

June 29, 2012

Via Electronic Delivery

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

Re: Sorenson Communications, Inc. – Annual Complaint Summary
CG Docket No. 03-123

Dear Ms. Dortch:

Sorenson Communications, Inc. (“Sorenson”) respectfully submits the attached complaint log summary pertaining to complaints received between June 1, 2011 and May 31, 2012. The attached summary includes information about the number of complaints Sorenson has received alleging a violation of the federal telecommunications relay service mandatory minimum standards, the date of each complaint, the nature of each complaint, the date of resolution and an explanation of the resolution. The report includes complaints regarding Video Relay Service, IP Relay Service, and IP Captioned Telephone Service.

As required by 47 C.F.R. § 64.604(c)(1)(i), Sorenson maintains complete logs of all complaints it receives. The attached summary is based on these logs, which are available upon request by the FCC.

If you have any questions or require anything further, please do not hesitate to contact me by telephone at 801-287-9400, or by email to mmaddix@sorenson.com.

Sincerely,

/s/ Michael D. Maddix

Michael D. Maddix
Director of Government and Regulatory Affairs
Sorenson Communications, Inc.

Attachments

cc: Gregory Hlibok
Arlene Alexander

Sorenson VRS Complaint Summary

| Complaint ID | Date of Complaint | Date of Resolution | VRS Complaint Type | Explanation of Resolution |
|--------------|-------------------|--------------------|--|---|
| 52301 | 06/02/2011 | 06/06/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 53793 | 06/06/2011 | 06/20/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 53812 | 06/06/2011 | 06/06/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 53819 | 06/06/2011 | 06/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 53926 | 06/06/2011 | 06/09/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 53936 | 06/06/2011 | 06/10/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 54334 | 06/07/2011 | 06/10/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 54337 | 06/07/2011 | 07/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 54386 | 06/07/2011 | 06/10/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 54478 | 06/07/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 54497 | 06/07/2011 | 06/09/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 54505 | 06/07/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 54538 | 06/07/2011 | 06/20/2011 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 54547 | 06/07/2011 | 06/09/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 54571 | 06/07/2011 | 06/20/2011 | VI failed to connect call properly | Management: Interpreter/Operator have been retrained |
| 54582 | 06/07/2011 | 06/20/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 54876 | 06/08/2011 | 06/20/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 54927 | 06/08/2011 | 06/20/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 55016 | 06/08/2011 | 06/20/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 55027 | 06/08/2011 | 06/23/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 55060 | 06/08/2011 | 06/08/2011 | VI receptive skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 55130 | 06/08/2011 | 06/20/2011 | VI etiquette | Pending for further information |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 55142 | 06/08/2011 | 06/20/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 55150 | 06/08/2011 | 07/12/2011 | VI disconnected caller | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 55155 | 06/08/2011 | 07/12/2011 | Failure to connect call properly | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 55164 | 06/08/2011 | 06/20/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 55197 | 06/08/2011 | 06/09/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 55424 | 06/09/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 55433 | 06/09/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 55444 | 06/09/2011 | 06/09/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 55446 | 06/09/2011 | 06/09/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 55568 | 06/09/2011 | 06/20/2011 | Vi failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 55712 | 06/09/2011 | 06/10/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 55750 | 06/09/2011 | 06/09/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 55780 | 06/09/2011 | 06/09/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 55897 | 06/10/2011 | 06/20/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 55967 | 06/10/2011 | 06/20/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 55984 | 06/10/2011 | 06/20/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 56006 | 06/10/2011 | 06/10/2011 | VI fingerspelling was not clear | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 56040 | 06/10/2011 | 06/20/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 56069 | 06/10/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58331 | 06/16/2011 | 06/28/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 58358 | 06/16/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58372 | 06/16/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58375 | 06/16/2011 | 06/16/2011 | VI etiquette; VI receptive skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 58385 | 06/16/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58391 | 06/16/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58515 | 06/16/2011 | 06/23/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58520 | 06/16/2011 | 06/20/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 58538 | 06/16/2011 | 06/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 58543 | 06/16/2011 | 06/21/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 58569 | 06/16/2011 | 06/20/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 58602 | 06/16/2011 | 06/20/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 58608 | 06/16/2011 | 06/22/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 58613 | 06/16/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 59568 | 06/20/2011 | 06/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 59587 | 06/20/2011 | 07/12/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 59815 | 06/20/2011 | 06/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 59841 | 06/20/2011 | 06/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 59875 | 06/20/2011 | 06/21/2011 | VI etiquette; VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 59886 | 06/20/2011 | 06/23/2011 | VI etiquette; Transfer protocol | Management: Interpreter/Operator have been retrained |
| 59908 | 06/20/2011 | 06/23/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 59921 | 06/20/2011 | 06/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 60225 | 06/21/2011 | 06/23/2011 | Poor lighting | Management: Interpreter/Operator have been retrained |
| 60251 | 06/21/2011 | 06/21/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 61083 | 06/23/2011 | 06/23/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 61097 | 06/23/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 61107 | 06/23/2011 | 06/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|--|
| 61140 | 06/23/2011 | 06/23/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 61147 | 06/23/2011 | 06/23/2011 | VI etiquette; VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 61159 | 06/23/2011 | 06/23/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 61559 | 06/24/2011 | 06/28/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 61562 | 06/24/2011 | 06/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 61565 | 06/24/2011 | 06/28/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 61580 | 06/24/2011 | 06/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 61630 | 06/24/2011 | 06/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 61635 | 06/24/2011 | 06/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 61670 | 06/24/2011 | 06/24/2011 | SignMail - VI signing was not clear | Customer Service: Responded to the Customer |
| 62264 | 06/27/2011 | 06/30/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 62305 | 06/27/2011 | 06/27/2011 | VI fingerspelling was not clear | No Interpreter/Operator ID provided with the complaint |
| 62327 | 06/27/2011 | 06/30/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 62339 | 06/27/2011 | 06/28/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 62507 | 06/27/2011 | 06/28/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 62519 | 06/27/2011 | 06/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 62791 | 06/28/2011 | 07/01/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 62800 | 06/28/2011 | 06/28/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 62895 | 06/28/2011 | 07/01/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 63053 | 06/28/2011 | 06/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 63058 | 06/28/2011 | 07/05/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 63061 | 06/28/2011 | 06/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 63070 | 06/28/2011 | 06/30/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 63074 | 06/28/2011 | 07/15/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 63110 | 06/28/2011 | 06/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 63484 | 06/29/2011 | 07/01/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 63500 | 06/29/2011 | 07/01/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 63520 | 06/29/2011 | 07/06/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 64437 | 07/01/2011 | 07/05/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 64657 | 07/01/2011 | 07/05/2011 | VI failed to relay conversation verbatim | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 64730 | 07/01/2011 | 07/05/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 65199 | 07/05/2011 | 07/06/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 65201 | 07/05/2011 | 07/05/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 65221 | 07/05/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 65226 | 07/05/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 65229 | 07/05/2011 | 07/11/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 65237 | 07/05/2011 | 07/11/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 65245 | 07/05/2011 | 07/05/2011 | SignMail | Customer Service: Apologized to the customer for the Technical Issue |
| 65752 | 07/06/2011 | 07/29/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 65769 | 07/06/2011 | 08/01/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 65770 | 07/06/2011 | 08/15/2011 | VI etiquette; VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 65775 | 07/06/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 65781 | 07/06/2011 | 07/11/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 65786 | 07/06/2011 | 07/06/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 66504 | 07/07/2011 | 07/15/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 66512 | 07/07/2011 | 07/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 66537 | 07/07/2011 | 07/07/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 66917 | 07/08/2011 | 07/12/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 66920 | 07/08/2011 | 07/12/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 68758 | 07/13/2011 | 07/13/2011 | VI etiquette | No Interpreter/Operator ID provided with the complaint |
| 68773 | 07/13/2011 | 07/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 68854 | 07/13/2011 | 07/27/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 68861 | 07/13/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 68868 | 07/13/2011 | 07/13/2011 | SignMail - poor video quality | No Interpreter/Operator ID provided with the complaint |
| 68874 | 07/13/2011 | 07/19/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 68890 | 07/13/2011 | 07/21/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 68906 | 07/13/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 68911 | 07/13/2011 | 07/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 68941 | 07/13/2011 | 07/14/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 68945 | 07/13/2011 | 07/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 68953 | 07/13/2011 | 07/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 69210 | 07/14/2011 | 07/20/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 69219 | 07/14/2011 | 07/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 69321 | 07/14/2011 | 07/20/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 69323 | 07/14/2011 | 07/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 69327 | 07/14/2011 | 07/19/2011 | SignMail - VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 69394 | 07/14/2011 | 07/27/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 69929 | 07/15/2011 | 07/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 69957 | 07/15/2011 | 08/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|--|
| 69960 | 07/15/2011 | 07/15/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 71256 | 07/19/2011 | 07/19/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 71708 | 07/20/2011 | 07/28/2011 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 71952 | 07/21/2011 | 08/03/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 72000 | 07/21/2011 | 07/26/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 72008 | 07/21/2011 | 07/22/2011 | VI etiquette; VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 72138 | 07/21/2011 | 08/15/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 72177 | 07/21/2011 | 07/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 72501 | 07/22/2011 | 07/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 72628 | 07/22/2011 | 07/26/2011 | Technical issue | Management: Interpreter/Operator have been retrained |
| 72633 | 07/22/2011 | 07/28/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 72671 | 07/22/2011 | 07/29/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 72697 | 07/22/2011 | 07/26/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 72707 | 07/22/2011 | 07/27/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 72726 | 07/22/2011 | 07/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 74746 | 07/27/2011 | 08/03/2011 | VI etiquette; VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 74822 | 07/27/2011 | 07/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75510 | 07/28/2011 | 08/03/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75514 | 07/28/2011 | 07/28/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 75545 | 07/28/2011 | 08/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75547 | 07/28/2011 | 08/03/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 75551 | 07/28/2011 | 08/03/2011 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 75554 | 07/28/2011 | 08/05/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 75558 | 07/28/2011 | 08/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75562 | 07/28/2011 | 08/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75587 | 07/28/2011 | 08/02/2011 | VI etiquette; VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 75597 | 07/28/2011 | 07/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75600 | 07/28/2011 | 08/05/2011 | VI etiquette; VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 75613 | 07/28/2011 | 08/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 75776 | 07/29/2011 | 07/29/2011 | SignMail - poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 75781 | 07/29/2011 | 08/03/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 75801 | 07/29/2011 | 08/03/2011 | SignMail - poor lighting | Management: Interpreter/Operator have been retrained |
| 76012 | 07/29/2011 | 08/02/2011 | SignMail - VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 76516 | 08/01/2011 | 08/01/2011 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 76960 | 08/02/2011 | 08/03/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 76992 | 08/02/2011 | 08/05/2011 | SignMail | Management: Interpreter/Operator have been retrained |
| 77014 | 08/02/2011 | 08/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 77022 | 08/02/2011 | 08/16/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 77427 | 08/03/2011 | 08/03/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 77429 | 08/03/2011 | 08/03/2011 | VI skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 77457 | 08/03/2011 | 08/11/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 77475 | 08/03/2011 | 08/16/2011 | VI disconnected caller | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 77481 | 08/03/2011 | 08/03/2011 | SignMail - VI signing was not clear | Forwarded to the Appropriate People |
| 77551 | 08/03/2011 | 08/15/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 78093 | 08/04/2011 | 08/05/2011 | VI etiquette; VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 78657 | 08/05/2011 | 08/11/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|-------|------------|------------|---------------------------------------|---|
| 78662 | 08/05/2011 | 08/05/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 78737 | 08/05/2011 | 08/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 80874 | 08/11/2011 | 08/16/2011 | SignMail | Management: Interpreter/Operator have been retrained |
| 80891 | 08/11/2011 | 08/11/2011 | SignMail | Pending for further information |
| 81536 | 08/12/2011 | 08/18/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 81539 | 08/12/2011 | 08/12/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 81612 | 08/12/2011 | 08/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 81633 | 08/12/2011 | 08/18/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 81652 | 08/12/2011 | 08/18/2011 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 82325 | 08/15/2011 | 08/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 82331 | 08/15/2011 | 08/18/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 82387 | 08/15/2011 | 08/17/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 82646 | 08/16/2011 | 08/18/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 82650 | 08/16/2011 | 08/19/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 82652 | 08/16/2011 | 08/17/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 82653 | 08/16/2011 | 08/16/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 82755 | 08/16/2011 | 08/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 82782 | 08/16/2011 | 08/24/2011 | SignMail - poor video quality | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 83183 | 08/17/2011 | 08/18/2011 | VI did not follow caller's request | Forwarded to the Appropriate People |
| 83185 | 08/17/2011 | 08/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 83187 | 08/17/2011 | 08/17/2011 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 83189 | 08/17/2011 | 08/30/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 83197 | 08/17/2011 | 08/24/2011 | VI receptive skills inadequate | Customer Service: Apologized to the customer |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 83265 | 08/17/2011 | 08/24/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 83269 | 08/17/2011 | 08/19/2011 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 83286 | 08/17/2011 | 08/18/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 83757 | 08/18/2011 | 08/25/2011 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 83932 | 08/18/2011 | 08/18/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 85102 | 08/22/2011 | 08/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 85107 | 08/22/2011 | 08/25/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 85279 | 08/22/2011 | 08/25/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 85304 | 08/22/2011 | 08/22/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 85676 | 08/23/2011 | 08/23/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 85701 | 08/23/2011 | 08/30/2011 | SignMail - poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 85749 | 08/23/2011 | 08/25/2011 | Privacy screen protocol | Management: Interpreter/Operator have been retrained |
| 86055 | 08/23/2011 | 08/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 86106 | 08/23/2011 | 08/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 86349 | 08/24/2011 | 08/31/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 86374 | 08/24/2011 | 08/24/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 86393 | 08/24/2011 | 08/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 86466 | 08/24/2011 | 08/24/2011 | VI skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 86527 | 08/24/2011 | 08/24/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 86891 | 08/25/2011 | 08/25/2011 | VI receptive skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 86894 | 08/25/2011 | 08/25/2011 | VI skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 86895 | 08/25/2011 | 08/25/2011 | VI disconnected caller | No Interpreter/Operator ID provided with the complaint |
| 86897 | 08/25/2011 | 08/25/2011 | VI disconnected caller | No Interpreter/Operator ID provided with the complaint |

Sorenson VRS Complaint Summary

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|-------|------------|------------|--|---|
| 86934 | 08/25/2011 | 08/30/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 86936 | 08/25/2011 | 08/30/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 86960 | 08/25/2011 | 08/30/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 86963 | 08/25/2011 | 08/30/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 88062 | 08/28/2011 | 08/28/2011 | Poor video quality | Forwarded to the Appropriate People |
| 88086 | 08/28/2011 | 08/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 88102 | 08/28/2011 | 08/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 88108 | 08/28/2011 | 08/29/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 88469 | 08/29/2011 | 08/30/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 88875 | 08/30/2011 | 08/30/2011 | SignMail | Customer Service: Apologized to the customer for the Technical Issue |
| 88884 | 08/30/2011 | 08/30/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 88890 | 08/30/2011 | 09/01/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 88920 | 08/30/2011 | 09/06/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 90175 | 09/01/2011 | 09/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 90247 | 09/01/2011 | 09/01/2011 | VI disconnected caller | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 90388 | 09/01/2011 | 09/01/2011 | Poor lighting | No Interpreter/Operator ID provided with the complaint |
| 90810 | 09/02/2011 | 09/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 92412 | 09/07/2011 | 09/07/2011 | SignMail | Customer Service: Apologized to the customer for the Technical Issue |
| 92492 | 09/07/2011 | 09/08/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 92517 | 09/07/2011 | 09/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 92529 | 09/07/2011 | 09/08/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 92557 | 09/07/2011 | 09/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 92962 | 09/08/2011 | 09/22/2011 | Privacy screen protocol | Management: Interpreter/Operator have been retrained |

