



FCC Compliant Log Summary
Convo Communication, LLC
June 1, 2012 to May 31, 2013

Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Total
51	34	57	60	54	46	37	36	39	54	55	98	621

General	Service	Technology
6	546	69

General		Service		Technology	
Case Number	Date	Customer Complaint	Solution	Date Closed	Category

1	Jun 1, 2012	Audio	Helped customer mute audio	Jun 1, 2012	Technology
2	Jun 1, 2012	Download CD	Helped customer download CD	Jun 1, 2012	Service
3	Jun 4, 2012	Password	Helped customer retrieve Password	Jun 4, 2012	Service
4	Jun 4, 2012	Password	Helped customer retrieve Password	Jun 4, 2012	Service
5	Jun 4, 2012	Password	Helped customer retrieve Password	Jun 4, 2012	Service
6	Jun 5, 2012	Forgot phone #	Helped customer get Phone Number	Jun 5, 2012	Service
7	Jun 5, 2012	Forgot phone #	Helped customer get Phone Number	Jun 5, 2012	Service
8	Jun 5, 2012	Password	Helped customer retrieve Password	Jun 5, 2012	Service
9	Jun 5, 2012	Anywhere	Helped customer use Anywhere	Jun 5, 2012	Technology
10	Jun 6, 2012	Connection lead to VRS	Helped customer connect P2P	Jun 6, 2012	Service
11	Jun 6, 2012	Password	Helped customer retrieve Password	Jun 6, 2012	Service
12	Jun 7, 2012	Connection-lead to VRS	Helped customer connect P2P	Jun 7, 2012	Service
13	Jun 7, 2012	Video quality	Helped customer fix video quality	Jun 7, 2012	Technology
14	Jun 8, 2012	Forgot phone #	Helped customer get Phone Number	Jun 8, 2012	Service

15	Jun 8, 2012	How to add contact	Helped customer add contact	Jun 8, 2012	Service
16	Jun 8, 2012	Password	Helped customer retrieve Password	Jun 8, 2012	Service
17	Jun 8, 2012	VP Connections	Helped customer fix VP Connections	Jun 8, 2012	Technology
18	Jun 11, 2012	Download CD	Helped customer Download CD	Jun 11, 2012	Service
19	Jun 12, 2012	Black Screen	Helped customer fix Black Screen	Jun 12, 2012	Technology
20	Jun 12, 2012	P2P lead to VI	Helped customer fix this issue	Jun 12, 2012	Service
21	Jun 12, 2012	Registration	Helped customer register	Jun 12, 2012	Service
22	Jun 13, 2012	Password	Helped customer retrieve Password	Jun 13, 2012	Service
23	Jun 13, 2012	Password	Helped customer retrieve Password	Jun 13, 2012	Service
24	Jun 14, 2012	P2P lead to VI	Helped customer fix this issue	Jun 14, 2012	Service
25	Jun 14, 2012	Password/Connection	Helped customer retrieve Password	Jun 14, 2012	Service
26	Jun 15, 2012	P2P lead to VI	Helped customer fix this issue	Jun 15, 2012	Service
27	Jun 15, 2012	Screen size	Helped customer fix Screen size	Jun 15, 2012	Service
28	Jun 18, 2012	Phone Number	Helped customer get Phone Number	Jun 18, 2012	Service
29	Jun 18, 2012	Phone Number	Helped customer get Phone Number	Jun 18, 2012	Service
30	Jun 19, 2012	P2P lead to VI	Helped customer fix this issue	Jun 19, 2012	Service
31	Jun 19, 2012	Phone Number	Helped customer get Phone Number	Jun 19, 2012	Service
32	Jun 20,	Phone Number	Helped customer get Phone Number	Jun 20,	Service

	2012			2012	
33	Jun 20, 2012	Screen size	Helped customer fix Screen size	Jun 20, 2012	Service
34	Jun 21, 2012	Password	Helped customer retrieve Password	Jun 21, 2012	Service
35	Jun 22, 2012	Password	Helped customer retrieve Password	Jun 22, 2012	Service
36	Jun 22, 2012	Phone Number	Helped customer retrieve Password	Jun 22, 2012	Service
37	Jun 25, 2012	Download CM	Helped customer download CM	Jun 25, 2012	Service
38	Jun 25, 2012	Download CM	Helped customer download CM	Jun 25, 2012	Service
39	Jun 25, 2012	Forgot #/Password	Helped customer retrieve Password/ Phone Number	Jun 25, 2012	Service
40	Jun 25, 2012	Phone Number	Helped customer get Phone Number	Jun 25, 2012	Service
41	Jun 26, 2012	iChat Register	Helped customer obtain iChat account	Jun 26, 2012	Service
42	Jun 26, 2012	Password	Helped customer retrieve Password	Jun 26, 2012	Service
43	Jun 26, 2012	Phone Number	Helped customer get Phone Number	Jun 26, 2012	Service
44	Jun 27, 2012	Black Screen	Helped customer fix Black Screen	Jun 27, 2012	Technology
45	Jun 27, 2012	Password	Helped customer retrieve Password	Jun 27, 2012	Service
46	Jun 28, 2012	Phone Number to VRS	Helped the customer ITRS issue	Jun 28, 2012	Service
47	Jun 28, 2012	Registration	Helped customer register	Jun 28, 2012	Service
48	Jun 28, 2012	Video not connected	Helped the customer How to connect	Jun 28, 2012	Technology
49	Jun 29, 2012	Anywhere	Helped customer use Anywhere	Jun 29, 2012	Technology

50	Jun 29, 2012	iChat Register	Helped customer obtain iChat account	Jun 29, 2012	Service
51	Jun 29, 2012	Password	Helped customer retrieve Password	Jun 29, 2012	Service
52	Jul 3, 2012	Trouble connecting to VRS	Helped the customer achieve VRS Connection	Jul 3, 2012	Service
53	Jul 3, 2012	Not registered with iChat	Helped customer obtain iChat account	Jul 3, 2012	Service
54	Jul 3, 2012	Phone Number	Helped customer get Phone Number	Jul 3, 2012	Service
55	Jul 5, 2012	Forgot phone #	Helped customer get Phone Number	Jul 5, 2012	Service
56	Jul 5, 2012	Not registered with iChat	Helped customer obtain iChat account	Jul 5, 2012	Service
57	Jul 6, 2012	Forgot Phone Number	Helped customer get Phone Number	Jul 6, 2012	Service
58	Jul 9, 2012	iChat Register	Helped customer obtain iChat account	Jul 9, 2012	Service
59	Jul 9, 2012	Password	Helped customer retrieve Password	Jul 9, 2012	Service
60	Jul 9, 2012	Phone Number	Helped customer get Phone Number	Jul 9, 2012	Service
61	Jul 10, 2012	Forgot phone #	Helped customer get Phone Number	Jul 10, 2012	Service
62	Jul 10, 2012	Log-in	Helped customer Log-in CD	Jul 10, 2012	Service
63	Jul 11, 2012	iChat Register	Helped customer obtain iChat account	Jul 11, 2012	Service
64	Jul 11, 2012	Log-in issue	Helped customer Log-in CD	Jul 11, 2012	Service
65	Jul 12, 2012	Black Screen	Helped customer fix Black Screen	Jul 12, 2012	Technology
66	Jul 12, 2012	Phone Number/VRS	Helped customer get Phone Number/VRS	Jul 12, 2012	Service
67	Jul 16,	Audio	Helped customer mute audio	Jul 16,	Technology

