

July 1, 2013

Via Electronic Filing

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, 2012 and May 31, 2013. 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. The Public Notice¹ also requests the number of relay calls handled. That is already available to the FCC through data Sorenson provides to the TRS Fund Administrator, Rolka, Loube, Saltzer & Associates. Because that number is proprietary, Sorenson can and will also supply that number, if the Commission so desires, subject to a request for confidential treatment. Please let us know if the Commission or its staff would nevertheless want Sorenson to file the number of relay calls, with the attendant request for confidential treatment.”

Additionally, Sorenson already has provided the information required by 47 C.F.R. § 64.604(c)(2), and there has been no change to the relevant contact information.

¹ Public Notice, CG Docket No. 03-123, *Reminder to States and Interstate Telecommunications Relay Service Providers*, DA 13-1402, at 1 (rel. June 18, 2013).

Marlene H. Dortch
July 1, 2013
Page 2

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

Sorenson IP Captioned Telephone Call Complaint Summary

Complaint ID	Date of Complaint	Date of Resolution	IP Captioned Telephone Call Complaint Type	Explanation of Resolution
1	6/11/2012	6/13/2012	Inaccurate captioning	Retrained CA profile
2	6/23/2012	6/26/2012	Inaccurate captioning	Retrained CA profile
3	6/25/2012	6/26/2012	Inaccurate captioning	Retrained CA profile
4	7/10/2012	7/16/2012	Inaccurate captioning	Retrained CA on technical issue protocol
5	7/26/2012	7/26/2012	Inaccurate captioning	Contacted customer
6	8/2/2012	8/2/2012	Inaccurate captioning	Contacted customer
7	8/7/2012	8/7/2012	Inaccurate captioning	Contacted customer
8	8/8/2012	8/8/2012	Inaccurate captioning	Contacted customer
9	8/12/2012	8/12/2012	Inaccurate captioning	Contacted customer
10	8/20/2012	8/21/2012	Inaccurate captioning	Retrained CA profile
11	8/26/2012	8/26/2012	Inaccurate captioning	Contacted customer
12	9/28/2012	9/28/2012	Inaccurate captioning	Contacted customer
13	9/30/2012	9/30/2012	Inaccurate captioning	Retrained CA profile
14	10/9/2012	10/9/2012	Inaccurate captioning	Contacted customer
15	10/9/2012	10/9/2012	Inaccurate captioning	Contacted customer
16	10/22/2012	10/22/2012	Inaccurate captioning	Contacted customer
17	10/24/2012	10/24/2012	Inaccurate captioning	Retrained CA profile
18	10/26/2012	10/26/2012	Inaccurate captioning	Contacted customer
19	10/29/2012	11/1/2012	Inaccurate captioning	Sent follow-up training to CA group regarding automated message dictation
20	11/13/2012	11/13/2012	Inaccurate captioning	Contacted customer
21	11/14/2012	11/14/2012	Inaccurate captioning	Contacted customer
22	12/10/2012	12/14/2012	Inaccurate captioning	Retrained CA profile
23	12/13/2012	12/14/2012	Inaccurate captioning	Contacted customer
24	12/18/2012	12/18/2012	Inaccurate captioning	Contacted customer
25	12/28/2012	12/28/2012	Delay in captioning	Retrained CA profile
26	1/3/2013	1/3/2013	Inaccurate captioning	Contacted customer
27	1/8/2013	1/8/2013	Inaccurate captioning	Contacted customer
28	2/3/2013	2/3/2013	Inaccurate captioning	Retrained CA profile
29	2/6/2013	2/6/2013	Inaccurate captioning	Retrained CA profile
30	2/6/2013	2/6/2013	Inaccurate captioning	Retrained CA profile
31	2/19/2013	2/19/2013	Inaccurate captioning	Retrained CA profile
32	2/26/2013	2/26/2013	Inaccurate captioning	Contacted customer
33	3/1/2013	3/1/2013	Inaccurate captioning	Retrained CA profile
34	3/5/2013	3/5/2013	Inaccurate captioning	Retrained CA profile
35	3/11/2013	3/11/2013	Inaccurate captioning	Retrained CA profile

Sorenson IP Captioned Telephone Call Complaint Summary

36	3/12/2013	3/12/2013	Inaccurate captioning	Contacted customer
37	3/12/2013	3/12/2013	Inaccurate captioning	Contacted customer
38	3/14/2013	3/14/2013	Inaccurate captioning	Retrained CA profile
39	3/21/2013	3/21/2013	Inaccurate captioning	Contacted customer
40	3/21/2013	3/22/2013	Inaccurate captioning	Contacted customer; retrained CA on technical issue protocol
41	3/22/2013	3/22/2013	Inaccurate captioning	Contacted customer
42	3/29/2013	3/29/2013	Inaccurate captioning	Contacted customer
43	4/13/2013	4/14/2013	Inaccurate captioning	Contacted customer
44	4/15/2013	4/15/2013	Inaccurate captioning	Contacted customer; retrained CA profile
45	4/16/2013	4/16/2013	Inaccurate captioning	Contacted customer; retrained CA profile
46	4/18/2013	4/18/2013	Inaccurate captioning	Contacted customer; retrained CA on technical issue protocol
47	4/18/2013	4/18/2013	Inaccurate captioning; privacy concerns	Contacted customer
48	4/19/2013	4/19/2013	Inaccurate captioning	Contacted customer
49	4/24/2013	4/25/2013	Inaccurate captioning	Contacted customer; retrained CA on technical issue protocol
50	4/26/2013	4/27/2013	Inaccurate captioning	Retrained CA profile
51	5/8/2013	5/8/2013	Delay in captioning; inaccurate captioning	Contacted customer
52	5/8/2013	5/10/2013	Inaccurate captioning	Contacted customer; retrained CA on technical issue protocol
53	5/18/2013	5/20/2013	Inaccurate captioning	Retrained CA profile
54	5/20/2013	5/20/2013	Inaccurate captioning	Contacted customer; retrained CA profile
55	5/20/2013	5/20/2013	Inaccurate captioning	Contacted customer; retrained CA profile
56	5/22/2013	5/22/2013	Inaccurate captioning	Contacted customer; retrained CA profile
57	5/23/2013	5/23/2013	Inaccurate captioning	Contacted customer; retrained CA profile

