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July 1, 2012

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Annual Complaint Report

Secretary Dortch:

Convo Communications, LLC herewith submits its annual summary of consumer complaints, for the period from June 1, 2011 to May 31, 2012.

If there are any questions about the filing, please do not hesitate to contact the undersigned.

Respectfully Submitted,

A handwritten signature in black ink that reads "David Bahar". The signature is fluid and cursive, with a long horizontal stroke at the end.

David Bahar
Convo Communications, LLC
Director of Government and Regulatory Affairs



FCC Compliant Log Summary
Convo Communication, LLC
June 1, 2011 to May 31, 2012

Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Total
34	33	37	28	37	25	35	42	51	36	36	44	474

General	Service	Technology
34	248	156

Case Number	Date	Customer Complain Issues	Solution	Date Closed	Category
1	Jun 1, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	6/1/11	General
2	Jun 1, 2011	Cant open CM	Explained how to open the app	6/1/11	Technology
3	Jun 2, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	6/2/11	General
4	Jun 3, 2011	Wants VRI	Explained we only offer VRS	6/3/11	Service
5	Jun 6, 2011	Problem with TDN	Issued new TDN	6/6/11	Service
6	Jun 6, 2011	TDN not working	Helped the customer fix his TDN/PW	6/6/11	Service
7	Jun 6, 2011	Camera	Helped correct Anywhere settings	6/6/11	Technology
8	Jun 6, 2011	ConvoIM	Helped the customer with ConvoIM	6/6/11	Technology

9	Jun 7, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/9/11	Service
10	Jun 8, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/9/11	Service
11	Jun 10, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/10/11	Service
12	Jun 10, 2011	Problem with Camera	Helped the Anywhere settings	6/10/11	Technology
13	Jun 14, 2011	asking about Andriod	We do not have app for Andriod yet. Stay tuned	6/14/11	General
14	Jun 14, 2011	Problem with registration	Helped the customer register	6/14/11	Service
15	Jun 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/14/11	Service
16	Jun 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/14/11	Service
17	Jun 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/14/11	Service

18	Jun 15, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/16/11	Service
19	Jun 16, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/16/11	Service
20	Jun 16, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/16/11	Service
21	Jun 17, 2011	problem with TDN	Helped the customer fix his TDN/PW	6/17/11	Service
22	Jun 17, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/17/11	Service
23	Jun 17, 2011	Convo Mobile/ VCO	Helped the customer with question	6/17/11	Technology
24	Jun 20, 2011	problem with TDN	Helped the customer fix his TDN/PW	6/20/11	Service
25	Jun 20, 2011	Convo Mobile/ VCO	Helped the customer with question	6/20/11	Service

26	Jun 20, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	6/20/11	Technology
27	Jun 23, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/24/11	Service
28	Jun 24, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	6/24/11	General
29	Jun 24, 2011	problem with TDN	Helped the customer fix his TDN/PW	6/24/11	Service
30	Jun 24, 2011	Convo Mobile/ VCO	Helped the customer with question	6/24/11	Technology
31	Jun 27, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	6/28/11	Service
32	Jun 27, 2011	problem with vp connections	Helped the customer	6/28/11	Technology
33	Jun 28, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	6/29/11	General
34	Jun 29, 2011	problem with TDN	Helped the customer fix his TDN/PW	6/29/11	Service

35	Jul 1, 2011	problem with black screen	Helped the customer	7/1/11	Technology
36	Jul 5, 2011	Convo Mobile/ VCO	Helped the customer with question	7/5/11	Technology
37	Jul 6, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/6/11	Service
38	Jul 7, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	7/7/11	General
39	Jul 7, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	7/8/11	General
40	Jul 8, 2011	problem with TDN	Helped the customer fix his TDN/PW	7/8/11	Service
41	Jul 8, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/8/11	Service
42	Jul 8, 2011	Convo Mobile/ VCO	Helped the customer with question	7/8/11	Technology
43	Jul 11, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	7/11/11	General

44	Jul 11, 2011	problem with TDN	Helped the customer fix his TDN/PW	7/11/11	Service
45	Jul 12, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/12/11	Service
46	Jul 12, 2011	Convo Mobile/ VCO	Helped the customer with question	7/12/11	Technology
47	Jul 13, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	7/14/11	General
48	Jul 13, 2011	problem with TDN	Helped the customer fix his TDN/PW	7/14/11	Service
49	Jul 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/14/11	Service
50	Jul 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/14/11	Service
51	Jul 15, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/15/11	Service

