

### Customer Complaints by Month

Category	Video Interpreter	Technical	Other	TOTAL
Jun-11	16	5	4	25
Jul-11	22	1	2	25
Aug-11	25	0	4	29
Sep-11	18	6	16	40
Oct-11	27	3	47	77
Nov-11	24	6	157	187
Dec-11	20	6	72	98
Jan-12	17	3	44	64
Feb-12	22	4	30	56
Mar-12	21	2	13	36
Apr-12	20	1	10	31
May-12	11	1	7	19
TOTAL	243	38	406	687

<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
6/1/2011	VI didn't know why company called customer	VI does not have access to previous call information	7/18/2011	Complaint > Other
6/1/2011	Full phone number missed by VI in message	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/3/2011	Customer angry with all Vis in general	Documented and shared with upper management	6/3/2011	Complaint > Video Interpreter
6/3/2011	VI not make eye contact with customer upon answering	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/6/2011	Message left by VI not clear	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/10/2011	Call disconnected in mid-conversation	Document call time look for any pattern	6/19/2011	Complaint > Technical
6/10/2011	VI signs are not clear	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/13/2011	Number on screen not left up long enough to write down	Follow up with CCM and VI	6/21/2011	Complaint > Other
6/15/2011	VI had no facial expression	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/17/2011	VI not make eye contact with customer	Follow up with CCM and VI	7/18/2011	Complaint > Video Interpreter
6/18/2011	VI not interpret word for word	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/18/2011	Number on screen not left up long enough to write down	Follow up with CCM and VI	6/19/2011	Complaint > Other
6/19/2011	Number on screen not left up long enough to write down	Follow up with CCM and VI	6/23/2011	Complaint > Other
6/21/2011	VI wouldn't answer my questions about the service	Customer Service Rep addressed questions	6/23/2011	Complaint > Video Interpreter
6/22/2011	VI not able to hear everything said by other caller	Follow up with CCM and VI	6/23/2011	Complaint > Video Interpreter
6/22/2011	VCO not working great with this VI	Document call time look for any pattern	7/20/2011	Complaint > Technical
6/23/2011	VI wouldn't answer my questions about the service	Customer Service Rep addressed questions	7/18/2011	Complaint > Video Interpreter
6/24/2011	Video Quality of VI not great	Document call time look for any pattern	7/20/2011	Complaint > Technical
6/25/2011	Call disconnected in mid-conversation	Document call time look for any pattern	6/25/2011	Complaint > Technical
6/28/2011	Call disconnected in mid-conversation	Document call time look for any pattern	6/28/2011	Complaint > Technical
6/28/2011	VI not pronounce name of city correctly	Follow up with CCM and VI	6/28/2011	Complaint > Video Interpreter
6/30/2011	VI wouldn't transfer call to another interpreter	Follow up with CCM and VI	7/18/2011	Complaint > Video Interpreter
6/30/2011	VI not say what I sign, I'm good at lip reading	Follow up with CCM and VI	7/1/2011	Complaint > Video Interpreter
6/30/2011	VI not make eye contact with customer upon answering	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
6/30/2011	On hold, VI was talking to someone off camera	Follow up with CCM and VI	7/2/2011	Complaint > Video Interpreter
7/1/2011	VI yawned during call	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/1/2011	VI had bad attitude	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/4/2011	VI hung up without asking if I wanted to make another call	Follow up with CCM and VI	7/6/2011	Complaint > Video Interpreter
7/8/2011	VI guessing how to spell name not asking	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/8/2011	VI speaking with someone off camera	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/9/2011	Had a difficult time with this VI	Follow up with CCM and VI	7/11/2011	Complaint > Video Interpreter
7/9/2011	VI not pay attention to me while on hold	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/12/2011	Felt this VI was rude, interrupt while leaving message	Follow up with CCM and VI	7/18/2011	Complaint > Video Interpreter
7/13/2011	Felt VI had poor receptive skills	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/14/2011	Asked VI not to announce, VI announced anyway	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/14/2011	VI not follow my instructions	Follow up with CCM and VI	7/20/2011	Complaint > Video Interpreter
7/16/2011	VI disconnect my call with plumber in my home	Per FCC rules VRS cannot be used for VRI	7/26/2011	Complaint > Video Interpreter
7/18/2011	VI sit too close to camera	Follow up with CCM and VI	7/26/2011	Complaint > Video Interpreter
7/18/2011	VI was rude during call	Follow up with CCM and VI	7/19/2011	Complaint > Video Interpreter
7/19/2011	VI refused to transfer call	Follow up with CCM and VI	7/26/2011	Complaint > Video Interpreter
7/20/2011	VI gave me attitude about my call	Follow up with CCM and VI	7/26/2011	Complaint > Video Interpreter
7/21/2011	Delay signs in my VCO call	Follow up with CCM and VI	7/26/2011	Complaint > Video Interpreter
7/22/2011	VI not understand my voice	Follow up with CCM and VI	7/26/2011	Complaint > Video Interpreter
7/22/2011	VI looks like she not understand me	Follow up with CCM and VI	7/26/2011	Complaint > Video Interpreter
7/26/2011	No identifying information on VI, but not follow instruction	Document call time and look for pattern	7/27/2011	Complaint > Video Interpreter
7/28/2011	NO IDs provided, 2 VI not pay attention to me	Document call time and look for pattern	8/11/2011	Complaint > Video Interpreter
7/28/2011	Z4 disconnect, VI not call back	Document call time and look for pattern	8/1/2011	Complaint > Technical
7/28/2011	Someone harassing me on VP	Customer Service addressed	7/28/2011	Complaint > Other
7/29/2011	Number on screen not left up long enough to write down	Follow up with CCM and VI	8/11/2011	Complaint > Other
7/30/2011	VI not keep eye contact with me the whole call	Follow up with CCM and VI	8/3/2011	Complaint > Video Interpreter
