



**Tennessee Complaint Log Summary
GoAmerica Relay Services Corporation*
June 1, 2007 to May 31, 2008**

**Tennessee Relay Service
Number of Complaints**

| June '07 | July '07 | Aug '07 | Sept '07 | Oct '07 | Nov '07 | Dec '07 | Jan '08 | Feb '08 | Mar '08 | Apr '08 | May '08 |
|----------|----------|---------|----------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1 | 1 | 3 | 1 | 2 | 0 | 0 | 2 | 1 | 1 | 2 | 0 |

The total number of Tennessee Relay Service complaints for this reporting period was 14. Complaints are followed up and resolved in a timely manner.

* GoAmerica acquired the telecommunications relay service assets of Verizon on January 10, 2008.

Tennessee Relay Service

| Log # | Opened | Description of Issue | Description of Resolution | Closed |
|--------|----------|---|--|-----------|
| 385741 | 6/2/07 | TNRS ring, no answer | Temporarily high call volume | 6/2/07 |
| 390934 | 7/23/07 | CA did not follow specific call handling instructions | Supervisor coached CA | 7/27/07 |
| 392803 | 8/7/07 | Caller stated that RO did not follow instructions | Supervisor coached CA | 8/8/07 |
| 393484 | 8/13/07 | Caller stated that the CA was unable to use AT&T | Temporary technical issue specific to this caller; resolved | 9/4/07 |
| 394354 | 8/21/07 | Caller stated that CA did not relay all comments | Supervisor coached CA | 8/23/07 |
| 403226 | 9/26/07 | Caller stated that CA did not follow instructions | Supervisor coached CA on following callers' instructions | 9/29/07 |
| 404828 | 10/7/07 | Caller unable to connect to a TTY TERM via TNRS | External issue between Charter Residential and BellSouth; provided pre-paid calling cards until issue resolved | 10/11/07 |
| 405627 | 10/11/07 | Caller unable to reach TNRS via 711 | Referred caller to LEC to configure line for 711 dialing | 10/11/07 |
| 417614 | 1/9/08 | Caller reported that a CA was unfamiliar with a calling procedure | Supervisor coached CA | 1/21/08 |
| 417759 | 1/10/08 | Caller reported TNRS ring, no answer | Temporarily high call volume | 1/10/08 |
| 421381 | 2/4/2008 | Caller unable to reach a TERM ANI via TNRS | Temporary technical issue; resolved | 2/29/2008 |
| 424875 | 3/13/08 | CA did not follow customer's IXC profile | Supervisor coached CA | 3/18/08 |
| 427287 | 4/11/08 | CA did not stay on line for subsequent calls | CA is no longer employed | 4/14/08 |
| 428208 | 4/23/08 | CA did not follow caller's instruction to redial | CA coached; appropriate disciplinary action taken | 4/24/08 |