



FCC Compliant Log Summary
Convo Communication, LLC
June 1, 2009 to May 31, 2010

Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Total
0	0	37	18	8	5	7	7	3	8	4	13	110

Compliments	Feedback	General	Interpreter	Service	Technology
21	4	2	9	26	45

Case Number	Opened	Description of Issue	Description of Resolution	Closed	Category
2	8/16/09	concerning vrs	concerning vrs - Replied to customer and questions were answered.	8/16/09	Service
4	8/16/09	slow	slow - Replied to customer and questions were answered.	8/16/09	Technology
5	8/16/09	Re: slow	Re: slow - Replied to customer and questions were answered.	8/16/09	Technology
7	8/16/09	T-shirt	T-shirt - Thank you. Our contest for free t-shirts have closed. Feel free to come back and keep your eye on the contests in the near future.	8/28/09	Service
9	8/16/09	registering	registering - Replied to customer and questions were answered.	8/16/09	Service
10	8/16/09	Interoperability	Interoperability - Replied to customer and questions were answered.	8/16/09	Technology
11	8/16/09	hi	hi - Replied to customer and questions were answered.	8/16/09	Technology
12	8/16/09	Mac Support	Mac Support - Replied to customer and questions were answered.	8/16/09	Technology
15	8/16/09	RE: Question for IP address	RE: Question for IP address - Replied to customer and questions were answered.	8/16/09	Technology
17	8/16/09	cam	cam - Replied to customer and questions were answered.	8/16/09	Technology
18	8/16/09	RE: Question for IP address	RE: Question for IP address - Replied to customer and questions were answered.	8/16/09	Technology
19	8/16/09	Re: Register	Re: Register - Replied to customer and questions were answered.	8/16/09	Technology
26	8/16/09	cam	cam - Replied to customer and questions were answered.	8/16/09	Technology

27	8/16/09	light flashing	light flashing - Replied to customer and questions were answered.	8/16/09	Technology
31	8/16/09	Add buddy issue	Add buddy issue - Replied to customer and questions were answered.	8/16/09	Technology
32	8/16/09	mac software for VP to VP	mac software for VP to VP - Replied to customer and questions were answered.	8/16/09	Technology
34	8/16/09	Re: Add buddy issue	Re: Add buddy issue - Replied to customer and questions were answered.	8/16/09	Technology
38	8/16/09	Using AIM	Using AIM - Replied to customer and questions were answered.	8/16/09	Technology
141	8/16/09	Request for phone number	Request for phone number - Customer did not reply back.	8/23/09	Technology
148	8/17/09	ConvoIM Issue	Issue isolated at our call center. Problem is fixed.	8/17/09	Service
149	8/17/09	ConvoIM and Interpreter	Training issue. Implemented new procedure to solve the issue.	8/17/09	Interpreter
155	8/18/09	Convo	Complimented on the interpreter.	8/18/09	Compliments
162	8/18/09	hi	hi - Questions answered. Resolution is to use videoconferencing software and dial in CONVORELAY.TV.	8/19/09	Technology
185	8/19/09	ConvoIM Video Error Message	ConvoIM Video Error Message - Issue has been resolved by our technical platform.	8/24/09	Compliments
186	8/19/09	relay registration issue	relay registration issue - Customer doesn't want a phone number.	11/13/09	Service
187	8/19/09	AIM and Customers with existing Phone Numbers	AIM and Customers with existing Phone Numbers - Ed-- Yeah, I have already sent an email to Brian the other day but that was in relations to whether the Neustar database is accepting AIM accounts or not. He confirmed that the Neustar database takes in AIM and DNS as of now. ...	11/13/09	Technology