8/2/2011	No ID provided, VI not interpret everything	Documented call time look for pattern	8/3/2011	Complaint > Video Interpreter
8/3/2011	VI voicing not right	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/3/2011	VI privacy screen up	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/3/2011	Friends name not appear on screen when they call me	Customer Service addressed	8/5/2011	Complaint > Other
8/4/2011	Vis in general are not following my wishes	Customer Service addressed	8/11/2011	Complaint > Video Interpreter
8/5/2011	VI not recite my video mail greeting as directed	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/8/2011	VI face looks angry	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/9/2011	VI hung up on me	Documented call time, follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/9/2011	VI not follow what I said	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/10/2011	VI have attitude towards me	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/10/2011	VI not let me know phone ringing	Follow up with CCM and VI	8/11/2011	Complaint > Video Interpreter
8/11/2011	VI can't take a joke	Customer Service addressed	8/12/2011	Complaint > Video Interpreter
8/17/2011	VI not follow instructions	Follow up with CCM and VI	1/26/2012	Complaint > Video Interpreter
8/17/2011	VI not make eye contact upon answering call	Follow up with CCM and VI	8/18/2011	Complaint > Video Interpreter
8/17/2011	VI looked dark in background	Follow up with CCM	8/18/2011	Complaint > Video Interpreter
8/19/2011	VI not able follow my fingerspelling	Follow up with CCM and VI	8/20/2011	Complaint > Video Interpreter
8/19/2011	VI not understand me	Follow up with CCM and VI	8/20/2011	Complaint > Video Interpreter
8/22/2011	VI not able follow my fingerspelling	Follow up with CCM and VI	8/23/2011	Complaint > Video Interpreter
8/22/2011	Need VI to fingerspell clearly	Follow up with CCM and VI	8/22/2011	Complaint > Video Interpreter
8/23/2011	Customer wants to use VRS for VRI purposes	Per FCC rules VRS cannot be used for VRI	8/24/2011	Complaint > Other
8/24/2011	Hearing person wants Z4	Per FCC rules 10 digit numbers are for Deaf/HoH VRS users	8/24/2011	Complaint > Other
8/26/2011	VI refused to transfer my call	Follow up with CCM and VI	8/30/2011	Complaint > Video Interpreter
8/26/2011	VI couldn't call 411	Document call time and look for pattern	8/27/2011	Complaint > Video Interpreter
8/26/2011	VI unclear in videomail message left	Follow up with CCM and VI	8/29/2011	Complaint > Video Interpreter
8/26/2011	Wants all Vis to sign higher	Documented and shared with team	8/29/2011	Complaint > Video Interpreter
8/28/2011	VI could not see me	Document call time and look for pattern	11/7/2011	Complaint > Video Interpreter
8/29/2011	VI not smile at me	Follow up with CCM and VI	8/30/2011	Complaint > Video Interpreter
8/31/2011	Spanish VI hung up on English Call	Follow up with CCM and VI	8/31/2011	Complaint > Video Interpreter
8/31/2011	10 digit numbering item	Customer Service addressed	8/31/2011	Complaint > Other
9/1/2011	Wait time	Document call time look for pattern	9/1/2011	Complaint > Other

<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
9/1/2011	VI not nice and would not transfer call	Follow up with CCM and VI	9/2/2011	Complaint > Video Interpreter
9/2/2011	VI has black screen	Document call time look for pattern	9/4/2011	Complaint > Technical
9/3/2011	No call back from VI after call disconnected	Document call time look for pattern	9/3/2011	Complaint > Technical
9/4/2011	Wait time	Document call time look for pattern	9/4/2011	Complaint > Other
9/4/2011	Wait time	Document call time look for pattern	9/4/2011	Complaint > Other
9/6/2011	Want VI to improve receptive skill	Follow up with CCM and VI	4/12/2012	Complaint > Video Interpreter
9/7/2011	VI wouldn't transfer call	Follow up with CCM and VI	9/8/2011	Complaint > Video Interpreter
9/7/2011	VI disconnect call when I go look for ph nbr	Customer Service addressed	9/7/2011	Complaint > Video Interpreter
9/8/2011	Wait time	Document call time look for pattern	12/16/2011	Complaint > Other
9/8/2011	Wait time	Document call time look for pattern	9/8/2011	Complaint > Other
9/9/2011	VI not make eye contact throughout the call	Follow up with CCM and VI	9/10/2011	Complaint > Video Interpreter
9/9/2011	VI cant see me because of video quality	Document call time look for pattern	9/9/2011	Complaint > Video Interpreter
9/10/2011	Credit Card company reject my VRS call	Documneted and shared with upper management	9/10/2011	Complaint > Other
9/12/2011	Wait time	Document call time look for pattern	9/12/2011	Complaint > Other
9/12/2011	Wait time	Document call time look for pattern	9/12/2011	Complaint > Other
9/12/2011	Numbering Item	Customer Service addressed	9/14/2011	Complaint > Other
9/14/2011	VI not sign everything that I can hear (Hard of Hearing)	Follow up with CCM and VI	9/14/2011	Complaint > Video Interpreter
9/14/2011	Not able to understand name fingerspelled in message	Follow up with CCM and VI	9/15/2011	Complaint > Video Interpreter
9/14/2011	VI not read me correctly	Follow up with CCM and VI	12/28/2011	Complaint > Video Interpreter
9/14/2011	VI look lazy signing in message	Follow up with CCM and VI	9/15/2011	Complaint > Video Interpreter
9/14/2011	Connect to VI, say black screen cant see me	Document call time look for pattern	9/16/2011	Complaint > Technical
9/16/2011	VI not keep eye contact with me during call	Follow up with CCM and VI	9/16/2011	Complaint > Video Interpreter
9/16/2011	VI walked away from screen	Follow up with CCM and VI	9/17/2011	Complaint > Video Interpreter
9/19/2011	VI not see me	Document call time look for pattern	9/19/2011	Complaint > Technical
9/19/2011	VI visiting with someone off camera	Follow up with CCM and VI	12/28/2011	Complaint > Video Interpreter
9/20/2011	Poor video quality when connecting with this VI	Document call time look for pattern	9/20/2011	Complaint > Technical
9/20/2011	Video quality issue with this VI	Document call time look for pattern	9/20/2011	Complaint > Technical
9/20/2011	Wait time for Spanish VI	Document call time look for pattern	9/23/2011	Complaint > Other
