

Relay Texas Customer Contact Tally

June 2006 - May 2007

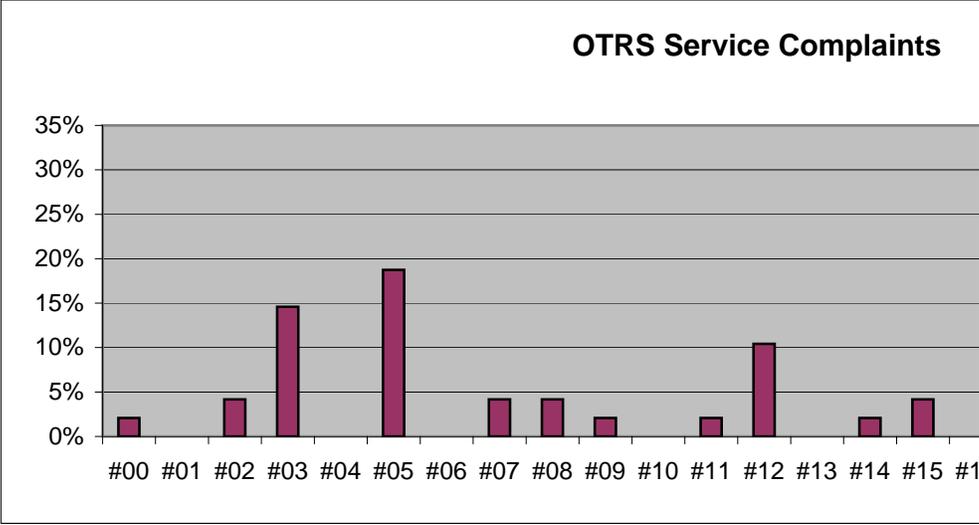
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
SERVICE COMPLAINTS													
#00	Answer Wait Time									1			
#01	Dial Out Time									1			
#02	Didn't Follow Database Inst.					1				1		1	
#03	Didn't Follow Cust. Instruct.	2		2		1						1	
#04	Didn't Keep Customer Informed	1									1		1
#05	Agent Disconnected Caller	2		1	1						3		1
#06	Poor Spelling												
#07	Typing Speed/Accuracy		1			1							
#08	Poor Voice Tone												
#09	Everything Relayed	1							1				
#10	HCO Procedures Not Followed												
#11	VCO Procedures Not Followed												
#12	Two-Line VCO Procedure Not F												
#13	Background Noise Not Typed												
#14	Feelings Not Described												
#15	Recording Feature Not Used												
#16	Noise in Center												
#17	Agent Was Rude			1	1		1			1		1	
#18	Problem Answer Machine			1									
#19	Spanish Service		1										
#20	Speech to Speech						1				1		1
#21	Other Problem Type Complaint		1			1	1		3			1	1
TOTAL		6	3	5	2	4	3	0	4	4	5	4	4
TECHNICAL COMPLAINTS													
#22	Lost Branding							1	1			1	
#23	Charged for Local Call												
#24	Trouble Linking Up			1		1	1			2	1		
#25	Line Disconnected	1		1		1	1	2	3		1		
#26	Garbled Message				1					1			1
#27	Database Not Available	1											
#28	Split Screen												
#29	Other Technical Type Complaint	1	2	1	2		1	2	1	2		1	2
TOTAL		3	2	3	3	2	3	5	5	5	2	2	3
MISC COMPLAINTS													
#30	Rates												
#31	OSD												
#32	No 900 Number												

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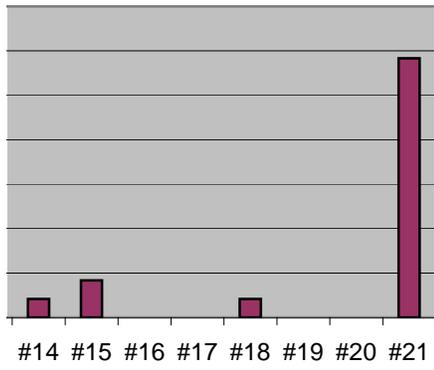
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		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
#33	Carrier of Choice													
#34	Network Recording													
#35	Other					1		1	1		1			
TOTAL		0	0	0	0	1	0	1	1	0	1	0	0	
TOTAL CONTACT		9	5	8	5	7	6	6	10	9	8	6	7	