189	8/19/09	question	question - Convo currently does not have any videophone unit. We're service-based at this point.	8/20/09	Technology
196	8/21/09	no videocam	no videocam - Customer said it started to work by itself so no further assistance is needed.	8/24/09	Technology
204	8/23/09	Sorenson issue	Sorenson issue - Question answered and Safari issue resolved.	8/24/09	Technology
208	8/24/09	Snow Leopard	Thank you for inquiring about Snow Leopard. We have already tested from a Snow Leopard machine and it works from the customer's end. If for any reasons you experience otherwise, please let us know.	8/24/09	Technology
218	8/25/09	ConvoIM issue	Requested for text chat capabilities. ConvoIM provides text chat support anytime.	9/3/09	Service
220	8/25/09	pc	pc - Currently, we do support PC users using any videoconferencing softwares. Just enter "convorelay.tv" and you'll be able to reach one of our top interpreters.	9/3/09	Technology
224	8/26/09	Text Relay for Blackberry on AIM	Yes, we do have one and the buddy name is ConvoRelay. Let us know if there's anything you need assistance with.	8/28/09	Service
225	8/26/09	wonder about canada-ontario	wonder about canada-ontario - Can't service Canada calls.	8/28/09	Service
231	8/27/09	misled	misled - No reply address. Will make a note of this and research raw data about this.	8/28/09	Service
235	8/28/09	no video	no video - Replied to customer and issue resolved.	9/3/09	Technology
248	8/31/09	ConVo won't work with Snow Leopard 10.6	ConVo won't work with Snow Leopard 10.6 - Customer had privacy set to block others. Did a screen-share with the customer and solved it.	9/3/09	Technology

254	9/1/09	Don't forget users of IE browsers	Don't forget users of IE browsers - Issue resolved.	9/3/09	Service
265	9/1/09	Webcam blurred on agent side	Webcam blurred on agent side - It looks good. I suggest to make graphic image of email address (looks like a text line) and does not bring up mail program.	9/3/09	Service
267	9/1/09	Talk to Deaf friends?	Talk to Deaf friends? With your Mac, you can use iChat to communicate with another iChat users. But if you want to communicate from your Mac to videophone, you can download a free software called Xmeeting.	9/2/09	Technology
279	9/2/09	Waiting Time	Waiting Time - I explained to customer that I believe the interpreter is a new one and probably needs some time to get up to speed with the iChat calls. She mentioned to customer that she did not hear the ring tone. In the end, customer said he appreciates ConvoIM.	9/2/09	Service
296	9/7/09	Waiting Time Too Long	Waiting Time Too Long - Customer has complained to us today that he has been waiting too long to reach a Convo interpreter. He said that in the past few days, the wait time has been few minutes or more. Resolved by increasing staffs at our call center.	9/13/09	Service
302	9/8/09	Convo	Convo - Worked with customer to get ConvoIM installed.	9/15/09	Technology
325	9/10/09	Falling in love with convo!!!	Falling in love with convo!!! Thank you, thank you, thank you for making this so easy for a Mac user!!!! I just converted to a Mac and was finding myself with a dilemma, with no VRS to use with iChat, my favorite tool.	9/11/09	Compliments
344	9/15/09	question!	question! - Customer got Ojo to work.	11/13/09	Technology

372	9/22/09	relay registration question	relay registration question - Answered customer's question on confusion about phone numbers. Explained that she only needs to register with AT LEAST one provider after November 12th.	10/15/09	Service
375	9/23/09	AIM seperate 10 digit local number	AIM seperate 10 digit local number - Hello Convo, I want to know do any have AOL Instant Messneger for Text Relay Service for my pager for Blackberry and want to seperate for 10 digit local number. Question answered.	9/29/09	Service
379	9/24/09	VP for Mac	VP for Mac - Hi, Thank you for your feedback and we are taking them in consideration. In the meantime, you can download Xmeeting to your Mac that allows you to call other VP users. It's free to use.	9/29/09	Technology
380	9/24/09	Can I say smooth?	Can I say smooth? You guys kick ass. What you're doing with the tour is awesome. So, yeah... keep on showing them how it's done! :)	9/29/09	Compliments
382	9/25/09	Video conf error	Video conf error - Working with him via AIM.	1/22/10	Technology
384	9/26/09	text relay service for blackberry pager at AIM	text relay service for blackberry pager at AIM - Thank you for your email. You definitely can get a separate phone number for text relay use. We're currently still improving our text-relay service and will make it public in the near future.	9/29/09	Technology
386	9/26/09	Covorelay	You can use any video conferencing software such as NetMeeting on any PCs. You can use a videophone and dial in "convorelay.tv" to reach our service.	9/29/09	Service
387	9/27/09	VRS	VRS - Met with customer online and answered questions.	11/13/09	Service