9/20/2011	Wait time	Document call time look for pattern	9/20/2011	Complaint > Other
9/21/2011	VI not interpret my call correctly	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
9/22/2011	Wait time	Document call time look for pattern	10/16/2011	Complaint > Other
9/23/2011	Wait time for Spanish VI	Document call time look for pattern	9/24/2011	Complaint > Other
9/23/2011	VI gave me attitude	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
9/26/2011	Wrong number left in message	Follow up with CCM and VI	9/29/2011	Complaint > Video Interpreter
9/27/2011	I have hard time understanding this VI	Follow up with CCM and VI	9/28/2011	Complaint > Video Interpreter
9/27/2011	Don't understand message left by VI	Follow up with CCM and VI	9/28/2011	Complaint > Video Interpreter
9/27/2011	Call disconnected but VI not call back	Document call time look for pattern	10/16/2011	Complaint > Other
9/30/2011	Wait time	Document call time look for pattern	10/16/2011	Complaint > Other
9/30/2011	Numbering Item	Customer Service addressed	9/30/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/1/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	4/2/2012	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/1/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/2/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/3/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/3/2011	Wait time	Document call time and look for pattern	10/3/2011	Complaint > Other
10/3/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/3/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/3/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/3/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/3/2011	VI not follow instructions	Follow up with CCM and VI	10/3/2011	Complaint > Video Interpreter
10/4/2011	Call disconnected VI not call back	Document call time and look for pattern	10/4/2011	Complaint > Other
10/4/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/4/2011	Wait time for Spanish VI	Document call time and look for pattern	10/4/2011	Complaint > Other
10/4/2011	VI not interpret everything heard	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/4/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/4/2011	VI had attitude	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/4/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/4/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/4/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/5/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/5/2011	VI not interpret everything heard	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/5/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/6/2011	Not understand number left in message by VI	Follow up with CCM and VI	10/7/2011	Complaint > Video Interpreter
10/6/2011	Sloppy signing in message	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/6/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/7/2011	VI would not transfer call	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/7/2011	Not understand number left in message by VI	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/7/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/7/2011	VI not make eye contact throughout the call	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/7/2011	VI not showing any facial expressions	Follow up with CCM and VI	10/7/2011	Complaint > Video Interpreter
10/9/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/9/2011	VI had hard time understanding the accent of the caller	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/9/2011	Wait time	Document call time and look for pattern	10/16/2011	Complaint > Other
10/11/2011	VI not follow instructions	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/11/2011	VI would not transfer call	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter

<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
10/12/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/12/2011	Video Quality Concern	Document call time and look for pattern	10/12/2011	Complaint > Technical
10/13/2011	VI missed some info on message left	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/13/2011	VI typing something	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/13/2011	VI did not cooperate with me	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/14/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/14/2011	VI not acting professional	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/15/2011	Wait time for Spanish VI	Document call time and look for pattern	10/16/2011	Complaint > Other
10/15/2011	VI not interpret everything heard	Follow up with CCM and VI	10/16/2011	Complaint > Video Interpreter
10/15/2011	Wait time for Spanish VI	Document call time and look for pattern	10/15/2011	Complaint > Other
10/17/2011	VI not leave full video mail message	Follow up with CCM and VI	10/17/2011	Complaint > Video Interpreter
10/17/2011	VI not leave full video mail message	Follow up with CCM and VI	10/25/2011	Complaint > Video Interpreter
10/18/2011	Wait time	Document call time and look for pattern	10/25/2011	Complaint > Other
10/19/2011	Caller ID issues	Customer Service addressed	10/19/2011	Complaint > Technical
10/19/2011	VI giving me attitude	Follow up with CCM and VI	10/25/2011	Complaint > Video Interpreter
10/20/2011	VI giving me attitude	Follow up with CCM and VI	10/25/2011	Complaint > Video Interpreter
10/20/2011	VI misunderstand me	Follow up with CCM and VI	10/25/2011	Complaint > Video Interpreter
10/20/2011	Wait time	Document call time and look for pattern	10/25/2011	Complaint > Other
10/21/2011	VI was chewing gum	Follow up with CCM and VI	10/25/2011	Complaint > Video Interpreter
10/23/2011	Wait time	Document call time and look for pattern	10/23/2011	Complaint > Other
10/24/2011	Call disconnected VI not call back	Document call time and look for pattern	10/26/2011	Complaint > Other
10/25/2011	Wait time for Spanish VI	Document call time and look for pattern	10/26/2011	Complaint > Other
10/26/2011	Hearing callers hang up	Customer Service addressed	10/28/2011	Complaint > Other