TOTAL: 57 CAPTION CALL COMPLAINTS

Sorenson IP Relay Complaint Summary

Complaint ID	Date of Complaint	Date of Resolution	IP Relay Complaint Type	Explanation of Resolution
244719	06/27/2012	06/27/2012	CA disconnected caller	Interpreter/operator retrained
250193	07/06/2012	07/06/2012	CA disconnected caller	Responded to customer
261333	07/23/2012	07/23/2012	Speed of answer	Responded to customer
263891	07/26/2012	07/31/2012	CA failed to follow caller's request	Interpreter/operator retrained
266208	07/31/2012	07/31/2012	CA did not follow caller's request; CA disconnected caller	Interpreter/operator retrained
267947	08/02/2012	08/02/2012	CA failed to relay conversation verbatim; CA failed to follow caller's request	No interpreter/operator ID provided with complaint
274170	08/13/2012	11/28/2012	CA disconnected caller	Interpreter/operator retrained
276015	08/15/2012	08/16/2012	CA did not follow caller's request; CA disconnected caller	Interpreter/operator retrained
305863	09/27/2012	09/27/2012	Technical issue	Forwarded to appropriate people
390647	01/31/2013	01/31/2013	CA failed to relay conversation verbatim; CA did not keep caller informed	Responded to customer
396432	02/09/2013	02/11/2013	CA failed to relay conversation verbatim	Interpreter/operator retrained
396442	02/09/2013	02/09/2013	Unable to connect to service	Forwarded to appropriate people
396443	02/09/2013	02/11/2013	Unable to connect to service	Forwarded to appropriate people
401539	02/17/2013	05/02/2013	CA did not follow caller's request	No interpreter/operator ID provided with complaint
419413	03/14/2013	03/14/2013	Unable to connect to service	Forwarded to appropriate people
420797	03/15/2013	03/15/2013	CA did not follow caller's request; CA failed to relay recording verbatim	Interpreter/operator retrained
425932	03/22/2013	05/02/2013	CA disconnected caller	No interpreter/operator ID provided with complaint
429980	03/28/2013	04/03/2013	CA disconnected caller	Interpreter/operator retrained
440702	04/13/2013	04/13/2013	CA failed to relay recording verbatim	Forwarded to appropriate people

Sorenson IP Relay Complaint Summary

447825

04/24/2013

04/26/2013

CA did not follow caller's request; CA disconnected caller

Interpreter/operator retrained

TOTAL: 20 IP RELAY COMPLAINTS

Sorenson VRS Complaint Summary

Complaint ID	Date of Complaint	Date of Resolution	VRS Complaint Type	Explanation of Resolution
226676	06/01/2012	06/01/2012	SignMail - VI signing was not clear	No Interpreter/Operator ID provided with the complaint
226687	06/01/2012	06/06/2012	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
226695	06/01/2012	06/06/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
226770	06/01/2012	06/01/2012	VI etiquette	Management: Interpreter/Operator have been retrained
227147	06/01/2012	06/06/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
227279	06/01/2012	06/06/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
227288	06/01/2012	06/05/2012	VI etiquette	Management: Interpreter/Operator have been retrained
228314	06/04/2012	06/08/2012	VI failed to relay conversation verbatim; VI receptive skills inadequate; VI failed to keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
228352	06/04/2012	06/06/2012	VI etiquette; VI signing was not clear; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
228475	06/04/2012	06/05/2012	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
228560	06/04/2012	06/11/2012	SignMail - poor video quality	Forwarded to the Appropriate People
228850	06/05/2012	06/05/2012	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
228940	06/05/2012	06/11/2012	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

229644	06/06/2012	06/08/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
229789	06/06/2012	06/08/2012	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
229797	06/06/2012	06/08/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
230148	06/06/2012	06/15/2012	VI etiquette	Management: Interpreter/Operator have been retrained
230209	06/06/2012	06/08/2012	VI etiquette	Management: Interpreter/Operator have been retrained
230242	06/06/2012	06/06/2012	VI did not follow caller's request; VI etiquette	Forwarded to the Appropriate People
230268	06/06/2012	06/21/2012	VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
230886	06/07/2012	06/22/2012	VI etiquette	Management: Interpreter/Operator have been retrained
230912	06/07/2012	06/08/2012	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
230951	06/07/2012	06/11/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
230962	06/07/2012	06/07/2012	VI dress inappropriate; VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
231003	06/07/2012	06/07/2012	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
231013	06/07/2012	06/08/2012	VI etiquette	Management: Interpreter/Operator have been retrained
231073	06/07/2012	06/15/2012	Privacy screen protocol	Management: Interpreter/Operator have been retrained
231144	06/07/2012	06/07/2012	SignMail	Forwarded to the Appropriate People

Sorenson VRS Complaint Summary

231158	06/07/2012	06/15/2012	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
231707	06/08/2012	06/12/2012	VI etiquette	Management: Interpreter/Operator have been retrained
231762	06/08/2012	06/12/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
231887	06/08/2012	06/12/2012	VI etiquette	Management: Interpreter/Operator have been retrained
231959	06/08/2012	06/08/2012	VI receptive skills inadequate; VI signing was not clear; VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
231996	06/08/2012	06/11/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
233082	06/11/2012	06/11/2012	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
233105	06/11/2012	06/12/2012	VI etiquette	Management: Interpreter/Operator have been retrained
233221	06/11/2012	06/13/2012	VI unprepared; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
233316	06/11/2012	06/14/2012	VI signing was not clear	Management: Interpreter/Operator have been retrained
233335	06/11/2012	06/12/2012	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
233580	06/12/2012	06/14/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
233996	06/12/2012	06/22/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

234050	06/12/2012	06/12/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
234169	06/12/2012	06/15/2012	VI etiquette	Management: Interpreter/Operator have been retrained
234188	06/12/2012	06/14/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
234206	06/12/2012	06/14/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
234253	06/12/2012	06/15/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
234746	06/13/2012	06/20/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
234810	06/13/2012	06/13/2012	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
235116	06/13/2012	06/14/2012	VI receptive skills inadequate; VI etiquette; VI did not ask for clarification	Management: Interpreter/Operator have been retrained
235453	06/14/2012	06/20/2012	VI etiquette	Management: Interpreter/Operator have been retrained
235565	06/14/2012	06/20/2012	VI etiquette; VI receptive skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
236355	06/15/2012	06/22/2012	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
237810	06/18/2012	06/21/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
238006	06/18/2012	06/21/2012	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

238164	06/18/2012	06/21/2012	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
238193	06/18/2012	06/20/2012	VI etiquette	Management: Interpreter/Operator have been retrained
238223	06/18/2012	06/26/2012	VI failed to relay conversation verbatim	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
238674	06/19/2012	06/20/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
238680	06/19/2012	06/20/2012	Confidentiality concerns; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
238978	06/19/2012	06/21/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
239285	06/20/2012	06/23/2012	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
239301	06/20/2012	06/22/2012	VI etiquette	Management: Interpreter/Operator have been retrained
239334	06/20/2012	06/26/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
239545	06/20/2012	07/02/2012	VI etiquette	Management: Interpreter/Operator have been retrained
239599	06/20/2012	06/20/2012	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
239824	06/20/2012	06/21/2012	Transfer protocol; VI refused to handle call	Management: Interpreter/Operator have been retrained
239855	06/20/2012	06/26/2012	VI failed to relay message verbatim	No Interpreter/Operator ID provided with the complaint

