



**FCC Summary Log
For
VRS Relay Service Reports VRS Relay Activity
June 1, 2012 to May 31, 2013**

Number of Complaints received from June 1, 2012 to May 31, 2013

June '12	July '12	Aug '12	Sept '12	Oct '12	Nov '12	Dec '12	Jan '13	Feb '13	Mar '13	Apr '13	May '13
47	47	44	46	33	37	32	72	80	110	69	63

The total Number of Complaints for this reporting period was 680. Complaints are followed up and resolved in a timely manner. Summary Log on following pages.



Summary Log Legend

Legend	
Case Number	Tracking number in Purple’s Customer Relationship Management Tool
Opened Date	Date customer called Purple Customer Care to file complaint
Summary description	Summarizes type of complaint <ol style="list-style-type: none"> 1) VI Complaint– Call Procedure <ul style="list-style-type: none"> └ Example: Not following “do not announce” feature └ Example: Not processing VCO correctly 2) VI Complaint- Professional Skills <ul style="list-style-type: none"> └ Example: Looking away from video screen 3) VI Complaint - Interpreter Skill <ul style="list-style-type: none"> └ Example: American Sign Language skills not clear 4) Service Complaint – Technical issue 5) Service Complaint – VRS hold time
Closed date	Date the case was closed
Explanation of resolution	Steps taken to rectify complaint