	2012			2012	
68	Jul 16, 2012	Download CM	Helped customer Download CM	Jul 16, 2012	Service
69	Jul 17, 2012	Password	Helped customer retrieve Password	Jul 17, 2012	Service
70	Jul 17, 2012	Phone Number	Helped customer get Phone Number	Jul 17, 2012	Service
71	Jul 18, 2012	Log-in	Helped customer Log-in CD	Jul 18, 2012	Service
72	Jul 18, 2012	Password	Helped customer retrieve Password	Jul 18, 2012	Service
73	Jul 20, 2012	Download CM	Helped customer download CM	Jul 20, 2012	Service
74	Jul 20, 2012	Password	Helped customer retrieve Password	Jul 20, 2012	Service
75	Jul 20, 2012	Registration	Helped customer register	Jul 20, 2012	service
76	Jul 23, 2012	Download CM	Helped customer download CM	Jul 23, 2012	Service
77	Jul 23, 2012	Download/Black Screen	Helped customer fix Black Screen	Jul 23, 2012	Technology
78	Jul 23, 2012	Video Connection	Helped customer download CD	Jul 23, 2012	Technology
79	Jul 24, 2012	Forgot phone #	Helped customer get Phone Number	Jul 24, 2012	Service
80	Jul 25, 2012	Log-in	Helped customer Log-in CD	Jul 25, 2012	Service
81	Jul 25, 2012	Log-in issue	Helped customer Log-in CD	Jul 25, 2012	Service
82	Jul 26, 2012	Forgot phone #	Helped customer get Phone Number	Jul 26, 2012	Service
83	Jul 27, 2012	Password	Helped customer retrieve Password	Jul 27, 2012	Service
84	Jul 30, 2012	Black Screen	Helped customer fix Black Screen	Jul 30, 2012	Technology

85	Jul 31, 2012	Not registered with iChat	Helped customer obtain iChat account	Jul 31, 2012	Service
86	Aug 1, 2012	Password	Helped customer retrieve Password	Aug 1, 2012	Service
87	Aug 1, 2012	VCO	Helped customer use VCO	Aug 1, 2012	Technology
88	Aug 2, 2012	Audio	Helped customer mute audio	Aug 2, 2012	Technology
89	Aug 2, 2012	Password	Helped customer retrieve Password	Aug 2, 2012	Service
90	Aug 3, 2012	Phone Number/Password	Helped customer retrieve Password/Phone Number	Aug 3, 2012	Service
91	Aug 4, 2012	Black Screen	Helped customer fix Black Screen	Aug 4, 2012	Technology
92	Aug 4, 2012	VCO	Helped customer use VCO	Aug 4, 2012	Technology
93	Aug 5, 2012	Anywhere	Helped customer use Anywhere	Aug 5, 2012	Technology
94	Aug 5, 2012	How to use CD	Helped customer use CD	Aug 5, 2012	Service
95	Aug 5, 2012	iChat Register	Helped customer obtain iChat account	Aug 5, 2012	Service
96	Aug 5, 2012	Phone Number/Password	Helped customer retrieve Password/Phone Number	Aug 5, 2012	Service
97	Aug 6, 2012	add 877 in VP200	Helped customer add 877 in 200	Aug 6, 2012	Service
98	Aug 6, 2012	Password	Helped customer retrieve Password/Phone Number	Aug 6, 2012	Service
99	Aug 6, 2012	Phone Number/Password	Helped customer download CD	Aug 6, 2012	Service
100	Aug 7, 2012	Connection-lead to VRS	Helped customer fix this issue	Aug 7, 2012	Service
101	Aug 7, 2012	Phone Number	Helped customer get Phone Number	Aug 7, 2012	Service
102	Aug 8,	Phone Number	Helped customer get Phone Number	Aug 8,	Service

	2012			2012	
103	Aug 8, 2012	Phone Number	Helped customer get Phone Number	Aug 8, 2012	Service
104	Aug 9, 2012	AIM registered	Helped customer obtain iChat account	Aug 9, 2012	Service
105	Aug 9, 2012	CD on Mac	Helped customer download CD on Mac	Aug 9, 2012	Service
106	Aug 10, 2012	Black Screen	Helped customer fix Black Screen	Aug 10, 2012	Technology
107	Aug 10, 2012	Convo Passport	Helped customer apply Convo Passport	Aug 10, 2012	Service
108	Aug 10, 2012	Password	Helped customer retrieve Password	Aug 10, 2012	Service
109	Aug 13, 2012	Download CM	Helped customer download CM	Aug 13, 2012	Service
110	Aug 13, 2012	Password	Helped customer retrieve Password	Aug 13, 2012	Service
111	Aug 14, 2012	iChat Register	Helped customer obtain iChat account	Aug 14, 2012	Service
112	Aug 15, 2012	iChat Connection	Helped customer do iChat Connection	Aug 15, 2012	Service
113	Aug 15, 2012	Phone Number	Helped customer get Phone Number	Aug 15, 2012	Service
114	Aug 16, 2012	Change of Email Address	Helped customer change email address	Aug 16, 2012	Service
115	Aug 16, 2012	Screenname change	Helped customer change Screen name	Aug 16, 2012	Service
116	Aug 17, 2012	Network	Helped customer correct Network issue	Aug 17, 2012	Technology
117	Aug 17, 2012	Password	Helped customer retrieve Password	Aug 17, 2012	Service
118	Aug 17, 2012	Phone Number	Helped customer get Phone Number	Aug 17, 2012	Service
119	Aug 20, 2012	Black Screen	Helped customer fix Black Screen	Aug 20, 2012	Technology

120	Aug 20, 2012	Phone Number	Helped customer get Phone Number	Aug 20, 2012	Service
121	Aug 21, 2012	Phone Number	Helped customer get Phone Number	Aug 21, 2012	Service
122	Aug 22, 2012	Black Screen	Helped customer fix Black Screen	Aug 22, 2012	Technology
123	Aug 23, 2012	iChat Register	Helped customer obtain iChat account	Aug 23, 2012	Service
124	Aug 23, 2012	point to point?	Helped customer connect P2P	Aug 23, 2012	General
125	Aug 23, 2012	Registration	Helped customer register	Aug 23, 2012	Service
126	Aug 24, 2012	Password	Helped customer retrieve Password	Aug 24, 2012	Service
127	Aug 24, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Aug 24, 2012	Service
128	Aug 27, 2012	Black Screen	Helped customer fix Black Screen	Aug 27, 2012	Technology
129	Aug 27, 2012	Download CM	Helped customer download CM	Aug 27, 2012	Service
130	Aug 27, 2012	point to point	Helped customer connect P2P	Aug 27, 2012	Service
131	Aug 28, 2012	Download CM	Helped customer download CM	Aug 28, 2012	Service
132	Aug 28, 2012	Phone Number	Helped customer get Phone Number	Aug 28, 2012	Service
133	Aug 28, 2012	Phone Number	Helped customer get Phone Number	Aug 28, 2012	Service
134	Aug 29, 2012	iChat Connection	Helped customer do iChat Connection	Aug 29, 2012	Service
135	Aug 29, 2012	Password	Helped customer retrieve Password	Aug 29, 2012	Service
136	Aug 29, 2012	Phone Number	Helped customer get Phone Number	Aug 29, 2012	Service
137	Aug 29, 2012	Phone Number	Helped customer get Phone Number	Aug 29, 2012	Service

	2012			2012	
138	Aug 30, 2012	Password	Helped customer retrieve Password	Aug 30, 2012	Service
139	Aug 30, 2012	Video quality	Helped customer fix this Video quality	Aug 30, 2012	Technology
140	Aug 31, 2012	Password	Helped customer retrieve Password	Aug 31, 2012	Service
141	Aug 31, 2012	Video quality	Helped customer fix video quality	Aug 31, 2012	Technology
142	Sep 4, 2012	Password	Helped customer retrieve Password	Sep 4, 2012	Service
143	Sep 4, 2012	Phone Number	Helped customer get Phone Number	Sep 4, 2012	Service
144	Sep 5, 2012	Download CM	Helped customer download CM	Sep 5, 2012	Service
145	Sep 5, 2012	Phone Number	Helped customer get Phone Number	Sep 5, 2012	Service
146	Sep 5, 2012	Phone Number	Helped customer get Phone Number	Sep 5, 2012	Service
147	Sep 6, 2012	Password	Helped customer retrieve Password	Sep 6, 2012	Service
148	Sep 6, 2012	Password	Helped customer retrieve Password	Sep 6, 2012	Service
149	Sep 6, 2012	register	Helped customer obtain iChat account	Sep 6, 2012	Service
150	Sep 7, 2012	Password	Helped customer retrieve Password	Sep 7, 2012	Service
151	Sep 7, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Sep 7, 2012	Service
152	Sep 10, 2012	Phone Number	Helped customer get Phone Number	Sep 10, 2012	Service
153	Sep 10, 2012	Phone Number	Helped customer get Phone Number	Sep 10, 2012	Service
154	Sep 11, 2012	Black Screen	Helped customer fix Black Screen	Sep 11, 2012	Technology