Sorenson VRS Complaint Summary

239871	06/20/2012	06/26/2012	VI etiquette; VI did not follow caller's request; technical issue	Management: Interpreter/Operator have been retrained
241099	06/22/2012	06/22/2012	VI did not follow caller's request; VI etiquette; VI refused to handle call	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
241100	06/22/2012	06/26/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
241202	06/22/2012	06/28/2012	VI etiquette	Management: Interpreter/Operator have been retrained
241224	06/22/2012	06/22/2012	VI etiquette	Management: Interpreter/Operator have been retrained
241503	06/22/2012	06/26/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
241822	06/22/2012	06/28/2012	VI failed to relay conversation verbatim; VI etiquette; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
241834	06/22/2012	06/26/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
243821	06/26/2012	06/26/2012	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
243847	06/26/2012	07/02/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
243895	06/26/2012	06/26/2012	Transfer protocol	Management: Interpreter/Operator have been retrained
244137	06/26/2012	07/02/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
244154	06/26/2012	06/29/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
244465	06/27/2012	06/29/2012	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

244486	06/27/2012	07/02/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
244706	06/27/2012	07/02/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
244737	06/27/2012	06/29/2012	Poor video quality; VI etiquette	Management: Interpreter/Operator have been retrained
244790	06/27/2012	06/27/2012	SignMail - VI signing was not clear; VI failed to relay message verbatim	Pending - For further Information
244801	06/27/2012	07/02/2012	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
244808	06/27/2012	07/05/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
245053	06/27/2012	07/02/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
245068	06/27/2012	07/02/2012	SignMail - VI fingerspelling was not clear; VI signing was not clear	Management: Interpreter/Operator have been retrained
245075	06/27/2012	07/02/2012	VI etiquette	Management: Interpreter/Operator have been retrained
245320	06/28/2012	06/29/2012	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
245748	06/28/2012	06/29/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
246228	06/29/2012	07/03/2012	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
247529	07/02/2012	07/05/2012	Confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

247580	07/02/2012	07/02/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
247634	07/02/2012	07/19/2012	VI etiquette	Management: Interpreter/Operator have been retrained
247671	07/02/2012	07/05/2012	VI etiquette; VI did not follow caller's request; VI signing was not clear	Management: Interpreter/Operator have been retrained
247693	07/02/2012	07/05/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
247709	07/02/2012	07/12/2012	VI failed to relay recording verbatim; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
247845	07/02/2012	07/02/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
247888	07/02/2012	07/06/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
247995	07/02/2012	07/02/2012	VI etiquette; VI did not follow caller's request	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
248001	07/02/2012	07/06/2012	VI refused to handle call; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
248104	07/02/2012	07/08/2012	VI etiquette	Management: Interpreter/Operator have been retrained
248219	07/02/2012	07/05/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
248410	07/03/2012	07/05/2012	SignMail - VI fingerspelling was not clear; VI signing was not clear	No Interpreter/Operator ID provided with the complaint
248522	07/03/2012	07/13/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
248758	07/03/2012	07/13/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

249527	07/05/2012	07/23/2012	VI receptive skills inadequate; VI skills inadequate	Management: Interpreter/Operator have been retrained
249600	07/05/2012	07/20/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
250319	07/06/2012	07/06/2012	VI failed to connect call properly	Management: Interpreter/Operator have been retrained
250338	07/06/2012	07/11/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
251729	07/09/2012	07/12/2012	VI etiquette	Management: Interpreter/Operator have been retrained
251740	07/09/2012	07/12/2012	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
251755	07/09/2012	07/09/2012	VI receptive skills inadequate; VI skills inadequate	Wrong ID: Customer Service responded to the Customer
252704	07/10/2012	07/16/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
252872	07/10/2012	07/12/2012	VI etiquette	Management: Interpreter/Operator have been retrained
253956	07/12/2012	07/12/2012	VI skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
254092	07/12/2012	07/16/2012	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
255368	07/13/2012	07/31/2012	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
256089	07/16/2012	07/19/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

256323	07/16/2012	07/19/2012	VI etiquette	Management: Interpreter/Operator have been retrained
256598	07/16/2012	07/26/2012	VI etiquette	Management: Interpreter/Operator have been retrained
256729	07/16/2012	07/23/2012	VI etiquette	Management: Interpreter/Operator have been retrained
256784	07/16/2012	07/17/2012	VI etiquette	Management: Interpreter/Operator have been retrained
257099	07/17/2012	07/25/2012	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
257238	07/17/2012	07/23/2012	VI failed to relay conversation verbatim; VI did not keep caller informed; VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
257660	07/17/2012	07/18/2012	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
258116	07/18/2012	07/19/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
258138	07/18/2012	07/19/2012	SignMail - VI signing was not clear; VI skills inadequate	Management: Interpreter/Operator have been retrained
259115	07/19/2012	07/26/2012	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
259247	07/19/2012	07/26/2012	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
259343	07/19/2012	07/19/2012	VI dress inappropriate; VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
259583	07/20/2012	07/25/2012	VI dress inappropriate; VI disconnected caller	Management: Interpreter/Operator have been retrained
259591	07/20/2012	07/23/2012	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

259673	07/20/2012	07/23/2012	VI etiquette	Management: Interpreter/Operator have been retrained
261344	07/23/2012	07/31/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
262263	07/25/2012	07/27/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
262729	07/25/2012	07/30/2012	VI etiquette; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
262752	07/25/2012	07/25/2012	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
262798	07/25/2012	07/27/2012	VI etiquette	Management: Interpreter/Operator have been retrained
263259	07/26/2012	07/27/2012	VI etiquette; poor video quality	Management: Interpreter/Operator have been retrained
263346	07/26/2012	08/10/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
263878	07/26/2012	07/27/2012	VI etiquette	Management: Interpreter/Operator have been retrained
264358	07/27/2012	08/17/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
264523	07/27/2012	07/31/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
264547	07/27/2012	07/30/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
264589	07/27/2012	07/31/2012	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

264631	07/27/2012	08/15/2012	SignMail - poor video quality	Forwarded to the Appropriate People
264672	07/27/2012	07/31/2012	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
265244	07/30/2012	08/10/2012	VI etiquette	Management: Interpreter/Operator have been retrained
265667	07/30/2012	08/01/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
265751	07/30/2012	07/31/2012	Transfer protocol	Management: Interpreter/Operator have been retrained
265771	07/30/2012	08/24/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
267161	08/01/2012	08/01/2012	VI signing was not clear	Management: Interpreter/Operator have been retrained
267347	08/01/2012	08/01/2012	VI failed to relay conversation verbatim; VI failed to relay message verbatim	No Interpreter/Operator ID provided with the complaint
268065	08/02/2012	08/24/2012	VI etiquette; VI did not follow caller's request	Forwarded to the Appropriate People
269558	08/06/2012	08/07/2012	VI etiquette	Management: Interpreter/Operator have been retrained
269572	08/06/2012	08/09/2012	VI receptive skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
269582	08/06/2012	08/07/2012	VI etiquette	Management: Interpreter/Operator have been retrained
269995	08/06/2012	08/07/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

