

Total VRS Calls <REDACTED>
 Total Complaints 299

Date of Contact	Nature of Contact	Service Complaints	Date of Resolution	Explanation of Resolution
6/4/2012	Complaint	Customer is vision impaired. Wants to have white wall instead of blue wall.	6/4/2012	Send recommendation enhancement.
6/5/2012	VI Concerns	Language Skill	6/7/2012	VI received feedback
6/5/2012	VI Concerns	VI services	6/7/2012	VI acted correctly
6/6/2012	VI Concerns	VI services	6/11/2012	VI acted correctly
6/6/2012	VI Concerns	Attitude	6/12/2012	VI received feedback
6/7/2012	VI Concerns	Attitude	6/7/2012	VI received feedback
6/8/2012	VI Concerns	Distracted / Not Attentive	6/19/2012	VI on disciplinary plan
6/8/2012	VI Concerns	VI services	6/10/2012	VI acted correctly
6/8/2012	VI Concerns	Omissions	6/13/2012	VI received feedback
6/15/2012	Informal Complaint	Interoperability complaint	7/10/2012	ZVRS videophones are verified as interoperable.
6/19/2012	VI Concerns	Language Skill	7/7/2012	VI was coached
6/20/2012	Complaint	Interoperability complaint	6/21/2012	Educated the customer.
6/23/2012	VI Concerns	VI services	7/7/2012	VI was coached
6/23/2012	Complaint	Wait Time	7/5/2012	Noted and informed VI operation
6/26/2012	VI Concerns	Customer Instructions not followed	7/10/2012	VI acted correctly
6/27/2012	VI Concerns	Unprofessional behavior	7/10/2012	VI received feedback
6/27/2012	VI Concerns	Distracted / Not Attentive	7/9/2012	VI received feedback
6/29/2012	VI Concerns	VI services	7/5/2012	VI received feedback
6/30/2012	Complaint	Wait time for Spanish VRS	7/2/2012	Noted and informed VI operation
7/5/2012	VI Concerns	Improper Attire	7/11/2012	VI was coached
7/6/2012	VI Concerns	Language Skill	7/11/2012	VI was coached
7/6/2012	Complaint	Customer complained about provider number handling	7/5/2012	Noted and informed engineering.
7/9/2012	VI Concerns	Language Skill	7/9/2012	VI terminated
7/9/2012	VI Concerns	VI services	7/11/2012	VI received feedback
7/11/2012	VI Concerns	Language Skill	7/24/2012	VI was coached
7/12/2012	VI Concerns	VI services	7/12/2012	VI acted correctly
7/13/2012	VI Concerns	Customer Instructions not followed	7/13/2012	VI acted correctly
7/14/2012	VI Concerns	Improper Affect	7/14/2012	VI received feedback
7/14/2012	VI Concerns	VI services	7/14/2012	VI received feedback
7/14/2012	VI Concerns	Attitude	8/27/2012	VI received feedback
7/16/2012	VI Concerns	Language Skill	7/30/2012	VI received feedback
7/16/2012	VI Concerns	Improper Sign Match	8/21/2012	VI acted correctly
7/18/2012	VI Concerns	Omissions	8/23/2012	VI acted correctly
7/18/2012	Informal Complaint	video quality complaint	8/13/2012	Contacted customer with return information
7/23/2012	VI Concerns	Customer Instructions not followed	8/2/2012	VI received feedback
7/23/2012	VI Concerns	VI services	8/12/2012	VI received feedback
7/24/2012	VI Concerns	Unprofessional behavior	7/25/2012	VI acted correctly
7/25/2012	VI Concerns	VI services	8/13/2012	VI received feedback
7/26/2012	VI Concerns	VCO Procedures not followed	8/13/2012	VI was coached
7/26/2012	VI Concerns	Unprofessional behavior	8/10/2012	VI acted correctly
7/26/2012	Complaint	Customer complained of VI services provider harassment	7/25/2012	Notes. No action was needed.