10/26/2011	VI not understand my signs	Follow up with CCM and VI	10/26/2011	Complaint > Video Interpreter
10/26/2011	Wait time	Document call time and look for pattern	10/28/2011	Complaint > Other
10/26/2011	Wait time	Document call time and look for pattern	10/26/2011	Complaint > Other
10/26/2011	Wait time for Spanish VI	Document call time and look for pattern	10/28/2011	Complaint > Other
10/26/2011	VI not follow instructions	Follow up with CCM and VI	10/26/2011	Complaint > Other
10/28/2011	Wait time	Document call time and look for pattern	10/28/2011	Complaint > Other
10/28/2011	VI chewing gum	Follow up with CCM and VI	11/1/2011	Complaint > Video Interpreter
10/28/2011	Wait time	Document call time and look for pattern	11/1/2011	Complaint > Other
10/30/2011	Wait time	Document call time and look for pattern	11/1/2011	Complaint > Other
10/31/2011	Call disconnected VI not call back	Document call time and look for pattern	11/1/2011	Complaint > Technical
10/31/2011	VI not interpret everything heard	Follow up with CCM and VI	11/1/2011	Complaint > Video Interpreter
10/31/2011	Wait time	Document call time and look for pattern	11/1/2011	Complaint > Other
10/31/2011	Wait time	Document call time and look for pattern	11/1/2011	Complaint > Other
11/1/2011	Wait time	Document call time and look for pattern	11/1/2011	Complaint > Other
11/1/2011	VI fingerspelling not clear	Follow up with CCM and VI	11/1/2011	Complaint > Video Interpreter
11/1/2011	VI not friendly	Follow up with CCM and VI	11/16/2011	Complaint > Video Interpreter
11/1/2011	Wait time	Document call time and look for pattern	11/16/2011	Complaint > Other
11/1/2011	Wait time for Spanish VI	Document call time and look for pattern	11/1/2011	Complaint > Other
11/2/2011	Wait time	Document call time and look for pattern	11/16/2011	Complaint > Other
11/2/2011	Wait time	Document call time and look for pattern	11/16/2011	Complaint > Other
11/3/2011	Wait time	Document call time and look for pattern	11/16/2011	Complaint > Other
11/3/2011	Wait time	Document call time and look for pattern	11/16/2011	Complaint > Other
11/3/2011	VI signed not typed	Customer Service addressed	11/16/2011	Complaint > Video Interpreter
11/4/2011	Wait time	Document call time and look for pattern	11/16/2011	Complaint > Other
11/4/2011	Call dropped	Document call time and look for pattern	11/4/2011	Complaint > Technical
11/4/2011	Call dropped	Document call time and look for pattern	11/5/2011	Complaint > Technical
11/4/2011	VI signed too fast	Follow up with CCM and VI	11/5/2011	Complaint > Video Interpreter
11/4/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/4/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/5/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/5/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/5/2011	Numbering Issue	Customer Service addressed	11/22/2011	Complaint > Other
11/5/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/6/2011	Wait time for Spanish VI	Document call time and look for pattern	11/6/2011	Complaint > Other
11/7/2011	Lost contacts on VP200	Customer Service addressed	11/7/2011	Complaint > Other
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/7/2011	VI cannot see me	Document call time and look for pattern	11/17/2011	Complaint > Technical
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/7/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/8/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/8/2011	VI wore bright green	Follow up with CCM and VI	11/17/2011	Complaint > Video Interpreter
11/8/2011	Wait time	Document call time and look for pattern	11/8/2011	Complaint > Other
11/8/2011	VI not clearly signing	Follow up with CCM and VI	11/23/2011	Complaint > Video Interpreter
11/8/2011	Wait time	Document call time and look for pattern	11/17/2011	Complaint > Other
11/9/2011	Wait time	Document call time and look for pattern	11/9/2011	Complaint > Other
11/9/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/9/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/9/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/9/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/10/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/10/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/10/2011	Wait time	Document call time and look for pattern	11/18/2011	Complaint > Other
11/10/2011	VI not understand me	Follow up with CCM and VI	11/18/2011	Complaint > Video Interpreter
11/11/2011	VI not clearly signing	Follow up with CCM and VI	11/18/2011	Complaint > Video Interpreter
11/11/2011	Numbering Issue	Customer Service addressed	11/14/2011	Complaint > Other





<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
12/1/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/1/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/1/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/1/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/2/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/2/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/2/2011	Call dropped	Document call time and look for pattern	12/2/2011	Complaint > Technical
12/2/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/2/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/2/2011	Wait time	Document call time and look for pattern	12/6/2011	Complaint > Other
12/2/2011	Wait time	Document call time and look for pattern	12/2/2011	Complaint > Other
12/2/2011	Wait time	Document call time and look for pattern	12/6/2011	Complaint > Other
12/2/2011	VI not professional	Follow up with CCM and VI	12/6/2011	Complaint > Video Interpreter
12/2/2011	Wait time	Document call time and look for pattern	12/6/2011	Complaint > Other
12/3/2011	Wait time	Document call time and look for pattern	12/6/2011	Complaint > Other
12/4/2011	VI not follow my instructions	Follow up with CCM and VI	12/12/2011	Complaint > Video Interpreter
12/5/2011	Call dropped	Document call time and look for pattern	12/5/2011	Complaint > Technical
12/5/2011	Wait time	Document call time and look for pattern	12/6/2011	Complaint > Other