Case Number	Opened Date	Summary Description	Closed Date	Explanation of Resolution
00257752	6/1/2012	VI Complaint - Professional Skills	6/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257852	6/1/2012	VI Complaint - Professional Skills	6/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257910	6/2/2012	VI Complaint - Professional Skills	6/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258007	6/4/2012	VI Complaint - Professional Skills	6/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258335	6/5/2012	Service Complaint – Technical issue	6/5/2012	Customer informed of Sorenson interoperability issue.
00258464	6/6/2012	VI Complaint - Professional Skills	6/8/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258569	6/7/2012	VI Complaint - Professional Skills	6/8/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258798	6/8/2012	VI Complaint - Professional Skills	6/8/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258972	6/11/2012	VI Complaint - Professional Skills	6/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00259049	6/11/2012	VI Complaint - Professional Skills	6/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258914	6/11/2012	VI Complaint - Professional Skills	6/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258917	6/11/2012	VI Complaint - Professional Skills	6/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258918	6/11/2012	VI Complaint - Professional Skills	6/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258940	6/11/2012	VI Complaint - Professional Skills	6/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00258985	6/11/2012	VI Complaint - Professional Skills	6/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00259127	6/12/2012	VI Complaint - Professional Skills	6/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00259210	6/12/2012	VI Complaint - Professional Skills	6/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00259214	6/12/2012	VI Complaint - Professional Skills	6/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00259138	6/12/2012	VI Complaint - Professional Skills	6/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00259493	6/14/2012	VI Complaint - Professional Skills	6/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00259525	6/14/2012	Service Complaint – Technical issue	6/14/2012	Technical update implemented.
00259635	6/15/2012	Service Complaint – Technical issue	6/22/2012	Technical issue resolved.
00259903	6/18/2012	VI Complaint - Professional Skills	6/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260139	6/19/2012	VI Complaint - Professional Skills	6/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260177	6/19/2012	VI Complaint - Professional Skills	6/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260246	6/20/2012	VI Complaint - Professional Skills	6/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260248	6/20/2012	VI Complaint - Professional Skills	6/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260408	6/21/2012	VI Complaint - Professional Skills	6/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260409	6/21/2012	VI Complaint - Professional Skills	6/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260410	6/21/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260481	6/21/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260485	6/21/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260507	6/22/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260582	6/22/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260781	6/25/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260783	6/25/2012	VI Complaint - Professional Skills	6/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00260853	6/25/2012	Service Complaint – Technical issue	5/23/2013	Technical update implemented.
00260807	6/25/2012	Service Complaint – Technical issue	6/26/2012	Technical issue resolved.
00260998	6/26/2012	VI Complaint - Professional Skills	6/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261164	6/27/2012	VI Complaint - Professional Skills	7/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00261346	6/28/2012	VI Complaint - Professional Skills	7/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261365	6/28/2012	VI Complaint - Professional Skills	6/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261308	6/28/2012	Service Complaint – Technical issue	6/28/2012	Technical issue resolved.
00261447	6/29/2012	VI Complaint - Professional Skills	7/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261454	6/29/2012	VI Complaint - Professional Skills	7/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261477	6/29/2012	VI Complaint - Professional Skills	7/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261516	6/29/2012	Service Complaint – Technical issue	7/17/2012	Issue happened once and did not reoccur. Case closed by service group.
00261766	7/3/2012	VI Complaint - Professional Skills	7/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00261923	7/5/2012	VI Complaint - Professional Skills	7/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262005	7/5/2012	VI Complaint - Professional Skills	7/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262139	7/6/2012	VI Complaint - Professional Skills	7/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262291	7/9/2012	VI Complaint - Professional Skills	7/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262293	7/9/2012	VI Complaint - Professional Skills	7/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262620	7/10/2012	VI Complaint - Professional Skills	7/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262660	7/10/2012	VI Complaint - Professional Skills	7/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262681	7/10/2012	VI Complaint - Professional Skills	7/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262588	7/10/2012	VI Complaint - Professional Skills	7/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00262834	7/11/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263039	7/12/2012	VI Complaint - Professional Skills	7/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263133	7/13/2012	VI Complaint - Professional Skills	7/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263229	7/13/2012	VI Complaint - Professional Skills	7/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00263288	7/14/2012	VI Complaint - Professional Skills	7/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263350	7/16/2012	VI Complaint - Professional Skills	7/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263377	7/16/2012	VI Complaint - Professional Skills	7/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263399	7/16/2012	VI Complaint - Professional Skills	7/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263431	7/16/2012	VI Complaint - Professional Skills	7/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263684	7/17/2012	VI Complaint - Professional Skills	7/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263692	7/17/2012	VI Complaint - Professional Skills	7/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263636	7/17/2012	Service Complaint – Technical issue	7/17/2012	Technical issue resolved.
00263843	7/18/2012	VI Complaint - Professional Skills	7/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263981	7/19/2012	VI Complaint - Professional Skills	7/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264012	7/19/2012	VI Complaint - Professional Skills	7/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264017	7/19/2012	VI Complaint - Professional Skills	7/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00263980	7/19/2012	VI Complaint - Professional Skills	7/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264102	7/20/2012	VI Complaint - Professional Skills	7/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264109	7/20/2012	VI Complaint - Professional Skills	7/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264300	7/23/2012	VI Complaint - Professional Skills	7/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264443	7/23/2012	VI Complaint - Professional Skills	7/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264525	7/24/2012	VI Complaint - Professional Skills	7/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264552	7/24/2012	VI Complaint - Professional Skills	8/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264471	7/24/2012	VI Complaint - Professional Skills	8/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264472	7/24/2012	VI Complaint - Professional Skills	8/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00264646	7/25/2012	VI Complaint - Professional Skills	7/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264753	7/25/2012	VI Complaint - Professional Skills	7/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264863	7/26/2012	VI Complaint - Professional Skills	10/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264955	7/27/2012	VI Complaint - Professional Skills	7/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00264978	7/27/2012	VI Complaint - Professional Skills	7/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265021	7/27/2012	VI Complaint - Professional Skills	7/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265123	7/30/2012	VI Complaint - Professional Skills	7/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265193	7/30/2012	VI Complaint - Professional Skills	7/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265279	7/30/2012	VI Complaint - Professional Skills	7/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265287	7/30/2012	VI Complaint - Professional Skills	7/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265392	7/31/2012	VI Complaint - Professional Skills	8/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265309	7/31/2012	VI Complaint - Professional Skills	8/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265714	8/2/2012	VI Complaint - Professional Skills	8/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265862	8/3/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265913	8/3/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265923	8/3/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00265974	8/3/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266226	8/6/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266392	8/7/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266446	8/7/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266545	8/8/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00266538	8/8/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266570	8/8/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266578	8/8/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266785	8/9/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266719	8/9/2012	VI Complaint - Professional Skills	8/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266723	8/9/2012	VI Complaint - Professional Skills	8/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266888	8/10/2012	VI Complaint - Professional Skills	8/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00266893	8/10/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00267039	8/11/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00267084	8/13/2012	VI Complaint - Professional Skills	8/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00267182	8/13/2012	VI Complaint - Professional Skills	8/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00267641	8/15/2012	VI Complaint - Professional Skills	8/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00267648	8/15/2012	VI Complaint - Professional Skills	8/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00267987	8/17/2012	VI Complaint - Professional Skills	8/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268023	8/18/2012	VI Complaint - Professional Skills	8/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268050	8/18/2012	Service Complaint – Technical issue	8/18/2012	Customer informed of Sorenson interoperability issue.
00268297	8/21/2012	VI Complaint - Professional Skills	8/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268312	8/21/2012	VI Complaint - Professional Skills	8/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268357	8/21/2012	VI Complaint - Professional Skills	8/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268706	8/23/2012	VI Complaint - Professional Skills	8/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268726	8/23/2012	VI Complaint - Professional Skills	8/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00268747	8/23/2012	VI Complaint - Professional Skills	8/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268857	8/24/2012	VI Complaint - Professional Skills	8/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268987	8/24/2012	VI Complaint - Professional Skills	8/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00268985	8/24/2012	Service Complaint – Technical issue	5/23/2013	Technical update implemented.
00269128	8/27/2012	VI Complaint - Professional Skills	8/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269372	8/28/2012	VI Complaint - Professional Skills	8/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269416	8/29/2012	VI Complaint - Professional Skills	8/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269472	8/29/2012	VI Complaint - Professional Skills	8/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269496	8/29/2012	VI Complaint - Professional Skills	8/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269710	8/30/2012	VI Complaint - Professional Skills	8/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269646	8/30/2012	Service Complaint – Technical issue	5/23/2013	Technical update implemented.
