



**FCC Summary Log
For
Video Relay Service
Purple Communications Incorporated
June 1, 2010 to May 31, 2011**

**Video Relay Service
Number of Complaints**

Number of Complaints received from June 1, 2010 to May 31, 2011

June	July	August	September	October	November	December	January	February	March	April	May
2010	2010	2010	2010	2010	2010	2010	2011	2011	2011	2011	2011
31	22	29	30	31	21	16	33	18	31	17	20

The total number of Video Relay Service complaints for this reporting period is 299. Complaints are forwarded to the appropriate department(s) and reviewed for proper follow up.

Case Number	Opened Date	Closed Date	Description	Resolution
00160027	6/6/2010	6/9/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided
00160215	6/7/2010	6/7/2010	Customer was dissatisfied with VI's ASL skills.	Reported to call center manager to follow up. And coaching will be given
00160234	6/7/2010	6/30/2010	Customer was dissatisfied with VI's ASL skills.	The issue will be sent to the center manager and coaching will be given
00160331	6/8/2010	6/30/2010	Customer reported that VI disconnected relay call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00160334	6/8/2010	7/13/2010	Customer reported that VI disconnected relay call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00160335	6/8/2010	7/15/2010	Customer reported that VI disconnected relay call.	The case has been sent to the appropriate supervision for follow up.
00160367	6/8/2010	7/1/2010	Customer was dissatisfied with service provided by VI.	Case and issue will be sent to Center manager for coaching
00160473	6/9/2010	6/9/2010	Customer reported that VI did not pay attention to customer.	This issue has been sent to center manager and training for coaching
00160516	6/9/2010	7/1/2010	Customer was dissatisfied with service provided by VI.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00160532	6/9/2010	6/9/2010	Customer reported that VI disconnected relay call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00160536	6/9/2010	6/9/2010	Customer reported that VI did not pay attention to customer.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00160557	6/9/2010	6/9/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00160562	6/9/2010	6/11/2010	Customer reported that VI did not follow special	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

			instructions.	
00160919	6/12/2010	6/12/2010	Customer was dissatisfied with service provided.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00160969	6/13/2010	6/14/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00161204	6/15/2010	6/15/2010	Customer called and stated VI wasn't paying attention.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00161241	6/15/2010	7/1/2010	Customer was dissatisfied with service provided by VI.	The information has been sent to the Center manager for coaching and review
00161345	6/16/2010	6/16/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00161758	6/19/2010	6/19/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager
00161824	6/20/2010	6/20/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided..
00161905	6/21/2010	7/9/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager
00161944	6/21/2010	6/21/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00162072	6/22/2010	6/22/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00162277	6/23/2010	6/23/2010	Customer reported that VI was unprofessional.	Complaint sent to call center manager and the VI supervisor, coaching will be provided
00162315	6/23/2010	6/23/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to call center manager and the VI supervisor, coaching will be provided
00162390	6/24/2010	6/24/2010	Customer was dissatisfied with service provided.	Complaint sent to call center manager and the VI supervisor, coaching will be provided
00162401	6/24/2010	6/24/2010	Customer reported that VI did not follow special	Complaint sent to call center manager and the VI supervisor, coaching will be provided