52	Jul 18, 2011	problem with TDN	Helped the customer fix his TDN/PW	7/18/11	Service
53	Jul 18, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	7/18/11	Technology
54	Jul 19, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/19/11	Service
55	Jul 19, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/19/11	Service
56	Jul 19, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/19/11	Service
57	Jul 20, 2011	problem with TDN	Helped the customer fix his TDN/PW	7/20/11	Service
58	Jul 20, 2011	Problem with Convo Desktop	Helped the customer resolve his problem	7/20/11	Technology
59	Jul 21, 2011	Problem with registration	Helped the customer register	7/21/11	Service
60	Jul 22, 2011	Problem with registration	Helped the customer register	7/22/11	Service

61	Jul 22, 2011	Problem with TDN	Helped the customer fix his TDN/PW	7/22/11	Service
62	Jul 25, 2011	Problem with TDN	Helped the customer fix his TDN/PW	7/25/11	Service
63	Jul 25, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/25/11	Service
64	Jul 26, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/26/11	Service
65	Jul 27, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	7/27/11	Service
66	Jul 27, 2011	Problem with TDN	Helped the customer fix his TDN/PW	7/27/11	Service
67	Jul 29, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	7/29/11	General
68	Aug 1, 2011	Problem with downloading Convo Mobile	Helped the customer download Convo mobile	8/1/11	Service

69	Aug 1, 2011	Problem with Camera	Helped correct iChat settings	8/1/11	Technology
70	Aug 3, 2011	Problem with downloading	Helped the customer with Convo Desktop	8/3/11	Service
71	Aug 3, 2011	Problem with TDN	Helped the customer fix his TDN/PW	8/3/11	Service
72	Aug 4, 2011	Problem with TDN	Helped the customer fix his TDN/PW	8/4/11	Service
73	Aug 4, 2011	Problem with Convo Anywhere	Helped the customer with Convo Anywhere	8/4/11	Technology
74	Aug 5, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	8/5/11	Service
75	Aug 5, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	8/5/11	Service
76	Aug 8, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	8/9/11	Service
77	Aug 8, 2011	Problem with Convo Desktop	Helped the customer	8/9/11	Technology

78	Aug 9, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	8/9/11	Service
79	Aug 9, 2011	Problem with registration	Helped the customer register	8/9/11	Service
80	Aug 10, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	8/10/11	General
81	Aug 10, 2011	Problem with TDN	Helped the customer fix his TDN/PW	8/10/11	Service
82	Aug 11, 2011	Problem with downloading	Helped the customer with Convo mobile	8/11/11	Service
83	Aug 11, 2011	Problem with Convo Desktop	Helped correct CD settings	8/11/11	Technology
84	Aug 12, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	8/12/11	Technology
85	Aug 12, 2011	Problem with Convo Desktop/ iChat	Helped the customer with Convo Desktop	8/12/11	Technology
86	Aug 15, 2011	Problem with Convo Desktop/ iChat	Helped the customer correct his settings	8/15/11	Technology

87	Aug 15, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	8/15/11	Technology
88	Aug 16, 2011	Problem with TDN	Helped the customer fix his TDN/PW	8/16/11	Service
89	Aug 16, 2011	Problem with Camera	Helped the customer with Convo Anywhere	8/16/11	Technology
90	Aug 17, 2011	Problem with registration	Helped the customer register	8/17/11	Service
91	Aug 17, 2011	Problem with Convo Mobile	Helped the customer with Convo mobile	8/17/11	Technology
92	Aug 18, 2011	Problem with Convo Desktop	Helped the customer correct his CD settings	8/18/11	Technology
93	Aug 18, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	8/18/11	Technology
94	Aug 22, 2011	Problem with Convo Desktop/ iChat	Helped the customer with Convo Desktop	8/22/11	Technology
95	Aug 22, 2011	Problem with Convo Desktop/ iChat	Helped the customer correct settings	8/22/11	Technology

96	Aug 22, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	8/22/11	Technology
97	Aug 23, 2011	Problem with TDN	Helped the customer fix his TDN/PW	8/23/11	Service
98	Aug 23, 2011	Problem with Camera	Helped the customer with Convo Anywhere	8/23/11	Technology
99	Aug 25, 2011	Problem with Convo Anywhere	Helped correct Anywhere settings	8/25/11	Technology
100	Aug 26, 2011	Customer did not know how to log into Anywhere.	Helped the customer log into ANYwhere.	8/26/11	Service
101	Aug 26, 2011	problem with TDN	Helped the customer fix his TDN/PW	8/26/11	Service
102	Aug 26, 2011	problem with Black Screen	Helped the customer	8/26/11	Technology
103	Aug 30, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	8/30/11	Technology
104	Aug 30, 2011	problem with Greenbook	Instructed customer how to use.	8/30/11	Technology