8/3/2012	VI Concerns	Initiated Disconnect	8/23/2012	VI was coached
8/3/2012	Complaint	Attitude	8/22/2012	VI received feedback
8/3/2012	Complaint	Internal report of abusive behavior from customer	8/7/2012	Attempt to contact customer but no response.
8/5/2012	Complaint	Customer complained about provider number handling	8/6/2012	Noted and informed engineering
8/6/2012	VI Concerns	Improper Attire	8/7/2012	VI was coached
8/6/2012	VI Concerns	Customer Instructions not followed	8/8/2012	VI acted correctly
8/7/2012	VI Concerns	Customer Instructions not followed	9/20/2012	VI acted correctly
8/7/2012	VI Concerns	Customer Instructions not followed	10/8/2012	VI received feedback
8/8/2012	VI Concerns	Attitude	8/28/2012	VI on disciplinary plan
8/9/2012	VI Concerns	Attitude	8/20/2012	VI on disciplinary plan
8/11/2012	VI Concerns	Attitude	8/20/2012	VI received feedback
8/13/2012	VI Concerns	Language Skill	8/13/2012	VI received feedback
8/13/2012	VI Concerns	VI services	8/29/2012	VI received feedback
8/15/2012	VI Concerns	VI services	9/13/2012	VI received feedback
8/16/2012	Complaint	Customer wishes to file a complaint against Capital one due to they won't take relay calls.	8/27/2012	Educated the customer.
8/17/2012	VI Concerns	Attitude	8/20/2012	VI was coached
8/20/2012	VI Concerns	VI services	8/27/2012	VI received feedback
8/20/2012	VI Concerns	Distracted / Not Attentive	9/10/2012	VI received feedback
8/20/2012	VI Concerns	Language Skill	8/12/2012	VI acted correctly
8/23/2012	VI Concerns	VI services	10/19/2012	VI received feedback
8/28/2012	Complaint	Customer complained about provider number handling	8/28/2012	Noted and informed engineering
8/29/2012	Complaint	Customer complained about provider number handling	9/4/2012	Noted and informed engineering
8/30/2012	VI Concerns	Distracted / Not Attentive	9/17/2012	VI terminated
8/30/2012	VI Concerns	Initiated Disconnect	9/18/2012	VI acted correctly
8/30/2012	VI Concerns	Initiated Disconnect	9/14/2012	VI was coached
9/2/2012	VI Concerns	Unprofessional behavior	9/17/2012	VI was coached
9/4/2012	VI Concerns	Distracted / Not Attentive	9/18/2012	VI was coached
9/4/2012	VI Concerns	Distracted / Not Attentive	9/4/2012	VI was coached
9/6/2012	VI Concerns	Language Skill	9/20/2012	VI was coached
9/6/2012	VI Concerns	Customer Instructions not followed	9/18/2012	VI was coached
9/6/2012	VI Concerns	Language Skill	9/6/2012	VI received feedback
9/7/2012	Complaint	Customer complained about provider number handling	10/17/2012	Noted and informed engineering
9/10/2012	VI Concerns	Distracted / Not Attentive	9/14/2012	VI received feedback
9/10/2012	Complaint	Wait time	9/7/2012	Noted and informed engineering. Resolved
9/11/2012	VI Concerns	VI services	9/14/2012	VI acted correctly
9/12/2012	VI Concerns	VI services	9/18/2012	VI was coached
9/12/2012	Complaint	Customer complained of VI services provider harassment	9/13/2012	Educated the customer.
9/13/2012	VI Concerns	VI services	9/24/2012	VI received feedback
9/13/2012	VI Concerns	Language Skill	7/13/2012	VI received feedback
9/13/2012	Complaint	Z-20 keeps freezing every two minutes then screen will go back or disconnect.	9/12/2012	Resolved.
9/13/2012	Complaint	Toll free number issue	9/12/2012	Educated the customer.
9/14/2012	VI Concerns	VI services	9/24/2012	VI acted correctly
9/14/2012	VI Concerns	VI services	9/20/2012	VI was coached
9/14/2012	VI Concerns	Language Skill	9/27/2012	VI received feedback
9/14/2012	Complaint	Customer complained about provider number handling	9/15/2012	Coached representative.