			instructions.	
00162440	6/24/2010	6/24/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00162488	6/24/2010	6/24/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided..
00162798	6/28/2010	6/28/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided..
00163135	6/30/2010	6/30/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00163254	7/1/2010	7/1/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00163258	7/1/2010	8/18/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00163294	7/1/2010	7/1/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00163708	7/6/2010	7/6/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00163747	7/6/2010	7/6/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00164184	7/9/2010	7/9/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00164472	7/12/2010	7/20/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00164557	7/13/2010	7/20/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00164702	7/13/2010	7/13/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00164738	7/14/2010	7/14/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00164830	7/14/2010	7/14/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00164940	7/15/2010	7/23/2010	Customer reported that he was unable to make an international VRS call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00165179	7/16/2010	7/23/2010	Customer states that the VI terminated the VRS without asking him if he wanted to dial another number.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00165570	7/21/2010	7/21/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00165802	7/23/2010	7/23/2010	Customer reported the VI had inappropriate behavior.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00165893	7/25/2010	8/4/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00166190	7/27/2010	7/27/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00166251	7/28/2010	7/28/2010	Customer reported that VI disconnected relay call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00166280	7/28/2010	7/28/2010	Customer was dissatisfied with service provided by VI.	customer care assisted this customer by reporting.
00166425	7/29/2010	7/29/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00166551	7/29/2010	7/29/2010	Customer was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00166684	7/30/2010	8/30/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00166865	8/2/2010	8/2/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00167369	8/5/2010	8/5/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00167775	8/9/2010	8/9/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00167910	8/9/2010	8/25/2010	Customer stated that VI was not paying attention to the customer.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00167918	8/9/2010	8/9/2010	Customer called in to file a complaint against a VI who hung up on him.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168077	8/10/2010	8/25/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168172	8/11/2010	8/11/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168361	8/12/2010	8/12/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168470	8/13/2010	8/13/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168496	8/13/2010	8/13/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168634	8/15/2010	8/15/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168713	8/16/2010	5/3/2011	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager
00168727	8/16/2010	8/16/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168816	8/16/2010	8/25/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00168855	8/17/2010	8/17/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00168987	8/17/2010	8/25/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169422	8/19/2010	8/19/2010	Customer reported that VI was unprofessional.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169480	8/20/2010	8/25/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169595	8/20/2010	8/20/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169616	8/20/2010	8/20/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169735	8/22/2010	8/25/2010	Customer reported that VI disconnected relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169762	8/23/2010	8/23/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169815	8/23/2010	8/29/2010	Customer reported that VI did not follow special instructions.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169819	8/23/2010	8/23/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00169909	8/23/2010	8/24/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00170101	8/25/2010	8/26/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00170122	8/25/2010	12/30/2010	Customer was dissatisfied with VI's ASL skills.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00170737	8/30/2010	9/10/2010	Customer was dissatisfied with service provided by the VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00170952	8/31/2010	9/10/2010	Customer reported that VI had a bad attitude and disconnected the call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00171100	9/1/2010	9/10/2010	Customer was dissatisfied with service provided.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00171310	9/2/2010	9/10/2010	Customer was dissatisfied with service provided.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00171310	9/2/2010	9/10/2010	Customer reported that VI put up privacy screen and then call was disconnected.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00171392	9/3/2010	9/3/2010	Customer reported that VI did not follow special instructions to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00171446	9/3/2010	9/10/2010	Customer reported that VI disconnected call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00171980	9/7/2010	9/7/2010	Customer reported that VI did not sign well and was not friendly.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00172081	9/8/2010	9/8/2010	Customer reported poor picture quality when connected to VI.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00172157	9/8/2010	9/8/2010	Customer reported that VI signed number to fast and did not use whiteboard.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00171998	9/8/2010	9/10/2010	Customer reported that VI argued with customer.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00172000	9/8/2010	9/10/2010	Customer reported that VI disconnected call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00172167	9/8/2010	9/10/2010	Customer reported that VI disconnected call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00172312	9/9/2010	9/10/2010	Customer suggested that video only show VI's upper body instead of entire body.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00172365	9/10/2010	9/10/2010	Customer does not want VI to announce end of	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

			voicemail.	
00172594	9/12/2010	9/22/2010	Customer reported that VI had poor ASL skills.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00172685	9/13/2010	9/23/2010	Customer reported that VI refused to type a word that the customer could not understand.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00172696	9/13/2010	9/23/2010	Customer reported that the same VI continually disconnects calls.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00172798	9/14/2010	9/23/2010	Customer reported that VI continues to announce relay when special instructions are given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00172924	9/15/2010	9/23/2010	Customer reported that VI allowed others to watch relay conversation.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00173095	9/16/2010	9/16/2010	Customer placed a complaint on VI's interpreting skills. Customer felt the interpreter needed more training.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00173122	9/16/2010	9/16/2010	Customer dissatisfied with service they received from VI.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00173229	9/16/2010	9/16/2010	Customer reported that VI disconnected call several times.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00173259	9/17/2010	9/17/2010	Hearing customer reported VI was rude and impolite.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00173697	9/21/2010	9/23/2010	Customer reported that VI would not type word but finger spelled instead.	Complaint was documented and forwarded to Interpreter's supervisor for further review.