00269681	8/30/2012	Service Complaint – Technical issue	5/17/2013	Technical update implemented.
00269809	8/31/2012	VI Complaint - Professional Skills	8/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269853	8/31/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269894	9/1/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269952	9/4/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269984	9/4/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269990	9/4/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269992	9/4/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00269998	9/4/2012	VI Complaint - Professional Skills	9/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270144	9/5/2012	VI Complaint - Professional Skills	9/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00270193	9/5/2012	VI Complaint - Professional Skills	9/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270199	9/5/2012	VI Complaint - Professional Skills	9/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270289	9/6/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270401	9/6/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270560	9/7/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270617	9/8/2012	VI Complaint - Professional Skills	9/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270626	9/8/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270828	9/10/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270916	9/10/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270937	9/10/2012	VI Complaint - Professional Skills	9/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00270826	9/10/2012	VI Complaint - Professional Skills	9/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271046	9/11/2012	VI Complaint - Professional Skills	9/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271049	9/11/2012	VI Complaint - Professional Skills	9/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271073	9/11/2012	VI Complaint - Professional Skills	9/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271088	9/11/2012	VI Complaint - Professional Skills	9/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271089	9/11/2012	VI Complaint - Professional Skills	9/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271244	9/12/2012	VI Complaint - Professional Skills	9/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271602	9/14/2012	VI Complaint - Professional Skills	9/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00271950	9/15/2012	VI Complaint - Professional Skills	9/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272199	9/17/2012	VI Complaint - Professional Skills	9/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272549	9/18/2012	VI Complaint - Professional Skills	9/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00272571	9/18/2012	VI Complaint - Professional Skills	10/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272313	9/18/2012	VI Complaint - Professional Skills	9/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272584	9/19/2012	VI Complaint - Professional Skills	9/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272746	9/19/2012	VI Complaint - Professional Skills	9/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272915	9/20/2012	VI Complaint - Professional Skills	9/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00272976	9/21/2012	VI Complaint - Professional Skills	9/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273046	9/21/2012	VI Complaint - Professional Skills	9/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273334	9/24/2012	VI Complaint - Professional Skills	9/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273339	9/24/2012	VI Complaint - Professional Skills	9/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273489	9/25/2012	VI Complaint - Professional Skills	9/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273551	9/25/2012	VI Complaint - Professional Skills	10/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273945	9/26/2012	VI Complaint - Professional Skills	9/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00273958	9/26/2012	VI Complaint - Professional Skills	10/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274024	9/26/2012	VI Complaint - Professional Skills	9/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274199	9/27/2012	VI Complaint - Professional Skills	9/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274261	9/27/2012	VI Complaint - Professional Skills	10/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274441	9/28/2012	VI Complaint - Professional Skills	9/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274556	9/29/2012	VI Complaint - Professional Skills	10/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274765	10/1/2012	VI Complaint - Professional Skills	10/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274852	10/1/2012	VI Complaint - Professional Skills	10/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00274920	10/1/2012	VI Complaint - Professional Skills	11/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00275224	10/2/2012	VI Complaint - Professional Skills	10/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00275225	10/2/2012	VI Complaint - Professional Skills	10/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00275334	10/2/2012	VI Complaint - Professional Skills	10/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00275749	10/4/2012	Service Complaint – Technical issue	10/4/2012	Public WIFI reliability issue.
00275868	10/5/2012	VI Complaint - Professional Skills	10/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00275941	10/5/2012	VI Complaint - Professional Skills	10/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00276311	10/8/2012	VI Complaint - Professional Skills	10/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00276420	10/8/2012	VI Complaint - Professional Skills	10/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00276464	10/8/2012	VI Complaint - Professional Skills	10/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00276610	10/9/2012	VI Complaint - Professional Skills	10/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00276668	10/9/2012	VI Complaint - Professional Skills	10/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00276499	10/9/2012	Service Complaint – Technical issue	5/23/2013	Customer informed of Sorenson interoperability issue.
00277249	10/12/2012	VI Complaint - Professional Skills	10/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00277364	10/12/2012	VI Complaint - Professional Skills	10/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00277425	10/13/2012	Service Complaint – Technical issue	10/13/2012	Technical issue resolved.
00277605	10/15/2012	VI Complaint - Professional Skills	10/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00277791	10/15/2012	VI Complaint - Professional Skills	10/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00277834	10/15/2012	VI Complaint - Professional Skills	10/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00277589	10/15/2012	Service Complaint – Technical issue	5/17/2013	Technical issue resolved.
00278328	10/16/2012	VI Complaint - Professional Skills	10/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00279164	10/19/2012	VI Complaint - Professional Skills	10/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00279457	10/22/2012	VI Complaint - Professional Skills	10/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00279511	10/22/2012	VI Complaint - Professional Skills	10/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00279573	10/22/2012	VI Complaint - Professional Skills	10/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00280080	10/25/2012	VI Complaint - Professional Skills	11/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00280923	10/29/2012	VI Complaint - Professional Skills	10/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00280743	10/29/2012	Service Complaint – Technical issue	10/29/2012	Customer informed of Sorenson interoperability issue.
00281073	10/30/2012	VI Complaint - Professional Skills	11/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00281301	10/31/2012	VI Complaint - Professional Skills	11/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00281199	10/31/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00281382	11/1/2012	VI Complaint - Professional Skills	11/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00281811	11/2/2012	VI Complaint - Professional Skills	12/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00281640	11/2/2012	Service Complaint – Technical issue	5/23/2013	Responded to customer to ask for additional information. No additional response from customer.
00281864	11/3/2012	VI Complaint - Professional Skills	11/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282120	11/5/2012	VI Complaint - Professional Skills	11/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282172	11/5/2012	VI Complaint - Professional Skills	11/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282122	11/5/2012	Service Complaint – Technical issue	11/29/2012	Technical issue resolved.
00282266	11/6/2012	VI Complaint - Professional Skills	11/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282443	11/6/2012	VI Complaint - Professional Skills	11/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282564	11/7/2012	VI Complaint - Professional Skills	11/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282603	11/7/2012	VI Complaint - Professional Skills	11/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282627	11/7/2012	VI Complaint - Professional Skills	11/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00283029	11/8/2012	VI Complaint - Professional Skills	11/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00283037	11/8/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00282957	11/8/2012	Service Complaint-Technical Issue	5/23/2013	Customer informed of updated software.
00283272	11/9/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00283653	11/12/2012	VI Complaint - Professional Skills	11/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00283902	11/13/2012	VI Complaint - Professional Skills	11/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00284065	11/14/2012	VI Complaint - Professional Skills	11/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00284157	11/14/2012	Service Complaint – VRS hold time	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00284421	11/15/2012	VI Complaint - Professional Skills	11/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00284453	11/15/2012	VI Complaint - Professional Skills	11/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285167	11/19/2012	VI Complaint - Professional Skills	11/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285148	11/19/2012	VI Complaint - Professional Skills	11/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285332	11/20/2012	VI Complaint - Professional Skills	11/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285375	11/20/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285423	11/20/2012	Service Complaint – Technical issue	11/20/2012	Customer informed of Sorenson interoperability issue.
00285638	11/21/2012	VI Complaint - Professional Skills	11/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285670	11/21/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285800	11/21/2012	VI Complaint - Professional Skills	12/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00285995	11/24/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00286165	11/26/2012	Service Complaint – Technical issue	12/7/2012	No further response from customer. Service case closed.