270094	08/06/2012	08/09/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
270151	08/06/2012	08/09/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
270155	08/06/2012	08/09/2012	VI etiquette	Management: Interpreter/Operator have been retrained
270178	08/06/2012	08/07/2012	VI etiquette	Management: Interpreter/Operator have been retrained
270392	08/07/2012	08/09/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
270456	08/07/2012	08/07/2012	VI etiquette	Management: Interpreter/Operator have been retrained
270732	08/07/2012	08/09/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
270799	08/07/2012	08/09/2012	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
270800	08/07/2012	08/09/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
270864	08/07/2012	08/16/2012	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
270882	08/07/2012	08/09/2012	VI disconnected caller; VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
271695	08/08/2012	08/15/2012	VI failed to connect call properly; VI etiquette	Management: Interpreter/Operator have been retrained
272324	08/09/2012	08/09/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

272429	08/09/2012	08/09/2012	VI failed to relay recording verbatim; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
272556	08/09/2012	08/15/2012	VI etiquette	Management: Interpreter/Operator have been retrained
272622	08/09/2012	08/30/2012	VI did not follow caller's request; VI etiquette; VI failed to keep caller informed	Management: Interpreter/Operator have been retrained
272982	08/10/2012	08/10/2012	VI etiquette	Management: Interpreter/Operator have been retrained
273310	08/10/2012	08/23/2012	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
274179	08/13/2012	08/16/2012	Transfer protocol	Management: Interpreter/Operator have been retrained
274912	08/14/2012	08/14/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
275534	08/15/2012	08/16/2012	VI etiquette	Management: Interpreter/Operator have been retrained
275593	08/15/2012	08/15/2012	VI unprepared; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
275726	08/15/2012	08/21/2012	VI failed to relay conversation verbatim; VI skills inadequate	Management: Interpreter/Operator have been retrained
275735	08/15/2012	08/17/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
275741	08/15/2012	08/21/2012	VI etiquette	Management: Interpreter/Operator have been retrained
276005	08/15/2012	08/16/2012	VI etiquette	Management: Interpreter/Operator have been retrained
276136	08/15/2012	08/20/2012	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

276726	08/16/2012	09/11/2012	VI etiquette	Management: Interpreter/Operator have been retrained
277254	08/17/2012	08/21/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
278535	08/20/2012	08/22/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
280380	08/22/2012	08/28/2012	Confidentiality concerns	Management: Interpreter/Operator have been retrained
280672	08/22/2012	08/23/2012	VI failed to relay recording verbatim; VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
280896	08/22/2012	08/22/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
281307	08/23/2012	08/23/2012	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
281846	08/23/2012	08/24/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
282281	08/24/2012	08/24/2012	VI etiquette	Management: Interpreter/Operator have been retrained
283411	08/27/2012	09/10/2012	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
283505	08/27/2012	08/29/2012	VI etiquette; VI receptive skills inadequate; VI did not ask for clarification	Management: Interpreter/Operator have been retrained
284404	08/28/2012	09/11/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
284823	08/28/2012	08/29/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

284844	08/28/2012	08/29/2012	VI etiquette; VI did not keep caller informed; VI disconnected caller	Management: Interpreter/Operator have been retrained
285102	08/29/2012	08/30/2012	VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
285108	08/29/2012	09/04/2012	VI etiquette	Management: Interpreter/Operator have been retrained
285130	08/29/2012	08/29/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
285133	08/29/2012	08/29/2012	VI etiquette	Management: Interpreter/Operator have been retrained
285168	08/29/2012	08/29/2012	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
285279	08/29/2012	08/29/2012	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
285295	08/29/2012	09/04/2012	VI etiquette	Management: Interpreter/Operator have been retrained
285420	08/29/2012	09/07/2012	VI etiquette	Management: Interpreter/Operator have been retrained
285437	08/29/2012	08/30/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
285449	08/29/2012	08/29/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
285635	08/29/2012	08/29/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
287883	09/02/2012	09/19/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
288484	09/04/2012	09/11/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

288496	09/04/2012	10/26/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
288853	09/04/2012	09/10/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
288896	09/04/2012	11/08/2012	VI etiquette	Management: Interpreter/Operator have been retrained
288926	09/04/2012	09/15/2012	VI signing was not clear; VI dress inappropriate; VI etiquette	Management: Interpreter/Operator have been retrained
290361	09/06/2012	09/15/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
290407	09/06/2012	09/17/2012	VI did not follow caller's request; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
290758	09/06/2012	09/06/2012	VI failed to relay conversation verbatim	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
290858	09/06/2012	09/12/2012	VI etiquette	Management: Interpreter/Operator have been retrained
291143	09/07/2012	09/23/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
291216	09/07/2012	09/07/2012	SignMail - poor video quality; SignMail	Customer Service: Apologized to the customer for the Technical Issue
291227	09/07/2012	09/07/2012	VI disconnected caller; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
291236	09/07/2012	10/03/2012	SignMail - VI signing was not clear; VI skills inadequate	Forwarded to the Appropriate People
291351	09/07/2012	10/17/2012	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
295987	09/13/2012	09/13/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
296119	09/14/2012	09/27/2012	VI did not follow caller's request; VI fingerspelling was not clear; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

297303	09/17/2012	09/17/2012	Speed of answer	Forwarded to the Appropriate People
298739	09/18/2012	10/21/2012	VI did not follow caller's request; VI fingerspelling was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
299905	09/19/2012	09/22/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
300232	09/20/2012	10/29/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
300286	09/20/2012	09/23/2012	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
300696	09/20/2012	09/27/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
301737	09/22/2012	09/27/2012	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
302008	09/23/2012	10/01/2012	VI etiquette	Management: Interpreter/Operator have been retrained
302011	09/23/2012	09/24/2012	VI etiquette	Management: Interpreter/Operator have been retrained
302026	09/23/2012	09/27/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
302050	09/23/2012	10/03/2012	Confidentiality concerns	Management: Interpreter/Operator have been retrained
302055	09/23/2012	09/27/2012	VI etiquette	Management: Interpreter/Operator have been retrained
302057	09/23/2012	09/24/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
304652	09/26/2012	10/30/2012	VI signing was not clear	Management: Interpreter/Operator have been retrained
304717	09/26/2012	09/27/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

