

June 30, 2014

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

ACCEPTED/FILED

JUN 30 2014

Federal Communications Commission
Office of the Secretary

Re: Sorenson Communications, Inc.
Annual Summary of Consumer Complaints
CG Docket No. 03-123

Dear Ms. Dortch:

Sorenson Communications, Inc. ("Sorenson") respectfully submits an original and one copy of the attached complaint log summary pertaining to complaints received between June 1, 2013 and May 31, 2014. The attached summary includes information about the number of complaints Sorenson has received alleging a violation of the federal telecommunications relay service mandatory minimum standards, the date of each complaint, the nature of each complaint, the date of resolution, and an explanation of the resolution. The report includes complaints regarding Video Relay Service, IP Relay Service, and IP Captioned Telephone Service.

As required by 47 C.F.R. § 64.604(c)(1)(i), Sorenson maintains complete logs of all complaints it receives. The attached summary is based on these logs, which are available upon request by the FCC. The Public Notice¹ also requests the number of relay calls handled. Because that number is proprietary, Sorenson can and will supply that information only subject to a request for confidential treatment. Sorenson notes, however, that the number of relay calls it handles already is available to the FCC through data Sorenson provides to the TRS Fund Administrator, Rolka Loube Saltzer Associates, LLC. Please let us know if the Commission or its staff would nevertheless want Sorenson to file the number of relay calls, with the attendant request for confidential treatment.

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

¹ Public Notice, CG Docket No. 03-123, *Reminder to States and Interstate Telecommunications Relay Service Providers*, DA 14-931, at 1 (rel. June 17, 2014).

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If you have any questions or require anything further, please do not hesitate to contact me by telephone at 801-287-9400, or by email to mmaddix@sorenson.com.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Maddix" followed by a stylized flourish.

Michael D. Maddix
Director of Government and Regulatory Affairs
Sorenson Communications, Inc.

Attachments

Sorenson VRS Complaint Summary

Complaint ID	Date of Complaint	Date of Resolution	VRS Complaint Type	Explanation of Resolution
479425	06/10/2013	06/20/2013	VI etiquette	Management: Interpreter/Operator have been retrained
479317	06/10/2013	06/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
479327	06/10/2013	07/23/2013	VI failed to relay message verbatim; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
479448	06/10/2013	06/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
482444	06/14/2013	06/14/2013	VI disconnected caller	Customer Service: Apologized to the customer for the Technical Issue
482482	06/14/2013	06/14/2013	SignMail - Technical issue; VI etiquette; VI dress inappropriate	No Interpreter/Operator ID provided with the complaint
482516	06/14/2013	06/14/2013	VI etiquette	Customer Service: Responded to the Customer
482532	06/14/2013	06/14/2013	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
482573	06/14/2013	06/14/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
482581	06/14/2013	06/14/2013	SignMail	Customer Service: Apologized to the customer for the Technical Issue
482582	06/14/2013	06/14/2013	SignMail	No Interpreter/Operator ID provided with the complaint
482585	06/14/2013	06/14/2013	VI etiquette; VI did not follow caller's request	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
482602	06/15/2013	06/22/2013	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
482605	06/15/2013	06/20/2013	VI etiquette	Management: Interpreter/Operator have been retrained
482614	06/15/2013	06/28/2013	VI disconnected call; VI etiquette	Management: Interpreter/Operator have been retrained
482627	06/15/2013	06/15/2013	VI receptive skills inadequate; VI failed to relay message verbatim	No Interpreter/Operator ID provided with the complaint
482637	06/15/2013	06/20/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
482644	06/15/2013	06/28/2013	VI dress inappropriate	Management: Interpreter/Operator have been retrained

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482656	06/15/2013	06/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
482663	06/15/2013	06/20/2013	Confidentiality concerns; VI disconnected caller	Management: Interpreter/Operator have been retrained
482667	06/15/2013	06/20/2013	VI signing was not clear; VI did not follow caller's request; VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
482669	06/15/2013	07/11/2013	VI dress inappropriate; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
482674	06/15/2013	06/20/2013	VI etiquette	Management: Interpreter/Operator have been retrained
482680	06/15/2013	06/28/2013	VI skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
482683	06/15/2013	06/20/2013	Poor video quality; VI etiquette	Management: Interpreter/Operator have been retrained
482688	06/15/2013	06/15/2013	VI receptive skills inadequate; VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
482742	06/15/2013	06/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
482748	06/15/2013	06/20/2013	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
482759	06/15/2013	06/20/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
482871	06/15/2013	06/20/2013	SignMail - VI skills inadequate	Management: Interpreter/Operator have been retrained
482873	06/15/2013	06/28/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
482876	06/15/2013	06/28/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
482878	06/15/2013	06/15/2013	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
482880	06/15/2013	06/15/2013	VI etiquette	Management: Interpreter/Operator have been retrained
482883	06/15/2013	06/20/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
482887	06/15/2013	06/20/2013	VI receptive skills inadequate; confidentiality concerns	Management: Interpreter/Operator have been retrained
482888	06/15/2013	06/20/2013	VI failed to to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained

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482889	06/15/2013	06/15/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
484788	06/19/2013	06/21/2013	VI unprepared; VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
484839	06/19/2013	06/19/2013	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
485514	06/20/2013	06/20/2013	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
485529	06/20/2013	07/09/2013	VI failed to keep caller informed	Management: Interpreter/Operator have been retrained
485543	06/20/2013	07/01/2013	SignMail - VI signing was not clear	No Interpreter/Operator ID provided with the complaint
485549	06/20/2013	06/28/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
485555	06/20/2013	06/20/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
485641	06/20/2013	06/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
485831	06/20/2013	07/02/2013	VI etiquette	Management: Interpreter/Operator have been retrained
485954	06/20/2013	06/28/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
486145	06/20/2013	06/20/2013	VI etiquette; VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
486594	06/21/2013	07/02/2013	SignMail - VI signing was not clear	Management: Interpreter/Operator have been retrained
486604	06/21/2013	07/09/2013	VI etiquette	Management: Interpreter/Operator have been retrained
486607	06/21/2013	06/21/2013	VI receptive skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
486957	06/22/2013	07/02/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
486960	06/22/2013	07/10/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
486964	06/22/2013	07/02/2013	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
490740	06/28/2013	06/28/2013	VI failed to keep caller informed; VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained

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490753	06/28/2013	07/02/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
490813	06/28/2013	06/28/2013	VI fingerspelling was not clear; VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
491923	07/01/2013	08/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
491927	07/01/2013	07/02/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
491932	07/01/2013	07/02/2013	VI etiquette	Management: Interpreter/Operator have been retrained
491951	07/01/2013	07/09/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
491978	07/01/2013	07/02/2013	VI dress inappropriate	Management: Interpreter/Operator have been retrained
491995	07/01/2013	07/01/2013	VI receptive skills inadequate; VI etiquette	No Interpreter/Operator ID provided with the complaint
492020	07/01/2013	07/02/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
492040	07/01/2013	07/02/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
492056	07/01/2013	08/27/2013	VI etiquette	Management: Interpreter/Operator have been retrained
492512	07/02/2013	07/02/2013	VI fingerspelling was not clear	No Interpreter/Operator ID provided with the complaint
492518	07/02/2013	07/09/2013	VI unprepared	Management: Interpreter/Operator have been retrained
492728	07/02/2013	08/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
492742	07/02/2013	07/09/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
492754	07/02/2013	07/09/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
492762	07/02/2013	07/11/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
492817	07/02/2013	07/11/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
492858	07/02/2013	07/09/2013	Confidentiality concerns; VI etiquette	Management: Interpreter/Operator have been retrained

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492862	07/02/2013	07/09/2013	VI etiquette	Management: Interpreter/Operator have been retrained
494869	07/08/2013	07/09/2013	VI etiquette	Management: Interpreter/Operator have been retrained
494882	07/08/2013	07/09/2013	VI failed to relay conversation verbatim; VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
494977	07/08/2013	07/09/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
494984	07/08/2013	07/16/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
494997	07/08/2013	07/09/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
495026	07/08/2013	07/11/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
495759	07/09/2013	07/09/2013	VI refused to handle call	No Interpreter/Operator ID provided with the complaint
496040	07/09/2013	07/16/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
496214	07/09/2013	07/16/2013	VI did not follow caller's request; VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
496220	07/09/2013	07/11/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
497553	07/11/2013	07/16/2013	Confidentiality concerns	Management: Interpreter/Operator have been retrained
497816	07/11/2013	07/12/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
497823	07/11/2013	07/11/2013	VI signing was not clear	No Interpreter/Operator ID provided with the complaint
497827	07/11/2013	07/11/2013	VI receptive skills inadequate; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
497828	07/11/2013	08/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
497829	07/11/2013	07/12/2013	Transfer protocol; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
499785	07/16/2013	07/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
499806	07/16/2013	07/23/2013	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