155	Sep 11, 2012	Phone Number	Helped customer get Phone Number	Sep 11, 2012	Service
156	Sep 11, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Sep 11, 2012	Service
157	Sep 12, 2012	Password	Helped customer retrieve Password	Sep 12, 2012	Service
158	Sep 12, 2012	Phone Number	Helped customer get Phone Number	Sep 12, 2012	Service
159	Sep 12, 2012	Phone Number	Helped customer get Phone Number	Sep 12, 2012	Service
160	Sep 14, 2012	Download CM	Helped customer get Phone Number	Sep 14, 2012	Service
161	Sep 14, 2012	Password	Helped customer retrieve Password	Sep 14, 2012	Service
162	Sep 14, 2012	Password	Helped customer retrieve Password	Sep 14, 2012	Service
163	Sep 14, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Sep 14, 2012	Service
164	Sep 15, 2012	Download CD	Helped customer download CD	Sep 15, 2012	Technology
165	Sep 15, 2012	Registration	Helped customer register	Sep 15, 2012	Service
166	Sep 15, 2012	Phone Number	Helped customer get Phone Number	Sep 15, 2012	Service
167	Sep 15, 2012	Phone Number	Helped customer get Phone Number	Sep 15, 2012	Service
168	Sep 16, 2012	Download CD	Helped customer download CD	Sep 16, 2012	Service
169	Sep 16, 2012	Phone Number	Helped customer get Phone Number	Sep 16, 2012	Service
170	Sep 17, 2012	Password	Helped customer retrieve Password	Sep 17, 2012	Service
171	Sep 17, 2012	Phone Number	Helped customer get Phone Number	Sep 17, 2012	Service
172	Sep 17,	Remove Phone Number	Helped customer remove Phone Number	Sep 17,	Service

	2012			2012	
173	Sep 18, 2012	address change	Helped customer change address in account	Sep 18, 2012	Service
174	Sep 18, 2012	Password	Helped customer get Phone Number	Sep 18, 2012	Service
175	Sep 18, 2012	Phone Number	Helped customer get Phone Number	Sep 18, 2012	Service
176	Sep 18, 2012	Phone Number/Password	Helped customer get Phone Number	Sep 18, 2012	Service
177	Sep 19, 2012	Download CD	Helped customer download CD	Sep 19, 2012	Service
178	Sep 19, 2012	Password	Helped customer get Phone Number	Sep 19, 2012	Service
179	Sep 19, 2012	Phone Number/Password	Helped customer get Phone Number	Sep 19, 2012	Service
180	Sep 20, 2012	Download CM	Helped customer download CM	Sep 20, 2012	Service
181	Sep 20, 2012	Password	Helped customer retrieve Password	Sep 20, 2012	Service
182	Sep 20, 2012	Phone Number	Helped customer get Phone Number	Sep 20, 2012	Service
183	Sep 20, 2012	New product??	Advised customer to stay tuned	Sep 20, 2012	General
184	Sep 21, 2012	Download CD	Helped customer download CD	Sep 21, 2012	Service
185	Sep 21, 2012	Password	Helped customer retrieve Password	Sep 21, 2012	Service
186	Sep 21, 2012	Phone Number	Helped customer get Phone Number	Sep 21, 2012	Service
187	Sep 24, 2012	Password	Helped customer retrieve Password	Sep 24, 2012	Service
188	Sep 24, 2012	Password	Helped customer retrieve Password	Sep 24, 2012	Service
189	Sep 24, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Sep 24, 2012	Service

190	Sep 24, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Sep 24, 2012	Service
191	Sep 25, 2012	Download CD	Helped customer download CD	Sep 25, 2012	Service
192	Sep 25, 2012	Password	Helped customer retrieve Password	Sep 25, 2012	Service
193	Sep 25, 2012	Phone Number	Helped customer get Phone Number	Sep 25, 2012	Service
194	Sep 26, 2012	Password	Helped customer retrieve Password	Sep 26, 2012	Service
195	Sep 26, 2012	New product??	Advised customer to stay tuned	Feb 26, 2012	General
196	Sep 26, 2012	Password	Helped customer retrieve Password	Sep 26, 2012	Service
197	Sep 26, 2012	Phone Number	Helped customer get Phone Number	Sep 26, 2012	Service
198	Sep 26, 2012	Registration	Helped customer register	Sep 26, 2012	Service
199	Sep 26, 2012	New product?	Advised customer to stay tuned	Feb 26, 2012	General
200	Sep 27, 2012	Password	Helped customer retrieve Password	Sep 27, 2012	Service
201	Sep 27, 2012	Video quality	Helped customer fix this Video quality	Sep 27, 2012	Technology
202	Sep 28, 2012	Password	Helped customer retrieve Password	Sep 28, 2012	Service
203	Oct 1, 2012	Phone Number	Helped customer get Phone Number	Oct 1, 2012	Service
204	Oct 1, 2012	Phone Number	Helped customer get Phone Number	Oct 1, 2012	Service
205	Oct 2, 2012	Password	Helped customer retrieve Password	Oct 2, 2012	Service
206	Oct 2, 2012	Phone Number	Helped customer get Phone Number	Oct 2, 2012	Service
207	Oct 2, 2012	Phone Number	Helped customer get Phone Number	Oct 2, 2012	Service

	2012			2012	
208	Oct 3, 2012	Password	Helped customer retrieve Password	Oct 3, 2012	Service
209	Oct 3, 2012	Password	Helped customer retrieve Password	Oct 3, 2012	Service
210	Oct 3, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Oct 3, 2012	Service
211	Oct 3, 2012	Video quality	Helped customer fix the Video quality	Oct 3, 2012	Technology
212	Oct 4, 2012	Password	Helped customer retrieve Password	Oct 4, 2012	Service
213	Oct 4, 2012	Phone Number	Helped customer get Phone Number	Oct 4, 2012	Service
214	Oct 5, 2012	Password	Helped customer retrieve Password	Oct 5, 2012	Service
215	Oct 5, 2012	Video quality	Helped customer fix the Video quality	Oct 5, 2012	Technology
216	Oct 7, 2012	Password	Helped customer retrieve Password	Oct 7, 2012	Service
217	Oct 7, 2012	Phone Number	Helped customer get Phone Number	Oct 7, 2012	Service
218	Oct 8, 2012	Download CD	Helped customer download CD	Oct 8, 2012	Service
219	Oct 8, 2012	Password	Helped customer retrieve Password	Oct 8, 2012	Service
220	Oct 8, 2012	Video quality	Helped customer fix the Video quality	Oct 8, 2012	Technology
221	Oct 9, 2012	Download CM	Helped customer download CM	Oct 9, 2012	Service
222	Oct 9, 2012	Phone Number	Helped customer get Phone Number	Oct 9, 2012	Service
223	Oct 10, 2012	Password	Helped customer retrieve Password	Oct 10, 2012	Service
224	Oct 10, 2012	Password	Helped customer retrieve Password	Oct 10, 2012	Service