105	Sep 1, 2011	Problem with Convo Desktop/ iChat	Helped the customer with Convo Desktop	9/5/11	Technology
106	Sep 2, 2011	Problem with Camera	Helped the customer with Convo Desktop	9/5/11	Technology
107	Sep 2, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	9/5/11	Technology
108	Sep 5, 2011	Problem with registration	Helped the customer register	9/5/11	Service
109	Sep 6, 2011	Problem with Convo Desktop/ iChat	Instructed customer how to use.	9/6/11	Technology
110	Sep 7, 2011	Problem with Convo Desktop/ iChat	Helped correct iChat settings	9/7/11	Technology
111	Sep 7, 2011	Problem with Convo Anywhere	Helped the Anywhere settings	9/7/11	Technology
112	Sep 8, 2011	problem with Black Screen	Helped the customer	9/8/11	Technology
113	Sep 9, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	9/9/11	Technology

114	Sep 12, 2011	Problem with Convo Mobile	Helped the customer with Convo mobile	9/12/11	Technology
115	Sep 12, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	9/12/11	Technology
116	Sep 13, 2011	problem with Black Screen	Helped the customer	9/13/11	Technology
117	Sep 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	9/14/11	Service
118	Sep 14, 2011	problem with Black Screen	Helped the customer	9/14/11	Technology
119	Sep 15, 2011	Problem with Convo Anywhere	Helped correct Anywhere settings	9/15/11	Technology
120	Sep 15, 2011	Customer complained Desktop was hard to use.	Helped the customer with Convo Desktop	9/15/11	Technology
121	Sep 19, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	9/19/11	Technology

122	Sep 19, 2011	Problem with Convo Desktop/iChat	Instructed customer on how to add ConvoIM to her buddy list.	9/19/11	Technology
123	Sep 21, 2011	Problem with registration	Helped the customer register	9/21/11	Service
124	Sep 21, 2011	Problem with Porting	Helped the customer with porting	9/21/11	Service
125	Sep 23, 2011	Problem with TDN	Helped the customer fix his TDN/PW	9/23/11	Service
126	Sep 23, 2011	problem with Black Screen	Helped the customer	9/23/11	Technology
127	Sep 26, 2011	Problem with downloading	Helped the customer with Convo Desktop	9/26/11	Service
128	Sep 27, 2011	Problem with registration	Helped the customer register	9/27/11	Service
129	Sep 28, 2011	Problem with TDN	Helped the customer fix his TDN/PW	9/28/11	Service
130	Sep 28, 2011	Problem with IM	Helped the customer with ConvoIM	9/28/11	Technology

131	Sep 29, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	9/29/11	Technology
132	Sep 30, 2011	Porting	Helped the customer	9/30/11	Service
133	Oct 3, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	10/3/11	General
134	Oct 3, 2011	problem with Black Screen	Helped the customer	10/3/11	Technology
135	Oct 4, 2011	Convo Mobile/ VCO	Helped the customer with question	10/4/11	General
136	Oct 4, 2011	problem with TDN	Helped the customer fix his TDN/PW	10/4/11	Service
137	Oct 5, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	10/5/11	General
138	Oct 5, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/5/11	Service
139	Oct 6, 2011	problem with TDN	Helped the customer fix his TDN/PW	10/6/11	Service

140	Oct 6, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/6/11	Service
141	Oct 7, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/7/11	Service
142	Oct 7, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/7/11	Service
143	Oct 7, 2011	problem with Black Screen	Helped the customer	10/7/11	Technology
144	Oct 11, 2011	problem with TDN	Helped the customer fix his TDN/PW	10/11/11	Service
145	Oct 11, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	10/11/11	Technology
146	Oct 12, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/12/11	Service
147	Oct 13, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/13/11	Service
148	Oct 13, 2011	problem with Black Screen	Helped the customer	10/13/11	Technology

149	Oct 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/14/11	Service
150	Oct 14, 2011	problem with TDN	Helped the customer fix his TDN/PW	10/14/11	Service
151	Oct 14, 2011	problem with Black Screen	Helped the customer	10/14/11	Technology
152	Oct 17, 2011	Convo Mobile/ VCO	Helped the customer with question	10/17/11	Service
153	Oct 17, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/17/11	Technology
154	Oct 18, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	10/18/11	General
155	Oct 18, 2011	problem with TDN	Helped the customer fix his TDN/PW	10/18/11	Service
156	Oct 19, 2011	problem with vp connections	Helped the customer	10/19/11	Technology
157	Oct 21, 2011	Problem with registration	Helped the customer	10/21/11	Service

