

Question	1. How would you rate the overall quality of VRS Service?	2. How would you rate the quality of interpretation (Sorenson)? Was the interpreter easy to understand?	3. How would you rate the quality of videophone technology?	4. Did you have any technical difficulties using the videophone?	5. How has your call experience been?	6. Do you enjoy using VRS?	7. Would you recommend VRS to others?	8. Now that you have VRS, do you use TTY?	9. Do you prefer VRS over TTY?	10. Open comments - how could this service be improved?	Additional Comments
Survey 1	Very Good	Very Good	Good	Yes	Very Good	Very Good		No	Yes	No, he said better is ask him for comments after six months or one year of using. Said need to add VP point to point leave message.	4. yes.Power turn off on him in about 5 or 10 min, not happen often only 3 or 4 times in 2 months. 6. Said VP is best 9. More faster i
Survey 2	Very Good	Good	Average	Yes	Very Good	Very Good	Yes	Yes	Yes	Customer wants to improve deaf and hearing answer machine messages.	4. Yes, When customer tried to call her deaf friend then chat for awhile, caused blackscreen twice. 7. Yes, Suggest to Apply VP 200 o
Survey 3	Good	Average	Good	Yes	Good	Very Good	Yes	Yes	Yes	Gold service missing - want all features, faster time waiting for terp same as TS and CIR	4. Yes, TELUS need to improve the internet disconnected. 7. Yes, all. 9.yes, Show feeling and easy to communicate
Survey 4	Good	Average	Good	No	Good	Very Good	Yes	Yes	Yes	Happy to have this VP!!! :)	7. Yes, Shakeel Nasser (business) ICS course, 7915 8th St NE Calgary, Alberta T2E-8A2. 9. Yes, communication clear
Survey 5	Very Good	Very Good	Very Good	No	Very Good	Very Good	No	No	Yes	None	9. yes, Easy to use
Survey 6	Very Good	Very Good	Very Good	No	Very Good	Very Good	No	No	Yes	None	9. yes, Easy to communicate, fast
Survey 7	Very Good	Good	Very Good	No	Very Good	Very Good	No	Yes	Yes	Sorenson offer jobs for Canada people also - want more trainers since lack few	7. No, most are east side. 9. Yes, better and faster, very smooth talk
Survey 8	Good	Good	Very Good	No	Good	Very Good	No	Yes	Yes	Most important VRS to use with family communication	9. Yes, communication more clear!
Survey 9	Very Good	Good	Very Good	No	Good	Very Good	Yes	Yes	Yes	Wireless flashers, does not like wires all over the place, improve waiting time.	7. Yes, easy to use, faster less possibilities for nay misunderstanding, a lot of positive benefits, great features. 8. Yes, rarely. 9. Yes, T
Survey 10	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	Satisfied with everything. One,flash need to be longer so he doesn't miss any calls.	7. Yes, clear communication. 8. Starting to reduce use of TTY. 9. Yes, TTY takes to long. VRS is faster.
Survey 11	Average	Average	Very Good	No	Very Good	Very Good	No	No	No	One number ready to hook up with interpreter automatic, want extra VRS installer to finish job faster, A-Z contact list - faster way.	7. No, already sent forms to others.
Survey 12	Good	Very Good	Very Good	No	Good	Very Good	No	No	Yes	Customer said he understands that interpreter call waiting can be long but wish can e shorter time to wait. He said he average about ten	4. Yes, few times freeze and have to turn VP off then it will be back to normal. 9. Yes,More easier to communicate and understand c
Survey 13	Very Good	Very Good	Good	No	Good	Very Good	No	No	Yes	None	9. Yes, understanding word transferring easy to talk, because customer is too old to type on TTY.
Survey 14	Very Good	Very Good	Very Good	Yes	Very Good	Very Good	No	No	Yes	Hope VP 200 still lasts in Canada	4. Yes, doesn't know English well. 9. Yes, ASL easy to use for foreign people.
Survey 15	Very Good	Good	Very Good	No	Very Good	Very Good	No	Yes	Yes	Frustration with some companies that refuse to use VRS and prefer customer to use TTY instead	7. No, all of the already applied. 9. Yes, easy to express with details.