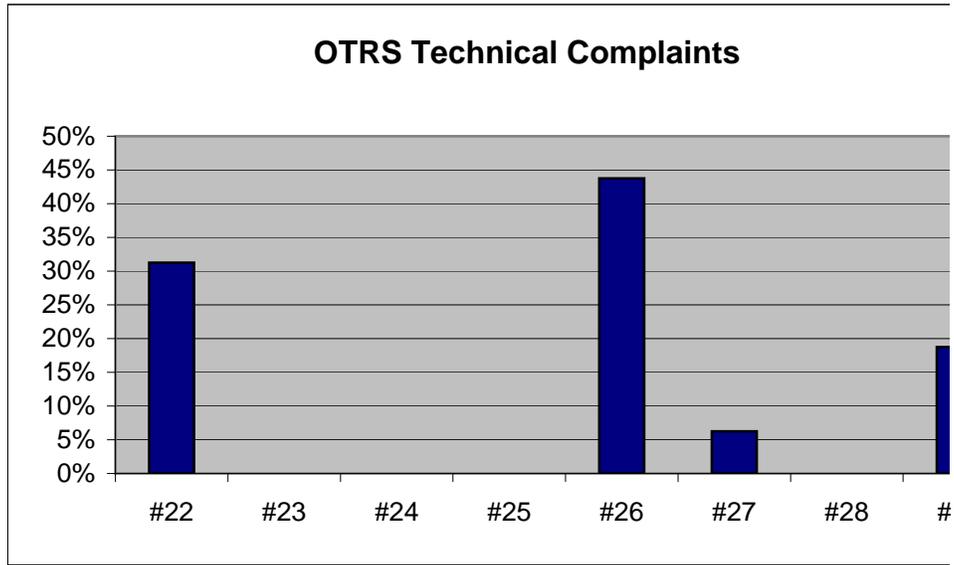
#00	2%
#01	0%
#02	4%
#03	15%
#04	0%
#05	19%
#06	0%
#07	4%
#08	4%
#09	2%
#10	0%
#11	2%
#12	10%
#13	0%
#14	2%
#15	4%
#16	0%
#17	0%
#18	2%
#19	0%
#20	0%
#21	29%

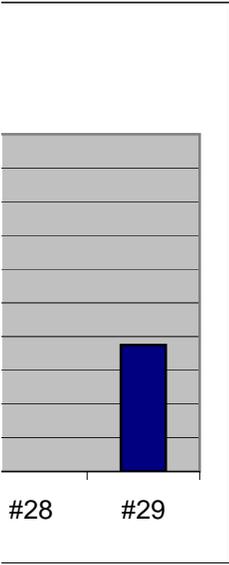


Complaints

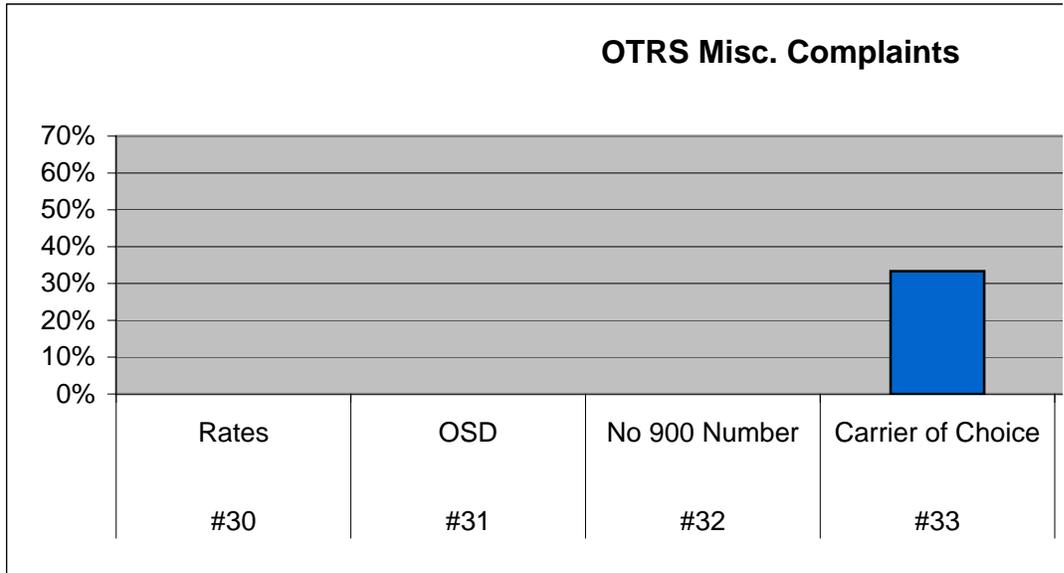


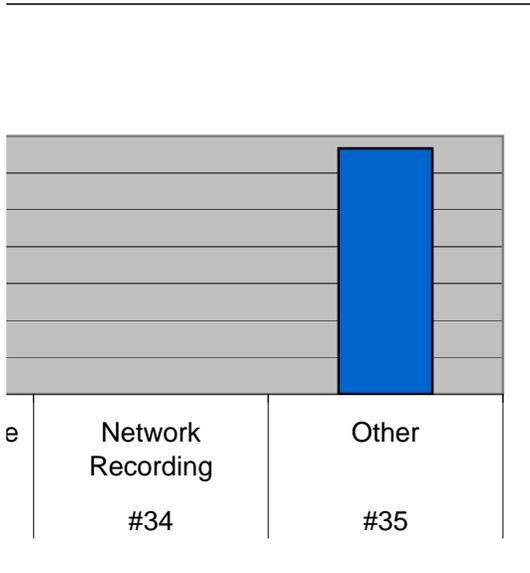
#22	31%
#23	0%
#24	0%
#25	0%
#26	44%
#27	6%
#28	0%
#29	19%





ISC COMPLAINTS	
#30	0%
#31	0%
#32	0%
#33	33%
#34	0%
#35	67%
TOTAL	





e

Network
Recording

#34

Other

#35