158	Oct 21, 2011	Problem with IM	Helped the customer with ConvoIM	10/21/11	Technology
159	Oct 21, 2011	problem with Black Screen	Helped the customer	10/21/11	Technology
160	Oct 24, 2011	Problem with downloading	Helped the customer with Convo mobile	10/24/11	Service
161	Oct 24, 2011	problem with vp connections	Helped the customer with Convo mobile	10/24/11	Technology
162	Oct 24, 2011	Problem with Camera	Helped correct iChat settings	10/24/11	Technology
163	Oct 25, 2011	Address Update	Updated database	10/25/11	Service
164	Oct 25, 2011	Problem with downloading	Helped the customer with Convo mobile	10/25/11	Service
165	Oct 27, 2011	Address Update	Updated database	10/27/11	Service
166	Oct 27, 2011	Problem with Camera	Helped correct iChat settings	10/27/11	Technology
167	Oct 27, 2011	Problem with Convo Anywhere	Helped the customer with Convo Anywhere	10/27/11	Technology

168	Oct 28, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/28/11	Service
169	Oct 28, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	10/28/11	Service
170	Nov 1, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	11/2/11	Service
171	Nov 1, 2011	problem with vp connections	Helped the customer with question	11/2/11	Technology
172	Nov 2, 2011	Problem with Convo Desktop	Helped the customer	11/2/11	Technology
173	Nov 3, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	11/7/11	Service
174	Nov 4, 2011	Problem with registration	Helped the customer register	11/7/11	Service
175	Nov 7, 2011	Problem with TDN	Helped the customer fix his TDN/PW	11/7/11	Service
176	Nov 8, 2011	Asking about Andriod	Not have the feature.	11/8/11	General

177	Nov 9, 2011	Problem with downloading	Helped the customer with Convo mobile	11/9/11	Technology
178	Nov 10, 2011	Problem with Convo Desktop	Helped the customer	11/10/11	Technology
179	Nov 11, 2011	Problem with registration	Helped the customer register	11/11/11	Service
180	Nov 14, 2011	Problem with registration	Helped the customer register	11/14/11	Service
3	Nov 15, 2011	Problem with TDN	Helped the customer fix his TDN/PW	11/15/11	Service
4	Nov 15, 2011	problem with vp connections	Helped the customer with question	11/15/11	Technology
5	Nov 16, 2011	Problem with TDN	Helped the customer fix his TDN/PW	11/17/11	Service
6	Nov 17, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	11/17/11	Service
7	Nov 17, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	11/17/11	Service

8	Nov 18, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	11/18/11	Service
9	Nov 21, 2011	Problem with TDN	Helped the customer fix his TDN/PW	11/21/11	Service
10	Nov 22, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	11/22/11	General
11	Nov 23, 2011	Problem with downloading	Helped the customer with Convo mobile	11/23/11	Technology
12	Nov 28, 2011	Address Update	Updated database	11/28/11	Service
13	Nov 28, 2011	Problem with Camera	Helped correct iChat settings	11/28/11	Technology
14	Nov 29, 2011	TDN not working	Investigated and resolved the customer's TDN issue	11/29/11	Service
15	Nov 29, 2011	Address Update	Updated database	11/29/11	Service
16	Nov 30, 2011	Address Update	Updated database	11/30/11	Service

17	Dec 1, 2011	TDN not working	Investigated and resolved the customer's TDN issue	12/1/11	Service
18	Dec 1, 2011	Address Update	Updated database	12/1/11	Service
19	Dec 2, 2011	Inquiring about CM	Registered for number for iPhone	12/2/11	General
20	Dec 2, 2011	Address Update	Updated database	12/2/11	Service
21	Dec 5, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	12/5/11	General
22	Dec 5, 2011	Reset PW	Reset PW	12/5/11	Service
23	Dec 7, 2011	Reset PW	Reset PW	12/7/11	Service
24	Dec 7, 2011	Problem with TDN	Helped the customer fix his TDN/PW	12/7/11	Service
25	Dec 7, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/7/11	Service
26	Dec 7, 2011	Problem with TDN	Helped the customer fix his TDN/PW	12/7/11	Service

27	Dec 8, 2011	Porting	Helped the customer	12/8/11	Service
28	Dec 8, 2011	Problem with Convo Desktop	Helped the customer with Convo Desktop	12/8/11	Technology
29	Dec 8, 2011	problem with vp connections	Helped the customer with question	12/8/11	Technology
30	Dec 9, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	12/9/11	General
31	Dec 12, 2011	problem with TDN	Helped the customer fix his TDN/PW	12/12/11	Service
32	Dec 12, 2011	problem with Black Screen	Helped the customer	12/12/11	Technology
33	Dec 13, 2011	Convo Mobile/ VCO	Helped the customer with question	12/13/11	Service
34	Dec 13, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/13/11	Service
35	Dec 14, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	12/14/11	General