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|-------|------------|------------|--|--|
| 93085 | 09/08/2011 | 09/20/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 93119 | 09/08/2011 | 09/13/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 93123 | 09/08/2011 | 09/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 93187 | 09/08/2011 | 09/08/2011 | Privacy screen protocol | Management: Interpreter/Operator have been retrained |
| 93192 | 09/08/2011 | 09/12/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 93219 | 09/08/2011 | 09/12/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 93296 | 09/08/2011 | 09/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 94280 | 09/12/2011 | 09/22/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 94846 | 09/13/2011 | 09/26/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 95095 | 09/13/2011 | 09/18/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 96020 | 09/15/2011 | 09/18/2011 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 96027 | 09/15/2011 | 09/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 96783 | 09/18/2011 | 09/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 96786 | 09/18/2011 | 09/22/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 96795 | 09/18/2011 | 09/18/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 96811 | 09/18/2011 | 09/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 98017 | 09/21/2011 | 10/03/2011 | Poor lighting | Management: Interpreter/Operator have been retrained |
| 98523 | 09/22/2011 | 09/27/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 98544 | 09/22/2011 | 09/23/2011 | SignMail | Management: Interpreter/Operator have been retrained |
| 98549 | 09/22/2011 | 10/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 98596 | 09/22/2011 | 10/04/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 98910 | 09/22/2011 | 10/05/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 99979 | 09/26/2011 | 10/04/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|---|
| 99988 | 09/26/2011 | 10/03/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 100208 | 09/27/2011 | 09/27/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 100243 | 09/27/2011 | 10/04/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 100247 | 09/27/2011 | 09/30/2011 | SignMail - VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 100273 | 09/27/2011 | 09/27/2011 | SignMail | Management: Interpreter/Operator have been retrained |
| 100366 | 09/27/2011 | 10/03/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 100380 | 09/27/2011 | 09/27/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 100410 | 09/27/2011 | 10/04/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 100715 | 09/27/2011 | 10/04/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 100722 | 09/27/2011 | 10/02/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 100732 | 09/27/2011 | 10/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 100744 | 09/27/2011 | 10/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 101349 | 09/29/2011 | 10/04/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 101355 | 09/29/2011 | 10/05/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 101384 | 09/29/2011 | 10/05/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 101391 | 09/29/2011 | 10/04/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 102662 | 10/02/2011 | 10/04/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 102676 | 10/02/2011 | 10/04/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 102683 | 10/02/2011 | 10/04/2011 | Technical issue | Management: Interpreter/Operator have been retrained |
| 102690 | 10/02/2011 | 10/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 102723 | 10/02/2011 | 10/04/2011 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 102744 | 10/02/2011 | 10/04/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 102821 | 10/03/2011 | 11/14/2011 | Poor lighting | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|---|
| 102822 | 10/03/2011 | 10/03/2011 | VI failed to relay conversation verbatim | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 102823 | 10/03/2011 | 10/04/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 102829 | 10/03/2011 | 10/07/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 103106 | 10/03/2011 | 10/06/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 103109 | 10/03/2011 | 10/05/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 103114 | 10/03/2011 | 10/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 103123 | 10/03/2011 | 10/05/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 103134 | 10/03/2011 | 10/04/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 103224 | 10/03/2011 | 10/07/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 103495 | 10/04/2011 | 11/14/2011 | SignMail | Management: Interpreter/Operator have been retrained |
| 103500 | 10/04/2011 | 10/04/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 103504 | 10/04/2011 | 10/25/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 103547 | 10/04/2011 | 10/04/2011 | VI disconnected caller; VI failed to relay conversation verbatim | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 103735 | 10/04/2011 | 10/04/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 103760 | 10/04/2011 | 10/12/2011 | Poor video quality | Management: Interpreter/Operator have been retrained |
| 103908 | 10/04/2011 | 10/07/2011 | SignMail - poor lighting | Management: Interpreter/Operator have been retrained |
| 103909 | 10/04/2011 | 10/12/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 103917 | 10/04/2011 | 10/07/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 103951 | 10/04/2011 | 10/04/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 104186 | 10/05/2011 | 10/11/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 104228 | 10/05/2011 | 10/11/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 104238 | 10/05/2011 | 10/11/2011 | VI etiquette | Wrong ID: Customer Service responded to the Customer |
| 104245 | 10/05/2011 | 10/11/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|-------------------------------------|---|
| 104268 | 10/05/2011 | 10/11/2011 | SignMail | Management: Interpreter/Operator have been retrained |
| 104840 | 10/06/2011 | 10/11/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 104870 | 10/06/2011 | 10/11/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 104899 | 10/06/2011 | 10/14/2011 | VI etiquette | Forwarded to the Appropriate People |
| 104925 | 10/06/2011 | 10/11/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 105076 | 10/06/2011 | 10/06/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 105347 | 10/07/2011 | 10/11/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 105414 | 10/07/2011 | 10/12/2011 | SignMail - poor lighting | Management: Interpreter/Operator have been retrained |
| 105522 | 10/07/2011 | 10/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 105663 | 10/07/2011 | 10/12/2011 | SignMail - poor lighting | Management: Interpreter/Operator have been retrained |
| 105680 | 10/07/2011 | 10/20/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 105682 | 10/07/2011 | 10/10/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 106623 | 10/10/2011 | 10/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 106900 | 10/11/2011 | 10/12/2011 | Privacy screen protocol | Management: Interpreter/Operator have been retrained |
| 106911 | 10/11/2011 | 10/13/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 106949 | 10/11/2011 | 10/11/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 106961 | 10/11/2011 | 10/25/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 107113 | 10/11/2011 | 10/11/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 107124 | 10/11/2011 | 10/24/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 107533 | 10/12/2011 | 10/12/2011 | SignMail - VI signing was not clear | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 107620 | 10/12/2011 | 10/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 107737 | 10/12/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 107760 | 10/12/2011 | 10/12/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|--|
| 107838 | 10/12/2011 | 10/13/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 108188 | 10/13/2011 | 10/14/2011 | SignMail - poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 108359 | 10/13/2011 | 10/17/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 108378 | 10/13/2011 | 10/13/2011 | VI etiquette; VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 108906 | 10/14/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 108917 | 10/14/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 108991 | 10/14/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 109719 | 10/17/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 109762 | 10/17/2011 | 10/19/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 109855 | 10/17/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 109867 | 10/17/2011 | 10/19/2011 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 110263 | 10/18/2011 | 10/24/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110330 | 10/18/2011 | 10/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110399 | 10/18/2011 | 02/17/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 110580 | 10/18/2011 | 11/14/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 110591 | 10/18/2011 | 10/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110800 | 10/19/2011 | 10/25/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110811 | 10/19/2011 | 10/25/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110822 | 10/19/2011 | 02/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110838 | 10/19/2011 | 10/20/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 110840 | 10/19/2011 | 10/25/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 110866 | 10/19/2011 | 11/14/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 110998 | 10/19/2011 | 10/25/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|---|
| 111402 | 10/20/2011 | 10/24/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 111601 | 10/20/2011 | 10/24/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 112993 | 10/24/2011 | 10/28/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 113002 | 10/24/2011 | 10/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 113193 | 10/25/2011 | 10/25/2011 | Poor lighting | No Interpreter/Operator ID provided with the complaint |
| 113370 | 10/25/2011 | 10/31/2011 | Poor lighting | No Interpreter/Operator ID provided with the complaint |
| 113782 | 10/26/2011 | 10/31/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 114059 | 10/26/2011 | 10/31/2011 | VI etiquette; VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 114101 | 10/26/2011 | 10/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 114833 | 10/28/2011 | 11/03/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 114859 | 10/28/2011 | 10/31/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 114867 | 10/28/2011 | 11/03/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 116056 | 11/01/2011 | 11/01/2011 | VI disconnected caller | No Interpreter/Operator ID provided with the complaint |
| 116072 | 11/01/2011 | 11/02/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 116076 | 11/01/2011 | 11/03/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 116251 | 11/01/2011 | 11/15/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 116713 | 11/02/2011 | 11/16/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 116765 | 11/02/2011 | 11/02/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 117220 | 11/03/2011 | 11/03/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 117293 | 11/03/2011 | 11/08/2011 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 117294 | 11/03/2011 | 11/21/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 117358 | 11/03/2011 | 11/09/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 117368 | 11/03/2011 | 11/21/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|---|
| 118506 | 11/07/2011 | 11/08/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 118923 | 11/08/2011 | 11/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 119052 | 11/08/2011 | 11/08/2011 | SignMail - poor lighting | Customer Service: Apologized to the customer for the Technical Issue |
| 119154 | 11/08/2011 | 11/08/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 119225 | 11/08/2011 | 11/10/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 119229 | 11/08/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 119232 | 11/08/2011 | 11/16/2011 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 119653 | 11/09/2011 | 02/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 119672 | 11/09/2011 | 11/15/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 121691 | 11/14/2011 | 11/16/2011 | VI etiquette | Forwarded to the Appropriate People |
| 121700 | 11/14/2011 | 11/16/2011 | VI failed to relay conversation verbatim | Forwarded to the Appropriate People |
| 122178 | 11/15/2011 | 11/18/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 122248 | 11/15/2011 | 12/08/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 122713 | 11/16/2011 | 11/17/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 122740 | 11/16/2011 | 12/01/2011 | VI etiquette; VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 122742 | 11/16/2011 | 12/01/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 122773 | 11/16/2011 | 11/18/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 123216 | 11/17/2011 | 11/17/2011 | SignMail - VI fingerspelling was not clear | Customer Service: Responded to the Customer |
| 123227 | 11/17/2011 | 11/17/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 123235 | 11/17/2011 | 12/06/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 123424 | 11/17/2011 | 11/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 123833 | 11/18/2011 | 11/21/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 124908 | 11/21/2011 | 12/01/2011 | Poor lighting | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|--|