00286533	11/27/2012	VI Complaint - Professional Skills	11/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00286523	11/27/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00286957	11/28/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00287340	11/29/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00287046	11/29/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00287968	12/3/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00287911	12/3/2012	Service Complaint- VRS Hold Time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00288150	12/4/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00288304	12/4/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00288285	12/4/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00288575	12/5/2012	VI Complaint - Professional Skills	12/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289170	12/7/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289607	12/10/2012	VI Complaint - Professional Skills	12/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289680	12/10/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289559	12/10/2012	VI Complaint - Professional Skills	12/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289556	12/10/2012	VI Complaint - Professional Skills	12/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289639	12/10/2012	Service Complaint- VRS Hold Time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289969	12/11/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00289997	12/11/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00290426	12/12/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00290280	12/12/2012	VI Complaint - Professional Skills	12/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00290327	12/12/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00290796	12/13/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00291119	12/13/2012	VI Complaint - Professional Skills	12/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00291297	12/14/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00291300	12/14/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00292306	12/14/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00292535	12/15/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00292761	12/17/2012	VI Complaint - Professional Skills	12/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00293064	12/18/2012	VI Complaint - Professional Skills	12/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00293228	12/19/2012	VI Complaint - Professional Skills	12/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00293405	12/20/2012	VI Complaint - Professional Skills	12/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00293632	12/21/2012	VI Complaint - Professional Skills	12/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00293845	12/21/2012	VI Complaint - Professional Skills	12/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00293846	12/21/2012	VI Complaint - Professional Skills	12/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00294007	12/22/2012	VI Complaint - Professional Skills	12/26/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00294645	12/27/2012	VI Complaint - Professional Skills	1/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00295243	1/2/2013	VI Complaint - Professional Skills	1/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00295259	1/2/2013	VI Complaint - Professional Skills	1/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00295660	1/3/2013	VI Complaint - Interpreter Skills	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00295886	1/4/2013	VI Complaint - Call Procedure	1/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00295884	1/4/2013	VI Complaint - Interpreter Skills	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00295914	1/4/2013	VI Complaint - Interpreter Skills	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00295891	1/4/2013	VI Complaint - Professional Skills	1/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296036	1/5/2013	VI Complaint - Interpreter Skills	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296054	1/5/2013	VI Complaint - Interpreter Skills	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296359	1/7/2013	VI Complaint - Call Procedure	1/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296339	1/7/2013	VI Complaint - Professional Skills	1/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296479	1/7/2013	VI Complaint - Professional Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296334	1/7/2013	Service Complaint – VRS hold time	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296308	1/7/2013	Service Complaint – VRS hold time	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296419	1/7/2013	Service Complaint – VRS hold time	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296466	1/7/2013	Service Complaint – VRS hold time	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296491	1/7/2013	Service Complaint – VRS hold time	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296489	1/7/2013	Service Complaint – VRS hold time	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00296779	1/8/2013	Service Complaint – VRS hold time	1/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297021	1/9/2013	VI Complaint - Call Procedure	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297010	1/9/2013	Service Complaint – VRS hold time	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297182	1/10/2013	VI Complaint - Call Procedure	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297668	1/10/2013	VI Complaint - Interpreter Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297122	1/10/2013	VI Complaint - Professional Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297636	1/10/2013	VI Complaint - Professional Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297926	1/11/2013	VI Complaint - Call Procedure	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297963	1/11/2013	VI Complaint - Call Procedure	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00297905	1/11/2013	VI Complaint - Interpreter Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00297808	1/11/2013	VI Complaint - Professional Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298079	1/12/2013	VI Complaint - Call Procedure	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298428	1/14/2013	VI Complaint - Call Procedure	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298221	1/14/2013	VI Complaint - Interpreter Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298375	1/14/2013	VI Complaint - Professional Skills	1/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298485	1/14/2013	VI Complaint - Professional Skills	1/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298702	1/15/2013	VI Complaint - Call Procedure	1/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298750	1/15/2013	VI Complaint - Call Procedure	1/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298949	1/16/2013	VI Complaint - Call Procedure	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299053	1/16/2013	VI Complaint - Call Procedure	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299100	1/16/2013	VI Complaint - Call Procedure	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299146	1/16/2013	VI Complaint - Interpreter Skills	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298964	1/16/2013	VI Complaint - Professional Skills	1/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299009	1/16/2013	VI Complaint - Professional Skills	1/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00298973	1/16/2013	Service Complaint – VRS hold time	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299391	1/17/2013	VI Complaint - Call Procedure	1/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299245	1/17/2013	VI Complaint - Interpreter Skills	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299321	1/17/2013	VI Complaint - Interpreter Skills	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299555	1/18/2013	VI Complaint - Professional Skills	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299561	1/18/2013	VI Complaint - Professional Skills	1/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00299724	1/18/2013	VI Complaint - Professional Skills	1/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00299788	1/19/2013	Service Complaint – Technical issue	1/23/2013	Technical issue resolved.
00302020	1/23/2013	VI Complaint - Call Procedure	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00302131	1/23/2013	VI Complaint - Call Procedure	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00301990	1/23/2013	VI Complaint - Interpreter Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00302211	1/23/2013	VI Complaint - Interpreter Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00302767	1/24/2013	VI Complaint - Call Procedure	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00302766	1/24/2013	VI Complaint - Professional Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00302764	1/24/2013	VI Complaint - Professional Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00302739	1/24/2013	Service Complaint – VRS hold time	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303287	1/25/2013	VI Complaint - Interpreter Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303348	1/25/2013	VI Complaint - Interpreter Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303308	1/25/2013	Service Complaint – VRS hold time	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303450	1/26/2013	VI Complaint - Call Procedure	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303465	1/26/2013	VI Complaint - Interpreter Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303459	1/26/2013	VI Complaint - Professional Skills	1/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303819	1/28/2013	VI Complaint - Call Procedure	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303883	1/28/2013	VI Complaint - Interpreter Skills	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00303947	1/28/2013	VI Complaint - Interpreter Skills	1/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00304216	1/29/2013	VI Complaint - Professional Skills	1/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00304253	1/29/2013	VI Complaint - Professional Skills	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00304331	1/30/2013	VI Complaint - Professional Skills	1/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00304829	1/31/2013	VI Complaint - Interpreter Skills	2/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00304754	1/31/2013	VI Complaint - Professional Skills	2/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00305194	2/1/2013	VI Complaint - Interpreter Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00305409	2/2/2013	VI Complaint - Interpreter Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00305478	2/2/2013	VI Complaint - Professional Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00305481	2/2/2013	VI Complaint - Professional Skills	2/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00305705	2/4/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00305790	2/4/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306054	2/5/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306067	2/5/2013	VI Complaint - Call Procedure	2/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306264	2/5/2013	Service Complaint – VRS hold time	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306544	2/6/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306554	2/6/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306828	2/6/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306854	2/6/2013	VI Complaint - Interpreter Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306615	2/6/2013	VI Complaint - Professional Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306736	2/6/2013	VI Complaint - Professional Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00307086	2/7/2013	VI Complaint - Call Procedure	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00306950	2/7/2013	VI Complaint - Professional Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00307076	2/7/2013	VI Complaint - Professional Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00307267	2/8/2013	VI Complaint - Interpreter Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00307435	2/8/2013	VI Complaint - Interpreter Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00307392	2/8/2013	VI Complaint - Professional Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00307816	2/8/2013	Service Complaint – VRS hold time	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00307981	2/9/2013	Service Complaint – VRS hold time	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308161	2/11/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308203	2/11/2013	VI Complaint - Call Procedure	2/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308611	2/11/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308653	2/11/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308176	2/11/2013	VI Complaint - Interpreter Skills	2/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308395	2/11/2013	VI Complaint - Professional Skills	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308591	2/11/2013	Service Complaint – VRS hold time	2/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308829	2/12/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308834	2/12/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308835	2/12/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308836	2/12/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308847	2/12/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308937	2/12/2013	VI Complaint - Call Procedure	2/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308830	2/12/2013	VI Complaint - Interpreter Skills	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308838	2/12/2013	VI Complaint - Interpreter Skills	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00308935	2/12/2013	Service Complaint – VRS hold time	2/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00309122	2/13/2013	VI Complaint - Professional Skills	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309214	2/13/2013	VI Complaint - Professional Skills	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309367	2/13/2013	VI Complaint - Professional Skills	2/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309600	2/14/2013	VI Complaint - Call Procedure	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309740	2/14/2013	VI Complaint - Professional Skills	2/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309771	