391	9/28/09	problem with convoim on my ichat	Hi Cindy, Great, glad to know you got it all figured out. Do let me know if you need anything in the future and I'll be happy to assist you in any way we can.	9/29/09	Technology
397	9/29/09	Caretaker	Caretaker - The movie "Caretaker" is made by Mosdeux and is not related to Convo.	9/29/09	General
409	10/1/09	Convo	Customer never replied back and the case was then closed.	11/13/09	Technology
414	10/5/09	Interpreter ID 1621	Replied that customers have every rights to switch to a different interpreter should you not be pleased with him or her.	10/14/09	Interpreter
420	10/6/09	General Question	Thank you for contacting us and we're pleased to answer your questions. Yes, we intend to bring in innovative services that are designed to make your calling experience an easy one.	11/13/09	Technology
443	10/14/09	Hello- got a problem video icon still...	Issue resolved by updating video icon.	11/13/09	Technology
450	10/18/09	more questions re 10 digit no.	more questions re 10 digit no. - Answered customer's questions.	11/13/09	Technology
451	10/18/09	Using Convo with iMac computer and other Video Phones.	Using Convo with iMac computer and other Video Phones. - Ditto to that! Now about Xmeeting- my wife uses the Mac and I am mostly on PC's so I will see if she wants to find and install Xmeeting. I am sure you know how that works. Questions answered.	11/9/09	Technology
457	10/23/09	Hi	Hi - The hang up command to ConvoIM solved the issue.	11/9/09	Technology
458	10/23/09	my account	my account - Answered customer's questions.	11/13/09	Compliments
468	11/1/09	convolM	Your buddyname has been cleared. You should be able to make calls now.	11/13/09	Service

502	11/11/09	for Chad re video quality	Resolved video quality issue by relaxing the bandwidth requirements on customer's end.	11/13/09	Technology
532	11/13/09	Hi	Hi - yes, Convo is the best!	11/17/09	Service
538	11/13/09	(Untitled)	(Untitled) - Not related to Convo -- questions answered for Mosdeux though.	11/16/09	General
599	11/25/09	problems with connection	I am fully ready to be a loyal customer of Convo but there seem to be some glitches in the system--and this has happened on several occasions since I've started using Convo. Issue has been resolved.	1/26/10	Compliments
628	12/4/09	Call Center	I have been using ConvoIM because the interpreters are good, but lately I noticed that ConvoIM has expanded with contracts with other agencies. I have noticed that ConvoIM has become similar as other relay services. Concerns were addressed.	1/21/10	Interpreter
631	12/6/09	Ed Bosson email address	Gave customer Ed's email address.	12/8/09	Compliments
682	12/15/09	Regarding your complaints	Thank you for contacting Convo. Your satisfaction is our highest priority. We wanted to let you know that we've logged both of your complaints, have identified both to be training issues.	12/15/09	Service
689	12/16/09	Congratulations! Your Phone number is ready!	Supplied customer with new phone number.	1/7/10	Service
692	12/16/09	Congratulations! Your Phone number is ready!	Supplied customer with new phone number.	1/7/10	Service
704	12/17/09	my feedbacks	Customer shared positive experience with Convo.	1/7/10	Compliments
755	12/28/09	Interpreter	Great interpreter!	1/17/10	Compliments
807	1/10/10	Convo Relay	Convo Relay - Hi , Thank you for your feedback. We will definitely put that in our product list and consider that in our future release.	1/22/10	Technology

817	1/11/10	Complaints about his recent call	Complaints about his recent call - This is regarding your email that Convo is not able to process calls for customer service to Sprint. FCC does not allow this type of support service calls until further notice.	1/14/10	Interpreter
823	1/11/10	Received in-bound call but no Video Chat Request from VI	Issue resolved	1/11/10	Technology
824	1/11/10	Took a bit of time this am to get an opr	Took a bit of time this am to get an opr. Temporarily high call volume that day.	1/21/10	Service
830	1/12/10	Congratulations! Your Phone number is ready!	Issued new phone number.	1/12/10	Technology
883	1/12/10	cant use convo	Complaints about his recent call - This is regarding your email that Convo is not able to process calls for customer service to Sprint. FCC does not allow this type of support service calls until further notice.	1/21/10	Service
942	1/18/10	Consumer	Complimented on the interpreter.	1/21/10	Compliments
1090	2/2/10	TEXT IM	TEXT IM - No E-Mail address, so we can't respond to him.	3/1/10	Technology
1117	2/4/10	vpchat suggestions	Thank you for your feedback. We will definitely put that in our product list and consider that in our future release.	5/5/10	Technology
1309	2/15/10	Green Book Feedback	Green Book Feedback - Just wanted to follow up to see if you had the chance to speak with our support team at ConvoHelp? They will be more than happy to assist you with your issue with Green book. Please let me know. Questions were answered.	3/1/10	Technology