| 125825 | 11/22/2011 | 11/22/2011 | Transfer protocol | No Interpreter/Operator ID provided with the complaint |
| 125970 | 11/23/2011 | 11/23/2011 | SignMail | Customer Service: Responded to the Customer |
| 125971 | 11/23/2011 | 11/23/2011 | VI etiquette | No Interpreter/Operator ID provided with the complaint |
| 126707 | 11/28/2011 | 12/02/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 126720 | 11/28/2011 | 12/08/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 126725 | 11/28/2011 | 12/08/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 128400 | 12/01/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128411 | 12/01/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128416 | 12/01/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128446 | 12/01/2011 | 12/19/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 128460 | 12/01/2011 | 12/21/2011 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 128465 | 12/01/2011 | 12/08/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 128476 | 12/01/2011 | 12/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128499 | 12/01/2011 | 12/08/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 128528 | 12/01/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128563 | 12/01/2011 | 12/06/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128634 | 12/01/2011 | 12/06/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 128650 | 12/01/2011 | 12/01/2011 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 128665 | 12/01/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 128670 | 12/01/2011 | 12/22/2011 | SignMail - poor video quality | Forwarded to the Appropriate People |
| 128930 | 12/02/2011 | 12/08/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 128935 | 12/02/2011 | 12/21/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 128941 | 12/02/2011 | 12/08/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|---|--|
| 130629 | 12/06/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 130641 | 12/06/2011 | 12/08/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 130653 | 12/06/2011 | 12/22/2011 | SignMail - poor video quality | Forwarded to the Appropriate People |
| 130705 | 12/06/2011 | 12/08/2011 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 130727 | 12/06/2011 | 12/08/2011 | | Management: Interpreter/Operator have been retrained |
| 130730 | 12/06/2011 | 12/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 130779 | 12/06/2011 | 12/08/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 130787 | 12/06/2011 | 12/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 130812 | 12/06/2011 | 12/14/2011 | VI etiquette; VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 130833 | 12/06/2011 | 12/08/2011 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 131471 | 12/07/2011 | 12/15/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 131740 | 12/08/2011 | 12/08/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 131849 | 12/08/2011 | 12/13/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 131859 | 12/08/2011 | 12/14/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 131896 | 12/08/2011 | 12/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 131904 | 12/08/2011 | 12/08/2011 | VI etiquette | No Interpreter/Operator ID provided with the complaint |
| 131921 | 12/08/2011 | 12/19/2011 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 132181 | 12/08/2011 | 12/12/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 133599 | 12/12/2011 | 12/14/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 133947 | 12/13/2011 | 12/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 134045 | 12/13/2011 | 12/13/2011 | Poor lighting | Management: Interpreter/Operator have been retrained |
| 134061 | 12/13/2011 | 12/19/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 134072 | 12/13/2011 | 12/14/2011 | Privacy screen protocol | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|---|
| 134314 | 12/13/2011 | 12/22/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 134689 | 12/14/2011 | 12/19/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 134699 | 12/14/2011 | 12/14/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 134742 | 12/14/2011 | 12/27/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 134757 | 12/14/2011 | 12/27/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 134844 | 12/14/2011 | 12/19/2011 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 135071 | 12/15/2011 | 12/22/2011 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 135084 | 12/15/2011 | 12/21/2011 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 135295 | 12/15/2011 | 12/22/2011 | VI failed to relay conversation verbatim | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 135457 | 12/15/2011 | 12/22/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 135475 | 12/15/2011 | 12/22/2011 | SignMail - VI signing was not clear | Forwarded to the Appropriate People |
| 138283 | 12/22/2011 | 12/28/2011 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 138436 | 12/22/2011 | 12/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 138557 | 12/22/2011 | 12/30/2011 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 138580 | 12/22/2011 | 01/03/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 138581 | 12/22/2011 | 12/28/2011 | Poor lighting | Management: Interpreter/Operator have been retrained |
| 138588 | 12/22/2011 | 12/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 138658 | 12/22/2011 | 12/28/2011 | VI skills inadequate | Forwarded to the Appropriate People |
| 139873 | 12/27/2011 | 12/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140005 | 12/27/2011 | 01/05/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 140020 | 12/27/2011 | 12/27/2011 | Confidentiality concerns | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 140040 | 12/27/2011 | 01/03/2012 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 140167 | 12/27/2011 | 01/05/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|-------------------------------------|--|
| 140202 | 12/27/2011 | 12/27/2011 | Poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 140484 | 12/28/2011 | 01/03/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140497 | 12/28/2011 | 01/05/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140505 | 12/28/2011 | 01/05/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140510 | 12/28/2011 | 12/28/2011 | VI disconnected caller | No Interpreter/Operator ID provided with the complaint |
| 140527 | 12/28/2011 | 01/05/2012 | Poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 140540 | 12/28/2011 | 01/05/2012 | SignMail | Management: Interpreter/Operator have been retrained |
| 140583 | 12/28/2011 | 01/03/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140584 | 12/28/2011 | 01/03/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 140585 | 12/28/2011 | 01/03/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 140744 | 12/28/2011 | 12/28/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140753 | 12/28/2011 | 01/04/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 140757 | 12/28/2011 | 12/28/2011 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 140992 | 12/29/2011 | 12/29/2011 | VI disconnected caller | No Interpreter/Operator ID provided with the complaint |
| 140997 | 12/29/2011 | 01/03/2012 | VI etiquette | Forwarded to the Appropriate People |
| 141036 | 12/29/2011 | 12/29/2011 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 141077 | 12/29/2011 | 01/05/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 141790 | 12/30/2011 | 01/03/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 142758 | 01/03/2012 | 01/05/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 142808 | 01/03/2012 | 01/11/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 143875 | 01/05/2012 | 01/05/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 143940 | 01/05/2012 | 01/09/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 143955 | 01/05/2012 | 01/10/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|--|
| 143959 | 01/05/2012 | 01/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 143968 | 01/05/2012 | 01/12/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 143992 | 01/05/2012 | 01/11/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 143996 | 01/05/2012 | 01/18/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 144015 | 01/05/2012 | 01/12/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 144024 | 01/05/2012 | 01/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 144076 | 01/05/2012 | 01/18/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 144083 | 01/05/2012 | 01/18/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 144463 | 01/06/2012 | 01/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 144465 | 01/06/2012 | 02/07/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 145768 | 01/10/2012 | 01/12/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 146064 | 01/11/2012 | 01/23/2012 | Poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 146129 | 01/11/2012 | 01/12/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 146321 | 01/11/2012 | 01/18/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 146358 | 01/11/2012 | 01/20/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 146374 | 01/11/2012 | 01/13/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 147294 | 01/13/2012 | 01/13/2012 | VI signing was not clear | Customer Service: Responded to the Customer |
| 147307 | 01/13/2012 | 01/25/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 147312 | 01/13/2012 | 01/17/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 147320 | 01/13/2012 | 01/23/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 147405 | 01/13/2012 | 01/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 147475 | 01/13/2012 | 01/13/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 147504 | 01/13/2012 | 01/24/2012 | SignMail - VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|-------------------------------------|---|
| 148862 | 01/17/2012 | 01/25/2012 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 149169 | 01/18/2012 | 01/19/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 149175 | 01/18/2012 | 01/18/2012 | SignMail - poor video quality | No Interpreter/Operator ID provided with the complaint |
| 149493 | 01/18/2012 | 01/23/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 149528 | 01/18/2012 | 01/19/2012 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 149535 | 01/18/2012 | 01/23/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 149710 | 01/19/2012 | 01/23/2012 | VI voice was not clear | Management: Interpreter/Operator have been retrained |
| 149783 | 01/19/2012 | 01/25/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 150002 | 01/19/2012 | 01/23/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 150066 | 01/19/2012 | 01/25/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 150091 | 01/19/2012 | 01/30/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 150474 | 01/20/2012 | 01/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 150539 | 01/20/2012 | 01/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 150606 | 01/20/2012 | 01/20/2012 | Poor lighting | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 150630 | 01/20/2012 | 01/24/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 150636 | 01/20/2012 | 01/25/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 151341 | 01/23/2012 | 01/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 151370 | 01/23/2012 | 01/27/2012 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 151487 | 01/23/2012 | 01/25/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 152295 | 01/24/2012 | 01/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 152790 | 01/25/2012 | 01/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 152808 | 01/25/2012 | 02/01/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 152931 | 01/26/2012 | 01/26/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|---|
| 152960 | 01/26/2012 | 01/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 152962 | 01/26/2012 | 02/02/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 153007 | 01/26/2012 | 01/30/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 153161 | 01/26/2012 | 01/31/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 153169 | 01/26/2012 | 01/27/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 153188 | 01/26/2012 | 01/27/2012 | SignMail - VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 153516 | 01/27/2012 | 02/02/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 153527 | 01/27/2012 | 02/02/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 153529 | 01/27/2012 | 02/03/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 154364 | 01/30/2012 | 02/03/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 154382 | 01/30/2012 | 02/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 156543 | 02/02/2012 | 03/01/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 156561 | 02/02/2012 | 02/09/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 156834 | 02/03/2012 | 02/07/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 156853 | 02/03/2012 | 02/10/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 156982 | 02/03/2012 | 02/08/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 157898 | 02/06/2012 | 02/15/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 157952 | 02/06/2012 | 02/20/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 158324 | 02/07/2012 | 02/07/2012 | SignMail - VI signing was not clear | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 158479 | 02/07/2012 | 02/13/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 158552 | 02/07/2012 | 02/17/2012 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 158558 | 02/07/2012 | 02/27/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 158581 | 02/07/2012 | 02/16/2012 | VI did not keep caller informed | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |

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|--------|------------|------------|--|---|
| 158871 | 02/08/2012 | 02/08/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 158884 | 02/08/2012 | 02/10/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 159224 | 02/08/2012 | 02/15/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 159382 | 02/09/2012 | 02/13/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 159756 | 02/09/2012 | 02/20/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 159960 | 02/10/2012 | 02/10/2012 | Poor lighting | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 160270 | 02/10/2012 | 02/15/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 160296 | 02/10/2012 | 02/15/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 161202 | 02/13/2012 | 02/13/2012 | VI receptive skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 161443 | 02/13/2012 | 02/17/2012 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 161444 | 02/13/2012 | 02/13/2012 | VI failed to relay recording verbatim | No Interpreter/Operator ID provided with the complaint |
| 161465 | 02/13/2012 | 02/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 161568 | 02/13/2012 | 02/17/2012 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 161581 | 02/13/2012 | 02/13/2012 | VI disconnected caller | Escalated to Management - Resolution |
| 162490 | 02/15/2012 | 02/16/2012 | SignMail - poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 162587 | 02/15/2012 | 02/16/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 162673 | 02/15/2012 | 02/17/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 162677 | 02/15/2012 | 02/17/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 162759 | 02/15/2012 | 02/15/2012 | Poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 162776 | 02/15/2012 | 02/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 163248 | 02/16/2012 | 02/20/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 163489 | 02/16/2012 | 02/17/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 163524 | 02/16/2012 | 02/16/2012 | VI receptive skills inadequate | Escalated to Management - Resolution |