9/15/2012	Complaint	Wait time	10/17/2012	Noted and informed VI operation
9/16/2012	Complaint	Customer complained that ebay that wont cooperate with video interpreter.	9/18/2012	Educated the customer.
9/17/2012	VI Concerns	Customer Instructions not followed	9/17/2012	VI acted correctly
9/17/2012	VI Concerns	Unprofessional behavior	9/26/2012	VI received feedback
9/18/2012	VI Concerns	Unprofessional behavior	9/27/2012	VI was coached
9/18/2012	VI Concerns	Improper Affect	10/2/2012	VI received feedback
9/18/2012	VI Concerns	Distracted / Not Attentive	9/18/2012	VI was coached
9/19/2012	VI Concerns	VI services	9/20/2012	VI was coached
9/19/2012	VI Concerns	VI services	9/19/2012	VI received feedback
9/19/2012	VI Concerns	VI services	10/8/2012	VI received feedback
9/20/2012	VI Concerns	VI services	9/20/2012	VI received feedback
9/22/2012	Complaint	Wait time	9/24/2012	Noted and informed VI operation
9/24/2012	VI Concerns	Unprofessional behavior	10/8/2012	VI was coached
9/25/2012	VI Concerns	VI services	10/11/2012	VI was coached
9/25/2012	Complaint	Wait time for Spanish VRS	10/31/2012	Noted and informed VI operation
9/26/2012	VI Concerns	Unprofessional behavior	9/26/2012	VI on disciplinary plan
9/26/2012	Complaint	The customer called in expressing anger feelings about Sorenson. His Z-20 can not call their CIR and TS.	9/27/2012	Educated the customer.
9/28/2012	VI Concerns	Attitude	10/2/2012	VI received feedback
10/3/2012	Informal Complaint	Having issue with toll free numbers for use with VRS and point to point calling	10/18/2012	TF transitioning, now fully operational.
10/4/2012	VI Concerns	VI services	10/25/2012	VI acted correctly
10/5/2012	VI Concerns	Attitude	10/22/2012	VI received feedback
10/9/2012	VI Concerns	VI services	10/23/2012	VI was coached
10/11/2012	Complaint	wanted to know about complaint to terp , told her will need to have terp name and number and time .	10/20/2012	Educated the customer.
10/14/2012	VI Concerns	Language Skill	10/24/2012	VI acted correctly
10/16/2012	VI Concerns	VI services	10/23/2012	VI acted correctly
10/17/2012	VI Concerns	Distracted / Not Attentive	10/24/2012	VI was coached
10/17/2012	VI Concerns	Language Skill	10/24/2012	VI received feedback
10/18/2012	Complaint	Wait time	10/16/2012	Noted and informed VI operation
10/22/2012	VI Concerns	VI services	11/16/2012	VI received feedback
10/23/2012	VI Concerns	Customer Instructions not followed	11/16/2012	VI received feedback
10/24/2012	VI Concerns	Attitude	11/27/2012	VI was coached
10/24/2012	Complaint	Wait time	10/23/2012	Educated the customer.
10/24/2012	Complaint	Wait time	11/21/2012	Noted and informed VI operation
10/25/2012	VI Concerns	Attitude	11/29/2012	VI received feedback
10/25/2012	VI Concerns	Customer Instructions not followed	11/6/2012	VI was coached
10/29/2012	VI Concerns	VI services	11/16/2012	VI received feedback
10/30/2012	VI Concerns	Attitude	10/30/2012	VI received feedback

10/30/2012	VI Concerns	VI services	11/7/2012	VI acted correctly
10/30/2012	VI Concerns	VI services	11/7/2012	VI received feedback
10/30/2012	VI Concerns	Customer Instructions not followed	11/7/2012	VI was coached
10/31/2012	VI Concerns	Distracted / Not Attentive	11/5/2012	VI was coached
10/31/2012	Informal Complaint	Complaint that the ZVRS videophone could not receive video calls from Sorenson supplied videophones	11/15/2012	Worked with Sorenson to address the issue
11/1/2012	VI Concerns	VI services	11/7/2012	VI received feedback
11/5/2012	VI Concerns	Language Skill	11/16/2012	VI received feedback
11/5/2012	Complaint	Customer complained about provider number handling	11/28/2012	Noted and informed engineering
11/8/2012	VI Concerns	VI services	11/8/2012	VI acted correctly
11/9/2012	Complaint	Customer complained about provider numbering handling	11/7/2012	Attempt to contact customer but no response.
