



Relay TX  
6/07 - 5/08

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	1	1	0	0	0	0	0	0	0	0	0	2	5%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#03 Didn't Follow Cust. Instruct.	1	0	0	1	0	0	2	1	1	0	0	4	10	23%
#04 Didn't Keep Customer Informed	1	1	0	0	0	0	0	0	0	0	0	0	2	5%
#05 Agent Disconnected Caller	1	1	0	1	1	0	2	0	0	0	1	0	7	16%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	2	1	0	0	0	0	0	0	1	2	6	14%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	1	0	1	3	0	1	0	0	0	0	1	0	7	16%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	1	0	0	0	0	0	0	0	0	0	0	1	2%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	1	0	0	0	2	1	1	0	0	1	0	0	6	14%
<b>TOTAL</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>43</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	1	1	1	0	0	1	0	0	0	0	0	4	7%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	1	0	1	0	1	0	0	1	0	1	1	2	8	15%
#25 Line Disconnected	1	2	0	0	0	1	0	1	1	2	0	0	8	15%
#26 Garbled Message	0	0	0	0	0	1	0	1	1	0	0	0	3	5%
#27 Database Not Available	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	3	4	4	5	10	0	1	1	0	0	3	0	31	56%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>55</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	0	0	0	1	0	1	1	0	0	0	3	100%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	
<b>TOTAL CONTACT</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>101</b>	

TX

Jun-2007

All	Program Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
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COMMENDATION								
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Agents	0	0	0	32	2	0	4	0
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	32	2	0	4	0

SERVICE COMPLAINTS								
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#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0

TECHNICAL COMPLAINTS								
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#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	1	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	1	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	2	0	0	0	0	0	0

MISC. COMPLAINTS								
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#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0

#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	2	0	0	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	13	0	0
#37 Request Directory Assistance	0	0	0	0	0	6	0	0
#38 Test Calls	0	0	0	0	0	53	0	0
#39 Instructions/General	0	0	0	0	0	71	0	0
#40 Send Information	0	0	0	0	0	3	0	0
#41 Billing Question	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	28	0	0
#43 Referred to LEC	0	0	0	0	0	14	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	5	0	0
#45 Other	0	0	0	0	0	20	0	0
#46 Request Relay Number	0	0	0	0	0	38	0	0
<b>TOTAL</b>	0	0	0	0	0	251	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	2	0	32	2	251	4	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:00:24 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	3	0	2	0	0	0	0	3	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	25	0
0	0	0	0	0	0	0	0	0	0	0	15	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	7	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	47	0

0	1	2	0	14	0	6	0	0	0	0	51	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
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0	0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	56
0	1
0	57

0	0
0	0
0	0
0	1
0	1
0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	1
0	0
0	0
0	0
0	1
0	5

0	0
0	0
0	1
0	1
0	0
0	0
0	0
0	0
0	3
0	0
0	0
0	0
0	0
0	5

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	10

0	13
0	6
0	53
0	96
0	18
0	0
0	35
0	14
0	5
0	20
0	38
0	0

0	67



#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	4	0	1	1	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	14	0	0
#37 Request Directory Assistance	0	0	0	0	0	7	0	0
#38 Test Calls	0	0	0	0	0	41	0	0
#39 Instructions/General	0	0	0	0	0	65	0	0
#40 Send Information	0	0	0	0	0	3	0	0
#41 Billing Question	0	0	0	0	0	2	0	0
#42 Equipment Referral	0	0	0	0	0	31	0	0
#43 Referred to LEC	0	0	0	0	0	23	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	9	0	0
#45 Other	0	0	0	0	0	32	0	0
#46 Request Relay Number	0	0	0	0	0	42	0	0
<b>TOTAL</b>	0	0	0	0	0	269	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	4	0	51	3	269	7	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:00:44 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	2	0	1	0	0	0	0	2	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	12	0
0	0	0	0	0	0	0	0	0	0	0	24	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	16	0
0	0	0	0	0	0	0	0	0	0	0	0	0
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0	0	0	0	0	0	0	0	0	0	0	0	0
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0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	52	0