36	Dec 14, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/14/11	Service
37	Dec 15, 2011	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	12/15/11	General
38	Dec 15, 2011	problem with TDN	Helped the customer fix his TDN/PW	12/15/11	Service
39	Dec 16, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/16/11	Service
40	Dec 19, 2011	problem with TDN	Helped the customer fix his TDN/PW	12/20/11	Service
41	Dec 19, 2011	Problem with Convo Desktop	Helped the customer	12/20/11	Technology
42	Dec 20, 2011	Problem with registration	Helped the customer register	12/20/11	Service
43	Dec 20, 2011	problem with vp connections	Helped the customer with question	12/20/11	Technology
44	Dec 21, 2011	Problem with registration	Helped the customer register	12/21/11	Service

45	Dec 22, 2011	Problem with TDN	Helped the customer fix his TDN/PW	12/22/11	Service
46	Dec 26, 2011	Problem with TDN	Helped the customer fix his TDN/PW	12/25/11	Service
47	Dec 26, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/26/11	Service
48	Dec 27, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/27/11	Service
49	Dec 29, 2011	Problem with TDN/PW	Helped the customer fix his TDN/PW	12/29/11	Service
50	Dec 29, 2011	Address Update	Updated database	12/29/11	Service
51	Dec 29, 2011	problem with vp connections	Helped the customer with question	12/29/11	Technology
52	Jan 4, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	1/4/12	General
53	Jan 4, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/4/12	Service

54	Jan 4, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	1/4/12	Technology
55	Jan 5, 2012	Porting	Helped the customer	1/5/12	Service
56	Jan 5, 2012	Problem with registration	Helped the customer	1/5/12	Service
57	Jan 5, 2012	Convo Mobile/VCO	Helped the customer	1/5/12	Technology
58	Jan 9, 2012	Problem with TDN	Helped the customer fix his TDN/PW	1/9/12	Service
59	Jan 9, 2012	Problem with IM	Helped correct iChat settings	1/9/12	Technology
60	Jan 9, 2012	problem with vp connections	Helped the customer	1/9/12	Technology
61	Jan 10, 2012	Porting	Helped the customer	1/10/12	Service
62	Jan 10, 2012	Problem with Convo Anywhere	Helped the Anywhere settings	1/10/12	Technology
63	Jan 10, 2012	problem with black screen	Helped the customer with Convo Desktop	1/10/12	Technology

64	Jan 11, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	1/11/12	Technology
65	Jan 12, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/12/12	Service
66	Jan 12, 2012	Problem with downloading	Helped the customer	1/12/12	Technology
67	Jan 13, 2012	Problem with registration	Helped the customer	1/13/12	Service
68	Jan 13, 2012	Problem with TDN	Helped the customer	1/13/12	Service
69	Jan 13, 2012	Problem with Camera	Helped the customer with Convo Anywhere	1/13/12	Technology
70	Jan 16, 2012	Reset PW	Helped the customer	1/16/12	Service
71	Jan 16, 2012	Reset PW	Helped the customer	1/16/12	Service
72	Jan 16, 2012	Problem with TDN	Helped the customer fix his TDN/PW	1/16/12	Service
73	Jan 16, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/16/12	Service

74	Jan 16, 2012	problem with vp connections	Helped the customer	1/16/12	Technology
75	Jan 17, 2012	TDN not working	Investigated and resolved the customer's TDN issue	1/17/12	Service
76	Jan 17, 2012	TDN not working	Investigated and resolved the customer's TDN issue	1/17/12	Service
77	Jan 18, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	1/18/12	General
78	Jan 18, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/18/12	Service
79	Jan 19, 2012	problem with TDN	Helped the customer fix his TDN/PW	1/19/12	Service
80	Jan 20, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/20/12	Service
81	Jan 23, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	1/23/12	General

82	Jan 23, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/23/12	Service
83	Jan 24, 2012	problem with vp connections	Helped the customer	1/24/12	Technology
84	Jan 25, 2012	Problem with Camera	Helped the customer with Convo Anywhere	1/25/12	Technology
85	Jan 25, 2012	problem with vp connections	Helped the customer	1/25/12	Technology
86	Jan 26, 2012	Problem with TDN	Helped the customer fix his TDN/PW	1/26/12	Service
87	Jan 27, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	1/27/12	Service
88	Jan 27, 2012	Reset PW	Helped the customer	1/27/12	Service
89	Jan 27, 2012	Reset PW	Helped the customer	1/27/12	Service
90	Jan 27, 2012	problem with vp connections	Helped the customer	1/27/12	Technology
91	Jan 30, 2012	Problem with TDN/PW	Helped the customer	1/30/12	Service