225	Oct 10, 2012	Phone Number	Helped customer get Phone Number	Oct 10, 2012	Service
226	Oct 11, 2012	Password	Helped customer retrieve Password	Oct 11, 2012	Service
227	Oct 11, 2012	Password	Helped customer retrieve Password	Oct 11, 2012	Service
228	Oct 12, 2012	Password	Helped customer retrieve Password	Oct 12, 2012	Service
229	Oct 12, 2012	Password	Helped customer retrieve Password	Oct 12, 2012	Service
230	Oct 15, 2012	iChat Register	Helped customer obtain iChat account	Oct 15, 2012	Service
231	Oct 15, 2012	Password	Helped customer retrieve Password	Oct 15, 2012	Service
232	Oct 15, 2012	Phone Number	Helped customer get Phone Number	Oct 15, 2012	Service
233	Oct 16, 2012	Black Screen	Helped customer fix Black Screen	Oct 16, 2012	Technology
234	Oct 16, 2012	iChat Connection	Helped customer do iChat Connection	Oct 16, 2012	Service
235	Oct 16, 2012	Password	Helped customer retrieve Password	Oct 16, 2012	Service
236	Oct 17, 2012	Password	Helped customer retrieve Password	Oct 17, 2012	Service
237	Oct 17, 2012	Phone Number to VRS	Helped the customer ITRS issue	Oct 17, 2012	Service
238	Oct 17, 2012	Video not connected	Helped the customer How to connect	Oct 17, 2012	Technology
239	Oct 18, 2012	iChat Register	Helped customer obtain iChat account	Oct 18, 2012	Service
240	Oct 18, 2012	Password	Helped customer retrieve Password	Oct 18, 2012	Service
241	Oct 18, 2012	Phone Number	Helped customer get Phone Number	Oct 18, 2012	Service
242	Oct 19,	Forgot phone #	Helped customer get Phone Number	Oct 19,	Service

	2012			2012	
243	Oct 22, 2012	iChat Connection	Helped customer do iChat Connection	Oct 22, 2012	Service
244	Oct 22, 2012	Log-in	Helped customer Log-in CD	Oct 22, 2012	Service
245	Oct 22, 2012	Log-in issue	Helped customer Log-in CD	Oct 22, 2012	Service
246	Oct 23, 2012	Forgot phone #	Helped customer get a Phone Number	Oct 23, 2012	Service
247	Oct 23, 2012	Password	Helped customer retrieve Password	Oct 23, 2012	Service
248	Oct 24, 2012	Black Screen	Helped customer fix Black Screen	Oct 24, 2012	Technology
249	Oct 25, 2012	Password	Helped customer retrieve Password	Oct 25, 2012	Service
250	Oct 25, 2012	Video quality	Helped customer fix video quality	Oct 25, 2012	Technology
251	Oct 26, 2012	Password	Helped customer retrieve Password	Oct 26, 2012	Service
252	Oct 26, 2012	Password	Helped customer retrieve Password	Oct 26, 2012	Service
253	Oct 29, 2012	Password	Helped customer retrieve Password	Oct 29, 2012	Service
254	Oct 29, 2012	Password	Helped customer retrieve Password	Oct 29, 2012	Service
255	Oct 30, 2012	Forgot phone #	Helped customer get Phone Number	Oct 30, 2012	Service
256	Oct 30, 2012	Forgot phone #	Helped customer get Phone Number	Oct 30, 2012	Service
257	Nov 1, 2012	Connection lead to VRS	Helped customer connect P2P	Nov 1, 2012	Service
258	Nov 1, 2012	Connection-lead to VRS	Helped customer connect P2P	Nov 1, 2012	Service
259	Nov 2, 2012	Forgot phone #	Helped customer get Phone Number	Nov 2, 2012	Service

260	Nov 2, 2012	Not registered with iChat	Helped customer obtain iChat account	Nov 2, 2012	Service
261	Nov 5, 2012	Forgot Phone Number	Helped customer get Phone Number	Nov 5, 2012	Service
262	Nov 5, 2012	Forgot Phone Number	Helped customer get Phone Number	Nov 5, 2012	Service
263	Nov 6, 2012	Download CD	Helped customer download CD	Nov 6, 2012	Service
264	Nov 6, 2012	Phone Number	Helped customer get Phone Number	Nov 6, 2012	Service
265	Nov 7, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Nov 7, 2012	Service
266	Nov 7, 2012	Video quality	Helped customer fix the Video quality	Nov 7, 2012	Technology
267	Nov 8, 2012	Phone Number	Helped customer get Phone Number	Nov 8, 2012	Service
268	Nov 8, 2012	Phone Number	Helped customer get Phone Number	Nov 8, 2012	Service
269	Nov 8, 2012	Phone Number	Helped customer get Phone Number	Nov 8, 2012	Service
270	Nov 9, 2012	Password	Helped customer retrieve Password	Nov 9, 2012	Service
271	Nov 12, 2012	Password	Helped customer retrieve Password	Nov 12, 2012	Service
272	Nov 12, 2012	Password	Helped customer retrieve Password	Nov 12, 2012	Service
273	Nov 13, 2012	Password	Helped customer retrieve Password	Nov 13, 2012	Service
274	Nov 13, 2012	Password	Helped customer retrieve Password	Nov 13, 2012	Service
275	Nov 13, 2012	Phone Number/Password	Helped customer get Phone Number	Nov 13, 2012	Service
276	Nov 14, 2012	Download CD	Helped customer download CD	Nov 14, 2012	Service
277	Nov 14,	Download CM	Helped customer download CM	Nov 14,	Service

	2012			2012	
278	Nov 15, 2012	Password	Helped customer retrieve Password	Nov 15, 2012	Service
279	Nov 15, 2012	Phone Number	Helped customer get Phone Number	Nov 15, 2012	Service
280	Nov 16, 2012	Download CD	Helped customer download CD	Nov 16, 2012	Service
281	Nov 16, 2012	Phone Number	Helped customer get Phone Number	Nov 16, 2012	Service
282	Nov 19, 2012	Password	Helped customer retrieve Password	Nov 19, 2012	Service
283	Nov 19, 2012	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Nov 19, 2012	Service
284	Nov 19, 2012	Video Connection	Helped the customer How to do Video connect	Nov 19, 2012	Technology
285	Nov 20, 2012	Password	Helped customer retrieve Password	Nov 20, 2012	Service
286	Nov 20, 2012	Phone Number	Helped customer get Phone Number	Nov 20, 2012	Service
287	Nov 21, 2012	Connection-lead to VRS	Helped customer connect P2P	Nov 21, 2012	Service
288	Nov 26, 2012	Forgot phone #	Helped customer get Phone Number	Nov 26, 2012	Service
289	Nov 26, 2012	Password	Helped customer retrieve Password	Nov 26, 2012	Service
290	Nov 26, 2012	Video quality	Helped customer fix video quality	Nov 26, 2012	Technology
291	Nov 27, 2012	Black Screen	Helped customer fix Black Screen	Nov 27, 2012	Technology
292	Nov 27, 2012	Download CD	Helped customer Download CD	Nov 27, 2012	Service
293	Nov 27, 2012	How to add contact	Helped customer add contact	Nov 27, 2012	Service
294	Nov 27, 2012	P2P lead to VI	Helped customer fix this issue	Nov 27, 2012	Service

295	Nov 27, 2012	Password	Helped customer retrieve Password	Nov 27, 2012	Service
296	Nov 28, 2012	Password	Helped customer retrieve Password	Nov 28, 2012	Service
297	Nov 28, 2012	Phone Number	Helped customer get Phone Number	Nov 28, 2012	Service
298	Nov 29, 2012	Password	Helped customer retrieve Password	Nov 29, 2012	Service
299	Nov 29, 2012	Phone Number	Helped customer get Phone Number	Nov 29, 2012	Service
300	Nov 30, 2012	P2P lead to VI	Helped customer fix this issue	Nov 30, 2012	Service
301	Nov 30, 2012	Password	Helped customer retrieve Password	Nov 30, 2012	Service
302	Nov 30, 2012	Phone Number	Helped customer get Phone Number	Nov 30, 2012	Service
303	Dec 3, 2012	Audio	Helped customer mute audio	Dec 3, 2012	Technology
304	Dec 3, 2012	Download CM	Helped customer Download CM	Dec 3, 2012	Service
305	Dec 3, 2012	Phone Number/Password	Helped customer get Phone Number	Dec 3, 2012	Service
306	Dec 4, 2012	Phone Number	Helped customer get Phone Number	Dec 4, 2012	Service
307	Dec 5, 2012	Log-in	Helped customer Log-in CD	Dec 5, 2012	Service
308	Dec 5, 2012	Password	Helped customer retrieve Password	Dec 5, 2012	Service
309	Dec 5, 2012	Password	Helped customer retrieve Password	Dec 5, 2012	Service
310	Dec 6, 2012	Convo Passport	Helped customer apply Convo Passport	Dec 6, 2012	Service
311	Dec 6, 2012	Email address change	Helped customer change email address	Dec 6, 2012	Service
312	Dec 7,	Password	Helped customer retrieve Password	Dec 7,	Service