0	0	0	0	75	0	2	0	0	1	0	56	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0

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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	134
0	2
0	136

0	1
0	0
0	0
0	0
0	1
0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
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0	0
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0	0
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0	0
0	0
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0	4
0	0
0	0
0	0
0	0
0	7

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	11

0	14
0	7
0	41
0	77
0	27
0	2
0	47
0	23
0	9
0	32
0	42
0	0

0	147



#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	6	0	1	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	10	0	0
#37 Request Directory Assistance	0	0	0	0	0	2	0	0
#38 Test Calls	0	0	0	0	0	28	0	0
#39 Instructions/General	0	0	0	0	0	68	0	0
#40 Send Information	0	0	0	0	0	3	0	0
#41 Billing Question	0	0	0	0	0	4	0	0
#42 Equipment Referral	0	0	0	0	0	29	0	0
#43 Referred to LEC	0	0	0	0	0	14	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	5	0	0
#45 Other	0	0	0	0	0	29	0	0
#46 Request Relay Number	0	0	0	0	0	38	0	0
<b>TOTAL</b>	0	0	0	0	0	230	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	6	0	42	0	230	8	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:01:09 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0	0	2	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	19	0
0	0	0	0	0	0	0	0	0	0	0	28	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	16	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	63	0

0	0	1	0	73	0	3	0	1	1	0	66	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	127
0	1
0	128

0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	2
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	1
0	0
0	0
0	0
0	0
0	4

0	1
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	4
0	0
0	0
0	0
0	0
0	6

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	10

0	10
0	2
0	28
0	87
0	31
0	4
0	45
0	14
0	5
0	29
0	38
0	0

0	138



#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	3	0	0	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	9	0	0
#37 Request Directory Assistance	0	0	0	0	0	3	0	0
#38 Test Calls	0	0	0	0	0	25	0	0
#39 Instructions/General	0	0	0	0	0	74	0	0
#40 Send Information	0	0	0	0	0	2	0	0
#41 Billing Question	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	32	0	0
#43 Referred to LEC	0	0	0	0	0	19	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	4	0	0
#45 Other	0	0	0	0	0	58	0	0
#46 Request Relay Number	0	0	0	0	0	44	0	0
<b>TOTAL</b>	0	0	0	0	0	270	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	3	1	18	0	270	12	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:01:32 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	4	0	0	0	0	0	0	5	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	19	0
0	0	0	0	0	0	0	0	0	0	0	14	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	11	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	44	0

2	1	0	1	94	0	2	0	3	1	0	50	0



0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	1	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	1	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0



0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	131
0	1
0	132

0	0
0	0
0	0
0	1
0	0
0	1
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	3
0	0
0	0
0	0
0	0
0	0
0	6

0	1
0	0
0	0
0	0
0	0
0	0
0	1
0	0
0	5
0	0
0	0
0	0
0	0
0	7

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	13

0	9
0	3
0	25
0	93
0	16
0	0
0	43
0	19
0	4
0	58
0	44
0	0

0	145

TX

Oct-2007

All	Program Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
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COMMENDATION								
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Agents	0	0	0	81	0	0	17	1
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	81	0	0	17	1

SERVICE COMPLAINTS								
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#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	1	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	1	0	0	0	0

TECHNICAL COMPLAINTS								
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#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	1	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	7	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	8	0	0	0	0	0	0

MISC. COMPLAINTS								
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#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0