12/5/2011	VI not call back after call dropped	Document call time and look for pattern	12/6/2011	Complaint > Other
12/6/2011	Wait time	Document call time and look for pattern	12/6/2011	Complaint > Other
12/6/2011	Wait time	Document call time and look for pattern	12/7/2011	Complaint > Other
12/7/2011	Wait time	Document call time and look for pattern	12/7/2011	Complaint > Other
12/7/2011	Wait time for Spanish VI	Document call time and look for pattern	12/7/2011	Complaint > Other
12/7/2011	Wait time	Document call time and look for pattern	12/12/2011	Complaint > Other
12/7/2011	Wait time	Document call time and look for pattern	12/12/2011	Complaint > Other
12/7/2011	VI not get message across clearly	Follow up with CCM and VI	12/13/2011	Complaint > Video Interpreter
12/8/2011	Call dropped	Document call time and look for pattern	12/8/2011	Complaint > Technical
12/8/2011	VI missed words I signed	Follow up with CCM and VI	12/13/2011	Complaint > Video Interpreter
12/8/2011	VI not follow my signing	Follow up with CCM and VI	12/13/2011	Complaint > Video Interpreter
12/8/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/8/2011	VI not make eye contact throughout the call	Follow up with CCM and VI	12/8/2011	Complaint > Video Interpreter
12/8/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/8/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/8/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/9/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/11/2011	VI gave me attitude	Follow up with CCM and VI	12/13/2011	Complaint > Video Interpreter
12/12/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/13/2011	Not able to read fingerspelling in message	Follow up with CCM and VI	12/13/2011	Complaint > Video Interpreter
12/13/2011	Wait time for Spanish VI	Document call time and look for pattern	12/13/2011	Complaint > Other
12/13/2011	Wait time	Document call time and look for pattern	12/13/2011	Complaint > Other
12/13/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/13/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/14/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/14/2011	VI not follow my instructions	Follow up with CCM and VI	12/19/2011	Complaint > Video Interpreter
12/14/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/14/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/14/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/15/2011	VI eating while working	Follow up with CCM and VI	12/19/2011	Complaint > Video Interpreter
12/15/2011	VI misunderstand me	Follow up with CCM and VI	12/19/2011	Complaint > Video Interpreter
12/15/2011	VI move in chair too much	Follow up with CCM and VI	12/19/2011	Complaint > Video Interpreter
12/15/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/15/2011	Dropped call	Document call time and look for pattern	12/15/2011	Complaint > Technical
12/16/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/16/2011	VI spoke during my VCO call	Follow up with CCM and VI	12/21/2011	Complaint > Video Interpreter
12/16/2011	VI not follow instructions	Follow up with CCM and VI	12/28/2011	Complaint > Video Interpreter
12/16/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/17/2011	Wait time	Document call time and look for pattern	4/26/2012	Complaint > Other
12/18/2011	VI hung up too quick	Follow up with CCM and VI	12/18/2011	Complaint > Video Interpreter
12/19/2011	Wait time	Document call time and look for pattern	12/19/2011	Complaint > Other
12/19/2011	Wait time	Document call time and look for pattern	12/21/2011	Complaint > Other
12/20/2011	Wait time	Document call time and look for pattern	12/21/2011	Complaint > Other
12/21/2011	Call dropped	Document call time and look for pattern	12/28/2011	Complaint > Technical
12/21/2011	VI had bad attitude	Follow up with CCM and VI	12/28/2011	Complaint > Video Interpreter
12/22/2011	Wait time	Document call time and look for pattern	12/28/2011	Complaint > Other
12/22/2011	VI not follow my instructions	Follow up with CCM and VI	12/28/2011	Complaint > Video Interpreter
12/23/2011	VI was rude	Follow up with CCM and VI	1/5/2012	Complaint > Video Interpreter
12/23/2011	Dropped call	Document call time and look for pattern	12/23/2011	Complaint > Technical
12/23/2011	Want my address private from Vis	Customer Service addressed	12/23/2011	Complaint > Other
12/24/2011	Wait time	Document call time and look for pattern	12/31/2011	Complaint > Other
12/25/2011	Wait time	Document call time and look for pattern	12/28/2011	Complaint > Other
12/28/2011	Wait time	Document call time and look for pattern	1/3/2012	Complaint > Other
12/29/2011	Wait time	Document call time and look for pattern	1/3/2012	Complaint > Other
12/29/2011	Wait time	Document call time and look for pattern	1/3/2012	Complaint > Other
12/29/2011	VI not convey the full message	Follow up with CCM and VI	1/5/2012	Complaint > Video Interpreter
12/29/2011	Wait time	Document call time and look for pattern	1/3/2012	Complaint > Other

<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
12/29/2011	VI not professional	Follow up with CCM and VI	1/5/2012	Complaint > Video Interpreter
1/3/2012	Had to repeat for the VI	Follow up with CCM and VI	1/5/2012	Complaint > Video Interpreter
1/3/2012	Wait time	Document call time and look for pattern	1/5/2012	Complaint > Other
1/3/2012	Wait time	Document call time and look for pattern	1/5/2012	Complaint > Other
1/3/2012	Wait time	Document call time and look for pattern	1/5/2012	Complaint > Other
1/4/2012	VI not professional	Follow up with CCM and VI	1/5/2012	Complaint > Video Interpreter
1/5/2012	Wait time	Document call time and look for pattern	1/9/2012	Complaint > Other
1/5/2012	Wait time	Document call time and look for pattern	1/6/2012	Complaint > Other
1/5/2012	Wait time	Document call time and look for pattern	1/9/2012	Complaint > Other
1/5/2012	VI signing sloppy	Follow up with CCM and VI	1/9/2012	Complaint > Video Interpreter
1/9/2012	Wait time	Document call time and look for pattern	1/9/2012	Complaint > Other
1/9/2012	Wait time	Document call time and look for pattern	1/11/2012	Complaint > Other