304865	09/26/2012	09/27/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
306073	09/27/2012	10/03/2012	VI etiquette	Management: Interpreter/Operator have been retrained
309129	10/02/2012	11/01/2012	VI etiquette	Management: Interpreter/Operator have been retrained
309140	10/02/2012	10/08/2012	VI etiquette	Management: Interpreter/Operator have been retrained
309175	10/02/2012	12/06/2012	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
310641	10/04/2012	10/04/2012	VI etiquette	Management: Interpreter/Operator have been retrained
310833	10/04/2012	10/17/2012	VI etiquette	Management: Interpreter/Operator have been retrained
312165	10/07/2012	10/07/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
312177	10/07/2012	10/13/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
312314	10/08/2012	10/08/2012	VI etiquette; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
312632	10/08/2012	10/16/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
312679	10/08/2012	10/17/2012	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
312687	10/08/2012	10/17/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
312922	10/08/2012	10/18/2012	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
313540	10/09/2012	10/17/2012	VI etiquette	Management: Interpreter/Operator have been retrained
313652	10/09/2012	10/17/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

313791	10/09/2012	10/17/2012	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
314535	10/10/2012	10/17/2012	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
315209	10/11/2012	10/22/2012	VI etiquette	Management: Interpreter/Operator have been retrained
315587	10/11/2012	10/21/2012	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
317588	10/15/2012	10/21/2012	VI etiquette	Management: Interpreter/Operator have been retrained
319018	10/17/2012	10/18/2012	VI etiquette	Management: Interpreter/Operator have been retrained
319513	10/17/2012	10/18/2012	VI failed to relay conversation verbatim; VI skills inadequate	Management: Interpreter/Operator have been retrained
320754	10/18/2012	10/31/2012	VI etiquette; VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
322468	10/22/2012	12/06/2012	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
322902	10/22/2012	12/10/2012	VI did not follow caller's request; VI failed to relay recording verbatim	Management: Interpreter/Operator have been retrained
323429	10/23/2012	10/25/2012	VI etiquette	Management: Interpreter/Operator have been retrained
325531	10/25/2012	10/30/2012	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
325792	10/25/2012	10/30/2012	SignMail - VI fingerspelling was not clear; VI failed to relay message verbatim	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

325835	10/25/2012	10/30/2012	Confidentiality concerns	Management: Interpreter/Operator have been retrained
326238	10/26/2012	10/29/2012	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
326333	10/26/2012	11/02/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
326342	10/26/2012	11/08/2012	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
327517	10/29/2012	10/31/2012	VI etiquette	Management: Interpreter/Operator have been retrained
327650	10/29/2012	10/31/2012	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
327672	10/29/2012	10/30/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
327680	10/29/2012	11/02/2012	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
327955	10/30/2012	10/31/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
327956	10/30/2012	10/31/2012	VI receptive skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
329916	11/01/2012	11/06/2012	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
330734	11/02/2012	11/06/2012	VI failed to relay message verbatim; VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
330743	11/02/2012	11/08/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
331477	11/04/2012	11/13/2012	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

333027	11/06/2012	11/11/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
334364	11/08/2012	11/13/2012	Transfer protocol	Management: Interpreter/Operator have been retrained
336622	11/12/2012	11/15/2012	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
337413	11/13/2012	11/13/2012	VI etiquette	Management: Interpreter/Operator have been retrained
337885	11/14/2012	11/30/2012	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
338882	11/15/2012	11/20/2012	VI etiquette	Management: Interpreter/Operator have been retrained
339305	11/15/2012	11/15/2012	VI etiquette	Management: Interpreter/Operator have been retrained
341042	11/19/2012	11/26/2012	VI receptive skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
341070	11/19/2012	11/21/2012	VI etiquette	Management: Interpreter/Operator have been retrained
342214	11/20/2012	12/02/2012	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
342272	11/20/2012	12/02/2012	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
342319	11/20/2012	11/26/2012	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
342323	11/20/2012	11/25/2012	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
342329	11/20/2012	11/25/2012	VI etiquette; VI receptive skills inadequate	Forwarded to the Appropriate People
342407	11/20/2012	11/25/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

342792	11/21/2012	12/03/2012	VI failed to relay conversation verbatim; VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
342963	11/21/2012	11/28/2012	VI failed to relay recording verbatim; VI failed to relay conversation verbatim; VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
342966	11/21/2012	11/21/2012	SignMail	Forwarded to the Appropriate People
343062	11/21/2012	11/27/2012	VI etiquette	Management: Interpreter/Operator have been retrained
343081	11/21/2012	11/21/2012	VI etiquette	Management: Interpreter/Operator have been retrained
343362	11/23/2012	11/26/2012	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
343369	11/23/2012	11/26/2012	VI etiquette; confidentiality concerns	Management: Interpreter/Operator have been retrained
343370	11/23/2012	11/30/2012	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
343383	11/23/2012	11/23/2012	SignMail - VI signing was not clear; SignMail - poor video quality	Management: Interpreter/Operator have been retrained
343391	11/23/2012	11/30/2012	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
343398	11/23/2012	11/23/2012	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
343400	11/23/2012	11/30/2012	VI etiquette	Management: Interpreter/Operator have been retrained
343788	11/25/2012	12/02/2012	VI did not follow caller's request	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

344068	11/26/2012	11/28/2012	VI etiquette	Management: Interpreter/Operator have been retrained
344978	11/27/2012	11/30/2012	VI disconnected caller	Management: Interpreter/Operator have been retrained
349010	12/02/2012	12/06/2012	VI etiquette	Management: Interpreter/Operator have been retrained
349018	12/02/2012	12/17/2012	VI etiquette	Management: Interpreter/Operator have been retrained
349709	12/03/2012	12/06/2012	VI etiquette	Management: Interpreter/Operator have been retrained
349814	12/03/2012	12/10/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
349886	12/03/2012	12/06/2012	VI skills inadequate	Management: Interpreter/Operator have been retrained
350316	12/04/2012	12/05/2012	VI receptive skills inadequate; VI skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
352135	12/06/2012	12/19/2012	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
352700	12/06/2012	12/06/2012	VI failed to relay recording verbatim; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
353582	12/07/2012	12/19/2012	VI etiquette	Management: Interpreter/Operator have been retrained
355252	12/10/2012	12/18/2012	VI dress inappropriate; VI etiquette	Management: Interpreter/Operator have been retrained
355267	12/10/2012	12/18/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
355309	12/10/2012	12/19/2012	Confidentiality concerns	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

359907	12/17/2012	12/24/2012	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
360073	12/17/2012	12/19/2012	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
361754	12/19/2012	12/24/2012	Confidentiality concerns	Management: Interpreter/Operator have been retrained
361836	12/19/2012	12/21/2012	VI dress inappropriate	Management: Interpreter/Operator have been retrained
362821	12/20/2012	12/24/2012	VI receptive skills inadequate; VI did not ask for clarification; VI etiquette	Management: Interpreter/Operator have been retrained
363560	12/21/2012	12/21/2012	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
364425	12/24/2012	12/24/2012	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
364446	12/24/2012	01/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
364492	12/24/2012	12/24/2012	VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
365192	12/26/2012	12/26/2012	VI etiquette; VI did not ask for clarification	Management: Interpreter/Operator have been retrained
365209	12/26/2012	12/27/2012	VI etiquette; VI failed to relay conversation verbatim; VI skills inadequate	Management: Interpreter/Operator have been retrained
365227	12/26/2012	01/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
365375	12/26/2012	12/27/2012	SignMail	Management: Interpreter/Operator have been retrained
366103	12/27/2012	12/27/2012	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