Survey 16	Very Good	Good	Very Good	No	Very Good	Very Good	No	Yes	Yes	None	9. Yes, very fast respond
Survey 17	Very Good	Good	Very Good	No	Very Good	Very Good	No	Yes	Yes	None	9. Yes, easy to communicate
Survey 18	Very Good	Good	Average	Yes	Very Good	Very Good	Yes	Yes	Yes	Wants signmail for Canada. Loves that you can call back if disconnected	4. Yes, plugs don't work-VP keeps disconnecting. 8. No, noticed that since VRS was set up, the use of TTY has reduced. Says it seems
Survey 19	Very Good	Very Good	Very Good	Yes	Very Good	Very Good	Yes	Yes	Yes	None	7. Yes, out of range with TELUS. 9. Yes, Easy to communicate
Survey 20	Good	Good	Good	No	Very Good	Very Good	Yes	No	Yes	None	9. Yes, easy to communicate
Survey 21	Good	Good	Good	Yes	Good	Good	Yes	No	Yes	Add timer, how ong on VP. Stop disconnecting.	4. Yes, talk for awhile, VP will disconnect. Can't get incoming calls, has to call back, harder with interpreter. 7. Yes, deaf scream for V
Survey 22	Good	Good	Good	No	Very Good	Very Good	Yes	Yes	Yes	Want interpreters 24/7	7. Yes, already apply through TELUS. 9. Yes, more clear and understand
Survey 23	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Very happy about VRS and believe every deaf should get VRS	7. Yes, non in mind right now. 9. Yes, a lot easier to communicate
Survey 24	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Really want to emphasize that it will save carpal tunnel a lot of problem.	7. Yes, only know that ll have it. 9. Yes, easy to communicate, seems hearing like VRS better, easy to express
Survey 25	Good	Average	Good	Yes	Good	Average	Yes	No	Yes	Share with other videophones (devices); want interpreter with Blackberry book; interpreters need to be good, professional; does not want	4. Yes, TELUS affects the VP and remote issue. 9. Yes, clear communication
Survey 26	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Would like to have voice leave message.	9. Yes, more clear and faster
Survey 27	Very Good	Very Good	Good	No	Very Good	Very Good	Yes	No	Yes	Future- keep VP - forever	9. Yes, TTY-too long, not good English, less misunderstanding.
Survey 28	Average	Average	Very Good	Yes	Good	Very Good	Yes	No	Yes	Would like SVRS interpreter service open 24/7	4. Yes, said friend has old D Link device, will cause fuzzy screen. Otherwise it's good. 9. Yes, easier, quicker to communicate with ea
Survey 29	Good	Good	Average	Yes	Average	Very Good	Yes	No	Yes	Customer want to have VRS as same as America. Also, customer want to open using VRS for the opportunity to contact the international	4. Need more practice of call waiting. 5. VRS prolong. 7. Did encourage friends and open discussion. 8. Yes, less. 9. Yes, VRS is faster
Survey 30	Good	Good	Average	No	Very Good	Very Good	Yes	No	Yes	Moveable VP; E911; 3rd party calling; automatic transfer instead call different dept SVRS CIR. Does not want interpreters to introduce	7. Yes, TELUS have it. 9. Yes, using first language.
Survey 31	Good	Good	Average	No	Very Good	Very Good	Yes	No	Yes	Give more option on which internet providers	7. Yes, friends out of bound that TELUS don't cover. 9. Yes, quick conversation, more clear.
Survey 32	Average	Average	Good	Yes	Good	Good	Yes	No	Yes	Hope VRS continue to serve across Canada.	4. Yes, trainer didn't teach her enough. 7. Yes, TELUS not cover friend area. 9. Yes, visional talking, easier to explain
Survey 33	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	None	7. Yes, no referral for Canada person. 9. Yes, easy to use, but some company made them use TTY - like bank
Survey 34	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Signmail	7. Yes, none in mind right now. 9. Yes, easy physical to use, had strobe, left side of body isn't workin, so can sign better.
Survey 35	Very Good	Very Good	Good	Yes	Very Good	Very Good	Yes	Yes	Yes	Customer want to improve this VRS like want to give real local number to non-VRS in America because when non-VRS tried to call him from	4. Yes, one time, black screen, need to reboot this VP then it's working. 7. Yes, but info that he can't recommend to others because tr
Survey 36	Very Good	Very Good	Good	Yes	Very Good	Very Good	No	No	Yes	None	4. Yes, video speed. 9. Yes, easy to communicate, they are from different foreign
Survey 37	Very Good	Good	Good	No	Very Good	Very Good	Yes	No	Yes	None	7. Yes, but no address. 9. Yes, easy for customer to use.