	2012			2012	
313	Dec 7, 2012	Password	Helped customer retrieve Password	Dec 7, 2012	Service
314	Dec 7, 2012	Phone Number	Helped customer get Phone Number	Dec 7, 2012	Service
315	Dec 10, 2012	P2P lead to VI	Helped customer connect P2P	Dec 10, 2012	Service
316	Dec 10, 2012	Password	Helped customer retrieve Password	Dec 10, 2012	Service
317	Dec 10, 2012	Phone Number	Helped customer get Phone Number	Dec 10, 2012	Service
318	Dec 11, 2012	Log-in issue	Helped customer Log-in CD	Dec 11, 2012	Service
319	Dec 11, 2012	Phone Number	Helped customer get Phone Number	Dec 11, 2012	Service
320	Dec 12, 2012	Password	Helped customer retrieve Password	Dec 12, 2012	Service
321	Dec 12, 2012	Phone Number	Helped customer get Phone Number	Dec 12, 2012	Service
322	Dec 13, 2012	Password	Helped customer retrieve Password	Dec 13, 2012	Service
323	Dec 13, 2012	Phone Number	Helped customer get Phone Number	Dec 13, 2012	Service
324	Dec 14, 2012	Password	Helped customer retrieve Password	Dec 14, 2012	Service
325	Dec 14, 2012	Password	Helped customer retrieve Password	Dec 14, 2012	Service
326	Dec 17, 2012	Download CM	Helped customer download CM	Dec 17, 2012	Service
327	Dec 17, 2012	Phone Number	Helped customer get Phone Number	Dec 17, 2012	Service
328	Dec 17, 2012	point to point	Helped customer connect P2P	Dec 17, 2012	Service
329	Dec 18, 2012	Download CM- flash	Helped customer download CM	Dec 18, 2012	Service

330	Dec 19, 2012	IChat Register	Helped customer obtain iChat account	Dec 19, 2012	Service
331	Dec 19, 2012	Phone Number	Helped customer get Phone Number	Dec 19, 2012	Service
332	Dec 20, 2012	Password	Helped customer retrieve Password	Dec 20, 2012	Service
333	Dec 20, 2012	Password	Helped customer retrieve Password	Dec 20, 2012	Service
334	Dec 20, 2012	Phone Number	Helped customer get Phone Number	Dec 20, 2012	Service
335	Dec 21, 2012	Phone Number	Helped customer retrieve Password	Dec 21, 2012	Service
336	Dec 27, 2012	Download CM	Helped customer download CM	Dec 27, 2012	Service
337	Dec 27, 2012	Password	Helped customer retrieve Password	Dec 27, 2012	Service
338	Dec 28, 2012	Anywhere	Helped customer use Anywhere	Dec 28, 2012	Technology
339	Dec 28, 2012	Download CM	Helped customer download CM	Dec 28, 2012	Service
340	Jan 3, 2013	IChat Register	Helped customer obtain iChat account	Jan 3, 2013	Service
341	Jan 3, 2013	Password	Helped customer retrieve Password	Jan 3, 2013	Service
342	Jan 4, 2013	Phone Number	Helped customer get Phone Number	Jan 4, 2013	Service
343	Jan 4, 2013	Phone Number	Helped customer get Phone Number	Jan 4, 2013	Service
344	Jan 7, 2013	Forgot phone #	Helped customer get Phone Number	Jan 7, 2013	Service
345	Jan 7, 2013	Password	Helped customer retrieve Password	Jan 7, 2013	Service
346	Jan 8, 2013	Log-in	Helped customer Log-in CD	Jan 8, 2013	Service
347	Jan 8, 2013	Log-in issue	Helped customer Log-in CM	Jan 8, 2013	Service

	2013			2013	
348	Jan 9, 2013	Password	Helped customer retrieve Password	Jan 9, 2013	Service
349	Jan 9, 2013	Phone Number	Helped customer get Phone Number	Jan 9, 2013	Service
350	Jan 10, 2013	Black Screen	Helped customer fix Black Screen	Jan 10, 2013	Technology
351	Jan 10, 2013	IChat Register	Helped customer obtain iChat account	Jan 10, 2013	Service
352	Jan 10, 2013	Password	Helped customer retrieve Password	Jan 10, 2013	Service
353	Jan 11, 2013	Convo Passport	Helped customer apply Convo Passport	Jan 11, 2013	Service
354	Jan 11, 2013	VCO	Helped customer use VCO	Jan 11, 2013	Technology
355	Jan 15, 2013	Password	Helped customer retrieve Password	Jan 15, 2013	Service
356	Jan 15, 2013	Phone Number	Helped customer retrieve Password	Jan 15, 2013	Service
357	Jan 16, 2013	Phone Number/Password	Helped customer retrieve Password/Phone Number	Jan 16, 2013	Service
358	Jan 18, 2013	How to use CD	Helped customer use CD	Jan 18, 2013	Service
359	Jan 18, 2013	Password	Helped customer retrieve Password	Jan 18, 2013	Service
360	Jan 21, 2013	Phone Number	Helped customer retrieve Password	Jan 21, 2013	Service
361	Jan 21, 2013	Phone Number	Helped customer get Phone Number	Jan 21, 2013	Service
362	Jan 22, 2013	Password	Helped customer retrieve Password	Jan 22, 2013	Service
363	Jan 22, 2013	Password	Helped customer retrieve Password	Jan 22, 2013	Service
364	Jan 23, 2013	Password	Helped customer retrieve Password	Jan 23, 2013	Service

365	Jan 23, 2013	Password	Helped customer retrieve Password	Jan 23, 2013	Service
366	Jan 24, 2013	877 in VP200	Helped customer add 877 in VP200	Jan 24, 2013	Service
367	Jan 25, 2013	P2P lead to VI	Helped customer fix this issue	Jan 25, 2013	Service
368	Jan 25, 2013	Phone Number	Helped customer get Phone Number	Jan 25, 2013	Service
369	Jan 25, 2013	Screen size	Helped customer fix Screen size	Jan 25, 2013	Service
370	Jan 28, 2013	P2P lead to VI	Helped customer fix this issue	Jan 28, 2013	Service
371	Jan 28, 2013	Phone Number	Helped customer get Phone Number	Jan 28, 2013	Service
372	Jan 30, 2013	iChat Connection	Helped customer do iChat Connection	Jan 30, 2013	Service
373	Jan 30, 2013	Phone Number	Helped customer get Phone Number	Jan 30, 2013	Service
374	Jan 31, 2013	Black Screen	Helped customer fix Black Screen	Jan 31, 2013	Technology
375	Feb 1, 2013	iChat Connection	Helped customer do iChat Connection	Feb 1, 2013	Service
376	Feb 1, 2013	IChat Register	Helped customer obtain iChat account	Feb 1, 2013	Service
377	Feb 4, 2013	Phone Number	Helped customer retrieve Password	Feb 4, 2013	Service
378	Feb 4, 2013	Phone Number	Helped customer get Phone Number	Feb 4, 2013	Service
379	Feb 5, 2013	Password	Helped customer retrieve Password	Feb 5, 2013	Service
380	Feb 6, 2013	Password	Helped customer retrieve Password	Feb 6, 2013	Service
381	Feb 7, 2013	Password	Helped customer retrieve Password	Feb 7, 2013	Service
382	Feb 7, 2013	Phone Number	Helped customer get Phone Number	Feb 7, 2013	Service