11/10/2012	VI Concerns	Unprofessional behavior	11/10/2012	VI received feedback
11/12/2012	Complaint	Rep failed to caution customer on FOC impact IB and VAM features.	11/14/2012	Coached representative.
11/15/2012	VI Concerns	Language Skill	3/4/2013	VI was coached
11/15/2012	Complaint	Customer complained about Interpreter's digital whiteboard settings	11/19/2012	VI found to be in compliance with customer requests.
11/16/2012	VI Concerns	Language Skill	12/19/2012	VI received feedback
11/17/2012	VI Concerns	VI services	11/17/2012	VI received feedback
11/17/2012	VI Concerns	VI services	1/2/2013	VI acted correctly
11/17/2012	VI Concerns	VI services	11/17/2012	VI acted correctly
11/17/2012	VI Concerns	VI services	11/17/2012	VI acted correctly
11/17/2012	VI Concerns	VI services	12/19/2012	VI received feedback
11/17/2012	VI Concerns	VI services	12/17/2012	VI received feedback
11/19/2012	VI Concerns	Distracted / Not Attentive	3/2/2013	VI received feedback
11/21/2012	VI Concerns	Distracted / Not Attentive	2/19/2012	VI was coached
11/24/2012	Complaint	Wait time for Spanish VRS	11/27/2012	Noted and informed VI operation
11/27/2012	VI Concerns	VI services	12/19/2012	VI acted correctly
11/27/2012	Complaint	Customer complained about provider number handling	12/17/2012	Noted and informed engineering
11/28/2012	VI Concerns	Background Noise	12/19/2012	VI acted correctly
11/28/2012	Informal Complaint	Complaint that ZVRS was frequently contacting this customer	1/16/2013	ZVRS ceased contacting customer as of 11/27/2012
11/30/2012	VI Concerns	VI services	11/30/2012	VI received feedback
12/1/2012	VI Concerns	VI services	12/14/2012	Educated the customer.
12/3/2012	VI Concerns	Unprofessional behavior	1/3/2013	VI received feedback
12/3/2012	Informal Complaint	Complaint that hearing inbound callers hang up before video interpreter is connected	12/13/2012	Tested with customer to ensure video phone works properly
12/7/2012	VI Concerns	Unprofessional behavior	12/7/2012	VI acted correctly
12/10/2012	Complaint	Customer complained that Z videophone cannot call Sorenson Customer Service	12/11/2012	Noted and informed Jeff Rosen.
12/11/2012	VI Concerns	Language Skill	12/18/2012	VI acted correctly
12/11/2012	VI Concerns	VI services	12/31/2012	VI acted correctly
12/11/2012	VI Concerns	VI services	3/1/2013	VI received feedback
12/12/2012	Complaint	Wait time for Spanish VRS	12/12/2012	Noted and informed VI operation
12/15/2012	Complaint	Customer complained about provider number handling	12/14/2012	Educated the customer.