2/14/2013	VI Complaint - Professional Skills	2/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309525	2/14/2013	Service Complaint – VRS hold time	5/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00309965	2/15/2013	VI Complaint - Call Procedure	2/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310012	2/15/2013	VI Complaint - Interpreter Skills	2/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310001	2/15/2013	VI Complaint - Interpreter Skills	2/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310186	2/16/2013	VI Complaint - Call Procedure	2/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310372	2/18/2013	VI Complaint - Interpreter Skills	2/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310400	2/18/2013	VI Complaint - Interpreter Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310656	2/19/2013	VI Complaint - Professional Skills	2/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310676	2/19/2013	VI Complaint - Professional Skills	2/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310519	2/19/2013	Service Complaint – VRS hold time	5/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00311114	2/20/2013	VI Complaint - Call Procedure	2/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310910	2/20/2013	VI Complaint - Interpreter Skills	2/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00311038	2/20/2013	VI Complaint - Professional Skills	2/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310908	2/20/2013	Service Complaint – VRS hold time	5/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00310919	2/20/2013	Service Complaint – VRS hold time	5/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00311311	2/21/2013	Service Complaint – VRS hold time	4/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00311408	2/21/2013	Service Complaint – VRS hold time	5/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00311647	2/22/2013	VI Complaint - Professional Skills	2/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00311651	2/22/2013	VI Complaint - Professional Skills	2/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312099	2/25/2013	VI Complaint - Call Procedure	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312237	2/25/2013	VI Complaint - Call Procedure	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312331	2/25/2013	VI Complaint - Call Procedure	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312355	2/25/2013	VI Complaint - Interpreter Skills	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312084	2/25/2013	VI Complaint - Professional Skills	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312270	2/25/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312526	2/26/2013	VI Complaint - Call Procedure	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312595	2/26/2013	VI Complaint - Call Procedure	2/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312699	2/26/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312838	2/27/2013	VI Complaint - Call Procedure	2/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312919	2/27/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312914	2/27/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00312923	2/27/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313158	2/28/2013	VI Complaint - Call Procedure	2/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313598	2/28/2013	VI Complaint - Call Procedure	3/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313160	2/28/2013	VI Complaint - Professional Skills	2/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313854	3/1/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00313794	3/1/2013	VI Complaint - Call Procedure	3/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313808	3/1/2013	VI Complaint - Interpreter Skills	3/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313675	3/1/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313716	3/1/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313741	3/1/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313703	3/1/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313700	3/1/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313950	3/1/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00313970	3/1/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314003	3/2/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314135	3/3/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314309	3/4/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314607	3/4/2013	VI Complaint - Call Procedure	3/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314286	3/4/2013	VI Complaint - Interpreter Skills	3/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314227	3/4/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314304	3/4/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314422	3/4/2013	VI Complaint - Professional Skills	3/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314248	3/4/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314262	3/4/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314739	3/5/2013	VI Complaint - Call Procedure	3/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314828	3/5/2013	VI Complaint - Call Procedure	3/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00314902	3/5/2013	VI Complaint - Call Procedure	3/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315051	3/5/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314878	3/5/2013	VI Complaint - Professional Skills	3/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00314936	3/5/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315071	3/5/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315498	3/6/2013	VI Complaint - Call Procedure	3/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315499	3/6/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315485	3/6/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315594	3/6/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315729	3/7/2013	VI Complaint - Call Procedure	3/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315832	3/7/2013	VI Complaint - Call Procedure	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315764	3/7/2013	VI Complaint - Interpreter Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315875	3/7/2013	VI Complaint - Interpreter Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315884	3/7/2013	VI Complaint - Interpreter Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315779	3/7/2013	VI Complaint - Professional Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315874	3/7/2013	VI Complaint - Professional Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315876	3/7/2013	VI Complaint - Professional Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315890	3/7/2013	VI Complaint - Professional Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315694	3/7/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315707	3/7/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00315699	3/7/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00315844	3/7/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316108	3/8/2013	VI Complaint - Call Procedure	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316239	3/8/2013	VI Complaint - Professional Skills	3/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316098	3/8/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316222	3/8/2013	Service Complaint – VRS hold time	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316420	3/9/2013	VI Complaint - Interpreter Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316421	3/9/2013	VI Complaint - Interpreter Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316453	3/9/2013	VI Complaint - Professional Skills	3/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00316828	3/11/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317074	3/11/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317099	3/11/2013	VI Complaint - Professional Skills	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317060	3/11/2013	Service Complaint – VRS hold time	3/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317401	3/12/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317410	3/12/2013	VI Complaint - Interpreter Skills	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317262	3/12/2013	VI Complaint - Professional Skills	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317382	3/12/2013	VI Complaint - Professional Skills	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317419	3/12/2013	VI Complaint - Professional Skills	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317635	3/12/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317818	3/13/2013	VI Complaint - Call Procedure	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317904	3/13/2013	VI Complaint - Interpreter Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317686	3/13/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00317821	3/13/2013	VI Complaint - Professional Skills	3/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317855	3/13/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317902	3/13/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00317966	3/13/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318000	3/13/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318121	3/14/2013	VI Complaint - Call Procedure	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318062	3/14/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318129	3/14/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318101	3/14/2013	Service Complaint – VRS hold time	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318119	3/14/2013	Service Complaint – VRS hold time	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318673	3/15/2013	VI Complaint - Call Procedure	3/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318455	3/15/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318575	3/15/2013	VI Complaint - Professional Skills	3/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318823	3/16/2013	VI Complaint - Interpreter Skills	3/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00318909	3/16/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00319068	3/18/2013	VI Complaint - Professional Skills	3/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00319200	3/18/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00319626	3/19/2013	VI Complaint - Professional Skills	3/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00319666	3/19/2013	VI Complaint - Professional Skills	3/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00319960	3/20/2013	VI Complaint - Call Procedure	3/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00320308	3/20/2013	VI Complaint - Call Procedure	3/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00319949	3/20/2013	VI Complaint - Interpreter Skills	3/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00319964	3/20/2013	VI Complaint - Interpreter Skills	3/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00320052	3/20/2013	VI Complaint - Interpreter Skills	3/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00320314	3/20/2013	VI Complaint - Professional Skills	3/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00320156	3/20/2013	Service Complaint – Technical issue	3/20/2013	Customer informed of Sorenson interoperability issue.
00320528	3/21/2013	VI Complaint - Call Procedure	3/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00320988	3/22/2013	VI Complaint - Professional Skills	6/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321167	3/22/2013	VI Complaint - Professional Skills	3/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321013	3/22/2013	Service Complaint – Technical issue	3/22/2013	Issue happened once and did not reoccur. Case closed by service group.
00321520	3/23/2013	VI Complaint - Professional Skills	3/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321602	3/24/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321685	3/25/2013	VI Complaint - Call Procedure	3/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321677	3/25/2013	VI Complaint - Interpreter Skills	3/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321689	3/25/2013	VI Complaint - Interpreter Skills	3/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321917	3/25/2013	VI Complaint - Interpreter Skills	3/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00321949	3/25/2013	VI Complaint - Professional Skills	3/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00322543	3/26/2013	VI Complaint - Professional Skills	3/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00322985	3/27/2013	VI Complaint - Professional Skills	3/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00323001	3/27/2013	Service Complaint – VRS hold time	4/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00323285	3/28/2013	VI Complaint - Call Procedure	4/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00323431	3/28/2013	VI Complaint - Professional Skills	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00323482	3/28/2013	VI Complaint - Professional Skills	3/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00323707	3/29/2013	VI Complaint - Call Procedure	4/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00323700	3/29/2013	VI Complaint - Professional Skills	4/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00324060	3/30/2013	VI Complaint - Professional Skills	4/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00324503	4/1/2013	VI Complaint - Call Procedure	4/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00325288	4/2/2013	VI Complaint - Interpreter Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00324797	4/2/2013	Service Complaint – VRS hold time	4/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00324919	4/2/2013	Service Complaint – Technical issue	6/20/2013	Customer issue resolved.