92	Jan 30, 2012	Problem with TDN	Helped the customer	1/30/12	Service
93	Jan 31, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	1/31/12	Technology
94	Feb 3, 2012	problem with Black Screen	Helped the customer	2/3/12	Technology
95	Feb 3, 2012	Problem with Convo Desktop/ iChat	Helped the customer with Convo Desktop	2/3/12	Technology
310	Feb 6, 2012	Problem with registration	Helped the customer	2/6/12	Service
311	Feb 7, 2012	problem with vp connections	Helped the Anywhere settings	2/7/12	Technology
312	Feb 7, 2012	Problem with Camera	Helped the customer with Convo Desktop	2/7/12	Technology
313	Feb 8, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/8/12	Service
314	Feb 8, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/9/12	Service

315	Feb 9, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/9/12	Service
316	Feb 9, 2012	Problem with TDN	Helped the customer fix his TDN/PW	2/9/12	Service
317	Feb 9, 2012	Problem with registration	Helped the customer	2/9/12	Service
318	Feb 9, 2012	Convo Mobile/ VCO	Helped the customer	2/9/12	Technology
319	Feb 9, 2012	Problem with IM	Helped correct iChat settings	2/9/12	Technology
320	Feb 10, 2012	problem with TDN	Helped the customer fix his TDN/PW	2/10/12	Service
321	Feb 10, 2012	problem with Black Screen	Helped the customer	2/10/12	Technology
322	Feb 13, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/13/12	Service
323	Feb 13, 2012	problem with vp connections	Helped the customer with Convo mobile	2/13/12	Technology
324	Feb 13, 2012	problem with vp connections	Helped the customer	2/13/12	Technology

325	Feb 14, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	2/14/12	General
326	Feb 14, 2012	problem with black screen	Helped the customer	2/14/12	Technology
327	Feb 15, 2012	Problem with downloading	Helped the customer	2/15/12	Service
328	Feb 15, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/15/12	Service
329	Feb 15, 2012	problem with black screen	Helped the customer	2/15/12	Technology
330	Feb 15, 2012	Problem with Convo Anywhere	Helped the customer with Convo Anywhere	2/15/12	Technology
331	Feb 16, 2012	Problem with TDN	Helped the customer fix his TDN/PW	2/16/12	Service
332	Feb 16, 2012	Problem with TDN	Helped the customer fix his TDN/PW	2/16/12	Service
333	Feb 16, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/16/12	Service

334	Feb 16, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/16/12	Service
335	Feb 16, 2012	Problem with TDN	Helped the customer fix his TDN/PW	2/16/12	Service
336	Feb 16, 2012	Problem with TDN	Helped the customer fix his TDN/PW	2/16/12	Service
337	Feb 16, 2012	problem with vp connections	Helped the customer with Convo mobile	2/16/12	Technology
338	Feb 17, 2012	Problem with TDN	Helped the customer fix his TDN/PW	2/17/12	Service
339	Feb 17, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	2/17/12	Technology
340	Feb 21, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	2/21/12	General
341	Feb 21, 2012	Problem with TDN	Helped the customer	2/21/12	Service
342	Feb 21, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/21/12	Service

343	Feb 21, 2012	problem with TDN	Helped the customer fix his TDN/PW	2/21/12	Service
344	Feb 21, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	2/21/12	Technology
345	Feb 21, 2012	problem with vp connections	Helped the customer	2/21/12	Technology
346	Feb 21, 2012	problem with black screen	Helped the customer	2/21/12	Technology
347	Feb 22, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/22/12	Service
348	Feb 22, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/22/12	Service
349	Feb 22, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	2/22/12	Service
350	Feb 22, 2012	problem with TDN	Helped the customer fix his TDN/PW	2/22/12	Service
351	Feb 23, 2012	problem with vp connections	Helped the customer	2/23/12	Technology

352	Feb 23, 2012	Problem with Convo Desktop/iChat	Helped the customer	2/23/12	Technology
353	Feb 24, 2012	Problem with downloading	Helped the customer	2/24/12	Service
354	Feb 24, 2012	Problem with TDN	Helped the customer	2/24/12	Service
355	Feb 24, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	2/24/12	Technology
356	Feb 24, 2012	problem with vp connections	Helped the customer	2/24/12	Technology
357	Feb 27, 2012	Problem with registration	Helped the customer	2/27/12	Service
358	Feb 28, 2012	Problem with Camera	Helped the customer with Convo Desktop	2/28/12	Technology
359	Mar 1, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	3/1/12	General
360	Mar 1, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/1/12	Service