00173706	9/21/2010	9/23/2010	Customer dissatisfied with service they received from VI.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00174116	9/23/2010	9/23/2010	Customer reported VI was lazy and hung up on call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00174292	9/24/2010	9/28/2010	Customer reported that VI took too long to report poor video quality to customer.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00174494	9/27/2010	9/27/2010	Customer expressed dissatisfaction with the VI's handling of a call.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00174629	9/28/2010	9/28/2010	Customer reported VI waited several minutes before connecting relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00174821	9/29/2010	10/6/2010	Customer reported that VI hung up on call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00174846	9/30/2010	9/30/2010	Customer reported that VI signed the incorrect word and was dissatisfied with service they received from VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00174954	10/1/2010	10/1/2010	Customer placed a complaint on the VI's interpreting skills. Customer felt the VI needed more training.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00174972	10/1/2010	10/1/2010	Customer reported that VI announced relay when special instructions were given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00174986	10/1/2010	10/6/2010	Customer reported that VI continues to announce relay when special instructions are given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00175257	10/4/2010	10/4/2010	Customer reported that VI continues to announce relay when special instructions are given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00175293	10/4/2010	10/4/2010	Customer reported that VI was replaced with another interpreter in the middle of relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00175352	10/5/2010	10/6/2010	Customer reported that VI did not interpret recorded message or give visual cues when it came time to leave message on answering machine.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00175354	10/5/2010	10/6/2010	Customer reported that VI was unprofessional and hung up on customer.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00175534	10/6/2010	10/7/2010	Customer reported that VI blocked the privacy screen while on a relay call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00175536	10/6/2010	10/6/2010	Customer reported that VI continually disconnects call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00175946	10/9/2010	10/9/2010	Customer reported that VI's behavior made them feel uncomfortable.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00175965	10/9/2010	11/8/2010	Customer reported that VI continues to announce relay when special instructions are given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00176002	10/10/2010	10/10/2010	Customer reported that VI disconnected call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00176005	10/10/2010	11/4/2010	Customer reported that VI was rude and hung up on call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00176149	10/11/2010	11/4/2010	Customer reported that VI dialed the incorrect number twice. Customer was dissatisfied with VI's interpreting skills.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00176165	10/11/2010	10/18/2010	Customer reported that VI continues to announce relay when special instructions are given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00176196	10/11/2010	10/18/2010	Customer reported inappropriate behavior from VI and was dissatisfied with the service provided by this VI.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00176216	10/11/2010	10/14/2010	Customer dissatisfied with service they received from VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00176303	10/12/2010	10/12/2010	Customer reported that call was disconnected in the middle of a relay call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00176941	10/16/2010	10/18/2010	Customer dissatisfied with service they received from VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00176954	10/16/2010	10/18/2010	Customer reported that VI continually hangs up on customer.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00177094	10/18/2010	10/18/2010	Customer reported that VI was preoccupied and did not pay attention to customer.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.

00177088	10/18/2010	11/4/2010	Customer reported VI signed numbers too fast.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00177437	10/20/2010	11/10/2010	Customer reported that call was transferred to different VI several times during a conference relay call	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review.
00177617	10/21/2010	10/21/2010	Customer reported that VI was preoccupied and did not pay attention to customer.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00177688	10/22/2010	10/22/2010	Customer reported that VI finger spelled too fast and disconnected call with customer.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00177720	10/22/2010	10/25/2010	Customer reported that VI signed numbers too fast	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00177882	10/23/2010	11/10/2010	Customer reported that VI interrupted call which caused a disconnected relay call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00178039	10/24/2010	11/4/2010	Customer reported that VI disconnected call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00178219	10/25/2010	11/4/2010	Customer reported that VI did not clarify message before speaking.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00178900	10/29/2010	11/4/2010	Customer reported that VI did not interpret the message properly.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00179160	10/30/2010	10/30/2010	Customer reported that VI incorrectly relayed an order at restaurant during relay call.	Complaint was documented and forwarded to Interpreter's supervisor for further review.

00179336	11/1/2010	11/19/2010	Customer reported that VI refused to read a typed message and disconnected the relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00179459	11/2/2010	11/4/2010	Customer reported that VI did not relay the message properly and was dissatisfied with service provided by VI.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00179582	11/2/2010	11/10/2010	Customer reported that VI did not relay the message properly and was dissatisfied with service provided by VI.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00180049	11/3/2010	11/14/2010	Customer reported a disconnected relay call during transfer to Spanish VI.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00179859	11/3/2010	11/19/2010	Customer placed a complaint on the VI's sign language skills. .	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00180072	11/4/2010	11/4/2010	Customer dissatisfied with service they received from VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00180105	11/4/2010	11/4/2010	Customer dissatisfied with service they received from VI.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00180259	11/4/2010	11/18/2010	Customer reported VI was unprofessional and was dissatisfied with service provided by VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00180410	11/5/2010	11/5/2010	Customer dissatisfied with service they received from VI.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