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|--------|------------|------------|--|--|
| 163531 | 02/16/2012 | 02/16/2012 | VI etiquette | Escalated to Management - Resolution |
| 164276 | 02/17/2012 | 02/17/2012 | VI etiquette | Escalated to Management - Resolution |
| 164285 | 02/17/2012 | 02/17/2012 | Spanish services - speed of answer | Forwarded to the Appropriate People |
| 164292 | 02/17/2012 | 02/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 164304 | 02/17/2012 | 02/17/2012 | VI etiquette | Escalated to Management - Resolution |
| 164306 | 02/17/2012 | 02/20/2012 | Technical issue | Management: Interpreter/Operator have been retrained |
| 164311 | 02/17/2012 | 02/21/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 164334 | 02/17/2012 | 03/01/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 164338 | 02/17/2012 | 02/20/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 164369 | 02/17/2012 | 02/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 164374 | 02/17/2012 | 02/20/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 164378 | 02/17/2012 | 02/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 164384 | 02/17/2012 | 02/20/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 164389 | 02/17/2012 | 02/21/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 165152 | 02/20/2012 | 03/08/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 165252 | 02/20/2012 | 02/23/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 165260 | 02/20/2012 | 02/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 165283 | 02/20/2012 | 02/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 165333 | 02/20/2012 | 02/20/2012 | SignMail - poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 165440 | 02/20/2012 | 02/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 165524 | 02/20/2012 | 03/03/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 165589 | 02/20/2012 | 02/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 166120 | 02/21/2012 | 02/22/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|--|
| 166171 | 02/21/2012 | 02/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 166573 | 02/22/2012 | 02/23/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 167212 | 02/23/2012 | 03/01/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 167406 | 02/23/2012 | 03/01/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 167432 | 02/23/2012 | 03/01/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 167450 | 02/23/2012 | 02/23/2012 | VI etiquette | Escalated to Management - Resolution |
| 167458 | 02/23/2012 | 02/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 167799 | 02/24/2012 | 03/02/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 167801 | 02/24/2012 | 02/24/2012 | VI etiquette | Escalated to Management - Resolution |
| 167976 | 02/24/2012 | 03/02/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 169150 | 02/27/2012 | 02/29/2012 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 169165 | 02/27/2012 | 03/02/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 169180 | 02/27/2012 | 03/02/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 169280 | 02/27/2012 | 02/27/2012 | VI receptive skills inadequate | Wrong ID: Customer Service responded to the Customer |
| 169284 | 02/27/2012 | 02/27/2012 | VI etiquette | No Interpreter/Operator ID provided with the complaint |
| 169349 | 02/27/2012 | 02/27/2012 | VI receptive skills inadequate | No Interpreter/Operator ID provided with the complaint |
| 169355 | 02/27/2012 | 02/27/2012 | VI etiquette | No Interpreter/Operator ID provided with the complaint |
| 171246 | 03/01/2012 | 03/08/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 171400 | 03/01/2012 | 03/01/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 171432 | 03/01/2012 | 03/01/2012 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 171456 | 03/01/2012 | 03/08/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 171562 | 03/01/2012 | 03/08/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 171590 | 03/01/2012 | 03/13/2012 | VI disconnected caller; VI etiquette | Forwarded to the Appropriate People |