369929	01/03/2013	01/16/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
370352	01/03/2013	01/03/2013	Technical issue; VI disconnected caller	Management: Interpreter/Operator have been retrained
370369	01/03/2013	01/28/2013	VI etiquette; transfer protocol	No Interpreter/Operator ID provided with the complaint
372357	01/07/2013	01/15/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
372365	01/07/2013	01/07/2013	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
372383	01/07/2013	01/07/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
372459	01/07/2013	01/15/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
372512	01/07/2013	01/09/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
373463	01/08/2013	01/10/2013	Privacy screen protocol; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
373497	01/08/2013	01/10/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
374080	01/09/2013	01/15/2013	SignMail - VI fingerspelling was not clear; VI skills inadequate	Management: Interpreter/Operator have been retrained
375305	01/10/2013	01/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
375357	01/10/2013	01/10/2013	Spanish servies - speed of answer	Forwarded to the Appropriate People
375387	01/10/2013	01/11/2013	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

377069	01/14/2013	01/17/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
377585	01/14/2013	01/17/2013	VI etiquette	Management: Interpreter/Operator have been retrained
378211	01/15/2013	01/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
378227	01/15/2013	01/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
378305	01/15/2013	01/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
378544	01/15/2013	01/18/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
378692	01/15/2013	01/17/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
379111	01/16/2013	01/17/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
379190	01/16/2013	01/16/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
379239	01/16/2013	01/16/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
379625	01/16/2013	01/17/2013	VI etiquette	Management: Interpreter/Operator have been retrained
379642	01/16/2013	01/28/2013	SignMail - VI signing was not clear; SignMail	Management: Interpreter/Operator have been retrained
380007	01/17/2013	01/17/2013	VI etiquette	Management: Interpreter/Operator have been retrained
380026	01/17/2013	01/18/2013	VI failed to relay conversation verbatim; VI signing was not clear; VI did not ask for clarification	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

380031	01/17/2013	01/17/2013	Confidentiality concerns	Management: Interpreter/Operator have been retrained
381346	01/18/2013	01/23/2013	SignMail - VI failed to relay message verbatim	Management: Interpreter/Operator have been retrained
381352	01/18/2013	01/23/2013	VI etiquette; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
382546	01/21/2013	01/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
382550	01/21/2013	01/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
382558	01/21/2013	01/27/2013	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
382569	01/21/2013	01/21/2013	VI etiquette	Management: Interpreter/Operator have been retrained
385790	01/25/2013	01/28/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
386751	01/27/2013	01/28/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
387655	01/28/2013	02/04/2013	VI receptive skills inadequate; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
387681	01/28/2013	02/04/2013	VI etiquette	Management: Interpreter/Operator have been retrained
390806	02/01/2013	02/04/2013	SignMail	Management: Interpreter/Operator have been retrained
392860	02/04/2013	02/04/2013	VI refused to handle call	Management: Interpreter/Operator have been retrained
392877	02/04/2013	02/11/2013	VI etiquette	Management: Interpreter/Operator have been retrained
392913	02/04/2013	02/09/2013	VI fingerspelling is not clear; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

392928	02/04/2013	02/09/2013	VI etiquette	Management: Interpreter/Operator have been retrained
392931	02/04/2013	02/09/2013	VI etiquette	Management: Interpreter/Operator have been retrained
396416	02/09/2013	02/19/2013	VI etiquette	Management: Interpreter/Operator have been retrained
396426	02/09/2013	02/09/2013	SignMail - VI signing was not clear; SignMail - VI fingerspelling was not clear; VI failed to relay message verbatim	Customer Service: Responded to the Customer
396488	02/09/2013	02/17/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
396503	02/09/2013	02/09/2013	VI receptive skills inadequate; VI etiquette	Escalated to Management - Resolution
396577	02/09/2013	02/17/2013	VI failed to relay conversation verbatim; VI signing was not clear; VI disconnected caller	Management: Interpreter/Operator have been retrained
396588	02/09/2013	02/17/2013	VI etiquette	Management: Interpreter/Operator have been retrained
396592	02/09/2013	02/17/2013	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
396632	02/09/2013	02/11/2013	Transfer protocol; VI did not keep caller informed	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

396682	02/09/2013	02/11/2013	VI skills inadequate	Pending - For further information
396693	02/09/2013	02/17/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
396704	02/09/2013	02/13/2013	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
396706	02/09/2013	02/17/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
396707	02/09/2013	02/11/2013	VI etiquette	Escalated to Management - Resolution
396709	02/09/2013	02/11/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
400114	02/14/2013	02/21/2013	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
400190	02/14/2013	02/14/2013	VI etiquette	Escalated to Management - Resolution
400204	02/14/2013	02/21/2013	VI dress inappropriate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

401519	02/17/2013	02/22/2013	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
401523	02/17/2013	02/17/2013	VI etiquette	Escalated to Management - Resolution
401524	02/17/2013	02/19/2013	VI dress inappropriate	Management: Interpreter/Operator have been retrained
401527	02/17/2013	02/19/2013	VI disconnected caller; VI etiquette	Forwarded to the Appropriate People
401544	02/17/2013	02/19/2013	VI receptive skills inadequate; VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
401546	02/17/2013	02/19/2013	VI etiquette	Management: Interpreter/Operator have been retrained
402720	02/19/2013	02/21/2013	VI etiquette	Management: Interpreter/Operator have been retrained
402726	02/19/2013	02/21/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
402734	02/19/2013	02/21/2013	VI etiquette	Management: Interpreter/Operator have been retrained
403016	02/19/2013	02/28/2013	VI receptive skills inadequate; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

404260	02/20/2013	02/24/2013	VI etiquette	Management: Interpreter/Operator have been retrained
404262	02/20/2013	02/25/2013	VI did not keep caller informed	Escalated to Management - Resolution
404265	02/20/2013	02/20/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
404267	02/20/2013	02/20/2013	VI did not keep caller informed	Escalated to Management - Resolution
405716	02/22/2013	02/27/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
405718	02/22/2013	02/24/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
408349	02/27/2013	02/27/2013	VI etiquette	Escalated to Management - Resolution
410209	03/01/2013	03/01/2013	VI dress inappropriate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
410232	03/01/2013	03/01/2013	VI etiquette; VI dress inappropriate	Management: Interpreter/Operator have been retrained
410346	03/01/2013	03/05/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