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500108	07/16/2013	08/07/2013	VI etiquette	Management: Interpreter/Operator have been retrained
500182	07/16/2013	07/16/2013	VI skills inadequate; VI failed to relay conversation verbatim; VI etiquette; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
501825	07/19/2013	07/23/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
501989	07/19/2013	07/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
502304	07/19/2013	07/19/2013	Confidentiality concerns; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
502321	07/19/2013	07/23/2013	VI skills inadequate; VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
502323	07/19/2013	07/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
502324	07/19/2013	07/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
502331	07/19/2013	08/27/2013	VI etiquette	Management: Interpreter/Operator have been retrained
502332	07/19/2013	07/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
502333	07/19/2013	08/30/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
503175	07/22/2013	07/26/2013	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
503216	07/22/2013	08/27/2013	VI disconnected caller; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
503585	07/23/2013	07/23/2013	VI failed to follow caller's request	No Interpreter/Operator ID provided with the complaint
503598	07/23/2013	07/26/2013	SignMail	Management: Interpreter/Operator have been retrained
503615	07/23/2013	07/26/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
503623	07/23/2013	07/26/2013	VI skills inadequate; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
503632	07/23/2013	07/31/2013	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
503859	07/23/2013	08/07/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
503913	07/23/2013	08/27/2013	Transfer protocol	Customer Service: Responded to the Customer

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503927	07/23/2013	08/07/2013	VI did not keep caller informed; VI failed to relay conversation verbatim; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
503948	07/23/2013	07/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
504002	07/23/2013	07/26/2013	VI did not relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
505223	07/25/2013	07/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
505293	07/25/2013	08/27/2013	VI etiquette	Management: Interpreter/Operator have been retrained
505295	07/25/2013	08/28/2013	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
505861	07/26/2013	08/07/2013	VI did not follow caller's request; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
505884	07/26/2013	07/31/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
505895	07/26/2013	08/17/2013	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
505897	07/26/2013	07/31/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
505957	07/26/2013	08/07/2013	VI etiquette; VI failed to keep caller informed	Management: Interpreter/Operator have been retrained
505959	07/26/2013	07/31/2013	Confidentiality concerns	Management: Interpreter/Operator have been retrained
505963	07/26/2013	08/27/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
507837	07/30/2013	07/30/2013	VI receptive skills inadequate	Wrong ID: Customer Service responded to the Customer
507854	07/30/2013	07/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
507863	07/30/2013	08/17/2013	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
507872	07/30/2013	07/30/2013	VI receptive skills inadequate; VI etiquette	Wrong ID: Customer Service responded to the Customer
507885	07/30/2013	08/01/2013	VI refused to handle call; VI etiquette	Management: Interpreter/Operator have been retrained
507895	07/30/2013	08/07/2013	VI skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained

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509760	08/02/2013	08/17/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
509976	08/02/2013	08/07/2013	VI etiquette	Management: Interpreter/Operator have been retrained
511229	08/05/2013	08/05/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
513305	08/08/2013	08/08/2013	VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
513351	08/08/2013	08/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
513358	08/08/2013	08/08/2013	VI failed to relay conversation verbatim; VI etiquette	No Interpreter/Operator ID provided with the complaint
513362	08/08/2013	08/12/2013	VI etiquette	Management: Interpreter/Operator have been retrained
514985	08/12/2013	08/17/2013	VI failed to relay conversation verbatim; VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
514987	08/12/2013	08/17/2013	VI etiquette	Management: Interpreter/Operator have been retrained
515001	08/12/2013	09/14/2013	VI etiquette; VI did not follow caller's request; transfer protocol	Management: Interpreter/Operator have been retrained
515016	08/12/2013	08/12/2013	VI etiquette	Management: Interpreter/Operator have been retrained
515019	08/12/2013	08/12/2013	VI failed to relay conversation verbatim; VI etiquette	No Interpreter/Operator ID provided with the complaint
515042	08/12/2013	08/12/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
516624	08/14/2013	08/14/2013	VI signing was not clear	No Interpreter/Operator ID provided with the complaint
516638	08/14/2013	08/14/2013	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
516641	08/14/2013	08/14/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
516646	08/14/2013	08/14/2013	VI etiquette	Management: Interpreter/Operator have been retrained
516649	08/14/2013	08/14/2013	VI did not keep caller informed; VI etiquette	No Interpreter/Operator ID provided with the complaint
516681	08/14/2013	08/17/2013	VI etiquette	Management: Interpreter/Operator have been retrained
518542	08/17/2013	08/17/2013	SignMail - VI signing was not clear	No Interpreter/Operator ID provided with the complaint