#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	8	0	1	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	8	0	0
#37 Request Directory Assistance	0	0	0	0	0	9	0	0
#38 Test Calls	0	0	0	0	0	42	0	0
#39 Instructions/General	0	0	0	0	0	72	0	0
#40 Send Information	0	0	0	0	0	4	0	0
#41 Billing Question	0	0	0	0	0	6	0	0
#42 Equipment Referral	0	0	0	0	0	29	0	0
#43 Referred to LEC	0	0	0	0	0	14	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	3	0	0
#45 Other	0	0	0	0	0	29	0	0
#46 Request Relay Number	0	0	0	0	0	42	0	0
<b>TOTAL</b>	0	0	0	0	0	258	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	8	0	82	0	258	17	1

Date Generated: Wed, Jun. 25th, 2008 @ 10:01:52 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	1	0	0	0	0	3	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	26	0
0	0	0	0	0	0	0	0	0	0	0	28	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	10	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	64	0

0	0	0	0	120	0	1	0	12	2	0	69	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	2	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0



0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	234
0	2
0	236

0	0
0	0
0	0
0	0
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	2
0	3

0	0
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	10
0	0
0	0
0	0
0	0
0	11

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	14

0	8
0	9
0	42
0	98
0	32
0	6
0	39
0	14
0	3
0	29
0	42
0	0

0	250

TX

Nov-2007

All	Program Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
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## COMMENDATION

Agents	0	0	0	31	0	1	7	0
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	31	0	1	7	0

## SERVICE COMPLAINTS

#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	1	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0
<b>TOTAL</b>	0	0	0	0	0	1	1	0

## TECHNICAL COMPLAINTS

#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	1	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	1	0	0	0	0	0	0

## MISC. COMPLAINTS

#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	1	0	0	0	0	0	0

#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	1	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	2	0	0	0	1	1	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	8	0	0
#37 Request Directory Assistance	0	0	0	0	0	7	0	0
#38 Test Calls	0	0	0	0	0	27	0	0
#39 Instructions/General	0	0	0	0	0	60	0	0
#40 Send Information	0	0	0	0	0	4	0	0
#41 Billing Question	0	0	0	0	0	2	0	0
#42 Equipment Referral	0	0	0	0	0	23	0	0
#43 Referred to LEC	0	0	0	0	0	15	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	5	0	0
#45 Other	0	0	0	0	0	29	0	0
#46 Request Relay Number	0	0	0	0	0	27	0	0
<b>TOTAL</b>	0	0	0	0	0	207	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	2	0	31	0	209	8	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:02:08 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	1	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	33	0
0	0	0	0	0	0	0	0	0	0	0	7	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	5	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	45	0

0	3	0	0	138	0	1	0	1	0	0	47	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0
0	1
0	5

0	8
0	7
0	27
0	93
0	11
0	2
0	28
0	15
0	5
0	29
0	27
0	1

0	189



#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	2	0	1	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	11	0	0
#37 Request Directory Assistance	0	0	0	0	0	5	0	0
#38 Test Calls	0	0	0	0	0	17	0	0
#39 Instructions/General	0	0	0	0	0	47	0	0
#40 Send Information	0	0	0	0	0	5	0	0
#41 Billing Question	0	0	0	0	0	4	0	0
#42 Equipment Referral	0	0	0	0	0	21	0	0
#43 Referred to LEC	0	0	0	0	0	17	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	6	0	0
#45 Other	0	0	0	0	0	12	0	0
#46 Request Relay Number	0	0	0	0	0	32	0	0
<b>TOTAL</b>	0	0	0	0	0	177	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	2	0	54	0	177	1	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:02:26 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	1	0	2	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	16	0
0	0	0	0	0	0	0	0	0	0	0	13	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	10	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	39	0

0	2	1	0	102	0	1	0	4	2	0	40	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	162
0	1
0	163

0	0
0	0
0	0
0	2
0	0
0	2
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	1
0	5

0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	2

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	7

0	11
0	5
0	17
0	63
0	18
0	4
0	31
0	17
0	6
0	12
0	32
0	0

0	170

TX

Jan-2008

All	Program Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
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## COMMENDATION

Agents	0	0	0	36	0	0	1	0
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	36	0	0	1	0

