



**IP Video Relay Service Complaint Log Summary  
GoAmerica Relay Services Corporation\*  
June 1, 2007 to May 31, 2008**

**IP Video 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
0	0	0	0	0	0	0	1	0	1	0	0

The total number of IP video Relay Service complaints for this reporting period was **2**. Complaints are followed up and resolved in a timely manner.

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

### IP Video Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
419973	1/24/08	Video Interpreter interjected comments during a call	Supervisor coached VI on the importance of providing accurate interpretation and not interjecting	1/31/08
426449	3/31/08	No answer at IP VRS	Temporarily high call volume	4/4/08