	2013			2013	
383	Feb 8, 2013	Phone Number	Helped customer get Phone Number	Feb 8, 2013	Service
384	Feb 11, 2013	Phone Number	Helped customer get Phone Number	Feb 11, 2013	Service
385	Feb 11, 2013	Phone Number to VRS	Helped the customer ITRS issue	Feb 11, 2013	Service
386	Feb 12, 2013	Video not connected	Helped the customer How to connect	Feb 12, 2013	Technology
387	Feb 13, 2013	Network	Helped customer correct Network issue	Feb 13, 2013	Service
388	Feb 13, 2013	Password	Helped customer retrieve Password	Feb 13, 2013	Service
389	Feb 13, 2013	Phone Number	Helped customer get Phone Number	Feb 13, 2013	Service
390	Feb 14, 2013	Password	Helped customer retrieve Password	Feb 14, 2013	Service
391	Feb 14, 2013	Phone Number	Helped customer get Phone Number	Feb 14, 2013	Service
392	Feb 15, 2013	Black Screen	Helped customer fix Black Screen	Feb 15, 2013	Technology
393	Feb 15, 2013	iChat Register	Helped customer obtain iChat account	Feb 15, 2013	Service
394	Feb 15, 2013	Password	Helped customer retrieve Password	Feb 15, 2013	Service
395	Feb 15, 2013	Phone Number/Password	Helped customer retrieve Password/ Phone Number	Feb 15, 2013	Service
396	Feb 19, 2013	Black Screen	Helped customer fix Black Screen	Feb 19, 2013	Technology
397	Feb 19, 2013	Download CM	Helped customer download CM	Feb 19, 2013	Service
398	Feb 19, 2013	Download CM- flash	Helped customer download CM	Feb 19, 2013	Service
399	Feb 19, 2013	Password	Helped customer retrieve Password	Feb 19, 2013	Service

400	Feb 19, 2013	Phone Number	Helped customer get Phone Number	Feb 19, 2013	Service
401	Feb 19, 2013	point to point	Helped customer connect P2P	Feb 19, 2013	Service
402	Feb 21, 2013	Password	Helped customer retrieve Password	Feb 21, 2013	Service
403	Feb 21, 2013	Phone Number	Helped customer get Phone Number	Feb 21, 2013	Service
404	Feb 22, 2013	Trouble connecting to VRS	Helped the customer achieve VRS Connection	Feb 22, 2013	Service
405	Feb 22, 2013	Not registered with iChat	Helped customer obtain iChat account	Feb 22, 2013	Service
406	Feb 22, 2013	Password	Helped customer retrieve Password	Feb 22, 2013	Service
407	Feb 25, 2013	Download CD	Helped customer download CD	Feb 25, 2013	Service
408	Feb 26, 2013	Download CM	Helped customer download CM	Feb 26, 2013	Service
409	Feb 26, 2013	Phone Number	Helped customer get Phone Number	Feb 26, 2013	Service
410	Feb 27, 2013	Password	Helped customer retrieve Password	Feb 27, 2013	Service
411	Feb 27, 2013	Phone Number	Helped customer get Phone Number	Feb 27, 2013	Service
412	Feb 28, 2013	Forgot Phone Number	Helped customer get Phone Number	Feb 28, 2013	Service
413	Feb 28, 2013	Forgot Phone Number	Helped customer get Phone Number	Feb 28, 2013	Service
414	Mar 1, 2013	Download CD	Helped customer download CD	Mar 1, 2013	Service
415	Mar 1, 2013	Phone Number	Helped customer get Phone Number	Mar 1, 2013	Service
416	Mar 4, 2013	Password	Helped customer retrieve Password	Mar 4, 2013	Service
417	Mar 4,	Phone Number to VRS	Helped the customer ITRS issue	Mar 4,	Service

	2013			2013	
418	Mar 5, 2013	Anywhere	Helped customer use Anywhere	Mar 5, 2013	Technology
419	Mar 5, 2013	IChat Register	Helped customer obtain iChat account	Mar 5, 2013	Service
420	Mar 5, 2013	Video not connected	Helped the customer How to connect	Mar 5, 2013	Technology
421	Mar 6, 2013	Password	Helped customer retrieve Password	Mar 6, 2013	Service
422	Mar 7, 2013	Password	Helped customer retrieve Password	Mar 7, 2013	Service
423	Mar 8, 2013	Phone Number	Helped customer get Phone Number	Mar 8, 2013	Service
424	Mar 8, 2013	Phone Number	Helped customer retrieve Password	Mar 8, 2013	Service
425	Mar 11, 2013	Download CM	Helped customer download CM	Mar 11, 2013	Service
426	Mar 11, 2013	Passport	Helped customer obtain passport	Mar 11, 2013	General
427	Mar 11, 2013	Password	Helped customer retrieve Password	Mar 11, 2013	Service
428	Mar 11, 2013	Anywhere	Helped customer use Anywhere	Mar 11, 2013	Technology
429	Mar 12, 2013	Download CM	Helped customer download CM	Mar 12, 2013	Service
430	Mar 12, 2013	IChat Register	Helped customer obtain iChat account	Mar 12, 2013	Service
431	Mar 12, 2013	Password	Helped customer retrieve Password	Mar 12, 2013	Service
432	Mar 12, 2013	Phone Number	Helped customer get Phone Number	Mar 12, 2013	Service
433	Mar 13, 2013	Phone Number	Helped customer get Phone Number	Mar 13, 2013	Service
434	Mar 13, 2013	Forgot phone #	Helped customer get Phone Number	Mar 13, 2013	Service

435	Mar 13, 2013	Password	Helped customer retrieve Password	Mar 13, 2013	Service
436	Mar 14, 2013	Log-in	Helped customer Log-in CD	Mar 14, 2013	Service
437	Mar 14, 2013	Black Screen	Helped customer fix Black Screen	Mar 14, 2013	Technology
438	Mar 14, 2013	Download CM	Helped customer download CM	Mar 14, 2013	Service
439	Mar 15, 2015	VCO	Helped customer set VCO	Mar 15, 2015	Service
440	Mar 18, 2013	iChat Register	Helped customer obtain iChat account	Mar 18, 2013	Service
441	Mar 18, 2013	Password	Helped customer retrieve Password	Mar 18, 2013	Service
442	Mar 18, 2013	Phone Number	Helped customer get Phone Number	Mar 18, 2013	Service
443	Mar 19, 2013	Forgot phone #	Helped customer get Phone Number	Mar 19, 2013	Service
444	Mar 19, 2013	Password	Helped customer retrieve Password	Mar 19, 2013	Service
445	Mar 19, 2013	Forgot phone #	Helped customer get Phone Number	Mar 19, 2013	Service
446	Mar 19, 2013	Forgot phone #	Helped customer get Phone Number	Mar 19, 2013	Service
447	Mar 19, 2013	Password	Helped customer retrieve Password	Mar 19, 2013	Service
448	Mar 20, 2013	Forgot phone #	Helped customer get Phone Number	Mar 20, 2013	Service
449	Mar 20, 2013	Password	Helped customer retrieve Password	Mar 20, 2013	Service
450	Mar 20, 2013	Video quality	Helped customer fix video quality	Mar 20, 2013	Technology
451	Mar 21, 2013	Black Screen	Helped customer fix Black Screen	Mar 21, 2013	Technology
452	Mar 21,	Passport	Helped customer obtain passport	Mar 21,	Service