00180872	11/8/2010	11/9/2010	Customer reported that VI continues to announce relay when special instructions are given to not announce relay.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00180830	11/8/2010	11/8/2010	Customer reported poor picture quality when connected to VI.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00180793	11/8/2010	11/10/2010	Customer reported that VI violated the privacy code.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00181055	11/10/2010	11/10/2010	Customer reported that VI did not interpret the message properly.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00181402	11/12/2010	11/18/2010	Customer reported that VI did not follow special instructions and then disconnected call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00181503	11/13/2010	11/18/2010	Customer reported that VI disconnected the relay call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00182191	11/18/2010	11/18/2010	Customer suggested that VI place multiple calls rather than disconnect after each call.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00182388	11/19/2010	11/19/2010	Customer reported that VI disconnected the relay call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00182718	11/23/2010	11/23/2010	Customer reported that VI's continually call and hang up on the customer.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.

00182733	11/23/2010	11/23/2010	Customer reported that VI continually disconnected the relay call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00182933	11/24/2010	11/29/2010	Customer was dissatisfied and feels the VI needs more training in ASL.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00183269	11/29/2010	11/30/2010	Customer reported that VI continually disconnects calls.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00183786	12/3/2010	12/3/2010	Customer reported that VI disconnected the relay call.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00183756	12/3/2010	12/3/2010	Customer reported that VI was unprofessional and was dissatisfied with the service provided.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00183791	12/3/2010	12/3/2010	Customer reported that the VI did not follow special instructions.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00184246	12/7/2010	12/7/2010	Customer reported that VI put up privacy screen and then call was disconnected.	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.
00184241	12/7/2010	12/8/2010	Customer reported that VI interpreted the wrong message when filing a police report.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00184713	12/10/2010	12/21/2010	Customer reported that there was a very long wait when VI transferred call to another VI.	Complaint was documented and forwarded to Interpreter's supervisor for further review.
00185215	12/11/2010	12/20/2010	Customer reported that VI was not paying attention and dialed the	Complaint sent to Call Center Manager and the Interpreter's supervisor, coaching will be provided.

			wrong number.	
00185304	12/13/2010	12/20/2010	Customer reported that VI disconnected the relay call.	Documented the customer's report and forwarded to Network services as well as Operations department for further review.
00185762	12/14/2010	12/20/2010	Customer reported that VI hung up on call before asking customer if they would like to place another call.	Complaint forwarded to Training department as well as the Interpreter's supervisor, coaching will be provided.
00186420	12/16/2010	12/20/2010	Customer reported that VI violated the privacy code.	Documented the customer's concern, apologized and thanked them for their feedback. Complaint forwarded to management for further review. Training team will provide proper coaching.
00186973	12/19/2010	12/20/2010	Complaint against Spanish VI hanging up.	Complaint documented and forwarded to management for review.
00187226	12/21/2010	12/21/2010	Complaint on VI for hanging up.	Complaint documented and forwarded to management for review.
00187447	12/23/2010	12/31/2010	Complaint against VI for hanging up too soon.	Complaint documented and forwarded to management for review.
00187757	12/28/2010	12/31/2010	Complaint against VI for not interpreting properly	Complaint documented and forwarded to management for review.
00187900	12/29/2010	12/31/2010	Complaint against VI for not interpreting properly	Complaint documented and forwarded to management for review.
00188059	12/30/2010	5/4/2011	VRS Complaint for delay in Answer	Complaint documented and forwarded to management for review.
00188333	1/3/2011	1/4/2011	Complaint against VI for putting customer on hold.	Complaint documented and forwarded to management for review.
00188369	1/3/2011	1/4/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00188394	1/3/2011	1/4/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.

00188463	1/4/2011	1/4/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189004	1/6/2011	1/6/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00188998	1/6/2011	1/12/2011	Complaint against VI for not using Chat box.	Complaint documented and forwarded to management for review.
00189201	1/8/2011	1/8/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189527	1/11/2011	1/12/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189570	1/12/2011	1/12/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189606	1/12/2011	1/21/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189609	1/12/2011	1/13/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189613	1/12/2011	1/13/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00189611	1/12/2011	1/13/2011	Complaint against VI for poor interpreting and professionalism.	Complaint documented and forwarded to management for review.
00189710	1/13/2011	1/13/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00190146	1/18/2011	1/18/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00190270	1/18/2011	1/21/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00190402	1/19/2011	1/21/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00190598	1/21/2011	1/21/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00190610	1/21/2011	5/10/2011	Complaint against VI for not using Chat box.	Complaint documented and forwarded to management for review.
00190837	1/24/2011	1/27/2011	Complaint against VI for poor quality.	Complaint documented and forwarded to management for review.