1444	3/2/10	Feedback	Thank you for the positive compliments and bringing in more customers for us! If you are interested in working for us - please feel free to check our job posting at http://convorelay.com/company/jobs	3/10/10	Compliments
1535	3/11/10	A Question	Question regarding policy. We already have policy in place.	3/15/10	Interpreter
1557	3/16/10	FEEDBACK: Text Relay	FEEDBACK: Text Relay - No email address - can't reply back	3/16/10	Service
1589	3/18/10	FEEDBACK: Interpreter	Feedback for an interpreter. Call Manager gave feedback to interpreter.	3/18/10	Interpreter
1612	3/22/10	FEEDBACK: Excellent Service	FEEDBACK: Excellent Service - WOW. This is really sweet.	3/22/10	Compliments
1636	3/25/10	Feedback	Complimented on the interpreter.	3/25/10	Compliments
1651	3/28/10	FEEDBACK: wholesale Mobile phone battery	Hi, Thank you for your positive feedback! We definitely will continue doing what we are doing. Thank you for using Convo!	4/12/10	Compliments
1658	3/29/10	FCC Complaint Follow-Up	Followed up with customer on recent FCC complaint regarding quality of service. Issue resolved.	4/12/10	Service
1689	4/1/10	Comment for ConvoRelay	Thank you for your excellent feedbacks. We will definitely put that in our product list and consider that in our future release.	4/3/10	Technology
1714	4/1/10	FEEDBACK: Two things...	Many thanks for passing the feedback along to us.	4/3/10	Interpreter
1882	4/22/10	FEEDBACK: Hello	Thank you for contacting Convo. We do not have Spanish interpreter right now, but I will pass this message to the team and add it to our customer's wish list.	5/18/10	Feedback
1909	4/27/10	FEEDBACK: Convo Vision Video	Positive feedback!	5/11/10	Compliments

1988	5/6/10	Thanks !	Wanted to thank Convo for the great service.	5/6/10	Compliments
2148	5/7/10	FEEDBACK: Congrats	Many thanks for the positive feedback, I will share this with the team!	5/7/10	Compliments
2271	5/10/10	Feedback about VI #1713	Feedback about VI #1713 - Relayed the compliant to Jewel to resolve.	5/10/10	Interpreter
2281	5/10/10	ask you a question	Thank you for contacting Convo Help. Since iChat does not have the function where the caller can leave a message because you have to be online to accept the video chat invitation.	5/11/10	Feedback
2319	5/11/10	make a compliment to one of interpreter	make a compliment to one of interpreter	5/13/10	Compliments
2401	5/13/10	(San Ramon Interpreter)	Customer wanted to express concerns about a particular interpreter. We answered customer's concern and that Convo strictly evaluates our interpreters.	5/13/10	Interpreter
2413	5/13/10	FEEDBACK: V-Log	FEEDBACK: V-Log - Sent an e-mail to operations@ to let them know about this.	5/14/10	Feedback
2450	5/14/10	FEEDBACK: your online letter for fcc	Customer complimented on the ease of FCC forms.	5/17/10	Compliments
2483	5/16/10	Information problem about FCC,SorensonVRS, HOVRS, ZVRS, Purple & OJO	Information problem about FCC,SorensonVRS, HOVRS, ZVRS, Purple & OJO - Past FCC deadline - May 14		Feedback
2621	5/26/10	question	Thank you for the compliment on our video. You can call Convo using your existing VP equipment, all you have to do is dial CONVORELAY.TV	6/19/10	Service
2637	5/27/10	FEEDBACK: Feedback	Complimented on service.	6/2/10	Compliments
2672	5/29/10	Weekend Slow Time	The team is aware of this and will take this into consideration for the holiday weekend (July 4).	6/2/10	Interpreter

2675	5/30/10	FEEDBACK: converted a late adopter	Had hard time registering for a phone number. Worked with customer to resolve it.	6/2/10	Compliments
------	---------	------------------------------------	--	--------	-------------