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518545	08/17/2013	08/17/2013	SignMail - Poor lighting	No Interpreter/Operator ID provided with the complaint
519779	08/20/2013	08/30/2013	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
519788	08/20/2013	08/30/2013	VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
519794	08/20/2013	08/20/2013	VI etiquette	Management: Interpreter/Operator have been retrained
519803	08/20/2013	08/28/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
519807	08/20/2013	08/23/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
519812	08/20/2013	08/23/2013	VI did not follow caller's request; VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
519854	08/20/2013	08/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
519862	08/20/2013	08/23/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
519870	08/20/2013	08/23/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
519877	08/20/2013	08/23/2013	VI receptive skills inadequate; VI did not ask for clarification	Management: Interpreter/Operator have been retrained
520030	08/20/2013	08/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
520031	08/20/2013	08/30/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
520033	08/20/2013	08/20/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
520045	08/20/2013	08/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
520057	08/20/2013	08/27/2013	VI failed to relay message verbatim; transfer protocol; VI disconnected caller	Management: Interpreter/Operator have been retrained
520069	08/20/2013	08/20/2013	VI etiquette; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
520075	08/20/2013	08/23/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
520086	08/20/2013	08/27/2013	VI etiquette	Management: Interpreter/Operator have been retrained
520116	08/20/2013	08/23/2013	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

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520125	08/20/2013	08/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
520131	08/20/2013	08/20/2013	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
520157	08/20/2013	08/23/2013	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
520161	08/20/2013	08/23/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
520173	08/20/2013	08/23/2013	VI fingerspelling was not clear; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
520469	08/21/2013	08/23/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
520890	08/21/2013	08/23/2013	Technical issue; VI etiquette	Management: Interpreter/Operator have been retrained
520919	08/21/2013	08/23/2013	VI etiquette	Management: Interpreter/Operator have been retrained
520923	08/21/2013	08/23/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
521577	08/22/2013	09/06/2013	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
522137	08/23/2013	08/30/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
522174	08/23/2013	08/30/2013	Confidentiality concerns	Management: Interpreter/Operator have been retrained
522221	08/23/2013	08/28/2013	VI etiquette	Management: Interpreter/Operator have been retrained
522230	08/23/2013	09/06/2013	VI failed to relay recording verbatim; VI did not keep caller informed; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
522262	08/23/2013	08/27/2013	VI etiquette; transfer protocol	Management: Interpreter/Operator have been retrained
522273	08/23/2013	08/28/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
525629	08/29/2013	08/30/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
525650	08/29/2013	09/06/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
526206	08/30/2013	08/30/2013	VI etiquette; VI failed to keep caller informed	Management: Interpreter/Operator have been retrained

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526210	08/30/2013	09/06/2013	Confidentiality concerns	Management: Interpreter/Operator have been retrained
526230	08/30/2013	09/06/2013	VI disconnected caller; VI etiquette; VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
529385	09/06/2013	09/06/2013	VI etiquette	Wrong ID; Customer Service responded to the Customer
529390	09/06/2013	09/06/2013	VI etiquette	Wrong ID; Customer Service responded to the Customer
529419	09/06/2013	09/06/2013	VI etiquette; VI did not keep caller informed; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
529435	09/06/2013	09/14/2013	VI dress inappropriate	Management: Interpreter/Operator have been retrained
530549	09/09/2013	09/09/2013	VI etiquette; VI did not keep caller informed; VI receptive skills inadequate; privacy screen protocol	Forwarded to the Appropriate People
530551	09/09/2013	09/09/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
530578	09/09/2013	09/09/2013	VI disconnected caller	Forwarded to the Appropriate People
532694	09/12/2013	09/12/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
533543	09/14/2013	09/14/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
533550	09/14/2013	09/20/2013	Confidentiality concerns	Management: Interpreter/Operator have been retrained
533555	09/14/2013	09/14/2013	VI disconnected caller	No Interpreter/Operator ID provided with the complaint
533560	09/14/2013	09/14/2013	VI receptive skills inadequate	Forwarded to the Appropriate People
533563	09/14/2013	09/20/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
533564	09/14/2013	09/26/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
533565	09/14/2013	09/26/2013	VI etiquette	Management: Interpreter/Operator have been retrained
533568	09/14/2013	09/20/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
537239	09/20/2013	09/26/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained

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537240	09/20/2013	09/20/2013	VI signing was not clear; VI skills inadequate	Management: Interpreter/Operator have been retrained
537241	09/20/2013	09/20/2013	VI etiquette	Management: Interpreter/Operator have been retrained
537242	09/20/2013	09/26/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
537243	09/20/2013	09/26/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
537246	09/21/2013	09/26/2013	VI etiquette; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
537249	09/21/2013	09/26/2013	VI etiquette	Management: Interpreter/Operator have been retrained
537250	09/21/2013	09/26/2013	VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
537251	09/21/2013	09/21/2013	VI etiquette; VI disconnected caller	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
537252	09/21/2013	09/27/2013	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
537476	09/21/2013	09/21/2013	VI etiquette; VI disconnected caller	Forwarded to the Appropriate People
537478	09/21/2013	09/21/2013	VI failed to relay conversation verbatim; VI etiquette	No Interpreter/Operator ID provided with the complaint
537479	09/21/2013	09/27/2013	VI etiquette	Management: Interpreter/Operator have been retrained
537480	09/21/2013	09/26/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
537483	09/21/2013	09/26/2013	SignMail	Management: Interpreter/Operator have been retrained
538821	09/24/2013	09/25/2013	Confidentiality concerns	No Interpreter/Operator ID provided with the complaint
538859	09/24/2013	09/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
538906	09/24/2013	09/27/2013	SignMail	Management: Interpreter/Operator have been retrained
538908	09/24/2013	09/24/2013	VI etiquette	Wrong ID: Customer Service responded to the Customer
538911	09/24/2013	09/26/2013	VI etiquette	Management: Interpreter/Operator have been retrained
540143	09/26/2013	10/30/2013	VI did not follow caller's request; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained

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542807	10/01/2013	10/09/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
542818	10/01/2013	10/01/2013	VI did not keep caller informed; VI disconnected caller	Customer Service: Responded to the Customer
543147	10/02/2013	10/02/2013	VI etiquette	Forwarded to the Appropriate People
543200	10/02/2013	10/09/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
543205	10/02/2013	10/16/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
543207	10/02/2013	10/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
543322	10/02/2013	10/02/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
543369	10/02/2013	10/09/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
547263	10/09/2013	10/09/2013	VI etiquette	Management: Interpreter/Operator have been retrained
547324	10/09/2013	10/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
547887	10/10/2013	10/10/2013	VI etiquette	Management: Interpreter/Operator have been retrained
547894	10/10/2013	11/26/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
547982	10/10/2013	10/26/2013	VI etiquette	Management: Interpreter/Operator have been retrained
548011	10/10/2013	10/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
548025	10/10/2013	10/10/2013	SignMail	No Interpreter/Operator ID provided with the complaint
548632	10/11/2013	10/30/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
548641	10/11/2013	10/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
548651	10/11/2013	10/11/2013	VI etiquette	Wrong ID: Customer Service responded to the Customer
550715	10/16/2013	10/16/2013	VI etiquette	Management: Interpreter/Operator have been retrained
550857	10/16/2013	10/30/2013	VI receptive skills inadequate; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained

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550897	10/16/2013	10/30/2013	VI receptive skills inadequate; VI did not relay conversation verbatim	Management: Interpreter/Operator have been retrained
550917	10/16/2013	10/30/2013	VI signing was not clear	Management: Interpreter/Operator have been retrained
550921	10/16/2013	10/16/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
551508	10/17/2013	10/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
553707	10/22/2013	10/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
556040	10/26/2013	10/30/2013	VI etiquette	Management: Interpreter/Operator have been retrained
556045	10/26/2013	10/30/2013	VI skills inadequate; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
556049	10/26/2013	10/26/2013	Technical issue; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
556050	10/26/2013	11/06/2013	VI etiquette	Management: Interpreter/Operator have been retrained
556052	10/26/2013	10/30/2013	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
556054	10/26/2013	10/26/2013	VI etiquette	Management: Interpreter/Operator have been retrained
557950	10/30/2013	11/06/2013	Poor video quality; VI etiquette	Management: Interpreter/Operator have been retrained
557952	10/30/2013	11/06/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
557957	10/30/2013	11/06/2013	VI etiquette	Management: Interpreter/Operator have been retrained
557960	10/30/2013	10/30/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
557963	10/30/2013	11/06/2013	VI etiquette	Wrong ID: Customer Service responded to the Customer
557965	10/30/2013	11/06/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
557966	10/30/2013	11/06/2013	VI did not follow caller's request; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
557969	10/30/2013	11/06/2013	VI etiquette	Management: Interpreter/Operator have been retrained
557970	10/30/2013	10/30/2013	VI did not keep caller informed	No Interpreter/Operator ID provided with the complaint

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557972	10/30/2013	10/30/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
558137	11/06/2013	11/06/2013	VI etiquette	Forwarded to the Appropriate People
558200	11/08/2013	11/19/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
558201	11/08/2013	11/19/2013	VI dress inappropriate; VI etiquette	Management: Interpreter/Operator have been retrained
558202	11/08/2013	11/08/2013	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
558203	11/08/2013	11/08/2013	SignMail	Forwarded to the Appropriate People
558204	11/08/2013	11/08/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558207	11/11/2013	11/19/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558293	11/19/2013	11/19/2013	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
558294	11/19/2013	11/19/2013	Speed of answer	Forwarded to the Appropriate People
558298	11/19/2013	11/19/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
558302	11/19/2013	11/25/2013	Transfer protocol	Management: Interpreter/Operator have been retrained
558304	11/19/2013	11/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558305	11/19/2013	11/25/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
558306	11/19/2013	11/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558307	11/20/2013	11/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558308	11/20/2013	11/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558310	11/20/2013	11/25/2013	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
558312	11/20/2013	11/25/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
558313	11/20/2013	11/25/2013	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

