform testing and upgrade.
124	05/27/09	Customer states call got disconnected in the middle of a meeting and the video interpreter was not able to link up the VCO component, or dial out. The system states all circuits are busy and try the call again later. This has been an issue for the last 6 minutes.	05/27/09	Technical issue has been reported and resulted in platform testing and upgrade.