1/9/2012	Wait time	Document call time and look for pattern	1/11/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/11/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	VI not sign clearly	Follow up with CCM and VI	1/10/2012	Complaint > Video Interpreter
1/10/2012	Wait time	Document call time and look for pattern	1/10/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/10/2012	VI has attitude	Follow up with CCM and VI	1/11/2012	Complaint > Other
1/12/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Video Interpreter
1/12/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/12/2012	Video quality of VI not good	Document call time and look for pattern	1/16/2012	Complaint > Other
1/12/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Technical
1/12/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/12/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/13/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Other
1/13/2012	VI has long fingernails	Follow up with CCM and VI	1/13/2012	Complaint > Other
1/15/2012	Wait time	Document call time and look for pattern	1/16/2012	Complaint > Video Interpreter
1/16/2012	VI not professional	Follow up with CCM and VI	1/17/2012	Complaint > Other
1/17/2012	Wait time	Document call time and look for pattern	1/19/2012	Complaint > Video Interpreter
1/17/2012	VI wouldn't transfer call	Follow up with CCM and VI	1/19/2012	Complaint > Other
1/17/2012	Wait time	Document call time and look for pattern	2/8/2012	Complaint > Video Interpreter
1/17/2012	Wait time	Document call time and look for pattern	1/19/2012	Complaint > Other
1/17/2012	Wait time	Document call time and look for pattern	1/19/2012	Complaint > Other
1/17/2012	Wait time	Document call time and look for pattern	1/19/2012	Complaint > Other
1/17/2012	Wait time	Document call time and look for pattern	1/18/2012	Complaint > Other
1/18/2012	VI has bad attitude	Follow up with CCM and VI	1/19/2012	Complaint > Video Interpreter
1/18/2012	VI not give me full attention	Follow up with CCM and VI	1/19/2012	Complaint > Video Interpreter
1/18/2012	VI not follow my instructions	Follow up with CCM and VI	1/19/2012	Complaint > Video Interpreter
1/18/2012	Call dropped	Document call time and look for pattern	1/19/2012	Complaint > Technical
1/18/2012	Wait time	Document call time and look for pattern	1/19/2012	Complaint > Other
1/23/2012	Wait time	Document call time and look for pattern	1/25/2012	Complaint > Other
1/23/2012	Wait time	Document call time and look for pattern	1/25/2012	Complaint > Other
1/23/2012	Call dropped	Document call time and look for pattern	1/23/2012	Complaint > Technical
1/23/2012	Wait time	Document call time and look for pattern	1/25/2012	Complaint > Other
1/23/2012	Wait time	Document call time and look for pattern	1/25/2012	Complaint > Other
1/23/2012	Wait time	Document call time and look for pattern	1/25/2012	Complaint > Other
1/23/2012	Wait time	Document call time and look for pattern	1/23/2012	Complaint > Other
1/24/2012	Wait time	Document call time and look for pattern	1/24/2012	Complaint > Other
1/24/2012	Wait time	Document call time and look for pattern	1/25/2012	Complaint > Other
1/24/2012	Wait time	Document call time and look for pattern	1/24/2012	Complaint > Other
1/24/2012	VI not follow my instructions	Follow up with CCM and VI	1/25/2012	Complaint > Other
1/25/2012	Not feel comfortable with this VI	Follow up with CCM and VI	1/25/2012	Complaint > Video Interpreter
1/25/2012	Wait time	Document call time and look for pattern	1/26/2012	Complaint > Other
1/25/2012	VI provide too much info	Follow up with CCM and VI	1/26/2012	Complaint > Video Interpreter
1/26/2012	Wait time	Document call time and look for pattern	1/26/2012	Complaint > Other
1/26/2012	Bad interpreter	Follow up with CCM and VI	1/31/2012	Complaint > Video Interpreter
1/26/2012	VI not clear	Follow up with CCM and VI	1/31/2012	Complaint > Video Interpreter
1/27/2012	Wait time	Document call time and look for pattern	1/31/2012	Complaint > Other
1/30/2012	Wait time	Document call time and look for pattern	1/30/2012	Complaint > Other
1/31/2012	Wait time	Document call time and look for pattern	1/31/2012	Complaint > Other
1/31/2012	Wait time	Document call time and look for pattern	1/31/2012	Complaint > Other
1/31/2012	VI looks distracted	Follow up with CCM and VI	2/1/2012	Complaint > Video Interpreter
2/1/2012	Wait time	Document call time and look for pattern	2/1/2012	Complaint > Other
2/1/2012	VI not call back after call dropped	Document call time and look for pattern	2/1/2012	Complaint > Other
2/2/2012	VI not understand me	Follow up with CCM and VI	2/2/2012	Complaint > Video Interpreter
2/2/2012	Wait time	Document call time and look for pattern	2/2/2012	Complaint > Other
2/2/2012	Wait time	Document call time and look for pattern	2/2/2012	Complaint > Other
2/2/2012	Wait time	Document call time and look for pattern	2/6/2012	Complaint > Other
2/3/2012	Wait time	Document call time and look for pattern	2/6/2012	Complaint > Other
2/3/2012	Numbering Issue	Customer Service addressed	2/7/2012	Complaint > Other
2/3/2012	VI not friendly	Follow up with CCM and VI	2/3/2012	Complaint > Other
2/3/2012	Wait time	Document call time and look for pattern	2/6/2012	Complaint > Video Interpreter
2/3/2012	VI not professional	Follow up with CCM and VI	2/3/2012	Complaint > Other
2/4/2012	Wait time	Document call time and look for pattern	2/8/2012	Complaint > Video Interpreter
2/4/2012	Wait time	Document call time and look for pattern	2/8/2012	Complaint > Other
2/4/2012	VI not follow my instructions	Follow up with CCM and VI	2/8/2012	Complaint > Other
2/4/2012	Wait time for Spanish VI	Document call time and look for pattern	2/8/2012	Complaint > Video Interpreter
		2011_2012 Complaint Summary_Final	2/4/2012	Complaint > Other

<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
2/4/2012	Wait time	Document call time and look for pattern	2/8/2012	Complaint > Other
2/4/2012	Wait time	Document call time and look for pattern	2/8/2012	Complaint > Other
2/6/2012	Didn't appreciate Vis attitude	Follow up with CCM and VI	2/8/2012	Complaint > Video Interpreter