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558315	11/20/2013	11/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558359	11/25/2013	12/03/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
558361	11/25/2013	12/03/2013	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
558365	11/25/2013	11/25/2013	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
558366	11/25/2013	11/25/2013	VI receptive skills inadequate; VI failed to relay conversation verbatim	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
558367	11/25/2013	11/29/2013	VI receptive skills inadequate; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
558369	11/25/2013	11/25/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
558370	11/25/2013	12/12/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
558371	11/25/2013	12/12/2013	VI failed to connect call properly	Management: Interpreter/Operator have been retrained
558372	11/25/2013	11/26/2013	VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
558374	11/25/2013	11/29/2013	VI receptive skills inadequate; VI disconnected caller	Management: Interpreter/Operator have been retrained
558375	11/25/2013	11/25/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558377	11/25/2013	12/12/2013	VI unprepared; VI disconnected caller	Management: Interpreter/Operator have been retrained
558379	11/25/2013	11/26/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558380	11/25/2013	12/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558381	11/25/2013	11/25/2013	VI etiquette; VI receptive skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
558382	11/25/2013	11/29/2013	VI receptive skills inadequate; VI failed to keep caller informed	Management: Interpreter/Operator have been retrained
558384	11/25/2013	12/03/2013	Transfer protocol; VI did not keep caller informed	Management: Interpreter/Operator have been retrained
558387	11/25/2013	12/12/2013	VI disconnected caller	Management: Interpreter/Operator have been retrained
558388	11/25/2013	11/25/2013	VI receptive skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us

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558406	11/26/2013	12/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558407	11/26/2013	11/29/2013	VI skills inadequate	Management: Interpreter/Operator have been retrained
558409	11/26/2013	12/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558443	11/27/2013	12/03/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558490	11/29/2013	12/12/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
558492	11/29/2013	11/29/2013	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
558496	11/29/2013	11/29/2013	VI disconnected caller; VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
558500	11/29/2013	12/03/2013	VI etiquette; VI signing was not clear	Management: Interpreter/Operator have been retrained
558501	11/29/2013	11/29/2013	SignMail - VI fingerspelling was not clear	Forwarded to the Appropriate People
558503	11/29/2013	12/12/2013	SignMail - Poor video quality	Management: Interpreter/Operator have been retrained
558506	11/29/2013	12/12/2013	SignMail	Management: Interpreter/Operator have been retrained
558572	12/03/2013	12/03/2013	VI did not follow caller's request; VI disconnected caller	Management: Interpreter/Operator have been retrained
558696	12/12/2013	12/12/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558704	12/13/2013	12/13/2013	VI did not keep caller informed; VI skills inadequate	Management: Interpreter/Operator have been retrained
558716	12/13/2013	12/20/2013	VI refused to handle call; VI disconnected caller	Management: Interpreter/Operator have been retrained
558717	12/13/2013	12/13/2013	VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
558718	12/13/2013	12/13/2013	VI did not follow caller's request; VI failed to connect call properly	Forwarded to the Appropriate People
558720	12/13/2013	12/13/2013	VI signing was not clear	Forwarded to the Appropriate People
558724	12/16/2013	12/26/2013	Transfer protocol	Management: Interpreter/Operator have been retrained
558726	12/16/2013	12/16/2013	SignMail	Forwarded to the Appropriate People

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558774	12/18/2013	12/18/2013	VI etiquette; VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
558775	12/18/2013	12/18/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
558777	12/18/2013	12/18/2013	VI receptive skills inadequate; VI did not ask for clarification	No Interpreter/Operator ID provided with the complaint
558780	12/18/2013	12/18/2013	VI etiquette	No Interpreter/Operator ID provided with the complaint
558795	12/20/2013	12/20/2013	VI failed to keep caller informed; VI disconnected caller	Forwarded to the Appropriate People
558796	12/20/2013	12/20/2013	VI receptive skills inadequate; VI signing was not clear	No Interpreter/Operator ID provided with the complaint
558798	12/20/2013	12/20/2013	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
558800	12/20/2013	01/10/2014	VI refused to handle call	Management: Interpreter/Operator have been retrained
558801	12/20/2013	12/20/2013	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
558802	12/20/2013	12/26/2013	VI unprepared; VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
558803	12/20/2013	12/20/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558804	12/20/2013	12/26/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
558872	12/26/2013	12/31/2013	VI etiquette; VI unprepared	Management: Interpreter/Operator have been retrained
558873	12/26/2013	01/10/2014	VI etiquette	Management: Interpreter/Operator have been retrained
558874	12/26/2013	12/26/2013	VI signing was not clear	Forwarded to the Appropriate People
558879	12/26/2013	12/31/2013	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
558880	12/26/2013	12/26/2013	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
558888	12/26/2013	12/31/2013	VI dress inappropriate; VI etiquette	Management: Interpreter/Operator have been retrained
558889	12/26/2013	12/31/2013	VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
558890	12/26/2013	01/02/2014	Transfer protocol	Management: Interpreter/Operator have been retrained