12/17/2012	VI Concerns	VI services	12/21/2012	VI was coached
12/18/2012	VI Concerns	VI services	12/20/2012	VI received feedback
12/19/2012	Informal Complaint	Customer complained about "unprofessional" conversation between Sorenson and ZVRS personnel at the residence.	1/3/2013	Counseld Z personnel involved
12/20/2012	VI Concerns	VI services	12/20/2012	VI received feedback
12/22/2012	VI Concerns	Unprofessional behavior	12/26/2012	VI received feedback
12/28/2012	VI Concerns	Distracted / Not Attentive	1/16/2013	VI was coached
12/31/2012	VI Concerns	Unprofessional behavior	12/31/2012	VI received feedback
1/1/2013	VI Concerns	Distracted / Not Attentive	3/15/2013	VI received feedback
1/1/2013	VI Concerns	Distracted / Not Attentive	1/17/2013	VI was coached
1/3/2013	VI Concerns	Attitude	1/16/2013	VI received feedback
1/4/2013	VI Concerns	Language Skill	1/4/2013	VI acted correctly
1/5/2013	VI Concerns	VI services	1/5/2013	VI acted correctly
1/5/2013	VI Concerns	Language Skill	1/5/2013	VI received feedback
1/5/2013	Informal Complaint	Interoperability complaint between ZVRS videophones and Sorenson's nTouch videophones	1/22/2013	Communicated issue with Sorenson Engineering
1/5/2013	Complaint	Wait time	3/4/2013	Noted and informed VI operation
1/5/2013	Complaint	Wait time	3/8/2013	Noted and informed VI operation
1/7/2013	VI Concerns	VI services	1/16/2013	VI received feedback
1/7/2013	VI Concerns	Language Skill	1/7/2013	VI acted correctly
1/8/2013	VI Concerns	Attitude	1/18/2013	VI received feedback
1/9/2013	VI Concerns	Attitude	1/21/2013	VI acted correctly
1/13/2013	VI Concerns	VI services	1/25/2013	VI was coached
1/14/2013	VI Concerns	Attitude	1/25/2013	VI received feedback
1/14/2013	VI Concerns	Customer Instructions not followed	1/14/2013	VI acted correctly
1/14/2013	VI Concerns	VI services	3/18/2013	VI received feedback
1/15/2013	VI Concerns	Improper Attire	1/16/2013	VI received feedback
1/15/2013	VI Concerns	Distracted / Not Attentive	1/16/2013	VI acted correctly
1/17/2013	VI Concerns	Attitude	1/29/2013	VI received feedback
1/17/2013	VI Concerns	Distracted / Not Attentive	3/1/2013	VI received feedback
1/18/2013	VI Concerns	Customer Instructions not followed	1/30/2013	VI was coached
1/19/2013	VI Concerns	VI services	1/31/2013	VI received feedback
1/19/2013	VI Concerns	VI services	1/25/2013	VI was coached
1/22/2013	VI Concerns	VI services	1/25/2013	VI received feedback
1/24/2013	VI Concerns	Customer Instructions not followed	1/24/2013	VI received feedback
1/24/2013	VI Concerns	Customer Instructions not followed	1/29/2013	VI received feedback
1/26/2013	Complaint	Incorrect registered location information	4/3/2013	Informed engineering. Resolved.
1/27/2013	VI Concerns	Distracted / Not Attentive	1/30/2013	VI received feedback
1/30/2013	VI Concerns	VI services	2/13/2013	VI acted correctly
1/30/2013	VI Concerns	VI services	2/13/2013	VI acted correctly
1/30/2013	Complaint	Customer complained about provider number handling	2/12/2013	noted and informed engineering
2/4/2013	VI Concerns	VI services	2/27/2013	VI received feedback
2/4/2013	VI Concerns	VI services	2/19/2013	VI was coached
2/6/2013	VI Concerns	Attitude	2/14/2013	VI acted correctly
2/6/2013	Complaint	Customer complained of VI services provider harassment	2/7/2013	Educated the customer.
2/7/2013	VI Concerns	VI services	2/27/2013	VI acted correctly
2/7/2013	VI Concerns	Attitude	3/1/2013	VI was coached
2/7/2013	VI Concerns	Attitude	2/20/2013	VI received feedback
2/10/2013	VI Concerns	Distracted / Not Attentive	3/27/2013	VI received feedback
2/10/2013	Complaint	Customer complained of VI services provider harassment	2/13/2013	Educated the customer.