410439	03/01/2013	03/12/2013	VI receptive skills inadequate; VI did not ask for clarification	Management: Interpreter/Operator have been retrained
410493	03/01/2013	03/01/2013	VI did not keep caller informed	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
410522	03/01/2013	03/07/2013	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
412097	03/04/2013	03/07/2013	VI disconnected caller; SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
412167	03/04/2013	03/05/2013	VI etiquette	Management: Interpreter/Operator have been retrained
412547	03/05/2013	03/05/2013	VI receptive skills inadequate	Wrong ID: Customer Service responded to the Customer
412558	03/05/2013	03/05/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
412720	03/05/2013	03/07/2013	VI fingerspelling was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
412883	03/05/2013	03/05/2013	VI did not keep caller informed; VI etiquette	No Interpreter/Operator ID provided with the complaint
413047	03/05/2013	03/12/2013	VI failed to relay conversation verbatim; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
413100	03/05/2013	03/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

413212	03/05/2013	03/07/2013	VI signing was not clear; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
413267	03/05/2013	03/12/2013	VI etiquette	Management: Interpreter/Operator have been retrained
413286	03/05/2013	03/05/2013	Speed of answer	Customer Service: Responded to the customer about FCC
413291	03/05/2013	03/12/2013	VI failed to relay conversation verbatim; VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
413634	03/06/2013	03/06/2013	Transfer protocol	Management: Interpreter/Operator have been retrained
414484	03/07/2013	03/12/2013	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
414531	03/07/2013	03/12/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
414582	03/07/2013	03/16/2013	SignMail	Management: Interpreter/Operator have been retrained
414600	03/07/2013	03/12/2013	VI etiquette	Management: Interpreter/Operator have been retrained
414612	03/07/2013	03/07/2013	VI did not keep caller informed	Management: Interpreter/Operator have been retrained
418755	03/13/2013	03/22/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

418767	03/13/2013	03/18/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
418779	03/13/2013	03/13/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
418820	03/13/2013	03/13/2013	VI skills inadequate; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
418850	03/13/2013	03/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
418857	03/13/2013	03/19/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
419407	03/14/2013	04/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
419418	03/14/2013	03/14/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
419962	03/14/2013	03/16/2013	SignMail	Management: Interpreter/Operator have been retrained
420778	03/15/2013	03/22/2013	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
420784	03/15/2013	04/03/2013	VI failed to relay conversation verbatim; VI receptive skills inadequate; VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

420793	03/15/2013	03/28/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
420796	03/15/2013	03/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
422752	03/19/2013	03/19/2013	Poor lighting	Forwarded to the Appropriate People
423155	03/19/2013	03/22/2013	VI etiquette	Management: Interpreter/Operator have been retrained
424230	03/20/2013	03/20/2013	VI skills inadequate	No Interpreter/Operator ID provided with the complaint
426991	03/25/2013	03/28/2013	SignMail - VI signing was not clear; SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
427344	03/26/2013	03/28/2013	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
427377	03/26/2013	03/27/2013	VI failed to relay message verbatim; SignMail - VI fingerspelling was not clear; VI disconnected caller	Management: Interpreter/Operator have been retrained
427455	03/26/2013	04/03/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
427815	03/26/2013	03/28/2013	VI did not keep caller informed; VI failed to relay conversation verbatim; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
427842	03/26/2013	03/26/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

427847	03/26/2013	03/29/2013	VI etiquette	Management: Interpreter/Operator have been retrained
427974	03/26/2013	03/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
429965	03/28/2013	03/29/2013	VI did not follow caller's request	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
429966	03/28/2013	04/03/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
429970	03/28/2013	04/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
429973	03/28/2013	03/28/2013	SignMail - VI fingerspelling was not clear	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
429977	03/28/2013	03/28/2013	VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
429978	03/28/2013	04/03/2013	VI signing was not clear; VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
432524	04/02/2013	04/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
432946	04/03/2013	04/03/2013	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
432951	04/03/2013	04/03/2013	VI etiquette; VI did not keep caller informed	Escalated to Management - Resolution
432956	04/03/2013	04/03/2013	Confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

433054	04/03/2013	04/03/2013	VI etiquette; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
433064	04/03/2013	04/03/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
433127	04/03/2013	04/03/2013	VI disconnected caller; VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
433143	04/03/2013	04/16/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
435445	04/05/2013	04/13/2013	VI failed to relay conversation verbatim; VI etiquette	Forwarded to the Appropriate People
435458	04/05/2013	04/13/2013	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
435463	04/05/2013	04/13/2013	VI etiquette	Management: Interpreter/Operator have been retrained
435465	04/05/2013	04/05/2013	VI failed to relay message verbatim	No Interpreter/Operator ID provided with the complaint
435468	04/05/2013	04/16/2013	VI receptive skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
435470	04/05/2013	04/05/2013	VI did not follow caller's request; VI etiquette; VI disconnected caller	Escalated to Management - Resolution
435471	04/05/2013	04/13/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

435475	04/05/2013	04/13/2013	VI etiquette	Management: Interpreter/Operator have been retrained
436434	04/08/2013	04/13/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
437074	04/09/2013	04/13/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
440345	04/13/2013	04/16/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
440346	04/13/2013	04/13/2013	VI receptive skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
440347	04/13/2013	04/24/2013	VI etiquette	Management: Interpreter/Operator have been retrained
440692	04/13/2013	04/13/2013	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
440693	04/13/2013	04/13/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
440697	04/13/2013	04/24/2013	VI etiquette	Management: Interpreter/Operator have been retrained
440698	04/13/2013	04/16/2013	VI fingerspelling was not clear; VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

440701	04/13/2013	04/24/2013	VI receptive kills inaequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
440703	04/13/2013	04/24/2013	VI etiquette	Management: Interpreter/Operator have been retrained
440706	04/13/2013	04/13/2013	VI disconnected caller	Forwarded to the Appropriate People
441237	04/15/2013	04/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
441454	04/15/2013	04/16/2013	Transfer protocol	Management: Interpreter/Operator have been retrained
441464	04/15/2013	04/15/2013	VI etiquette; VI did not follow caller's request	Escalated to Management - Resolution
441721	04/15/2013	04/17/2013	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
441723	04/15/2013	04/15/2013	SignMail - VI fingerspelling was not clear; SignMail - VI signing was not clear; VI failed to relay message verbatim	No Interpreter/Operator ID provided with the complaint
441730	04/15/2013	04/17/2013	VI failed to relay conversation verbatim; VI fingerspelling was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
441731	04/15/2013	04/15/2013	VI etiquette; VI failed to relay conversation verbatim	Escalated to Management - Resolution