## SERVICE COMPLAINTS

#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0

## TECHNICAL COMPLAINTS

#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	1	0	0	0	0	0	0
#25 Line Disconnected	0	1	0	0	0	0	0	0
#26 Garbled Message	0	1	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	3	0	0	0	0	0	0

## MISC. COMPLAINTS

#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	1	0	0	0	0	0	0

#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	1	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	4	0	0	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	8	0	0
#37 Request Directory Assistance	0	0	0	0	0	8	0	0
#38 Test Calls	0	0	0	0	0	53	0	0
#39 Instructions/General	0	0	0	0	0	68	0	0
#40 Send Information	0	0	0	0	0	3	0	0
#41 Billing Question	0	0	0	0	0	3	0	0
#42 Equipment Referral	0	0	0	0	0	29	0	0
#43 Referred to LEC	0	0	0	0	0	15	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	13	0	0
#45 Other	0	0	0	0	0	11	0	0
#46 Request Relay Number	0	0	0	0	0	35	0	0
<b>TOTAL</b>	0	0	0	0	0	246	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	4	0	36	0	246	1	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:02:46 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0	0	1	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	17	0
0	0	0	0	0	0	0	0	0	0	0	14	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	6	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	37	0

0	0	0	0	93	0	1	0	1	0	0	40	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	2	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0
0	1
0	6

0	8
0	8
0	53
0	85
0	17
0	3
0	35
0	15
0	13
0	11
0	35
0	1

0	142

TX

Feb-2008

All	Program Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
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COMMENDATION								
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Agents	0	0	0	51	0	0	7	0
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	51	0	0	7	0

SERVICE COMPLAINTS								
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#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	1	0	0	0	0

TECHNICAL COMPLAINTS								
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#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0

MISC. COMPLAINTS								
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#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	1	0	0	0	0	0	0

#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	1	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	1	0	1	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	8	0	0
#37 Request Directory Assistance	0	0	0	0	0	4	0	0
#38 Test Calls	0	0	0	0	0	15	0	0
#39 Instructions/General	0	0	0	0	0	54	0	0
#40 Send Information	0	0	0	0	0	2	0	0
#41 Billing Question	0	0	0	0	0	3	0	0
#42 Equipment Referral	0	0	0	0	0	32	0	0
#43 Referred to LEC	0	0	0	0	0	17	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	13	0	0
#45 Other	0	0	0	0	0	17	0	0
#46 Request Relay Number	0	0	0	0	0	42	0	0
<b>TOTAL</b>	0	0	0	0	0	207	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	1	0	52	0	207	7	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:03:02 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	2	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	16	0
0	0	0	0	0	0	0	0	0	0	0	14	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	11	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	41	0

0	2	0	0	101	0	0	0	3	0	0	44	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0



0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0
0	1
0	4

0	8
0	4
0	15
0	70
0	16
0	3
0	43
0	17
0	13
0	17
0	42
0	1

0	170

TX

Mar-2008

All	Program Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
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COMMENDATION								
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Agents	1	0	0	14	0	0	16	0
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	1	0	0	14	0	0	16	0

SERVICE COMPLAINTS								
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#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	1	0	0	0	0
<b>TOTAL</b>	0	0	0	1	0	0	0	0

TECHNICAL COMPLAINTS								
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#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	1	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	1	0	0	0	0	0	0

MISC. COMPLAINTS								
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#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0

#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	1	0	1	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	7	0	0
#37 Request Directory Assistance	0	0	0	0	0	5	0	0
#38 Test Calls	0	0	0	0	0	24	0	0
#39 Instructions/General	0	0	0	0	0	74	0	0
#40 Send Information	0	0	0	0	0	3	0	0
#41 Billing Question	0	0	0	0	0	4	0	0
#42 Equipment Referral	0	0	0	0	0	39	0	0
#43 Referred to LEC	0	0	0	0	0	13	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	10	0	0
#45 Other	0	0	0	0	0	10	0	0
#46 Request Relay Number	0	0	0	0	0	44	0	0
<b>TOTAL</b>	0	0	0	0	0	233	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	1	1	0	15	0	233	16	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:03:23 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	2	0