00190941	1/24/2011	1/26/2011	Complaint against VI for announcing.	Complaint documented and forwarded to management for review.
00191094	1/25/2011	1/26/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00191210	1/26/2011	1/26/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00191274	1/26/2011	1/26/2011	Complaint against VI for announcing.	Complaint documented and forwarded to management for review.
00191216	1/26/2011	1/27/2011	Complaint against VI for disconnecting call.	Complaint documented and forwarded to management for review.
00191322	1/27/2011	1/31/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00191322	1/27/2011	1/31/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00191401	1/27/2011	1/27/2011	Complaint against VI for disconnecting call.	Complaint documented and forwarded to management for review.
00191488	1/28/2011	1/31/2011	Complaint against VI for not knowing about "Anywhere Contact List"	Complaint documented and forwarded to management for review.
00191645	1/29/2011	1/29/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00191651	1/29/2011	2/2/2011	Complaint against VI for disconnecting call.	Complaint documented and forwarded to management for review.
00191824	1/31/2011	1/31/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00191856	1/31/2011	1/31/2011	Complaint against VI for not using Chat box.	Complaint documented and forwarded to management for review.
00191949	2/1/2011	2/2/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00192020	2/1/2011	2/2/2011	Complaint against VI for not honoring the Do Not Announce.	Complaint documented and forwarded to management for review.
00192040	2/1/2011	2/2/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00192332	2/3/2011	2/7/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.

00192484	2/5/2011	2/5/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00192679	2/7/2011	2/11/2011	Complaint against VRS not routing to Spanish Interpreter.	Complaint documented and forwarded to management for review.
00192830	2/9/2011	3/17/2011	Complaint against VI for not knowing about "Anywhere Contact List"	Complaint documented and forwarded to management for review.
00193285	2/13/2011	2/14/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00193394	2/14/2011	2/14/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00193478	2/15/2011	2/15/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00193988	2/19/2011	2/22/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00194146	2/22/2011	2/22/2011	Complaint against VI for not leaving a clear message on Purple Mail.	Complaint documented and forwarded to management for review.
00194285	2/23/2011	2/24/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00194459	2/24/2011	2/24/2011	Complaint against VI for not leaving the full message on Purple Mail.	Complaint documented and forwarded to management for review.
00194598	2/25/2011	3/7/2011	Complaint against VI for transferring to another VI with out notice.	Complaint documented and forwarded to management for review.
00194601	2/25/2011	3/10/2011	Complaint against VI for signing English and not ASL.	Complaint documented and forwarded to management for review.
00194819	2/28/2011	3/7/2011	Complaint against VI for transferring to another VI with out notice.	Complaint documented and forwarded to management for review.
00194989	2/28/2011	3/7/2011	Complaint against VI for not using the "Anywhere Contact List"	Complaint documented and forwarded to management for review.

			correctly.	
00195033	3/1/2011	3/1/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00195174	3/1/2011	3/7/2011	Complaint against VI for not knowing about "Anywhere Contact List"	Complaint documented and forwarded to management for review.
00195303	3/2/2011	3/2/2011	Complaint against VI for disconnecting call.	Complaint documented and forwarded to management for review.
00195671	3/4/2011	3/4/2011	Complaint against VI for not paying attention.	Complaint documented and forwarded to management for review.
00195783	3/6/2011	3/6/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00196254	3/9/2011	3/10/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00196323	3/9/2011	3/10/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00196380	3/10/2011	3/10/2011	Complaint against VI for not adhering to Do Not Announce preference.	Complaint documented and forwarded to management for review.
00196853	3/14/2011	3/14/2011	Complaint against VI for not processing her VRS call.	Complaint documented and forwarded to management for review.
00196860	3/14/2011	3/16/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00196932	3/14/2011	3/14/2011	Complaint against VI for not following message.	Complaint documented and forwarded to management for review.
00197085	3/15/2011	3/16/2011	Complaint against VI for disconnecting call.	Complaint documented and forwarded to management for review.
00197297	3/16/2011	3/16/2011	Complaint against VI for not being trained on Anywhere Contact List.	Complaint documented and forwarded to management for review.
00197172	3/16/2011	3/16/2011	Complaint against VI for not being fluent in Spanish ASL.	Complaint documented and forwarded to management for review.

