

Deaf Vee Journal submitted the following questions to Convo via e-mail on Monday, July 11, 2021. As of today on Thursday, July 15, 2021, we have not heard back from Convo in regard to any of our questions.

Is it true that Convo has actively promoted the use of VRS interpreters for online classes?

Some interpreters are saying that FCC says keep calls for 10 min, so many switch after 10 leaving a 2-hour class with up to 10 interpreters for one class. Is it true that VRS interpreters must switch after 10 minutes? What statute or regulation is this based on?

Is it true that Convo requires interpreters to take a pay cut every time they change anything including but not limited to increasing hours, going full time, going part time, decreasing hours, etc.

Is it true that Convo still bills benefit costs to interpreters that do not receive benefits?

Is it true that Convo has prioritized the international market over their local market (USA)?

Is it true that Convo now hires uncertified interpreters and do not provide competitive rates to certified interpreters to encourage certification?

Is it true that the executive interpreting team is facing extreme turnover rates and if it is, what are you doing about it?

When is Convo planning on upgrading their platform?

What is Convo's plan on the waiver being rolled back? Your interpreters are at 80 percent at home including 30 percent contract interpreters? How are you going to ensure you meet the new criterions when they are released?

Is it true that interpreters that do not have the full time/ part time status (but are at the 15 hour tier) are automatically disqualified from getting benefits such as massages even if they clock in more than 160 hours that month?

Is it true that the platform is old and has no teaming function for the interpreters who are working from home?

Is it true that Convo pays the lowest in the industry for their interpreters and what are you doing to increase the pay of your interpreters?

Is it true that there is no dedicated trainer/recruiter that works with interpreters that need support in developing their skills?

Is it true that Convo does not pay time and a half for interpreters/CCMs working on holidays?