2/12/2013	VI Concerns	Distracted / Not Attentive	2/20/2013	VI was coached
2/12/2013	VI Concerns	VI services	2/21/2013	VI received feedback
2/14/2013	VI Concerns	Distracted / Not Attentive	2/14/2013	VI received feedback
2/18/2013	VI Concerns	Unprofessional behavior	2/17/2013	VI received feedback
2/18/2013	VI Concerns	Attitude	2/17/2013	VI received feedback
2/18/2013	VI Concerns	Unprofessional behavior	2/21/2013	VI received feedback
2/19/2013	VI Concerns	Attitude	4/15/2013	VI was coached
2/20/2013	Complaint	Wait time for Spanish VRS	2/20/2013	Noted and informed VI operation
2/21/2013	VI Concerns	Customer Instructions not followed	3/4/2013	VI was coached
2/22/2013	VI Concerns	VI services	4/11/2013	VI received feedback
2/22/2013	Complaint	Wait time	6/11/2013	Noted and informed VI operation
2/23/2013	VI Concerns	Unprofessional behavior	2/27/2013	VI received feedback
2/25/2013	VI Concerns	Customer Instructions not followed	2/28/2013	VI was coached
2/26/2013	Complaint	Customer complained of VI services provider harassment	2/23/2013	Educated the customer.
2/27/2013	VI Concerns	Attitude	2/28/2013	VI was coached
2/27/2013	VI Concerns	Customer Instructions not followed	3/14/2013	VI received feedback
2/28/2013	VI Concerns	VI services	4/15/2013	VI was coached
2/28/2013	VI Concerns	VI services	2/28/2013	VI received feedback
3/1/2013	VI Concerns	Distracted / Not Attentive	3/4/2013	VI was coached
3/1/2013	Complaint	Wait time	3/1/2013	Noted and informed VI operation
3/2/2013	Complaint	Customer complained about VRS announced calls	3/1/2013	Noted and informed VI operation
3/3/2013	VI Concerns	Language Skill	3/7/2013	VI received feedback
3/6/2013	VI Concerns	Attitude	3/26/2013	VI was coached
3/6/2013	VI Concerns	VI services	3/15/2013	VI received feedback
3/6/2013	Complaint	Customer complained of VI services provider harassment	3/4/2013	Educated the customer.
3/7/2013	VI Concerns	Customer Instructions not followed	3/16/2013	VI received feedback
3/7/2013	Complaint	Wait time	3/8/2013	Noted and informed VI operation
3/11/2013	VI Concerns	Improper Sign Match	4/11/2013	VI received feedback
3/11/2013	VI Concerns	Language Skill	4/12/2013	VI received feedback
3/13/2013	Informal Complaint	Complaint filed due to VI disconnecting a call with VI services people in the same room	3/14/2013	VRI calls are prohibited substitute for VRS. Review procedure for terminating calls with VI.
3/14/2013	Complaint	Customer complaint that call routing is incorrect. Select Spanish route to English speaking Intepreters	3/8/2013	Informed engineering. Resolved.
3/15/2013	VI Concerns	Omissions	4/4/2013	VI received feedback
3/15/2013	VI Concerns	Attitude	4/15/2013	VI was coached
3/20/2013	VI Concerns	VI services	4/19/2013	VI was coached
3/20/2013	Complaint	Customer complained of VI services provider harassment	3/16/2013	Educated the customer.
3/21/2013	Complaint	Customer complained of VI services provider harassment	3/17/2013	Educated the customer.
