

June 25, 2012

Dear Mrs. Dortch and to whom it may concern,

RE: Structure and Practice of the Video Relay Service

CG Docket no. 03-123 and CG Docket no.10-51

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AUG 07 2012  
FCC Mail Room  
FCC Mail Room

I am replying to Purple's response on May 10, 2012 in regards of VRS service vs VRI service. I want to thank Purple for clarifying that this is a VRS service although I do want to leave a correction on one part. I have asked my manager if in any way does Allstate use VRI service, and it has been confirmed that in no way do we use Purple VRI service. In any meetings should any arises, we do hire a freelance interpreter to come in and interpret. This should settle once and for all that there is no VRI service used by Allstate at any given time. Should you want to verify this matter, please feel free to contact Allstate and they will confirm that we do not use VRI service for any reason on our end.

With that being said, there is other concern that needs to be brought to attention here. There is a question on code of conduct with the interpreters (Video Interpreters). I was not able to find any guidelines in regards on how interpreters should conduct during phone calls, and was hoping that FCC would be able to shed some light on this subject.

Since 2010, my co worker and I have filed over hundreds of complaints with Purple's performance during the calls that we had, and to no avail there was no action taken to resolve this.

- Interpreters reading during calls, which I want to point out that there is nothing from us for the interpreters to read during the call until the end of the call. If a sale has been made, then at that point the interpreter will read the legal script as given by me or my co worker. This is one of the major complaints that we had with Purple since 2010, and this really hampers the ability of us performing our jobs.
- Interpreters doing "administrative paperwork" during calls.
- Interpreters refusing to translate what I needed to say to my customer.
- Interpreters exercising during calls.
- Interpreters trying to end the call since it is at the end of their shift.
- Interpreters moving around excessively.
- Interpreters falling asleep during calls.
- Interpreters refusing to translate what the customers are trying to tell me.
- Interpreters watching dvds or other portable devices during calls.
- Placing unqualified interpreters on calls.
- Another interpreter walking in station, and putting things on the desk during the call while the interpreter is trying to translate.
- Another staff trying to talk with interpreters during calls.
- Interpreters being rude or combative with my customers.

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Those are most of the common complaints that has been made to Purple and to date, those issues are still ongoing issues that really hampers with my ability to perform my job and to provide my customer the service that is expected of me. Every time that I have submitted the complaints or issues, I have been told that I am accountable for those issues. I have already submitted my complaints to my manager and to the HR, and they have said that they submitted all of the issues to Purple with no action taken to fix this issue. This is why I am now writing to you in hope that we can understand better on the code of conduct that is expected from interpreters and from VRS providers that continues to collect FCC funding.

As Purple has already pointed out that we are not able to select our interpreters since it falls under VRS service, does this entitles them to provide us with service that clearly does not offer us the service we need in order to do our job? I do hope that a guideline on code of conduct is in place, and if so, then where can we view this code of conduct? If needed, I will be more than happy to submit all the documents of complaints to the FCC for their review on this matter.

Thank you for your time on this matter,

A handwritten signature in black ink, appearing to read 'Earl Weston', with a long horizontal flourish extending to the right.

Earl Weston