361	Mar 1, 2012	Problem with Convo Desktop/iChat	Helped the customer with Convo Desktop	3/1/12	Technology
362	Mar 2, 2012	problem with TDN	Helped the customer fix his TDN/PW	3/2/12	Service
363	Mar 6, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/6/12	Service
364	Mar 6, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/6/12	Service
365	Mar 6, 2012	Problem with downloading	Helped the customer with Convo mobile	3/6/12	Service
366	Mar 7, 2012	Problem with Camera	Helped correct iChat settings	3/7/12	Technology
367	Mar 8, 2012	Address Update	Updated database	3/8/12	Service
368	Mar 8, 2012	Problem with downloading	Helped the customer with Convo mobile	3/8/12	Service
369	Mar 9, 2012	Problem with registration	Helped the customer	3/9/12	Service

370	Mar 9, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/9/12	Service
371	Mar 9, 2012	Problem with Convo Desktop	Helped the customer	3/9/12	Technology
372	Mar 13, 2012	Problem with registration	Helped the customer	3/13/12	Service
373	Mar 13, 2012	Problem with Camera	Helped the Anywhere settings	3/13/12	Technology
374	Mar 13, 2012	problem with vp connections	Helped the customer	3/13/12	Technology
375	Mar 14, 2012	Problem with Porting	Helped the customer	3/14/12	Service
376	Mar 14, 2012	Problem with Camera	Helped the customer	3/14/12	Technology
377	Mar 15, 2012	Problem with registration	Helped the customer	3/15/12	Service
378	Mar 15, 2012	Problem with IM	Helped the customer with ConvoIM	3/15/12	Technology
379	Mar 16, 2012	Problem with Convo Anywhere	Helped the Anywhere settings	3/16/12	Technology

380	Mar 17, 2012	Problem with downloading	Helped the customer	3/17/12	Service
381	Mar 19, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	3/19/12	Technology
382	Mar 21, 2012	Problem with downloading	Helped the customer with Convo mobile	3/21/12	Service
383	Mar 21, 2012	problem with vp connections	Helped the customer	3/21/12	Technology
384	Mar 21, 2012	Problem with Camera	Helped correct iChat settings	3/21/12	Technology
385	Mar 23, 2012	Address Update	Updated database	3/23/12	Service
386	Mar 26, 2012	Problem with downloading	Helped the customer with Convo mobile	3/26/12	Service
387	Mar 26, 2012	Address Update	Updated database	3/26/12	Service
388	Mar 26, 2012	Problem with Camera	Helped correct iChat settings	3/26/12	Technology
389	Mar 27, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/28/12	Service

390	Mar 27, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/28/12	Service
391	Mar 28, 2012	Problem with TDN	Helped the customer fix his TDN/PW	3/28/12	Service
392	Mar 29, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/29/12	Service
393	Mar 30, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	3/20/12	Service
394	Mar 30, 2012	Problem with TDN	Helped the customer fix his TDN/PW	3/30/12	Service
395	Apr 2, 2012	Porting	Helped the customer	4/3/12	Service
396	Apr 2, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	4/3/12	Technology
397	Apr 3, 2012	Problem with TDN	Helped the customer fix his TDN/PW	4/3/12	Service
398	Apr 3, 2012	Registration	Helped the customer register	4/3/12	Service

399	Apr 4, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/4/12	Service
400	Apr 4, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/4/12	Service
401	Apr 5, 2012	Registration	Helped the customer register	4/5/12	Service
402	Apr 9, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/9/12	Service
403	Apr 10, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/10/12	Service
404	Apr 10, 2012	problem with Black Screen	Helped the customer	4/10/12	Technology
405	Apr 11, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/12/12	Service
406	Apr 12, 2012	problem with TDN	Helped the customer fix his TDN/PW	4/12/12	Service
407	Apr 13, 2012	Problem with downloading	Helped the customer with Convo mobile	4/13/12	Service

408	Apr 13, 2012	problem with Black Screen	Helped the customer	4/13/12	Technology
409	Apr 17, 2012	Problem with downloading	Helped the customer with Convo mobile	4/17/12	Service
410	Apr 17, 2012	Problem with Camera	Helped correct iChat settings	4/17/12	Technology
411	Apr 19, 2012	Problem with TDN	Helped the customer fix his TDN/PW	4/19/12	Service
412	Apr 19, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/19/12	Service
413	Apr 19, 2012	problem with vp connections	Helped the customer	4/19/12	Technology
414	Apr 20, 2012	problem with vp connections	Helped the customer	4/20/12	Technology
415	Apr 23, 2012	Reset PW	Helped the customer	4/23/12	Service
416	Apr 23, 2012	Reset PW	Helped the customer	4/23/12	Service
417	Apr 23, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/23/12	Service