2/6/2012	Wait time	Document call time and look for pattern	2/8/2012	Complaint > Other
2/7/2012	Wait time	Document call time and look for pattern	2/7/2012	Complaint > Other
2/8/2012	VI in a rush	Follow up with CCM and VI	2/13/2012	Complaint > Video Interpreter
2/8/2012	Wait time	Document call time and look for pattern	2/13/2012	Complaint > Other
2/10/2012	Numbering Issue	Customer Service addressed	2/12/2012	Complaint > Other
2/10/2012	Wait time	Document call time and look for pattern	2/13/2012	Complaint > Other
2/10/2012	VI appears distracted	Follow up with CCM and VI	2/13/2012	Complaint > Video Interpreter
2/10/2012	Wait time	Document call time and look for pattern	2/13/2012	Complaint > Other
2/12/2012	VI appears distracted	Follow up with CCM and VI	2/13/2012	Complaint > Video Interpreter
2/12/2012	VI hung up after I put the VI on hold to take another call	Follow up with CCM and VI	2/12/2012	Complaint > Video Interpreter
2/14/2012	After call dropped VI not call back	Document call time and look for pattern	2/15/2012	Complaint > Other
2/14/2012	Black screen	Document call time and look for pattern	2/14/2012	Complaint > Technical
2/15/2012	VI not read my fingerspelling	Follow up with CCM and VI	2/15/2012	Complaint > Video Interpreter
2/15/2012	Bad background	Follow up with CCM and VI	2/16/2012	Complaint > Video Interpreter
2/15/2012	VI not notify me I reached recording	Follow up with CCM and VI	2/16/2012	Complaint > Video Interpreter
2/15/2012	VI wouldn't transfer my call	Follow up with CCM and VI	2/17/2012	Complaint > Video Interpreter
2/15/2012	VI had attitude	Follow up with CCM and VI	2/17/2012	Complaint > Video Interpreter
2/16/2012	Wait time	Document call time and look for pattern	2/21/2012	Complaint > Other
2/17/2012	VI not follow my instructions	Follow up with CCM and VI	2/17/2012	Complaint > Video Interpreter
2/18/2012	Wait time	Document call time and look for pattern	2/19/2012	Complaint > Other
2/21/2012	Wait time	Document call time and look for pattern	2/21/2012	Complaint > Other
2/22/2012	Wait time	Document call time and look for pattern	2/23/2012	Complaint > Other
2/22/2012	Wait time	Document call time and look for pattern	2/23/2012	Complaint > Other
2/22/2012	VI not call back after call dropped	Document call time and look for pattern	3/5/2012	Complaint > Other
2/23/2012	My call to Spanish VI went to English VI	Document call time and look for pattern	3/5/2012	Complaint > Technical
2/24/2012	VI sign too fast	Follow up with CCM and VI	2/24/2012	Complaint > Video Interpreter
2/24/2012	Can hear background noise	Follow up with CCM and VI	2/28/2012	Complaint > Technical
2/24/2012	VI misunderstand me	Follow up with CCM and VI	2/24/2012	Complaint > Video Interpreter
2/24/2012	Numbering Issue	Customer Service addressed	2/24/2012	Complaint > Other
2/24/2012	Wait time	Document call time and look for pattern	2/28/2012	Complaint > Other
2/25/2012	VI hang up on me	Follow up with CCM and VI	3/5/2012	Complaint > Video Interpreter
2/25/2012	VI not pay attention to me	Follow up with CCM and VI	2/28/2012	Complaint > Video Interpreter
2/25/2012	VI not follow my instructions	Follow up with CCM and VI	2/28/2012	Complaint > Video Interpreter
2/26/2012	Wait time	Document call time and look for pattern	3/13/2012	Complaint > Other
2/27/2012	Call disconnected during transfer	Document call time and look for pattern	2/28/2012	Complaint > Technical
2/27/2012	Wait time	Document call time and look for pattern	2/28/2012	Complaint > Other
2/28/2012	VI not follow my instructions	Follow up with CCM and VI	3/12/2012	Complaint > Video Interpreter
2/28/2012	VI not make eye contact throughout the call	Follow up with CCM and VI	3/2/2012	Complaint > Video Interpreter
3/2/2012	VI had attitude	Follow up with CCM and VI	3/8/2012	Complaint > Video Interpreter
3/2/2012	Wait time	Document time of call and look for pattern	3/2/2012	Complaint > Other
3/3/2012	Does not want Vis from one specific call center	Customer Service addressed	3/12/2012	Complaint > Other
3/3/2012	VI hung up on me	Follow up with CCM and VI	3/5/2012	Complaint > Video Interpreter
3/3/2012	Wait time for Spanish VI	Document time of call and look for pattern	3/5/2012	Complaint > Other
3/5/2012	Numbering Issue	Customer Service addressed	3/10/2012	Complaint > Other
3/6/2012	Not comfortable with this VI	Follow up with CCM and VI	3/8/2012	Complaint > Video Interpreter
3/6/2012	Wait time	Document time of call and look for pattern	3/8/2012	Complaint > Other
3/8/2012	VI transferred my call without warning	Follow up with CCM and VI	3/8/2012	Complaint > Video Interpreter
3/9/2012	VI refuse to transfer my call	Follow up with CCM and VI	3/12/2012	Complaint > Video Interpreter
3/12/2012	VI not follow my instructions	Follow up with CCM and VI	3/13/2012	Complaint > Video Interpreter
3/13/2012	Wait time	Document time of call and look for pattern	3/13/2012	Complaint > Other
3/13/2012	Wait time	Document time of call and look for pattern	3/19/2012	Complaint > Other
3/13/2012	I prefer SEE not ASL	Follow up with CCM and VI	3/19/2012	Complaint > Video Interpreter
3/14/2012	VI not follow my instructions	Follow up with CCM and VI	3/15/2012	Complaint > Video Interpreter
3/15/2012	Numbering Issue	Customer Service addressed	3/15/2012	Complaint > Other
3/15/2012	VI moody	Follow up with CCM and VI	3/15/2012	Complaint > Video Interpreter
3/16/2012	Wait time	Document time of call and look for pattern	3/19/2012	Complaint > Other
3/16/2012	VI not friendly today	Follow up with CCM and VI	3/19/2012	Complaint > Video Interpreter
3/17/2012	Video quality issue with this VI	Document time of call and look for pattern	3/19/2012	Complaint > Technical
3/18/2012	VP200 contacts missing	Customer Service addressed	3/19/2012	Complaint > Other
3/20/2012	VI not follow my instructions	Follow up with CCM and VI	3/22/2012	Complaint > Video Interpreter
3/20/2012	VI not transfer my call	Follow up with CCM and VI	3/21/2012	Complaint > Video Interpreter
3/20/2012	VI distracted	Follow up with CCM and VI	3/21/2012	Complaint > Video Interpreter
3/20/2012	VI sign too fast in message	Follow up with CCM and VI	3/20/2012	Complaint > Video Interpreter