00326032	4/3/2013	VI Complaint - Interpreter Skills	4/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00325523	4/3/2013	Service Complaint – VRS hold time	4/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00325749	4/3/2013	Service Complaint – VRS hold time	5/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326131	4/4/2013	VI Complaint - Interpreter Skills	4/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326146	4/4/2013	VI Complaint - Interpreter Skills	4/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326169	4/4/2013	VI Complaint - Interpreter Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326151	4/4/2013	VI Complaint - Professional Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326612	4/4/2013	VI Complaint - Professional Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326515	4/4/2013	Service Complaint – VRS hold time	4/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326891	4/5/2013	VI Complaint - Call Procedure	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326661	4/5/2013	VI Complaint - Professional Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00326691	4/5/2013	VI Complaint - Professional Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00327067	4/5/2013	VI Complaint - Professional Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00326899	4/5/2013	Service Complaint - Technical Issue	4/5/2013	Issue happened once and did not reoccur. Case closed by service group.
00327486	4/8/2013	VI Complaint - Call Procedure	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00327745	4/8/2013	VI Complaint - Call Procedure	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00327455	4/8/2013	VI Complaint - Professional Skills	4/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00327869	4/8/2013	VI Complaint - Professional Skills	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00328687	4/10/2013	VI Complaint - Professional Skills	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00328720	4/10/2013	Service Complaint-Technical Issue	4/10/2013	Technical issue resolved.
00329112	4/11/2013	VI Complaint - Call Procedure	4/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00328977	4/11/2013	VI Complaint - Professional Skills	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00329103	4/11/2013	VI Complaint - Professional Skills	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00329341	4/11/2013	VI Complaint - Professional Skills	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00329106	4/11/2013	Service Complaint-Technical Issue	4/11/2013	Technical issue resolved.
00329711	4/12/2013	VI Complaint - Call Procedure	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00329831	4/12/2013	VI Complaint - Call Procedure	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00329628	4/12/2013	Service Complaint-Technical Issue	4/12/2013	Technical issue resolved.
00329501	4/12/2013	Service Complaint-Technical Issue	6/27/2013	No further response from customer. Service case closed
00329974	4/13/2013	VI Complaint - Call Procedure	4/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00330467	4/15/2013	VI Complaint - Call Procedure	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00330405	4/15/2013	VI Complaint - Professional Skills	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00330457	4/15/2013	VI Complaint - Professional Skills	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00330742	4/16/2013	VI Complaint - Interpreter Skills	4/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00330956	4/16/2013	VI Complaint - Professional Skills	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00330851	4/16/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00330998	4/16/2013	Service Complaint – VRS hold time	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00331113	4/17/2013	VI Complaint - Call Procedure	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00331296	4/17/2013	VI Complaint - Call Procedure	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00331295	4/17/2013	VI Complaint - Professional Skills	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00331494	4/18/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00331426	4/18/2013	VI Complaint - Professional Skills	4/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00331402	4/18/2013	Service Complaint-Technical Issue	4/18/2013	Technical issue resolved.
00332135	4/20/2013	VI Complaint - Professional Skills	4/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00332730	4/22/2013	VI Complaint - Call Procedure	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00332360	4/22/2013	VI Complaint - Call Procedure	4/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00332394	4/22/2013	VI Complaint - Call Procedure	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00332729	4/22/2013	VI Complaint - Call Procedure	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00332583	4/22/2013	VI Complaint - Professional Skills	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00332735	4/22/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333096	4/23/2013	VI Complaint - Professional Skills	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333130	4/23/2013	VI Complaint - Professional Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333138	4/23/2013	VI Complaint - Professional Skills	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333428	4/24/2013	VI Complaint - Interpreter Skills	4/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333228	4/24/2013	VI Complaint - Professional Skills	4/24/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00333414	4/24/2013	VI Complaint - Professional Skills	4/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333600	4/25/2013	VI Complaint - Interpreter Skills	4/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00333807	4/25/2013	VI Complaint - Professional Skills	4/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00334752	4/29/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00334676	4/29/2013	VI Complaint - Professional Skills	5/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00334597	4/29/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00334747	4/29/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00334945	4/30/2013	VI Complaint - Call Procedure	4/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335141	4/30/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00334939	4/30/2013	VI Complaint - Professional Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335365	5/1/2013	VI Complaint - Call Procedure	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335471	5/1/2013	VI Complaint - Interpreter Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335532	5/1/2013	VI Complaint - Professional Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335958	5/2/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335775	5/2/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335959	5/2/2013	VI Complaint - Call Procedure	6/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335966	5/2/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00335961	5/2/2013	VI Complaint - Professional Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336105	5/3/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336171	5/3/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336172	5/3/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00336190	5/3/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336101	5/3/2013	VI Complaint - Professional Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336380	5/4/2013	VI Complaint - Professional Skills	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336821	5/6/2013	VI Complaint - Call Procedure	5/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336631	5/6/2013	Service Complaint – VRS hold time	5/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00336725	5/6/2013	Service Complaint – VRS hold time	5/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00337177	5/7/2013	VI Complaint - Interpreter Skills	5/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00337485	5/8/2013	VI Complaint - Interpreter Skills	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00337369	5/8/2013	VI Complaint - Professional Skills	6/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00337766	5/9/2013	VI Complaint - Call Procedure	6/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339010	5/9/2013	VI Complaint - Call Procedure	5/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339158	5/10/2013	VI Complaint - Professional Skills	5/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339165	5/10/2013	VI Complaint - Professional Skills	5/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339161	5/10/2013	VI Complaint - Professional Skills	5/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339141	5/10/2013	Service Complaint-Technical Issue	6/5/2013	Customer informed that device not supported by Purple.
00339639	5/13/2013	VI Complaint - Call Procedure	5/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339804	5/13/2013	VI Complaint - Call Procedure	5/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339878	5/13/2013	VI Complaint - Call Procedure	5/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339735	5/13/2013	VI Complaint - Professional Skills	5/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00339765	5/13/2013	VI Complaint - Professional Skills	5/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00340082	5/14/2013	VI Complaint - Interpreter Skills	5/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00340174	5/14/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00340279	5/15/2013	VI Complaint - Call Procedure	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00340612	5/15/2013	VI Complaint - Professional Skills	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00340794	5/15/2013	VI Complaint - Professional Skills	5/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00340723	5/15/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341058	5/16/2013	VI Complaint - Call Procedure	5/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341155	5/16/2013	VI Complaint - Call Procedure	5/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341057	5/16/2013	VI Complaint - Professional Skills	5/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341428	5/17/2013	VI Complaint - Interpreter Skills	5/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341539	5/17/2013	VI Complaint - Interpreter Skills	5/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341412	5/17/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341414	5/17/2013	Service Complaint – VRS hold time	5/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341455	5/17/2013	Service Complaint – VRS hold time	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00341918	5/20/2013	VI Complaint - Interpreter Skills	5/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00342145	5/20/2013	Service Complaint – VRS hold time	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00342417	5/21/2013	VI Complaint - Interpreter Skills	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00342350	5/21/2013	VI Complaint - Professional Skills	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00342960	5/22/2013	VI Complaint - Professional Skills	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00342828	5/22/2013	VI Complaint - Professional Skills	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00343160	5/23/2013	VI Complaint - Call Procedure	5/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00343262	5/23/2013	VI Complaint - Call Procedure	5/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00343339	5/23/2013	VI Complaint - Professional Skills	5/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00343517	5/24/2013	Service Complaint-Technical Issue	6/3/2013	Customer did not response further. Service case closed.
00344016	5/28/2013	VI Complaint - Call Procedure	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00344067	5/28/2013	VI Complaint - Call Procedure	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00344017	5/28/2013	VI Complaint - Professional Skills	5/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00344221	5/28/2013	Service Complaint-Technical Issue	Open	Contacted customer multiple times for additional information and waiting for reply.
00344477	5/29/2013	VI Complaint - Professional Skills	5/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00344709	5/29/2013	VI Complaint - Professional Skills	5/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00344853	5/30/2013	VI Complaint - Professional Skills	5/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00345229	5/31/2013	VI Complaint - Professional Skills	5/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback



**FCC Summary Log
For
IP-CTS Relay Service
June 1, 2012 to May 31, 2013**

Number of Complaints received from June 1, 2012 to May 31, 2013

June '12	July '12	Aug '12	Sept '12	Oct '12	Nov '12	Dec '12	Jan '13	Feb '13	Mar '13	Apr '13	May '13
3	4	0	0	1	4	1	0	1	0	0	2

The total Number of Complaints for this reporting period was 15. Complaints are followed up and resolved in a timely manner. Summary log follows.

Tracking Number	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
00002515	6/7/2012	Complaint	CA Complaint	Customer reported that CA stopped captioning call prematurely	6/11/2012	CA was coached by Supervisor
00002524	6/11/2012	Complaint	CA Complaint	Accuracy errors	6/11/2012	Provided transcript to Supervisor. CA coached.
00002525	6/11/2012	Tech Support	Connection issue	Log in issues. Care attempted to contact customer to provide assistance multiple times without success.	6/15/2012	Unable to reach customer. Emailed possible solutions.
00002573	7/8/2012	Complaint	CA Complaint	Accuracy issue. Requested additional specific information that would be helpful in coaching CA. Customer did not respond with CA number.	7/8/2012	Apologized to customer. Unable to provide coaching as no CA number provided.
00002598	7/19/2012	Complaint	CA Complaint	Accuracy issue. Provided transcript.	7/23/2012	Supervisor reviewed transcript with CA. Coached on accuracy. Will receive additional monitoring.
00002602	7/24/2012	Complaint	CA Complaint	CA Accuracy issues. Provided transcript.	7/27/2012	Supervisor reviewed transcript with CA. Coached on accuracy. Will receive additional monitoring.
00002604	7/26/2012	Complaint	Caption Issue	Customer reported both sides of call being captioned. Provided details.	8/7/2013	Supervisor provided with transcript. CA coached on settings to ensure captioning correct side of conversation.
00002949	10/4/2012	Tech Support	Website Issue	Customer unable to log in to website.	10/5/2012	Confirmed we were having technical issues. Issue corrected, informed customer.
00003066	11/9/2012	Complaint	CA Complaint	Accuracy issues. Customer provided transcripts.	11/15/2012	Transcripts provided to Supervisor. CA Coached.