0	0	0	0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	18	0
0	0	0	0	0	0	0	0	0	0	0	7	0
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0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	27	0

0	1	0	0	47	0	0	0	0	0	0	31	0
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0	0	0	0	0	0	0
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0	0	0	0	0	0	0

0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

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0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	79
0	2
0	81

0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
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0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	1
0	1

0	0
0	0
0	1
0	2
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	3

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	4

0	8
0	5
0	24
0	92
0	10
0	4
0	40
0	13
0	10
0	10
0	44
0	0

0	85



#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	2	0	3	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	12	0	0
#37 Request Directory Assistance	0	0	0	0	0	5	0	0
#38 Test Calls	0	0	0	0	0	45	0	0
#39 Instructions/General	0	0	0	0	0	71	0	0
#40 Send Information	0	0	0	0	0	4	0	0
#41 Billing Question	0	0	0	0	0	3	0	0
#42 Equipment Referral	0	0	0	0	0	24	0	0
#43 Referred to LEC	0	0	0	0	0	18	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	6	0	0
#45 Other	0	0	0	0	0	16	0	0
#46 Request Relay Number	0	0	0	0	0	42	0	0
<b>TOTAL</b>	0	0	0	0	0	246	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	2	0	44	0	246	4	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:03:40 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	1	0	2	0	0	0	0	0	0	1	0

0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	34	0
0	0	0	0	0	0	0	0	0	0	0	10	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	16	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	60	0

0	1	2	0	80	0	1	0	0	1	0	64	0
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0	0	0	0	0	0	0
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0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0

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0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0

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0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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VRS Tamapa, FL	TOTALS
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0	127
0	3
0	130

0	0
0	1
0	1
0	0
0	0
0	1
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	0
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0	3
0	0
0	0
0	0
0	0
0	4

0	0
0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	9

0	12
0	5
0	45
0	105
0	14
0	3
0	40
0	18
0	6
0	16
0	42
0	0

0	139



#60 Illegitimate Relay Calling	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	2	0	1	0	0	0	0
<b>OTHER CALLS</b>								
#36 Branding/Database entry	0	0	0	0	0	13	0	0
#37 Request Directory Assistance	0	0	0	0	0	4	0	0
#38 Test Calls	0	0	0	0	0	18	0	0
#39 Instructions/General	0	0	0	0	0	55	0	0
#40 Send Information	0	0	0	0	0	6	0	0
#41 Billing Question	0	0	0	0	0	1	0	0
#42 Equipment Referral	0	0	0	0	0	38	0	0
#43 Referred to LEC	0	0	0	0	0	16	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	4	0	0
#45 Other	0	0	0	0	0	10	0	0
#46 Request Relay Number	0	0	0	0	0	29	0	0
<b>TOTAL</b>	0	0	0	0	0	194	0	0
<b>NON-STATE REPORTED</b>								
<b>TOTAL</b>								
<b>TOTAL CONTACTS</b>	0	2	0	20	0	195	7	0

Date Generated: Wed, Jun. 25th, 2008 @ 10:03:59 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0
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0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	32	0
0	0	0	0	0	0	0	0	0	0	0	17	0
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0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	59	0

0	4	0	1	54	0	1	0	1	0	0	64	0
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0	0	0	0	0	0	0
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0	0	0	0	0	0	0
0	0	0	0	0	0	0

0	0	0	0	0	0	0
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0	0	0	0	0	0
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0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
---	---	---	---	---	---



0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
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0	0
0	0
0	8

0	13
0	4
0	18
0	87
0	23
0	1
0	48
0	16
0	4
0	10
0	29
0	0

0	96