Survey 38	Very Good	Good	Good	No	Very Good	Very Good	Yes	No	Yes	Just want to say VRS is really great - really want VRS to stay even though one year pass but want VRS to keep running, but E911 is important.	7. Yes, chrisy steele 780-432-2199 (text). 9. yes, communication clearly
Survey 39	Very Good	Good	Average	Yes	Very Good	Very Good	No	Yes	Yes	None	4. Yes, shut down sometimes. 9. Yes, easy to communicate, clear to understand
Survey 40	Very Good	Good	Good	Yes	Very Good	Very Good	Yes	Yes	Yes	More technology in the future. Customer would like to use pager that goes to VP for emergency in the future. Suggests for VP to set at the	4. yes, blurry picture. 7. Yes, they encouraged others. 8. on the way to reduce TTY. 9. Yes, VRS is the best and faster.
Survey 41	Very Good	Good	Good	Yes	Very Good	Very Good	Yes	Yes	Yes	Blurry	4. Yes, Blurry. 9. yes, easy to communicate
Survey 42	Very Good	Good	Good	No	Good	Very Good	No	No	No	None	None
Survey 43	Very Good	Good	Very Good	Yes	Very Good	Very Good	Yes	No	Yes	Like to have deaf and hearing answer machine messages and E911	4. Yes, sometimes, get dialing problem or when call her friend then notice black or blue screen. 7. yes, will explain deafie how to get
Survey 44	Good	Very Good	Good	No	Good	Very Good	Yes	No	Yes	Really happy with service	9. Esyt to talk in face with expressions
Survey 45	Very Good	Good	Good	No	Very Good	Very Good	Yes	No	No	Need to improve signmail and deaf message for VP to VP. Want to have real local number.	7. yes, will explain customers how to apply for VP 200. 9. No, easy to communicate
Survey 46	Very Good	Very Good	Good	No	Very Good	Very Good	Yes	No	Yes	Extend hours of VRS open available	9. yes, easier to use with communication, faster
Survey 47	Very Good	Very Good	Average	No	Very Good	Very Good	Yes	No	Yes	Would like to have signmail for hearing, also for deaf. Would like if VRS were open 24 hours. Some interpreters need ot work on fingers	3. Would like to have more features. 8. no, never. 9. Yes, VRS is easy to use and more understanding than on TTY, w TTY there a lot i
Survey 48	Very Good	Good	Very Good	Yes	Good	Very Good	Yes	No	Yes	Customer really like to have deaf to deaf point answer machine message.	4. yes, customer info that video do sometimes, got froze then had to reboot up. 9. yes, easy communication.
Survey 49	Very Good	Very Good	Good	Yes	Very Good	Very Good	Yes	No	Yes	Want wireless mobile VP	4. Yes, sometimes the storm disconnected the DSL. 9. Yes, Tty is slow
Survey 50	Very Good	Average	Average	No	Very Good	Very Good	Yes	No	Yes	Felt TELUS company was force to use service, since it is only one service in Canada - customer would like to have some opportunity to	9. Yes, first language ASL
Survey 51	Very Good	Very Good	Good	No	Very Good	Very Good	Yes	No	Yes	None - very happy with our service overall	9. Yes, Fast, easier to talk and smooth.
Survey 52	Good	Good	Poor	No	Poor	Very Good	Yes	No	Yes	Want to have moveable VP anywhere in room without unhook VP then reinstall VP; no E911, quick respond from interpreter - need public	9. Yes, easy to communicate
Survey 53	Very Good	Good	Good	Yes	Very Good	Very Good	Yes	No	Yes	Just that its magnificent	4. yes, when use Tty it causes VP slow down and on off. 7. yes, had friends up in North but no have available then
Survey 54	Very Good	Very Good	Very Good	No	Very Good	Very Good	No	Yes	Yes	Not comfortable using same interpreter over again and again	7. No, but did referal them to join TELUS for VP 200. 9. yes, no misunderstand, a lot easier for foreigner to use if only know ASL.
Survey 55	Good	Good	Good	No	Good	Good	No	No	Yes	Want laptop with Sorenson VRS program to bring outside of homes. Customer want VRS user in cell phone such as Tmobile, HTC, eva, etc	9. Yes, TTY got missed, misunderstanding, feel too old to have TTY. VRS is more clear communication.