Sorenson VRS Complaint Summary

| | | | | |
|--------|------------|------------|-------------------------------------|---|
| 171604 | 03/01/2012 | 03/02/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 171626 | 03/01/2012 | 03/08/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 171648 | 03/01/2012 | 03/08/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 171879 | 03/02/2012 | 03/02/2012 | VI skills inadequate | Escalated to Management - Resolution |
| 171906 | 03/02/2012 | 03/02/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 171931 | 03/02/2012 | 03/06/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 171969 | 03/02/2012 | 03/06/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 171974 | 03/02/2012 | 03/09/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 172079 | 03/02/2012 | 03/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 172086 | 03/02/2012 | 03/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 172111 | 03/02/2012 | 03/09/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 172120 | 03/02/2012 | 03/06/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 172141 | 03/02/2012 | 03/06/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 172154 | 03/02/2012 | 03/02/2012 | VI disconnected caller | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 172188 | 03/02/2012 | 03/06/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 172193 | 03/02/2012 | 03/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 172201 | 03/02/2012 | 03/06/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 172306 | 03/02/2012 | 03/08/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 172314 | 03/02/2012 | 03/08/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 172352 | 03/02/2012 | 03/08/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 173716 | 03/05/2012 | 03/06/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 173719 | 03/05/2012 | 03/06/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 173723 | 03/05/2012 | 03/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|------------------------------------|---|
| 174010 | 03/06/2012 | 03/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 174020 | 03/06/2012 | 03/13/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 174360 | 03/06/2012 | 03/09/2012 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 174362 | 03/06/2012 | 03/09/2012 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 174366 | 03/06/2012 | 03/06/2012 | VI etiquette | Escalated to Management - Resolution |
| 174371 | 03/06/2012 | 03/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 175670 | 03/08/2012 | 03/23/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 175700 | 03/08/2012 | 03/09/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 175706 | 03/08/2012 | 03/08/2012 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 175899 | 03/08/2012 | 03/08/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 175959 | 03/08/2012 | 03/09/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 175967 | 03/08/2012 | 03/27/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 175968 | 03/08/2012 | 03/08/2012 | VI etiquette | Escalated to Management - Resolution |
| 175995 | 03/08/2012 | 03/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 176195 | 03/09/2012 | 03/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 176212 | 03/09/2012 | 03/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 176287 | 03/09/2012 | 03/19/2012 | Confidentiality concerns | No Interpreter/Operator ID provided with the complaint |
| 176522 | 03/09/2012 | 03/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 176531 | 03/09/2012 | 03/19/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 176536 | 03/09/2012 | 03/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 176542 | 03/09/2012 | 03/27/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 176563 | 03/09/2012 | 03/13/2012 | Poor lighting | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 177236 | 03/12/2012 | 03/20/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|------------------------------------|--|
| 177242 | 03/12/2012 | 03/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 177244 | 03/12/2012 | 03/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 177289 | 03/12/2012 | 03/15/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 177758 | 03/12/2012 | 03/13/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 178091 | 03/13/2012 | 03/15/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 178123 | 03/13/2012 | 03/13/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 178136 | 03/13/2012 | 03/13/2012 | VI etiquette | Escalated to Management - Resolution |
| 178413 | 03/13/2012 | 03/13/2012 | VI receptive skills inadequate | Escalated to Management - Resolution |
| 178430 | 03/13/2012 | 03/15/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 178437 | 03/13/2012 | 03/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 178643 | 03/13/2012 | 03/19/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 178740 | 03/14/2012 | 03/20/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 178788 | 03/14/2012 | 03/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 179248 | 03/14/2012 | 03/15/2012 | Poor voice quality | Management: Interpreter/Operator have been retrained |
| 179285 | 03/14/2012 | 03/19/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 179677 | 03/15/2012 | 03/19/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 179708 | 03/15/2012 | 03/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 179720 | 03/15/2012 | 03/19/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 179869 | 03/15/2012 | 03/19/2012 | VI fingerspelling was not clear | Escalated to Management - Resolution |
| 179875 | 03/15/2012 | 03/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 179889 | 03/15/2012 | 03/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 181464 | 03/19/2012 | 03/21/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |
| 181467 | 03/19/2012 | 03/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|--|---|
| 181601 | 03/19/2012 | 03/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 182135 | 03/20/2012 | 03/23/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 182189 | 03/20/2012 | 03/20/2012 | VI skills inadequate | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 182319 | 03/20/2012 | 03/23/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 182351 | 03/20/2012 | 03/29/2012 | Poor lighting | Management: Interpreter/Operator have been retrained |
| 182581 | 03/20/2012 | 03/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 182764 | 03/21/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 183014 | 03/21/2012 | 03/27/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 183206 | 03/21/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 183215 | 03/21/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 183920 | 03/22/2012 | 03/27/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 184291 | 03/23/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 184496 | 03/23/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 184537 | 03/23/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 184572 | 03/23/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 184583 | 03/23/2012 | 03/27/2012 | Poor lighting | Management: Interpreter/Operator have been retrained |
| 184602 | 03/23/2012 | 03/27/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 184627 | 03/23/2012 | 03/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 184629 | 03/23/2012 | 03/27/2012 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 184631 | 03/23/2012 | 03/27/2012 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 185342 | 03/26/2012 | 03/26/2012 | VI etiquette | Escalated to Management - Resolution |
| 185352 | 03/26/2012 | 03/30/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 185369 | 03/26/2012 | 03/26/2012 | VI did not follow caller's request | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |

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|--------|------------|------------|---|---|
| 185385 | 03/26/2012 | 03/27/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 186262 | 03/27/2012 | 03/29/2012 | VI failed to relay message verbatim | Management: Interpreter/Operator have been retrained |
| 186423 | 03/27/2012 | 04/04/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 186451 | 03/27/2012 | 03/27/2012 | SignMail - poor video quality | Escalated to Management - Resolution |
| 186464 | 03/27/2012 | 03/27/2012 | VI did not follow caller's request | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 186520 | 03/27/2012 | 04/04/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 186572 | 03/27/2012 | 03/27/2012 | VI etiquette | Forwarded to the Appropriate People |
| 186686 | 03/27/2012 | 03/27/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 187054 | 03/28/2012 | 03/29/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 187077 | 03/28/2012 | 03/29/2012 | VI did not ask for clarification | Forwarded to the Appropriate People |
| 187251 | 03/28/2012 | 03/28/2012 | VI etiquette | Escalated to Management - Resolution |
| 187252 | 03/28/2012 | 03/31/2012 | SignMail - VI did not ask for clarification | Management: Interpreter/Operator have been retrained |
| 187257 | 03/28/2012 | 03/28/2012 | VI did not keep caller informed | Escalated to Management - Resolution |
| 187360 | 03/28/2012 | 03/28/2012 | VI etiquette | Escalated to Management - Resolution |
| 187392 | 03/28/2012 | 04/02/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 188016 | 03/29/2012 | 04/04/2012 | SignMail - VI etiquette | Management: Interpreter/Operator have been retrained |
| 188136 | 03/29/2012 | 03/29/2012 | VI disconnected caller | No Interpreter/Operator ID provided with the complaint |
| 188194 | 03/29/2012 | 03/29/2012 | VI etiquette | Escalated to Management - Resolution |
| 188221 | 03/29/2012 | 04/04/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 188227 | 03/29/2012 | 03/29/2012 | VI etiquette | Escalated to Management - Resolution |
| 188523 | 03/30/2012 | 03/30/2012 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 188554 | 03/30/2012 | 03/31/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 188565 | 03/30/2012 | 04/04/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|---------------------------------|---|
| 188865 | 03/30/2012 | 03/30/2012 | VI signing was not clear | Escalated to Management - Resolution |
| 201669 | 04/20/2012 | 04/24/2012 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 190854 | 04/03/2012 | 04/04/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 191610 | 04/04/2012 | 04/05/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 193128 | 04/06/2012 | 04/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 198303 | 04/16/2012 | 04/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 198377 | 04/16/2012 | 04/19/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 202597 | 04/23/2012 | 04/30/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 205593 | 04/27/2012 | 04/27/2012 | VI etiquette | Escalated to Management - Resolution |
| 205758 | 04/27/2012 | 04/27/2012 | VI did not keep caller informed | Escalated to Management - Resolution |
| 190599 | 04/03/2012 | 04/05/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 191513 | 04/04/2012 | 04/10/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 191601 | 04/04/2012 | 04/10/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 192737 | 04/06/2012 | 04/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 192844 | 04/06/2012 | 04/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 194026 | 04/09/2012 | 04/11/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 197310 | 04/13/2012 | 04/18/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 197930 | 04/16/2012 | 04/18/2012 | VI etiquette | Escalated to Management - Resolution |
| 198292 | 04/16/2012 | 04/17/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 199554 | 04/18/2012 | 04/26/2012 | SignMail - VI etiquette | Management: Interpreter/Operator have been retrained |
| 200594 | 04/19/2012 | 04/19/2012 | VI etiquette | Escalated to Management - Resolution |
| 200631 | 04/19/2012 | 04/23/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 201397 | 04/20/2012 | 04/25/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|--|---|
| 202546 | 04/23/2012 | 04/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 202611 | 04/23/2012 | 04/25/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 203343 | 04/24/2012 | 04/30/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 203394 | 04/24/2012 | 04/27/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 203947 | 04/25/2012 | 04/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 204071 | 04/25/2012 | 04/26/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 205111 | 04/26/2012 | 04/26/2012 | VI etiquette | Escalated to Management - Resolution |
| 205602 | 04/27/2012 | 04/27/2012 | VI etiquette | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 192685 | 04/06/2012 | 04/19/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 204002 | 04/25/2012 | 04/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 198784 | 04/17/2012 | 04/19/2012 | VI signing was not clear | Wrong ID: Customer Service responded to the Customer |
| 200435 | 04/19/2012 | 04/20/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 203468 | 04/24/2012 | 04/27/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 203249 | 04/24/2012 | 04/26/2012 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 192728 | 04/06/2012 | 04/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 194973 | 04/10/2012 | 04/16/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 195374 | 04/11/2012 | 04/16/2012 | VI failed to relay conversation verbatim; VI etiquette | Management: Interpreter/Operator have been retrained |
| 196478 | 04/12/2012 | 04/13/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 198244 | 04/16/2012 | 04/20/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 200732 | 04/19/2012 | 04/20/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 202372 | 04/23/2012 | 04/23/2012 | VI failed to relay recording verbatim | Escalated to Management - Resolution |
| 203923 | 04/25/2012 | 04/25/2012 | VI failed to relay message verbatim | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 204573 | 04/26/2012 | 04/27/2012 | VI failed to relay conversation verbatim | Forwarded to the Appropriate People |

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|--------|------------|------------|--|---|
| 192652 | 04/06/2012 | 04/06/2012 | VI failed to relay conversation verbatim | Escalated to Management - Resolution |
| 195400 | 04/11/2012 | 04/19/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 198052 | 04/16/2012 | 04/23/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 198822 | 04/17/2012 | 04/17/2012 | VI signing was not clear | Wrong ID: Interpreter/Operator did not work that day or no longer work for us |
| 200559 | 04/19/2012 | 04/20/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 201665 | 04/20/2012 | 04/24/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 202583 | 04/23/2012 | 04/23/2012 | VI etiquette | No Interpreter/Operator ID provided with the complaint |
| 202982 | 04/24/2012 | 04/26/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 203006 | 04/24/2012 | 04/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 205750 | 04/27/2012 | 04/27/2012 | VI signing was not clear | Pending - For further Information |
| 190369 | 04/03/2012 | 04/05/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 190383 | 04/03/2012 | 04/11/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 192761 | 04/06/2012 | 04/06/2012 | VI receptive skills inadequate | No Interpreter/Operator ID provided with the complaint |
| 192776 | 04/06/2012 | 04/11/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 192820 | 04/06/2012 | 04/12/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 195345 | 04/11/2012 | 04/16/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 195432 | 04/11/2012 | 04/19/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 195814 | 04/11/2012 | 04/11/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 198336 | 04/16/2012 | 04/19/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 198814 | 04/17/2012 | 04/17/2012 | VI receptive skills inadequate | Escalated to Management - Resolution |
| 202213 | 04/23/2012 | 04/23/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 202971 | 04/24/2012 | 04/24/2012 | VI receptive skills inadequate | Escalated to Management - Resolution |
| 203375 | 04/24/2012 | 04/25/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|-------------------------------------|--|
| 192665 | 04/06/2012 | 04/11/2012 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 194707 | 04/10/2012 | 04/13/2012 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 198342 | 04/16/2012 | 04/16/2012 | VI dress inappropriate | Forwarded to the Appropriate People |
| 194942 | 04/10/2012 | 04/17/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 191618 | 04/04/2012 | 04/11/2012 | VI disconnected caller | Customer Service: Apologized to the customer for the Technical Issue |
| 192307 | 04/05/2012 | 04/16/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 199873 | 04/18/2012 | 04/19/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 204040 | 04/25/2012 | 04/25/2012 | VI disconnected caller | Escalated to Management - Resolution |
| 191629 | 04/04/2012 | 04/05/2012 | Privacy screen protocol | Management: Interpreter/Operator have been retrained |
| 200043 | 04/18/2012 | 04/19/2012 | Privacy screen protocol | Customer Service: Responded to the Customer |
| 192790 | 04/06/2012 | 04/11/2012 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 191217 | 04/04/2012 | 04/04/2012 | SignMail | No Interpreter/Operator ID provided with the complaint |
| 192754 | 04/06/2012 | 04/06/2012 | SignMail - VI signing was not clear | No Interpreter/Operator ID provided with the complaint |
| 195786 | 04/11/2012 | 04/12/2012 | SignMail - VI etiquette | Management: Interpreter/Operator have been retrained |
| 203087 | 04/24/2012 | 04/26/2012 | SignMail - VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 189617 | 04/02/2012 | 04/17/2012 | SignMail - poor video quality | Management: Interpreter/Operator have been retrained |
| 190867 | 04/03/2012 | 04/05/2012 | SignMail - poor video quality | Customer Service: Apologized to the customer for the Technical Issue |
| 190610 | 04/03/2012 | 04/03/2012 | VI signing was not clear | No Interpreter/Operator ID provided with the complaint |
| 200758 | 04/19/2012 | 04/20/2012 | Confidentiality concerns | Management: Interpreter/Operator have been retrained |
| 201582 | 04/20/2012 | 04/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 209668 | 05/04/2012 | 05/04/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 211924 | 05/08/2012 | 05/10/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 212491 | 05/09/2012 | 05/09/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |

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|--------|------------|------------|--|--|
| 212874 | 05/10/2012 | 05/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 216099 | 05/15/2012 | 05/16/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 222393 | 05/24/2012 | 05/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 207187 | 05/01/2012 | 05/04/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 209404 | 05/04/2012 | 05/10/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 209554 | 05/04/2012 | 05/07/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 209689 | 05/04/2012 | 05/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 212300 | 05/09/2012 | 05/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 212550 | 05/09/2012 | 05/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 212892 | 05/10/2012 | 05/14/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 212906 | 05/10/2012 | 05/15/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 215086 | 05/14/2012 | 05/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 217003 | 05/16/2012 | 05/21/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 218312 | 05/18/2012 | 05/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 218903 | 05/19/2012 | 05/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 222189 | 05/24/2012 | 05/25/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 222211 | 05/24/2012 | 05/24/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 222330 | 05/24/2012 | 05/24/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 222725 | 05/25/2012 | 05/25/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 211839 | 05/08/2012 | 05/14/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 212541 | 05/09/2012 | 05/15/2012 | VI did not follow caller's request | Management: Interpreter/Operator have been retrained |
| 207676 | 05/01/2012 | 05/03/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 209003 | 05/03/2012 | 05/07/2012 | VI did not keep caller informed | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|--|--|
| 211552 | 05/08/2012 | 05/11/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 211664 | 05/08/2012 | 05/09/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 212633 | 05/09/2012 | 05/09/2012 | VI failed to relay recording verbatim | Management: Interpreter/Operator have been retrained |
| 215009 | 05/14/2012 | 05/17/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 221311 | 05/23/2012 | 05/23/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 207662 | 05/01/2012 | 05/04/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 209425 | 05/04/2012 | 05/23/2012 | VI failed to relay conversation verbatim | Management: Interpreter/Operator have been retrained |
| 220579 | 05/22/2012 | 05/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 207633 | 05/01/2012 | 05/04/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 209134 | 05/03/2012 | 05/03/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 211018 | 05/07/2012 | 05/14/2012 | VI skills inadequate | Management: Interpreter/Operator have been retrained |
| 216881 | 05/16/2012 | 05/16/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 218857 | 05/19/2012 | 05/24/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 219267 | 05/21/2012 | 05/23/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 220654 | 05/22/2012 | 05/22/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| 221361 | 05/23/2012 | 05/29/2012 | VI fingerspelling was not clear | Management: Interpreter/Operator have been retrained |
| 222704 | 05/25/2012 | 05/25/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 211859 | 05/08/2012 | 05/15/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 207665 | 05/01/2012 | 05/24/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 210997 | 05/07/2012 | 05/10/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 211703 | 05/08/2012 | 05/11/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 212470 | 05/09/2012 | 05/16/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 212595 | 05/09/2012 | 05/16/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |

Sorenson VRS Complaint Summary

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|--------|------------|------------|--------------------------------|--|
| 221946 | 05/24/2012 | 05/24/2012 | VI receptive skills inadequate | Management: Interpreter/Operator have been retrained |
| 207525 | 05/01/2012 | 05/09/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 220719 | 05/22/2012 | 05/22/2012 | VI dress inappropriate | Management: Interpreter/Operator have been retrained |
| 215044 | 05/14/2012 | 05/17/2012 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 218908 | 05/19/2012 | 05/24/2012 | VI disconnected caller | Management: Interpreter/Operator have been retrained |
| 211896 | 05/08/2012 | 05/10/2012 | VI signing was not clear | Management: Interpreter/Operator have been retrained |
| 207574 | 05/01/2012 | 05/01/2012 | Transfer protocol | Management: Interpreter/Operator have been retrained |
| 215267 | 05/14/2012 | 05/16/2012 | VI etiquette | Management: Interpreter/Operator have been retrained |
| | | | | |
| | | | | Total: 904 VRS Complaints |

Sorenson IP Relay Complaint Summary

| Complaint ID | Date of Complaint | Date of Resolution | IP Relay Complaint Type | Explanation of Resolution |
|--------------|-------------------|--------------------|------------------------------|---|
| 52324 | 06/02/2011 | 06/02/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 52485 | 06/02/2011 | 06/02/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 55466 | 06/09/2011 | 06/20/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 55921 | 06/10/2011 | 06/20/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 59704 | 06/20/2011 | 06/23/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 60424 | 06/21/2011 | 06/21/2011 | CA disconnected caller | Pending for further information |
| 61078 | 06/23/2011 | 06/23/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 61110 | 06/23/2011 | 06/27/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 61639 | 06/24/2011 | 06/28/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 63597 | 06/29/2011 | 06/29/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 67623 | 07/11/2011 | 07/11/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 67780 | 07/11/2011 | 07/13/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 72715 | 07/22/2011 | 07/22/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 75754 | 07/29/2011 | 08/02/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 75900 | 07/29/2011 | 08/02/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 76917 | 08/02/2011 | 08/02/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 78638 | 08/05/2011 | 08/05/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 82317 | 08/15/2011 | 08/15/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 83735 | 08/18/2011 | 08/18/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 83881 | 08/18/2011 | 08/18/2011 | Trouble placing a call | Forwarded to the Appropriate People |
| 84454 | 08/19/2011 | 08/19/2011 | Unable to connect to service | Pending for further information |
| 84509 | 08/19/2011 | 09/06/2011 | Unable to connect to service | Forwarded to the Appropriate People |

Sorenson IP Relay Complaint Summary

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|--------|------------|------------|--|---|
| 92449 | 09/07/2011 | 09/07/2011 | Unable to connect to service | Customer Service: Responded to the Customer |
| 130852 | 12/06/2011 | 12/06/2011 | Unable to connect to service | Forwarded to the Appropriate People |
| 131899 | 12/08/2011 | 12/22/2011 | Confusion during call | Forwarded to the Appropriate People |
| 147121 | 01/13/2012 | 01/17/2012 | CA did not relay conversation verbatim | Forwarded to the Appropriate People |
| 178114 | 03/13/2012 | 03/13/2012 | Unable to connect to service | Forwarded to the Appropriate People |
| 184448 | 03/23/2012 | 03/23/2012 | CA disconnected caller | Forwarded to the Appropriate People |
| 204556 | 04/26/2012 | 04/26/2012 | Transfer protocol | Forwarded to the Appropriate People |
| | | | | |
| | | | | TOTAL: 29 IP RELAY COMPLAINTS |

Sorenson IP Captioned Telephone Summary

| Complaint ID | Date of Complaint | Date of Resolution | IP Captioned Telephone Call Complaint Type | Explanation of Resolution |
|--------------|-------------------|--------------------|--|---|
| 5052 | 12/29/2011 | 12/30/2011 | Did not caption ad verbatim | Modified training |
| 14368 | 1/19/2012 | 1/24/2012 | Did not caption conversation verbatim | Contacted customer; modified training |
| 12307 | 1/26/2012 | 1/30/2012 | Did not caption conversation verbatim | Modified processes |
| 19121 | 2/5/2012 | 2/6/2012 | Did not caption conversation verbatim | Modified processes |
| 14021 | 2/21/2012 | 2/23/2012 | Did not caption conversation verbatim | Retrained CA Profile |
| 35421 | 5/27/2012 | 5/29/2012 | Did not caption conversation verbatim | Educated CAs on correcting captioning; asked customer to contact us with any further issue. |
| 20598 | 3/6/2012 | 3/6/2012 | Did not caption conversation verbatim | Contacted customer; training update emailed to CAs |
| | | | | |
| | | | | TOTAL: 7 CAPTION CALL COMPLAINTS |