Tracking Number	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
00003081	11/15/2012	Complaint	CA Complaint	Customer unhappy with handling of her calls to recordings but unable to provide any specifics (i.e. CA numbers)	11/26/2012	Attempted to get specifics from customer. Apologized to customer. Unable to coach CAs.
00003082	11/15/2012	Complaint	Caption issue	Customer having issues with captions ending prematurely. Gathered specific information.	11/27/2012	Apologized to customer. Passed info to IT to watch for possible issue, although could be due to customer WiFi connection.
00003104	11/28/2012	Complaint	CA Complaint	Customer unhappy with accuracy. Provided specific CA number and errors.	11/28/2012	Specific info passed to Supervisor. CA was coached.
00003132	12/5/2012	Complaint	CA Complaint	Customer reported CA captioned her side of conversation. Provided details.	12/6/2012	Details sent to Supervisor. CA coached to check settings upon call arrival to ensure captioning correct side.
00003399	2/5/2013	Tech Support	Caption issue	Customers call dropped captioning	2/6/2013	Apologized to customer. Final of multiple IT updates implemented 6/11/13.
00003983	5/14/2013	Tech Support	Caption issue	Captions suddenly stopped on call.	6/11/2013	Apologized to customer. IT deployed fix 6/11/13.
00004003	5/17/2013	Tech Support	Connection issue	Customer reported unable to connect to ClearCaptions	5/20/2013	Notified customer that we had experienced some technical issues on that day that made this occur on some calls. Apologized to customer.



**FCC Summary Log
For
IP-Relay Service
June 1, 2012 to May 31, 2013**

Number of Complaints received from June 1, 2012 to May 31, 2013

June '12	July '12	Aug '12	Sept '12	Oct '12	Nov '12	Dec '12	Jan '13	Feb '13	Mar '13	Apr '13	May '13
2	1	4	0	3	1	5	2	1	3	5	0

The total Number of Complaints for this reporting period was 27. Complaints are followed up and resolved in a timely manner. Summary log follows.

Tracking Number	Category Item	Opened Date	Description	Closed Date	Explanation of Resolution
259852	Text CA Complaint	6/18/2012	Customer complained that CA disconnected call and did not follow procedure.	7/11/2012	Responded to customer to request CA information. No additional information received from customer.
261369	Text CA Complaint	6/28/2012	Customer complained that CA disconnected call.	7/3/2012	Customer Care documented case.
263677	Text CA Complaint	7/17/2012	Customer complained of unprofessional CA behavior.	8/17/2012	CA was disciplined.
265645	Text CA Complaint	8/1/2012	Complaint that CA typed to slowly.	8/25/2012	Customer Care documented case.
265981	Text CA Complaint	8/3/2012	Customer complaint that CA disconnected call and acted unprofessionally.	8/16/2012	CA was disciplined.
267384	Text Service Complaint	8/14/2012	Customer complaint of disconnected calls.	9/25/2012	Logs reviewed and shown that caller disconnected.
267510	Text Service Complaint	8/14/2012	Customer complaint of disconnected call.	9/5/2012	Responded to customer and explained CA call handling procedure.
277204	Text CA Complaint	10/12/2012	Customer complained that due to their call ringing without pickup, the CA ended their call.	10/25/2012	Operations reviewed report and informed Development team of technical issue.
277459	Text CA Complaint	10/13/2012	Customer complained that CA didn't follow special instructions from customer.	10/16/2012	Forwarded to Operations for additional follow-up.
279469	Text CA Complaint	10/22/2012	Customer unhappy that CA put him on hold.	11/9/2012	Responded to customer asking for additional information. No additional information received.

281795	Text Service Complaint	11/2/2012	Customer complained there was a delay in receiving their email alert.	11/12/2012	Responded to customer and notified quality assurance of the issue.
289326	Text Hold Time Complaint	12/8/2012	Customer complained the hold time was too long.	12/8/2012	Responded with apology to customer.
289608	Text CA Complaint	12/10/2012	Customer complained that CA ended call without explanation.	1/18/2013	Customer Care documented case.
292171	Text CA Complaint	12/14/2012	Customer complained that CA ended call too early due to non- response from other party.	1/18/2013	Customer Care documented case.
292955	Text CA Complaint	12/18/2012	Customer complained that CA acted unprofessionally in telling hearing party to slow down.	1/18/2013	Customer Care documented case.
294096	Text CA Complaint	12/23/2012	Customer complained that CA disconnected call after thirty seconds of non-activity.	1/7/2013	Reviewed and determined that CA had followed correct procedure.
295963	Text Hold Time Complaint	1/4/2013	Customer complaint that hold time was too long.	1/7/2013	Responded to customer.
297050	Text Hold Time Complaint	1/9/2013	Customer complaint that hold time was too long.	1/14/2013	Responded to customer with information on technical issue and resolution.
312878	Text Hold Time Complaint	2/27/2013	Customer complaint of long wait time.	2/27/2013	Responded to customer to provide technical solution.
313683	Text Service Complaint	3/1/2013	Customer complaint that there is not enough time to type responses through service	3/1/2013	Responded to customer and explained call handling procedure.
313803	Text Service Complaint	3/1/2013	Customer complaint that there is not enough time to type responses through service	3/5/2013	Responded to customer.
319527	Text CA Complaint	3/19/2013	Customer complaint of slow CA response.	3/29/2013	Customer Care documented case.

325471	Text CA Complaint	4/3/2013	Customer complaint the CA was not accurate.	4/24/2013	Forwarded to Operations for additional follow-up.
325667	Text CA Complaint	4/3/2013	Customer complaint that CA types too slowly.	4/24/2013	Forwarded to Operations for additional follow-up.
326834	Text CA Complaint	4/5/2013	Customer complained that CA disconnected call.	4/24/2013	Forwarded to Operations for additional follow-up.
326811	Text CA Complaint	4/5/2013	Customer complained that CA disconnected call after thirty seconds of non-activity.	6/28/2013	Forwarded to Operations for additional follow-up.
333193	Text CA Complaint	4/23/2013	Customer complaint that CA did not follow instructions.	6/28/2013	Forwarded to Operations for additional follow-up.