Survey 56	Very Good	Very Good	Good	No	Very Good	Very Good	No	No	Yes	Hope that VRS can last for years	7. No, already have it. 9. Yes, easy and faster communication with clear explain
Survey 57	Very Good	Good	Good	No	Very Good	Very Good	No	No	Yes	Would like to add brightness and dark on video quality on remote.	9. Yes, first language eay to express full.
Survey 58	Good	Very Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	Want free TELUS	8. yes, very little. 9. yes, easy and fast, easy to communicate.
Survey 59	Good	Good	Good	No	Good	Very Good	No	Yes	Yes	None	9. yes, because it communicates better, explain clear, less misunderstandings, body language to see a person.
Survey 60	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	None	9. Yes, easy to communication - no misunderstanding
Survey 61	Very Good	Good	Very Good	No	Good	Very Good	Yes	Yes	Yes	Contact list improvement	9. yes, easier to contact people
Survey 62	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	None	7. Yes, didn't have their address. 9. Yes, quick and easy
Survey 63	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	None	None
Survey 64	Good	Average	Good	No	Average	Average	Yes	No	No	None	None
Survey 65	Very Good	Very Good	Good	No	Very Good	Very Good	Yes	Yes	Yes	None	8. Average more VRS than Tty 9. Yes, show emotions easier than TTY
Survey 66	Good	Average	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	None comments, seem fine.	9. Yes, TTY take time and VRS faster. Tty hard to understand and lousy spell.
Survey 67	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Been receiving odd calls with IP address	7. Yes, already told them they are think about it
Survey 68	Very Good	Very Good	Good	No	Very Good	Good	Yes	No	No	None	None
Survey 69	Average	Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Would like Sorenson to do marketing in Canada for Deaf people aware of what is VRS	9. Yes, faster and easy to communication
Survey 70	Very Good	Very Good	Good	No	Very Good	Very Good	Yes	No	Yes	Reason why - Flasher - can see ring (I told her about the flasher in back of VP- can	4. Yes, Lori Wochuk, Bonnie Reid 8, No, little bit 9. Yes, easy to communicate, less misunderstanding than TTY
Survey 71	Very Good	Very Good	Good	Yes	Good	Very Good	Yes	Yes	Yes	None	7. Yes, incoming issue. 7. Yes, already helped someone. 9. Yes, no misunderstanding through VRS
Survey 72	Very Good	Good	Good	Yes	Good	Good	Yes	Yes	Yes	Need VRS for hospital	4. Yes, always get dark screen. 7. Donna Scular, Henry Woods 778-593-2590 TTY. 9. Yes, easy to sign language, less misunderstod
Survey 73	Very Good	Good	Good	Yes	Good	Very Good	Yes	Yes	Yes	Prefer to have different interpreter instead local interpreter center	4. Yes, scam ip address caused dialing issue. 7. Yes, most people are from East Canada. 9. Yes, easy to sign workout and faster
Survey 74	Good	Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	None	4. Yes, Did help 3 or 5 deaf to application for VP200. 9. Yes, felt free to express
Survey 75	Good	Average	Good	Yes	Good	Good	Yes	Yes	Yes	Would like to ask who this is when they answer the phone so he can know who this is in first place, so h	4. Yes, remote work signals. 7. Yes, has not thought of anyone yet. 8. No, using TTY much less. 9. Yes, yes and no, if VP breaks down,
Survey 76	Good	Very Good	Good	No	Good	Good	Yes	No	Blank	Improve interpreter quality, sign skills, more facial expression.	9. Yes, more comfortable on TTY. Use signs on VRS, has express emotion
Survey 77	Good	Very Good	Very Good	No	Very Good	Average	Yes	No	Yes	None	4. No, Happened today, VP stopped working. 7. Yes, communication!!! 9. Yes, TTY shows no emotions while on VRS you can. It has 1
Survey 78	Very Good	Good	Good	No	Good	Very Good	No	No	Yes	One more installer. Wish could grow in Canada	None
Survey 79	Very Good	Very Good	Very Good	No	Average	Very Good	Yes	Yes	Yes	All is positive about VP - No comments	7. Yes, don't know any. 9. Yes, easy to contact through VRS - faster
Survey 80	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	None - Love VRS	7. Yes, talk with her/his friends in person. 9. Yes, more easy to understand each other and show face expressions.
