

Exhibit 1

West Virginia Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

***External Complaints--
Miscellaneous***

Customer stated when calling his mother that there has been no response for the past two weeks. Customer has no problem placing other calls.

*Inquire Date 6/8/2007
Record ID 13457
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/12/2007
Resolution 6/26/2007*

Customer Service placed a test call to the mother's number and did not receive a response. Customer was notified and suggested that his mother have her phone line checked. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

Customer has been receiving harassing telephone calls.

*Inquire Date 7/23/2007
Record ID 13474
Call Taken By Customer
Service Rep
CA Number
Responded By LaShonda
Response Date 7/23/2007
Resolution 7/23/2007*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contact law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

Customer has been receiving harrassing phone calls.

*Inquire Date 12/3/2007
Record ID 13543
Call Taken By Customer
Service Rep
CA Number
Responded By LaShonda
Response Date 12/3/2007
Resolution 12/3/2007*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

Customer has been receiving fraudulent telephone calls and requested that their number be blocked.

*Inquire Date 1/29/2008
Record ID 13569
Call Taken By Customer*

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that

Service Rep
CA Number 5221
Responded By LaShonda
Response Date 1/29/2008
Resolution 1/29/2008

time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 3/24/2008
Record ID 13590
Call Taken By Customer
Service Rep
CA Number
Responded By LaShonda
Response Date 3/24/2008
Resolution 3/24/2008***

Customer has been receiving harassing telephone calls.

Customer Service suggested the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 4/15/2008
Record ID 13592
Call Taken By Customer
Service Rep
CA Number
Responded By LaShonda
Response Date 4/15/2008
Resolution 4/15/2008***

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company and report the incident law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At this time the call information may be released to the Court. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 6/1/2007
Record ID 13459
Call Taken By Customer
Service Rep
CA Number
Responded By
Mitchell/LaShonda
Response Date 6/1/2007
Resolution 6/1/2007***

Customer has been experiencing delays when making relay calls and has not been receiving the CA identification.

Customer Service explained procedures for handling a VCO call and offered a profile. Customer understood but refused.

***Service Complaints--
Miscellaneous***

***Inquire Date 12/13/2007
Record ID 13539
Call Taken By Customer
Service Rep
CA Number 5028
Responded By LaShonda
Response Date 12/13/2007
Resolution 12/13/2007***

West Virginia Relay received an informal complaint from the FCC regarding a customer who was having difficulty dialing long distance or 800 calls through the relay.

Customer Service checked for a complaint from the customer. There were no complaints on file. Hamilton is testing with the customer to resolve the issue and will so report back to the FCC. Customer notified Hamilton that she performed test calls, which were successful. Customer was satisfied and FCC was notified of resolution. FCC acknowledged the resolution via email.

***Service Complaints--
Miscellaneous***

Customer has been unable to place long distance calls because a restriction on their line.

***Inquire Date 5/16/2008
Record ID 13606
Call Taken By Supervisor
CA Number
Responded By BJR/LaShonda
Response Date 5/20/2008
Resolution 5/20/2008***

Customer Service directed the customer to their long distance provider. Customer's profile was clarified. Customer understood and was satisfied.

***Technical Complaints--711
Problems***

Customer stated that when she dials 711, she reaches West Virginia Relay but resides in Pennsylvania.

***Inquire Date 7/26/2007
Record ID 13480
Call Taken By Customer
Service Rep
CA Number
Responded By LaShonda
Response Date 7/26/2007
Resolution 8/16/2007***

Customer Service apologized and forwarded the call information to the technical department. The technical department worked with the customer's provider to reset the translation number. Customer was notified and satisfied.