3/21/2012	VI facial expression not match caller	Follow up with CCM and VI	3/21/2012	Complaint > Video Interpreter
3/22/2012	Call dropped	Document time of call and look for pattern	3/22/2012	Complaint > Technical
3/22/2012	Spanish VI not clear	Follow up with CCM and VI	3/22/2012	Complaint > Video Interpreter
3/24/2012	VI not count number of rings	Customer Service addressed	3/28/2012	Complaint > Video Interpreter
3/24/2012	Wait time for Spanish VI	Document time of call and look for pattern	3/28/2012	Complaint > Other
3/26/2012	Z4 issue	Customer Service addressed	3/27/2012	Complaint > Other
3/26/2012	VI fingerspelling hard to read	Follow up with CCM and VI	4/4/2012	Complaint > Video Interpreter
3/27/2012	Not a fluent call	Follow up with CCM and VI	3/28/2012	Complaint > Video Interpreter
3/27/2012	VI interrupt me in call	Follow up with CCM and VI	3/28/2012	Complaint > Video Interpreter
3/28/2012	Wait time for Spanish VI	Document time of call and look for pattern	3/28/2012	Complaint > Other
3/29/2012	customer hung up on VI when service explained	Customer Service addressed	3/30/2012	Complaint > Video Interpreter
4/3/2012	VI not make eye contact during HOLD	Follow up with CCM and VI	4/4/2012	Complaint > Video Interpreter
4/5/2012	Wait time for Spanish VI	Document call time and look for pattern	4/10/2012	Complaint > Other
4/9/2012	VI hang up	Follow up with CCM and VI	4/10/2011	Complaint > Video Interpreter

<u>Date Filed</u>	<u>Customer Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Category</u>
4/9/2012	VI not professional	Follow up with CCM and VI	4/10/2011	Complaint > Video Interpreter
4/10/2012	Wait time	Document call time and look for pattern	4/11/2012	Complaint > Other
4/11/2012	Wait time for Spanish VI	Document call time and look for pattern	4/16/2012	Complaint > Other
4/12/2012	VI not make eye contact during HOLD	Follow up with CCM and VI	4/16/2012	Complaint > Video Interpreter
4/12/2012	Want VI to repeat all numbers	Customer Service addressed	4/16/2012	Complaint > Video Interpreter
4/12/2012	VI not read me clearly	Follow up with CCM and VI	4/16/2012	Complaint > Video Interpreter
4/13/2012	Wait time	Document call time and look for pattern	4/16/2012	Complaint > Other
4/13/2012	VI wont transfer my call	Follow up with CCM and VI	4/20/2012	Complaint > Video Interpreter
4/13/2012	Wait time	Document call time and look for pattern	4/13/2012	Complaint > Other
4/13/2012	VI not leave clear message	Follow up with CCM and VI	4/15/2012	Complaint > Video Interpreter
4/14/2012	Wait time for Spanish VI	Document call time and look for pattern	4/24/2012	Complaint > Other
4/15/2012	Did not know call was ringing	Follow up with CCM and VI	4/24/2012	Complaint > Video Interpreter
4/16/2012	Citibank refused my VRS call	Refer to FCC site	4/16/2012	Complaint > Other
4/17/2012	VI not pay attention to me	Follow up with CCM and VI	4/24/2012	Complaint > Video Interpreter
4/19/2012	Numbering Issue	Customer Service addressed	4/19/2012	Complaint > Other
4/19/2012	VI not follow what I say	Follow up with CCM and VI	4/24/2012	Complaint > Video Interpreter
4/20/2012	Someone keep calling me	Customer Service addressed	4/20/2012	Complaint > Other
4/22/2012	VI give me attitude	Follow up with CCM and VI	4/25/2012	Complaint > Video Interpreter
4/23/2012	Information not match what was said	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
4/24/2012	VI words not match my sign	Follow up with CCM and VI	4/25/2012	Complaint > Video Interpreter
4/24/2012	VI fingerspelling not clear	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
4/25/2012	No message left by VI	Follow up with CCM and VI	4/25/2012	Complaint > Video Interpreter
4/25/2012	VI give me attitude	Follow up with CCM and VI	4/26/2012	Complaint > Video Interpreter
4/25/2012	Not able to catch full recorded call	Customer Service addressed	4/26/2012	Complaint > Other
4/25/2012	Caller ID issue	Customer Service addressed	4/26/2012	Complaint > Technical
4/26/2012	VI signs not clear	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
4/26/2012	VI not maintain eye contact	Follow up with CCM and VI	4/30/2012	Complaint > Video Interpreter
4/29/2012	VI not pay attention to me	Follow up with CCM and VI	5/1/2012	Complaint > Video Interpreter
5/1/2012	VI not follow my instructions	Follow up with CCM and VI	5/1/2012	Complaint > Video Interpreter
5/2/2012	VI voiced everything I signed	Follow up with CCM and VI	5/10/2012	Complaint > Video Interpreter
5/2/2012	VI not maintain eye contact throughout the call	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
5/3/2012	VI not follow my instructions	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
5/3/2012	Video mail message blurry	Customer Service addressed	5/16/2012	Complaint > Technical
5/3/2012	Wait time	Document call time and look for pattern	5/16/2012	Complaint > Other
5/4/2012	Wait time	Document call time and look for pattern	5/16/2012	Complaint > Other
5/8/2012	VI not follow my instructions	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
5/9/2012	VI signs lazy	Follow up with CCM and VI	5/16/2012	Complaint > Video Interpreter
5/11/2012	Numbering Issue	Customer Service addressed	5/21/2012	Complaint > Other
5/17/2012	Wait time	Document call time and look for pattern	5/18/2012	Complaint > Other
5/17/2012	VI not catch all info in VCO call	Follow up with CCM and VI	5/18/2012	Complaint > Video Interpreter
5/21/2012	VI no facial expression	Follow up with CCM and VI	5/22/2012	Complaint > Video Interpreter
5/24/2012	VI had attitude	Follow up with CCM and VI	5/29/2012	Complaint > Video Interpreter
5/25/2012	VI had attitude	Follow up with CCM and VI	5/29/2012	Complaint > Video Interpreter
5/26/2012	Wait time for Spanish VI	Document call time and look for pattern	5/29/2012	Complaint > Other
5/26/2012	Wait time for Spanish VI	Document call time and look for pattern	5/29/2012	Complaint > Other
5/28/2012	Wait time for Spanish VI	Document call time and look for pattern	5/28/2012	Complaint > Other
5/29/2012	Spanish VI not speak Portugese	Customer Service addressed	5/30/2012	Complaint > Video Interpreter