3/22/2013	VI Concerns	Unprofessional behavior	4/12/2013	VI was coached
3/26/2013	VI Concerns	Improper Attire	4/15/2013	VI was coached
3/26/2013	VI Concerns	Improper Sign Match	5/3/2013	VI received feedback
3/27/2013	VI Concerns	VI services	3/29/2013	VI was coached
3/28/2013	VI Concerns	VI services	4/16/2013	VI received feedback
4/3/2013	VI Concerns	Omissions	4/22/2013	VI received feedback

4/3/2013	VI Concerns	Distracted / Not Attentive	4/25/2013	VI was coached
4/3/2013	VI Concerns	Unprofessional behavior	4/7/2013	VI was coached
4/3/2013	Informal Complaint	Video Mail interoperability issue. Customer Z video phone cannot leave video mail on Sorenson devices	4/18/2013	Referred to FCC
4/5/2013	Complaint	Customer wanted to file a complaint regarding Z20 outage recently.	4/5/2013	Noted and informed engineering
4/10/2013	VI Concerns	Improper Sign Match	4/13/2013	VI received feedback
4/11/2013	VI Concerns	VI services	4/19/2013	VI received feedback
4/12/2013	VI Concerns	VI services	4/23/2013	VI received feedback
4/12/2013	VI Concerns	VI services	4/22/2013	VI received feedback
4/12/2013	VI Concerns	Distracted / Not Attentive	4/21/2013	VI received feedback
4/12/2013	Complaint	Customer complained about confidentiality	4/12/2013	Noted and informed VI operation
4/13/2013	VI Concerns	Distracted / Not Attentive	4/19/2013	VI was coached
4/15/2013	Complaint	Wait time	4/17/2013	Noted and informed VI operation
4/16/2013	VI Concerns	VI services	4/22/2013	VI acted correctly
4/16/2013	VI Concerns	Attitude	4/22/2013	VI received feedback
4/16/2013	VI Concerns	Customer Instructions not followed	4/30/2013	VI received feedback
4/16/2013	VI Concerns	Language Skill	4/22/2013	VI acted correctly
4/16/2013	VI Concerns	Distracted / Not Attentive	4/17/2013	VI received feedback
4/17/2013	VI Concerns	VI services	4/19/2013	VI received feedback
4/18/2013	VI Concerns	VI services	5/10/2013	VI received feedback
4/18/2013	Complaint	Regional 800 number issue	4/19/2013	Educated the customer.
4/19/2013	VI Concerns	Improper Attire	4/22/2013	VI was coached
4/20/2013	VI Concerns	VI services	4/26/2013	VI acted correctly
4/22/2013	VI Concerns	Distracted / Not Attentive	4/23/2013	VI received feedback
4/23/2013	Complaint	Customer seeking inquiry on how to file a formal complaint against a community bank for not taking the VRS call.	4/23/2013	Educated the customer.
4/25/2013	VI Concerns	Attitude	5/2/2013	VI received feedback
4/26/2013	VI Concerns	Attitude	5/1/2013	VI acted correctly
4/26/2013	VI Concerns	VI services	6/3/2013	VI was coached
4/26/2013	Complaint	Wait time for Spanish VRS	4/23/2013	Noted and informed VI operation
4/27/2013	Complaint	Customer complained about provider number handling	4/23/2013	Educated the customer.
4/30/2013	VI Concerns	Improper Sign Match	5/3/2013	VI received feedback
5/1/2013	VI Concerns	Initiated Disconnect	5/1/2013	VI acted correctly
5/1/2013	Complaint	Customer complained of VI services provider harassment	4/29/2013	Educated the customer.
5/3/2013	VI Concerns	VI services	5/6/2013	VI received feedback
5/4/2013	VI Concerns	VI services	5/4/2013	VI acted correctly
5/7/2013	VI Concerns	Attitude	5/20/2013	VI was coached
5/7/2013	VI Concerns	Attitude	5/8/2013	VI was coached
5/14/2013	VI Concerns	Attitude	6/5/2013	VI received feedback
5/15/2013	VI Concerns	VI services	5/17/2013	VI acted correctly
5/15/2013	Complaint	Wait time for Spanish VRS	6/10/2013	Noted and informed VI operation
5/19/2013	VI Concerns	Attitude	5/21/2013	VI was coached
5/20/2013	VI Concerns	Distracted / Not Attentive	5/21/2013	VI received feedback
5/26/2013	VI Concerns	Attitude	5/28/2013	VI received feedback
5/26/2013	Complaint	Customer complained of VI services provider harassment	5/24/2013	Educated the customer.
5/29/2013	VI Concerns	VI services	5/30/2013	VI received feedback
5/29/2013	VI Concerns	VI services	6/3/2013	VI received feedback
5/30/2013	VI Concerns	Attitude	6/3/2013	VI acted correctly
5/31/2013	VI Concerns	Improper Affect	6/3/2013	VI received feedback