418	Apr 24, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/24/12	Service
419	Apr 24, 2012	problem with vp connections	Helped the customer	4/24/12	Technology
420	Apr 25, 2012	Problem with registration	Helped the customer	4/25/12	Service
421	Apr 25, 2012	TDN not working	Investigated and resolved the customer's TDN issue	4/25/12	Service
422	Apr 25, 2012	Problem with IM	Helped the customer with ConvoIM	4/25/12	Technology
423	Apr 25, 2012	problem with vp connections	Helped the customer	4/25/12	Technology
424	Apr 26, 2012	Problem with TDN	Helped the customer fix his TDN/PW	4/26/12	Service
425	Apr 26, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/26/12	Service
426	Apr 26, 2012	problem with vp connections	Helped the customer	4/26/12	Technology

427	Apr 27, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/27/12	Service
428	Apr 30, 2012	Problem with downloading	Helped the customer with Convo mobile	4/30/12	Service
429	Apr 30, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	4/30/12	Service
430	Apr 30, 2012	Problem with Convo Desktop	Helped the customer with Convo Desktop	4/30/12	Technology
431	May 1, 2012	problem with vp connections	Helped the customer	5/12/12	Technology
432	May 1, 2012	Problem with Convo Anywhere	Helped the Anywhere settings	5/2/12	Technology
433	May 1, 2012	Problem with Camera	Helped the customer with Convo Desktop	5/2/12	Technology
434	May 2, 2012	problem with black screen	Helped the customer with Convo Desktop	5/2/12	Technology
435	May 3, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/3/12	Service

436	May 3, 2012	Problem with Convo Anywhere	Helped the Anywhere settings	5/3/12	Technology
437	May 4, 2012	Problem with TDN	Helped the customer fix his TDN/PW	5/4/12	Service
438	May 4, 2012	Reset PW	Helped the customer	5/4/12	Service
439	May 4, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/7/12	Service
440	May 7, 2012	Asking about Videomail	Helped the customer	5/7/12	General
441	May 7, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/7/12	Service
442	May 7, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/7/12	Service
443	May 7, 2012	problem with vp connections	Helped the customer	5/7/12	Technology
444	May 8, 2012	Problem with Camera	Helped correct iChat settings	5/8/12	Technology
445	May 9, 2012	Questions with videomail	Helped the customer	5/10/12	General

446	May 9, 2012	problem with vp connections	Helped the customer	5/9/12	Technology
447	May 10, 2012	Problem with downloading Convo Desktop	Helped the customer	5/10/12	Service
448	May 10, 2012	Problem with Convo Anywhere	Helped the Anywhere settings	5/10/12	Technology
449	May 11, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/11/12	Service
450	May 11, 2012	Problem with Convo Anywhere	Helped the Anywhere settings	5/11/12	Technology
451	May 14, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	5/14/12	General
452	May 14, 2012	Questions with videomail	Helped the customer	5/14/12	Service
453	May 14, 2012	Camera adjustment needed	Helped correct iChat settings	5/14/12	Technology
454	May 15, 2012	Problem with registration	Helped the customer register	5/15/12	Service

455	May 15, 2012	TDN Reminder/ PW reset	Helped the customer fix his TDN/PW	5/15/12	Service
456	May 16, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/16/12	Service
457	May 16, 2012	Problem with TDN/PW	Helped the customer fix his TDN/PW	5/16/12	Service
458	May 17, 2012	Questions with videomail	Helped the customer	5/17/12	General
459	May 17, 2012	Problem with downloading	Helped the customer with Convo mobile	5/17/12	Technology
460	May 18, 2012	Inquiring about CM	Customer registered for a ten-digit number to use with his iPhone	5/18/11	Technology
461	May 21, 2012	Asking about Andriod	We do not have app for Andriod yet. Stay tuned	5/21/12	General
462	May 21, 2012	Address Update	Updated database	5/21/12	Service
463	May 21, 2012	Reset PW	Reset PW	5/21/12	Service

464	May 22, 2012	Questions with videomail	Helped the customer	5/22/12	Genral
465	May 23, 2012	Camera adjustment needed	Helped resolve iChat settings	5/24/12	Technology
466	May 24, 2012	Problem with registration	Helped the customer register	5/25/11	Service
467	May 25, 2012	TDN Reminder/ PW reset	Helped the customer fix his TDN/PW	5/25/12	Service
468	May 28, 2012	TDN not working	Investigated and resolved the customer's TDN issue	5/25/11	Service
469	May 28, 2012	Problem with registration	Helped the customer	5/28/12	Service
470	May 28, 2012	Problem with IM	Helped the customer with ConvoIM	5/28/12	Technology
471	May 29, 2012	TDN not working	Investigated and resolved the customer's TDN issue	5/29/12	Service
472	May 30, 2012	problem with vp connections	Helped the customer	5/30/12	Technology

473	May 31, 2012	Reset PW	Reset PW	5/31/12	Service
474	May 31, 2012	Problem with Convo Anywhere	Helped the customer with Convo Anywhere	5/31/12	Technology