Survey 81	Very Good	Good	Very Good	No	Good	Good	Yes	No	Yes	Customer want to add answer messages and E911	7. Yes, don't have one. 9. Yes, communicate is best than misunderstanding.
Survey 82	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	No	No	VRS 24/7 want - Nevermind - Dec 1 will change to VRS 24/7	7. Yes, will tell her friends through her emails. 9. No, more faster communication and show the emotion, face expression.
Survey 83	Good	Good	Very Good	Yes	Very Good	Very Good	Yes	Yes	Yes	Like to add E911	4. Yes, D link having issue so need fix. 7. Yes, none in mind right now. 9. Yes, easy to communication
Survey 84	Very Good	Very Good	Good	Yes	Good	Very Good	No	Yes	Yes	None	4. yes, only once happen black screen have to reboot VP then fine since. 9. Yes, customer have no TTY
Survey 85	Very Good	Very Good	Very Good	No	Very Good	Very Good	No	No	Yes	None	6. Think it very important to cutomer. 7. Yes, his brother, Ron Bergenheim and same with his friends. 9. Yes, VRS had helped deaf pe

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Survey 86	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	Yes	No	Nothing ATM.	8. Yes, ASL in not that great. 9. No, easier for him to do English
Survey 87	Very Good	Very Good	Very Good	No	Very Good	Very Good	No	No	Yes	None - he love it	9. Yes, No misunderstand - easy to talk
Survey 88	Very Good	Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	Don't want to have local interpreters can able to use VRS with business instead of using TTY	7. Yes, Sandy Huggins huggybears@TELUS.net. Elaine Bundschuh 604-910-0689, wallbund@shaw.ca, will change company if approv
Survey 89	Very Good	Very Good	Very Good	No	Very Good	Very Good	No	Yes	Yes	None	9. Yes, fast service - easy to communication
Survey 90	Good	Good	Very Good	Yes	Very Good	Very Good	No	No	Yes	No idea!	4. Yes, friend's VP blurr but hers VP is all good. 9. Yes, TTY take too long VRS fast.
Survey 91	Very Good	Good	Very Good	No	Very Good	Very Good	No	No	Yes	Sorenson VRS are super easy!! Love it!	7. No, will call if need to. 9. yes, clear communication!! ;)
Survey 92	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	No	No	Customer enjoy the VP and would love if VP can call long distance often. Customer is very pleased with the VRS services he received.	None
Survey 93	Very Good	Very Good	Good	No	Very Good	Very Good	Yes	Yes	Yes	Want Sorenson to spread to East side of Canada	7. Yes, TELUS don't cover east side. 9. Yes, fast service
Survey 94	Good	Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	Everything is good. VP is better than TTY	None
Survey 95	Good	Very Good	Very Good	No	Very Good	Very Good	Yes	No	Yes	None	7. Yes, already helped other get VP. 9. Yes, easy to sign with expressions-for doctors
Survey 96	Very Good	Very Good	Very Good	No	Good	Very Good	Yes	No	Yes	Hope become 24 hours	8. No, I go to VP, I prefere Vp. 9. Yes, Of course
Survey 97	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	None	7. Yes, none. 9. Yes, a lot easier with communication
Survey 98	Very Good	Very Good	Very Good	No	Very Good	Very Good	Yes	Yes	Yes	None	9. Yes, visual enable for communication

Totals

	Question 1	Question 2	Question 3	Question 5	Question 6
Very Good	67	40	51	69	89
Good	28	45	35	25	8
Average	3	12	8	3	1
Poor	0	0	1	1	0
Very Poor	0	0	0	0	0
Blank	0	1	3	0	0

	Question 4	Question 7	Question 8	Question 9
Yes	27	72	36	89
No	71	25	62	8
Blank	0	1	0	1

Percent

	Question 1	Question 2	Question 3	Question 5	Question 6
Very Good	68.37%	40.82%	52.04%	70.41%	90.82%
Good	28.57%	45.92%	35.71%	25.51%	8.16%
Average	3.06%	12.24%	8.16%	3.06%	1%
Poor	0%	0%	1.02%	1.02%	0%
Very Poor	0%	0%	0%	0%	0%
Blank	0%	1.02%	3.06%	0%	0%

	Question 4	Question 7	Question 8	Question 9
Yes	27.55%	73.47%	36.73%	90.82%
No	72.45%	25.51%	63.27%	8.16%
Blank	0%	1.02%	0%	1%