Sorenson VRS Complaint Summary

441733	04/15/2013	04/17/2013	VI did not keep caller informed; VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
441734	04/15/2013	04/15/2013	VI did not follow caller's request; VI failed to relay recording verbatim; VI failed to connect call properly	Forwarded to the Appropriate People
441735	04/15/2013	04/17/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
441738	04/15/2013	04/16/2013	VI etiquette; VI skills inadequate	Management: Interpreter/Operator have been retrained
441739	04/15/2013	04/16/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
441926	04/16/2013	04/16/2013	VI etiquette	Escalated to Management - Resolution
441943	04/16/2013	04/16/2013	VI etiquette; VI disconnected caller; VI receptive skills inadequate; VI skills inadequate	No Interpreter/Operator ID provided with the complaint
442328	04/16/2013	04/24/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
442369	04/16/2013	04/17/2013	VI did not follow caller's request; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
442595	04/16/2013	04/16/2013	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
442597	04/16/2013	04/24/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

446881	04/23/2013	04/24/2013	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
446901	04/23/2013	04/23/2013	VI dress inappropriate; poor lighting; VI signing was not clear; VI did not follow caller's request; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
447152	04/23/2013	04/24/2013	VI etiquette	Escalated to Management - Resolution
447232	04/23/2013	04/26/2013	VI failed to relay recording verbatim	Management: Interpreter/Operator have been retrained
447931	04/24/2013	04/26/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
449287	04/26/2013	04/26/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
449518	04/26/2013	04/26/2013	VI skills inadequate; VI etiquette	Escalated to Management - Resolution
449530	04/26/2013	04/26/2013	VI signing was not clear	Management: Interpreter/Operator have been retrained
449568	04/26/2013	04/26/2013	VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
449616	04/26/2013	04/26/2013	VI did not keep caller informed; VI failed to relay recording verbatim	Escalated to Management - Resolution
449623	04/26/2013	04/26/2013	VI failed to relay conversation verbatim; VI etiquette	Escalated to Management - Resolution

Sorenson VRS Complaint Summary

449627	04/26/2013	04/26/2013	Confidentiality concerns	Escalated to Management - Resolution
449693	04/26/2013	04/26/2013	VI etiquette; VI did not keep caller informed	Escalated to Management - Resolution
449772	04/26/2013	04/26/2013	VI etiquette; VI skills inadequate	No Interpreter/Operator ID provided with the complaint
449792	04/26/2013	04/26/2013	Confidentiality concerns; VI disconnected caller	Escalated to Management - Resolution
449807	04/26/2013	04/26/2013	VI etiquette	Escalated to Management - Resolution
452733	05/01/2013	05/01/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
452736	05/01/2013	05/01/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
453601	05/02/2013	05/06/2013	VI etiquette; transfer protocol	Management: Interpreter/Operator have been retrained
453607	05/02/2013	05/10/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
453611	05/02/2013	05/02/2013	VI etiquette	Management: Interpreter/Operator have been retrained
453616	05/02/2013	05/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

453627	05/02/2013	05/10/2013	VI etiquette	Management: Interpreter/Operator have been retrained
454962	05/04/2013	05/15/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
454965	05/04/2013	05/15/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
454966	05/04/2013	05/15/2013	VI receptive skills inadequate; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
454970	05/04/2013	05/15/2013	Technical issue; VI etiquette	Management: Interpreter/Operator have been retrained
454971	05/04/2013	05/04/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
454972	05/04/2013	05/04/2013	VI receptive skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
456488	05/07/2013	05/08/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
456529	05/07/2013	05/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
458301	05/09/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

458312	05/09/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
458347	05/09/2013	05/15/2013	VI etiquette; confidentiality concerns	Management: Interpreter/Operator have been retrained
458350	05/09/2013	05/15/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
458357	05/09/2013	05/15/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
461678	05/15/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
461681	05/15/2013	05/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
461694	05/15/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
461703	05/15/2013	05/15/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
461749	05/15/2013	05/15/2013	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
461787	05/15/2013	05/15/2013	VI did not keep caller informed	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
461800	05/15/2013	05/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

461822	05/15/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
461829	05/15/2013	05/18/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
461998	05/15/2013	05/25/2013	VI etiquette; VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
462026	05/15/2013	05/15/2013	VI etiquette	Wrong ID: Customer Service responded to the Customer
462049	05/15/2013	05/18/2013	VI etiquette; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
462655	05/16/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
462700	05/16/2013	05/16/2013	VI receptive skills inadequate; VI skills inadequate	Management: Interpreter/Operator have been retrained
462983	05/16/2013	05/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
463111	05/16/2013	05/25/2013	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
463127	05/16/2013	05/18/2013	VI etiquette	Management: Interpreter/Operator have been retrained
464546	05/18/2013	05/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

464551	05/18/2013	05/25/2013	VI failed to relay recording verbatim	Management: Interpreter/Operator have been retrained
464552	05/18/2013	05/18/2013	VI etiquette	Wrong ID: Customer Service responded to the Customer
464553	05/18/2013	05/25/2013	VI failed to relay message verbatim	Management: Interpreter/Operator have been retrained
464554	05/18/2013	05/31/2013	SignMail	Management: Interpreter/Operator have been retrained
464556	05/18/2013	05/25/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
464560	05/18/2013	05/25/2013	VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
464561	05/18/2013	05/18/2013	SignMail - VI fingerspelling was not clear	No Interpreter/Operator ID provided with the complaint
464562	05/18/2013	05/25/2013	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
469728	05/25/2013	05/25/2013	VI etiquette; speed of answer; transfer protocol; VI disconnected caller; VI did not follow caller's request	No Interpreter/Operator ID provided with the complaint
469767	05/25/2013	05/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

469784	05/25/2013	05/25/2013	VI receptive skills inadequate; VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
472183	05/29/2013	05/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
472184	05/29/2013	05/29/2013	VI signing was not clear	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
472187	05/29/2013	05/29/2013	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
472193	05/29/2013	05/29/2013	VI etiquette	Management: Interpreter/Operator have been retrained
472195	05/29/2013	05/29/2013	VI unprepared	No Interpreter/Operator ID provided with the complaint
472198	05/29/2013	05/29/2013	VI fingerspelling was not clear; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
472306	05/30/2013	05/30/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
472316	05/30/2013	05/31/2013	VI refused to handle call	Management: Interpreter/Operator have been retrained

Sorenson VRS Complaint Summary

472382	05/30/2013	05/30/2013	SignMail	No Interpreter/Operator ID provided with the complaint
472429	05/30/2013	05/31/2013	VI etiquette; VI unprepared	Management: Interpreter/Operator have been retrained
472448	05/30/2013	05/31/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
472631	05/30/2013	05/30/2013	VI receptive skills inadequate; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
472635	05/30/2013	05/31/2013	VI receptive skills inadequate; VI skills inadequate	Management: Interpreter/Operator have been retrained
472640	05/30/2013	05/30/2013	SignMail - VI signing was not clear; VI failed to relay message verbatim	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
472703	05/30/2013	05/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
472711	05/30/2013	05/31/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
472734	05/30/2013	05/30/2013	VI failed to relay recording verbatim; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
472779	05/30/2013	05/30/2013	SignMail - VI signing was not clear	Wrong ID: Interpreter/Operator did not work that day or no longer work for us

Total: 606 VRS Complaints