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558891	12/26/2013	12/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558892	12/26/2013	12/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558893	12/26/2013	12/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558895	12/26/2013	12/31/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558920	12/27/2013	12/27/2013	VI etiquette	Management: Interpreter/Operator have been retrained
558921	12/27/2013	12/27/2013	SignMail - VI signing was not clear	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
558925	12/27/2013	12/27/2013	VI etiquette; confidentiality concerns	Forwarded to the Appropriate People
558932	12/27/2013	12/31/2013	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
559057	01/02/2014	01/02/2014	VI skills inadequate	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
559060	01/02/2014	01/10/2014	VI disconnected caller	Management: Interpreter/Operator have been retrained
559061	01/02/2014	01/02/2014	VI failed to relay conversation verbatim; VI etiquette	No Interpreter/Operator ID provided with the complaint
559064	01/02/2014	01/02/2014	Confidentiality concerns; VI did not follow caller's request	No Interpreter/Operator ID provided with the complaint
559080	01/02/2014	01/02/2014	VI etiquette	Forwarded to the Appropriate People
559212	01/10/2014	01/23/2014	VI unprepared; VI etiquette	Management: Interpreter/Operator have been retrained
559285	01/17/2014	01/17/2014	Confidentiality concerns	No Interpreter/Operator ID provided with the complaint
559289	01/17/2014	03/05/2014	VI skills inadequate; VI etiquette; VI dress inappropriate	Management: Interpreter/Operator have been retrained
559291	01/17/2014	01/24/2014	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
559292	01/17/2014	01/17/2014	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
559293	01/17/2014	01/31/2014	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
559294	01/17/2014	01/23/2014	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

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559295	01/17/2014	01/23/2014	VI dress inappropriate	Management: Interpreter/Operator have been retrained
559296	01/17/2014	01/17/2014	VI unprepared; VI disconnected caller	Escalated to Management - Resolution
559297	01/17/2014	03/05/2014	VI signing was not clear; VI etiquette; VI disconnected caller	Management: Interpreter/Operator have been retrained
559299	01/17/2014	02/25/2014	VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
559300	01/17/2014	01/23/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559301	01/17/2014	01/23/2014	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
559302	01/17/2014	01/17/2014	VI etiquette; technical issue	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
559303	01/17/2014	01/31/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559384	01/23/2014	01/31/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559385	01/23/2014	01/24/2014	VI etiquette; VI failed to keep caller informed	Management: Interpreter/Operator have been retrained
559391	01/23/2014	01/23/2014	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
559398	01/23/2014	01/24/2014	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
559399	01/23/2014	01/23/2014	VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
559400	01/23/2014	01/31/2014	VI did not keep caller informed; VI etiquette	Management: Interpreter/Operator have been retrained
559406	01/23/2014	02/06/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559411	01/23/2014	01/31/2014	VI fingerspelling was not clear; VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
559412	01/23/2014	02/13/2014	SignMail	Forwarded to the Appropriate People
559413	01/23/2014	01/23/2014	VI skills inadequate; VI etiquette	Escalated to Management - Resolution
559414	01/23/2014	01/23/2014	VI receptive skills inadequate; VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
559417	01/23/2014	01/24/2014	VI etiquette	Management: Interpreter/Operator have been retrained

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559418	01/23/2014	01/31/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559419	01/23/2014	01/24/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559446	01/24/2014	01/24/2014	VI failed to relay conversation verbatim; VI receptive skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
559700	02/07/2014	02/14/2014	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
559702	02/07/2014	02/07/2014	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
559705	02/07/2014	02/07/2014	SignMail	No Interpreter/Operator ID provided with the complaint
559707	02/07/2014	02/07/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559708	02/07/2014	02/14/2014	VI skills inadequate	Management: Interpreter/Operator have been retrained
559709	02/07/2014	02/07/2014	VI etiquette; VI disconnected caller	No Interpreter/Operator ID provided with the complaint
559710	02/07/2014	02/14/2014	VI failed to relay conversation verbatim; VI skills inadequate	Management: Interpreter/Operator have been retrained
559711	02/07/2014	02/07/2014	VI disconnected caller; VI etiquette	No Interpreter/Operator ID provided with the complaint
559713	02/07/2014	02/07/2014	Technical issue	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
559715	02/07/2014	02/14/2014	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
559716	02/07/2014	02/07/2014	SignMail	No Interpreter/Operator ID provided with the complaint
559717	02/07/2014	02/14/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559718	02/07/2014	02/25/2014	VI skills inadequate	Management: Interpreter/Operator have been retrained
559719	02/07/2014	02/07/2014	SignMail	Forwarded to the Appropriate People
559720	02/07/2014	02/14/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559721	02/07/2014	02/14/2014	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained

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559848	02/12/2014	02/12/2014	VI failed to relay conversation verbatim	Forwarded to the Appropriate People
559860	02/12/2014	02/12/2014	VI etiquette	Escalated to Management - Resolution
559861	02/12/2014	02/12/2014	SignMail - VI signing was not clear	No Interpreter/Operator ID provided with the complaint
559862	02/12/2014	02/18/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559863	02/12/2014	02/19/2014	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
559864	02/12/2014	02/18/2014	Confidentiality concerns	Management: Interpreter/Operator have been retrained
559865	02/12/2014	02/12/2014	VI etiquette	Escalated to Management - Resolution
559866	02/12/2014	02/28/2014	VI failed to relay conversation verbatim; VI disconnected caller; VI etiquette	Management: Interpreter/Operator have been retrained
559867	02/12/2014	02/18/2014	VI receptive skills inadequate	Management: Interpreter/Operator have been retrained
559896	02/14/2014	02/14/2014	VI did not keep caller informed	Escalated to Management - Resolution
559897	02/14/2014	02/18/2014	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
559898	02/14/2014	02/14/2014	VI receptive skills inadequate	No Interpreter/Operator ID provided with the complaint
559899	02/14/2014	02/14/2014	VI did not keep caller informed; VI etiquette	No Interpreter/Operator ID provided with the complaint
559900	02/14/2014	02/14/2014	VI etiquette	No Interpreter/Operator ID provided with the complaint
559901	02/14/2014	02/25/2014	VI skills inadequate; VI etiquette	Management: Interpreter/Operator have been retrained
559902	02/14/2014	02/25/2014	VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
559904	02/14/2014	02/14/2014	VI etiquette	Escalated to Management - Resolution
559907	02/14/2014	02/26/2014	VI skills inadequate; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
559917	02/14/2014	02/14/2014	VI failed to relay conversation verbatim; VI did not follow caller's request; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us

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559919	02/14/2014	02/14/2014	VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
559921	02/14/2014	02/14/2014	VI signing was not clear; VI etiquette	Wrong ID: Interpreter/Operator did not work that day or no longer work for us
559923	02/14/2014	02/18/2014	VI did not follow caller's request; VI failed to relay conversation verbatim	Management: Interpreter/Operator have been retrained
559927	02/14/2014	02/28/2014	SignMail	Forwarded to the Appropriate People
559928	02/14/2014	02/14/2014	Poor video quality	Forwarded to the Appropriate People
559929	02/14/2014	02/26/2014	VI did not follow caller's request	Management: Interpreter/Operator have been retrained
559930	02/14/2014	02/18/2014	VI did not relay conversation verbatim; VI did not follow caller's request; VI etiquette	Management: Interpreter/Operator have been retrained
559935	02/14/2014	02/14/2014	VI failed to relay conversation verbatim	No Interpreter/Operator ID provided with the complaint
559936	02/14/2014	02/18/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559946	02/14/2014	02/26/2014	VI did not follow caller's request; VI skills inadequate; VI failed to keep caller informed	Management: Interpreter/Operator have been retrained
559947	02/14/2014	02/14/2014	VI failed to relay message verbatim; VI etiquette	No Interpreter/Operator ID provided with the complaint
559990	02/18/2014	02/19/2014	VI skills inadequate; VI signing was not clear; VI etiquette	Management: Interpreter/Operator have been retrained
559991	02/18/2014	02/25/2014	SignMail - VI fingerspelling was not clear	Management: Interpreter/Operator have been retrained
559992	02/18/2014	02/25/2014	VI etiquette	Management: Interpreter/Operator have been retrained
559993	02/18/2014	02/18/2014	SignMail	No Interpreter/Operator ID provided with the complaint
559994	02/18/2014	02/18/2014	VI did not follow caller's request; VI did not keep caller informed	Customer Service: Apologized to the customer for the Technical Issue
559995	02/18/2014	02/19/2014	VI failed to relay conversation verbatim; VI etiquette	Management: Interpreter/Operator have been retrained
559997	02/18/2014	02/25/2014	VI etiquette; VI did not follow caller's request	Management: Interpreter/Operator have been retrained
559998	02/18/2014	02/25/2014	VI etiquette	Management: Interpreter/Operator have been retrained