	2013			2013	
453	Mar 22, 2013	Phone Number	Helped customer retrieve Password	Mar 22, 2013	Service
454	Mar 22, 2013	Phone Number	Helped customer get Phone Number	Mar 22, 2013	Service
455	Mar 22, 2013	Password	Helped customer retrieve Password	Mar 22, 2013	Service
456	Mar 25, 2013	Video quality	Helped customer fix the Video quality	Mar 25, 2013	Technology
457	Mar 25, 2013	Download CM	Helped customer download CM	Mar 25, 2013	Service
458	Mar 25, 2013	Email address change	Helped customer change email address	Mar 25, 2013	Service
459	Mar 26, 2013	Password	Helped customer retrieve Password	Mar 26, 2013	Service
460	Mar 26, 2013	Registration	Helped customer register	Mar 26, 2013	service
461	Mar 26, 2013	Phone Number/VRS	Helped customer get Phone Number/VRS	Mar 26, 2013	Service
462	Mar 27, 2013	Phone Number/VRS	Helped customer get Phone Number/VRS	Mar 27, 2013	Service
463	Mar 27, 2013	Phone Number	Helped customer get Phone Number	Mar 27, 2013	Service
464	Mar 28, 2013	Phone Number	Helped customer get Phone Number	Mar 28, 2013	Service
465	Mar 28, 2013	Password	Helped customer retrieve Password	Mar 28, 2013	Service
466	Mar 29, 2013	Password	Helped customer retrieve Password	Mar 29, 2013	Service
467	Mar 29, 2013	Password	Helped customer retrieve Password	Mar 29, 2013	Service
468	Apr 1, 2013	Password	Helped customer retrieve Password	Apr 1, 2013	Service
469	Apr 1, 2013	Password	Helped customer retrieve Password	Apr 1, 2013	Service

470	Apr 1, 2013	Log-in issue	Helped customer Log-in CD	Apr 1, 2013	Service
471	Apr 2, 2013	Log-in	Helped customer Log-in CD	Apr 2, 2013	Service
472	Apr 2, 2013	Log-in	Helped customer Log-in CD	Apr 2, 2013	Service
473	Apr 2, 2013	Log-in	Helped customer Log-in CD	Apr 2, 2013	Service
474	Apr 2, 2013	iChat Register	Helped customer obtain iChat account	Apr 2, 2013	Service
475	Apr 3, 2013	Download CM	iHelped customer Download CM	Apr 3, 2013	Service
476	Apr 3, 2013	Download CM	Helped customer download CM	Apr 3, 2013	Service
477	Apr 4, 2013	Download CM	Helped customer Download CM	Apr 4, 2013	Service
478	Apr 4, 2013	Download CM	Helped customer download CM	Apr 4, 2013	Service
479	Apr 5, 2013	Black Screen	Helped customer fix Black Screen	Apr 5, 2013	Technology
480	Apr 5, 2013	Black Screen	Helped customer fix Black Screen	Apr 5, 2013	Technology
481	Apr 9, 2013	Audio	Helped customer mute audio	Apr 9, 2013	Technology
482	Apr 9, 2013	Audio	Helped customer mute audio	Apr 9, 2013	Technology
483	Apr 9, 2013	Forgot Phone Number	Helped customer get Phone Number	Apr 9, 2013	Service
484	Apr 10, 2013	Forgot Phone Number	Helped customer get Phone Number	Apr 10, 2013	Service
485	Apr 10, 2013	Password	Helped customer retrieve Password	Apr 10, 2013	Service
486	Apr 10, 2013	Phone Number	Helped customer get Phone Number	Apr 10, 2013	Service
487	Apr 11,	Phone Number	Helped customer get Phone Number	Apr 11,	Service

	2013			2013	
488	Apr 12, 2013	Download CM	Helped customer download CM	Apr 12, 2013	Service
489	Apr 12, 2013	Download CD	Helped customer download CD	Apr 12, 2013	Service
490	Apr 15, 2013	Password	Helped customer retrieve Password	Apr 15, 2013	Service
491	Apr 15, 2013	P2P lead to VI	Helped customer fix this issue	Apr 15, 2013	Service
492	Apr 15, 2013	Phone Number	Helped customer get Phone Number	Apr 15, 2013	Service
493	Apr 16, 2013	P2P lead to VI	Helped customer fix this issue	Apr 16, 2013	Service
494	Apr 17, 2013	Screen size	Helped customer fix Screen size	Apr 17, 2013	Service
495	Apr 17, 2013	877 in VP200	Helped customer add 877 in VP200	Apr 17, 2013	Service
496	Apr 18, 2013	Password	Helped customer retrieve Password	Apr 18, 2013	Service
497	Apr 18, 2013	iChat Register	Helped customer obtain iChat account	Apr 18, 2013	Service
498	Apr 18, 2013	Download CM	Helped customer download CM	Apr 18, 2013	Service
499	Apr 18, 2013	iChat Register	Helped customer obtain iChat account	Apr 18, 2013	Service
500	Apr 19, 2013	Download CM	Helped customer Download CM	Apr 19, 2013	Service
501	Apr 19, 2013	Phone Number	Helped customer get Phone Number	Apr 19, 2013	Service
502	Apr 19, 2013	Password	Helped customer retrieve Password	Apr 19, 2013	Service
503	Apr 19, 2013	iChat Connection	Helped customer do iChat Connection	Apr 19, 2013	Service
504	Apr 19, 2013	VCO	Helped customer set VCO	Apr 19, 2013	Service

505	Apr 23, 2013	Password	Helped customer retrieve Password	Apr 23, 2013	Service
506	Apr 23, 2013	Password	Helped customer retrieve Password	Apr 23, 2013	Service
507	Apr 23, 2013	Password	Helped customer retrieve Password	Apr 23, 2013	Service
508	Apr 23, 2013	Password	Helped customer retrieve Password	Apr 23, 2013	Service
509	Apr 24, 2013	Password	Helped customer retrieve Password	Apr 24, 2013	Service
510	Apr 24, 2013	Convo Passport	Helped customer apply Convo Passport	Apr 24, 2013	Service
511	Apr 24, 2013	Password	Helped customer retrieve Password	Apr 24, 2013	Service
512	Apr 24, 2013	Password	Helped customer retrieve Password	Apr 24, 2013	Service
513	Apr 26, 2013	Phone Number	Helped customer retrieve Password	Apr 26, 2013	Service
514	Apr 26, 2013	Phone Number	Helped customer get Phone Number	Apr 26, 2013	Service
515	Apr 26, 2013	Audio	Helped customer mute audio	Apr 26, 2013	Technology
516	Apr 29, 2013	Download CM	Helped customer Download CM	Apr 29, 2013	Service
517	Apr 29, 2013	Password	Helped customer retrieve Password	Apr 29, 2013	Service
518	Apr 29, 2013	Phone Number	Helped customer get Phone Number	Apr 29, 2013	Service
519	Apr 29, 2013	Download CD	Helped customer download CD	Apr 29, 2013	Service
520	Apr 29, 2013	Phone Number	Helped customer get Phone Number	Apr 29, 2013	Service
521	Apr 30, 2013	Password	Helped customer retrieve Password	Apr 30, 2013	Service
522	Apr 30,	Phone Number	Helped customer get Phone Number	Apr 30,	Service

	2013			2013	
523	May 1, 2013	Password	Helped customer retrieve Password	May 1, 2013	Service
524	May 1, 2013	Phone Number	Helped customer get Phone Number	May 1, 2013	Service
525	May 1, 2013	Forgot phone #	Helped customer get Phone Number	May 1, 2013	Service
526	May 1, 2013	Password	Helped customer retrieve Password	May 1, 2013	Service
527	May 1, 2013	Forgot phone #	Helped customer get Phone Number	May 1, 2013	Service
528	May 2, 2013	Phone Number	Helped customer get Phone Number	May 2, 2013	Service
529	May 2, 2013	Password	Helped customer retrieve Password	May 2, 2013	Service
530	May 2, 2013	Password	Helped customer retrieve Password	May 2, 2013	Service
531	May 2, 2013	Password	Helped customer retrieve Password	May 2, 2013	Service
532	May 3, 2013	iChat Connection	Helped customer do iChat Connection	May 3, 2013	Service
533	May 3, 2013	VCO	Helped customer set VCO	May 3, 2013	Service
534	May 3, 2013	Password	Helped customer retrieve Password	May 3, 2013	Service
535	May 3, 2013	P2P lead to VI	Helped customer fix this issue	May 3, 2013	Service
536	May 3, 2013	Phone Number	Helped customer get Phone Number	May 3, 2013	Service
537	May 6, 2013	IChat Register	Helped customer obtain iChat account	May 6, 2013	Service
538	May 6, 2013	Phone Number	Helped customer get Phone Number	May 6, 2013	Service
539	May 6, 2013	Audio	Helped customer mute audio	May 6, 2013	Technology

