

Public Utility and Telecommunications Consulting

# Rolka Loube Saltzer Associates

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President  
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FEIN 30-0410008

July 31, 2008

Re: Submission of Annual Log Summary of Consumer Complaints

Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Received & Inspected

AUG 06 2008

FCC Mail Room

Dear Secretary:

In accordance with DA 03-1728, released May 19, 2003 at Docket No. 98-67 enclosed please find an original and 4 copies of the annual Consumer Complaint Log summary for the District of Columbia TRS for the twelve month period ending May 31, 2008. GoAmerica as the provider for DC has maintained the Consumer Complaint Log and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact me.

Sincerely,



David Rolka, President

Administrator DC USTF

cc: E. Brown (*via e-mail*)  
DC PSC (*via e-Docket*)  
E. Myers (*via e-mail*)

No. of Copies rec'd 0+4  
List ABCDE



**District of Columbia Complaint Log Summary  
GoAmerica Relay Services Corporation\*  
June 1, 2007 to May 31, 2008**

**District of Columbia 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	1	0	0	0	0	0	0	0	0	0	0

The total number of District of Columbia Relay Service complaints for this reporting period was 1. Complaints are followed up and resolved in a timely manner.

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

District of Columbia Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
390344	7/17/2007	CA had poor voice clarity on a call	Supervisor coached CA on the importance of voice clarity	8/6/2007