

Convo Complaint Log 6/1/2013-5/31/2014			Total contacts regarding VRS: 59
Date of Complaint	Type of Complaint	Date of Resolution	How Resolved
6/4/2013	Unable to Register	6/4/2013	Helped customer register
6/17/2013	Unable to Register	6/18/2013	Helped customer register
6/25/2013	Unable to add contacts	6/25/2013	Helped customer resolve contact issue
6/25/2013	Video quality	6/25/2013	Helped customer resolve video quality
6/26/2013	Convo Passport	6/26/2013	Cant process, person resides outside U.S,
7/8/2013	Complaint about VI	7/8/2013	Counsel about issue was provided
7/9/2013	Unable to receive phone number	7/9/2013	Technology issue was resolved
7/14/2013	Audio issue	7/14/2013	Helped customer fix Audio issue
7/22/2013	Complaint about VI	7/22/2013	Counsel about issue was provided
8/15/2013	Video quality	8/15/2013	Helped customer resolve video quality
8/19/2013	Video quality	8/19/2013	Helped customer resolve video quality
8/26/2013	Audio issue	8/26/2013	Helped customer fix Audio issue
9/9/2013	Audio issue	9/9/2013	Helped customer fix Audio issue
9/16/2013	Interpeter Hung Up	9/17/2013	Discussed with customer disconnect process
9/19/2013	Black Screen	9/19/2013	Helped customer resolve black screen
9/19/2013	Black Screen	9/19/2013	Helped customer resolve black screen
9/24/2013	Audio issue	9/24/2013	Helped customer fix Audio issue
10/28/2013	Black Screen	10/28/2013	Helped customer resolve black screen
11/9/2013	Audio issue	11/9/2013	Helped customer fix Audio issue
11/14/2013	Complaint about VI	11/14/2013	Counsel about issue was provided
11/19/2013	Complaint about VI	11/19/2013	Counsel about issue was provided
12/7/2013	Complaint about VI	12/7/2013	Counsel about issue was provided
12/11/2013	Audio issue	12/11/2013	Helped customer fix Audio issue
12/17/2013	Black Screen	12/17/2013	Helped customer resolve black screen
12/18/2013	Black Screen	12/18/2013	Helped customer resolve black screen
1/6/2014	Black Screen	1/6/2014	Helped customer resolve black screen
1/7/2014	Black Screen	1/7/2014	Helped customer resolve black screen
1/9/2014	Audio issue	1/9/2014	Helped customer fix Audio issue
1/13/2014	Call disconnected	1/14/2014	Helped customer to restart network
1/29/2014	Black Screen	1/29/2014	Helped customer resolve black screen

Convo Complaint Log 6/1/2013-5/31/2014			Total contacts regarding VRS: 59
Date of Complaint	Type of Complaint	Date of Resolution	How Resolved
1/30/2014	Black Screen	1/30/2014	Helped customer resolve black screen
2/13/2014	Audio issue	2/13/2014	Helped customer fix Audio issue
2/14/2014	Black Screen	2/14/2014	Helped customer resolve black screen
2/17/2014	Black Screen	2/17/2014	Helped customer resolve black screen
2/19/2014	Audio issue	2/19/2014	Helped customer fix Audio issue
2/19/2014	Black Screen	2/19/2014	Helped customer resolve black screen
3/4/2014	Audio issue	3/4/2014	Helped customer fix Audio issue
3/11/2014	Black Screen	3/11/2014	Helped customer resolve black screen
3/11/2014	Black Screen	3/11/2014	Helped customer resolve black screen
3/18/2014	Black Screen	3/18/2014	Helped customer resolve black screen
3/18/2014	Black Screen	3/18/2014	Helped customer resolve black screen
3/21/2014	Black Screen	3/21/2014	Helped customer resolve black screen
4/2/2014	Black Screen	4/2/2014	Helped customer resolve black screen
4/3/2014	Black Screen	4/3/2014	Helped customer resolve black screen
4/4/2014	Black Screen	4/4/2014	Helped customer resolve black screen
4/8/2014	Black Screen	4/8/2014	Helped customer resolve black screen
4/14/2014	Black Screen	4/14/2014	Helped customer resolve black screen
4/17/2014	Black Screen	4/17/2014	Helped customer resolve black screen
4/17/2014	Black Screen	4/17/2014	Helped customer resolve black screen
5/2/2014	VCO issue	5/2/2014	Helped customer with how to use VCO
5/4/2014	Audio issue	5/4/2014	Helped customer fix Audio issue
5/5/2014	Audio issue	5/5/2014	Helped customer fix Audio issue
5/5/2014	Black Screen	5/5/2014	Helped customer resolve black screen
5/6/2014	Black Screen	5/6/2014	Helped customer resolve black screen
5/9/2014	Audio issue	5/9/2014	Helped customer fix Audio issue
5/12/2014	Black Screen	5/12/2014	Helped customer resolve black screen
5/12/2014	Black Screen	5/12/2014	Helped customer resolve black screen
5/13/2014	Audio issue	5/13/2014	Helped customer fix Audio issue
5/14/2014	Audio issue	5/14/2014	Helped customer fix Audio issue