540	May 6, 2013	Password	Helped customer retrieve Password	May 6, 2013	Service
541	May 7, 2013	Phone Number/Password	Helped customer retrieve Password/Phone Number	May 7, 2013	Service
542	May 7, 2013	Video quality	Helped customer fix video quality	May 7, 2013	Service
543	May 7, 2013	P2P lead to VI	Helped customer connect P2P	May 7, 2013	service
544	May 7, 2013	Network	Helped customer correct Network issue	May 7, 2013	Service
545	May 8, 2013	Password	Helped customer retrieve Password	May 8, 2013	Service
546	May 8, 2013	Anywhere	Helped customer use Anywhere	May 8, 2013	Technology
547	May 8, 2013	Connection lead to VRS	Helped customer connect P2P	May 8, 2013	Service
548	May 8, 2013	Phone Number	Helped customer get Phone Number	May 8, 2013	Service
549	May 8, 2013	Black Screen	Helped customer fix Black Screen	May 8, 2013	Technology
550	May 8, 2013	iChat Register	Helped customer obtain iChat account	May 8, 2013	Service
551	May 8, 2013	Phone Number	Helped customer get Phone Number	May 8, 2013	Service
552	May 8, 2013	P2P lead to VI	Helped customer fix this issue	May 8, 2013	Service
553	May 10, 2013	Phone Number	Helped customer get Phone Number	May 10, 2013	Service
554	May 10, 2013	P2P lead to VI	Helped customer fix this issue	May 10, 2013	Service
555	May 10, 2013	Screen size	Helped customer fix Screen size	May 10, 2013	Service
556	May 10, 2013	Passport	Helped customer obtain passport	May 10, 2013	General
557	May 10, 2013	Password	Helped customer retrieve Password	May 10, 2013	Service

	2013			2013	
558	May 10, 2013	Anywhere	Helped customer use Anywhere	May 10, 2013	Technology
559	May 13, 2013	Password	Helped customer retrieve Password	May 13, 2013	Service
560	May 13, 2013	Password	Helped customer retrieve Password	May 13, 2013	Service
561	May 13, 2013	Password	Helped customer retrieve Password	May 13, 2013	Service
562	May 13, 2013	Phone Number	Helped customer get Phone Number	May 13, 2013	Service
563	May 13, 2013	Registration	Helped customer register	May 13, 2013	Service
564	May 14, 2013	Password	Helped customer retrieve Password	May 14, 2013	Service
565	May 14, 2013	Download CM	Helped customer download CM	May 14, 2013	Service
566	May 14, 2013	877 in VP200	Helped customer add 877 in VP200	May 14, 2013	Service
567	May 15, 2013	Download CM	Helped customer download CM	May 15, 2013	Service
568	May 15, 2013	Phone Number	Helped customer get Phone Number	May 15, 2013	Service
569	May 15, 2013	Log-in	Helped customer Log-in CD	May 15, 2013	Service
570	May 16, 2013	Password	Helped customer retrieve Password	May 16, 2013	Service
571	May 16, 2013	Phone Number to VRS	Helped the customer ITRS issue	May 16, 2013	Service
572	May 16, 2013	Registration	Helped customer register	May 16, 2013	Service
573	May 16, 2013	Video not connected	Helped the customer How to connect	May 16, 2013	Technology
574	May 16, 2013	Connection lead to VRS	Helped customer connect P2P	May 16, 2013	Service

575	May 17, 2013	Password	Helped customer retrieve Password	May 17, 2013	Service
576	May 17, 2013	Connection-lead to VRS	Helped customer connect P2P	May 17, 2013	Service
577	May 20, 2013	Video quality	Helped customer fix video quality	May 20, 2013	Technology
578	May 20, 2013	Forgot phone #	Helped customer get Phone Number	May 20, 2013	Service
579	May 20, 2013	Phone Number	Helped customer get Phone Number	May 20, 2013	Service
580	May 20, 2013	Forgot phone #	Helped customer get Phone Number	May 20, 2013	Service
581	May 20, 2013	Download CD	Helped customer download CD	May 20, 2013	Service
582	May 20, 2013	Phone Number	Helped customer get Phone Number	May 20, 2013	Service
583	May 20, 2013	Phone Number/Password	Helped customer retrieve Password/ Phone Number	May 20, 2013	Service
584	May 21, 2013	Password	Helped customer retrieve Password	May 21, 2013	Service
585	May 21, 2013	Password	Helped customer retrieve Password	May 21, 2013	Service
586	May 21, 2013	Password	Helped customer retrieve Password	May 21, 2013	Service
587	May 21, 2013	Connection-lead to VRS	Helped customer connect P2P	May 21, 2013	Service
588	May 21, 2013	Forgot phone #	Helped customer get Phone Number	May 21, 2013	Service
589	May 21, 2013	Password	Helped customer retrieve Password	May 21, 2013	Service
590	May 22, 2013	Phone Number	Helped customer get Phone Number	May 22, 2013	Service
591	May 22, 2013	Phone Number	Helped customer get Phone Number	May 22, 2013	Service
592	May 22, 2013	Password	Helped customer retrieve Password	May 22, 2013	Service

	2013			2013	
593	May 22, 2013	Video quality	Helped customer fix this Video quality	May 22, 2013	Technology
594	May 22, 2013	Password	Helped customer retrieve Password	May 22, 2013	Service
595	May 23, 2013	Video quality	Helped customer fix video quality	May 23, 2013	Technology
596	May 23, 2013	Password	Helped customer retrieve Password	May 23, 2013	Service
597	May 23, 2013	Phone Number	Helped customer get Phone Number	May 23, 2013	Service
598	May 23, 2013	Download CM	Helped customer download CM	May 23, 2013	Service
599	May 23, 2013	Password	Helped customer retrieve Password	May 23, 2013	Service
600	May 23, 2013	Phone Number	Helped customer get Phone Number	May 23, 2013	Service
601	May 23, 2013	Password	Helped customer retrieve Password	May 23, 2013	Service
602	May 23, 2013	Phone Number	Helped customer get Phone Number	May 23, 2013	Service
603	May 24, 2013	Download CD	Helped customer download CD	May 24, 2013	Service
604	May 24, 2013	Phone Number	Helped customer get Phone Number	May 24, 2013	Service
605	May 28, 2013	Video not connected	Helped the customer How to connect	May 28, 2013	Technology
606	May 28, 2013	Black Screen	Helped customer fix Black Screen	May 28, 2013	Technology
607	May 28, 2013	Password	Helped customer retrieve Password	May 28, 2013	Service
608	May 28, 2013	Phone Number	Helped customer get Phone Number	May 28, 2013	Service
609	May 29, 2013	Network	Helped customer correct Network issue	May 29, 2013	Service

610	May 29, 2013	Password	Helped customer retrieve Password	May 29, 2013	Service
611	May 29, 2013	Phone Number	Helped customer get Phone Number	May 29, 2013	Service
612	May 29, 2013	877 in VP200	Helped customer add 877 in VP200	May 29, 2013	Service
613	May 30, 2013	Screen size	Helped customer fix Screen size	May 30, 2013	Service
614	May 30, 2013	Phone Number	Helped customer get Phone Number	May 30, 2013	Service
615	May 30, 2013	Forgot Phone Number	Helped customer get Phone Number	May 30, 2013	Service
616	May 30, 2013	Password	Helped customer retrieve Password	May 30, 2013	Service
617	May 31, 2013	Phone Number	Helped customer get Phone Number	May 31, 2013	Service
618	May 31, 2013	Phone Number	Helped customer get Phone Number	May 31, 2013	Service
619	May 31, 2013	Password	Helped customer retrieve Password	May 31, 2013	Service
620	May 31, 2013	Phone Number	Helped customer get Phone Number	May 31, 2013	Service
621	May 31, 2013	Password	Helped customer retrieve Password	May 31, 2013	Service