00197358	3/17/2011	3/17/2011	Complaint against VI for not leaving the proper Purple Mail message.	Complaint documented and forwarded to management for review.
00197394	3/17/2011	3/17/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00197542	3/18/2011	3/25/2011	Complaint against VI for disconnecting call.	Complaint documented and forwarded to management for review.
00197683	3/19/2011	3/25/2011	Complaint against VI for not adhering to Do Not Announce preference.	Complaint documented and forwarded to management for review.
00197763	3/20/2011	3/29/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00197722	3/20/2011	3/25/2011	Complaint against VI for not adhering to Do Not Announce preference.	Complaint documented and forwarded to management for review.
00197879	3/21/2011	3/25/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00198004	3/22/2011	3/25/2011	Complaint against VI for asking customer about Do Not Announce.	Complaint documented and forwarded to management for review.
00198017	3/22/2011	3/25/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00198716	3/27/2011	3/28/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00198802	3/28/2011	3/28/2011	Complaint against VI for poor interpreting and bad video quality.	Complaint documented and forwarded to management for review.
00198875	3/28/2011	3/29/2011	Complaint against VI for poor quality.	Complaint documented and forwarded to management for review.
00198980	3/28/2011	3/29/2011	Complaint against VI for poor quality.	Complaint documented and forwarded to management for review.
00199132	3/29/2011	4/11/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00199321	3/30/2011	4/11/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.

00199340	3/31/2011	3/31/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00199341	3/31/2011	4/7/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00199934	4/5/2011	4/11/2011	Complaint against VI for not knowing about "Anywhere Contact List"	Complaint documented and forwarded to management for review.
00199936	4/5/2011	4/11/2011	Complaint against VI for not knowing about "Anywhere Contact List"	Complaint documented and forwarded to management for review.
00199959	4/5/2011	4/11/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00199973	4/5/2011	4/11/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00200020	4/5/2011	4/11/2011	Complaint against VI for not following Do Not Announce instructions.	Complaint documented and forwarded to management for review.
00200283	4/7/2011	4/7/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00200527	4/9/2011	4/11/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00200872	4/12/2011	4/12/2011	Complaint against Purple VRS for technical issues.	Complaint documented and forwarded to management for review.
00200851	4/12/2011	4/25/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00201028	4/13/2011	4/18/2011	Complaint against VI for not following Do Not Announce instructions.	Complaint documented and forwarded to management for review.
00201694	4/18/2011	4/18/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00201839	4/19/2011	4/25/2011	Complaint against VI for not following Do Not Announce instructions.	Complaint documented and forwarded to management for review.
00202805	4/26/2011	5/2/2011	Complaint against VI for disconnecting session.	Complaint documented and forwarded to management for review.

00202868	4/27/2011	5/2/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00203131	4/28/2011	5/2/2011	Complaint against VI for disconnecting session.	Complaint documented and forwarded to management for review.
00203338	4/29/2011	5/2/2011	Complaint against VI for background.	Complaint documented and forwarded to management for review.
00203438	4/30/2011	5/12/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00203933	5/4/2011	5/4/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00203933	5/4/2011	5/4/2011	Complaint against VI for disconnecting session.	Complaint documented and forwarded to management for review.
00203859	5/4/2011	5/5/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00203983	5/4/2011	5/5/2011	Complaint against VI for not knowing about "Anywhere Contact List"	Complaint documented and forwarded to management for review.
00204256	5/6/2011	5/6/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00205604	5/16/2011	5/20/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00206197	5/19/2011	5/20/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00206272	5/20/2011	5/20/2011	Complaint against VI for disconnecting.	Complaint documented and forwarded to management for review.
00206355	5/20/2011	5/24/2011	Complaint against VI for disconnecting.	Complaint documented and forwarded to management for review.
00206556	5/23/2011	6/2/2011	Complaint against VI for disconnecting.	Complaint documented and forwarded to management for review.
00206558	5/23/2011	6/1/2011	Complaint against VI for not using the Any Where Contact list.	Complaint documented and forwarded to management for review.
00206808	5/24/2011	5/25/2011	Complaint against VI not adhering to Do Not Announce instructions.	Complaint documented and forwarded to management for review.

00206852	5/24/2011	5/25/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00206939	5/25/2011	5/25/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00207024	5/25/2011	5/26/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00207359	5/27/2011	6/1/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00207360	5/27/2011	5/31/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00207425	5/27/2011	6/2/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00207543	5/29/2011	5/29/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.
00207804	5/31/2011	5/31/2011	Complaint against VI for poor interpreting.	Complaint documented and forwarded to management for review.