

**FCC Summary Log
Tennessee Relay and CapTel Service's
June 1, 2008 to May 31, 2009
Tennessee Regulatory Authority**

June '08	July '08	Aug '08	Sept '08	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	Mar '09	Apr '09	May '09
0	0	0	0	0	0	0	0	0	0	0	1

**The Tennessee Regulatory Authority received one (1) consumer complaint during the period of June 1, 2008 to May 31, 2009.
The complaint was followed up and resolved in a timely manner.**

**FCC Complaint Log
Tennessee Relay and CapTel Service's
June 1, 2008 to May 31, 2009
Tennessee Regulatory Authority**

Complaint Number	Opened	Description of Issue	Description of Resolution	Closed
09-0490	5/19/2009	CapTel Billing	Consumer unaware of long distance charges through CapTel. The Consumer was offered a re-rate on the charges and a credit to satisfy the amount owed.	6/19/2009

**FCC Summary Log
Tennessee CapTel Service
June 1, 2008 to May 31, 2009
Tennessee Regulatory Authority
Sprint Relay**

June '08	July '08	Aug '08	Sept '08	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	Mar '09	Apr '09	May '09
0	0	0	1	0	1	0	1	0	0	1	0

The Tennessee Regulatory Authority received four (4) consumer complaints during the period of June 1, 2008 to May 31, 2009. The complaints were followed up and resolved in a timely manner.

**FCC Complaint Log
Tennessee CapTel Service
June 1, 2008 to May 31, 2009
Tennessee Regulatory Authority
Sprint Relay**

Complaint Number	Opened	Description of Issue	Description of Resolution	Closed
1	9/22/2008	2008 Consumer education	A CapTel Customer Service Representative provided information to the consumer calling a CapTel user about how to dial the captioning service number first in order for the CapTel user to get captions in 1 line mode.	9/22/2008
2	11/13/2008	Accuracy of Captions	A Customer Service Representative explained how captions are generated using voice recognition and explained that the customer may wish to ask the other party for confirmation on spelling of a proper noun when it appears questionable as the captionist is not able to ask for this clarification. The customer feedback was passed on to Call Center Management. The Customer Service Representative suggested the customer document the date, time and CA number of any future calls to allow us to take specific action with the Communication Agent's captioning the call.	11/13/2008
3	1/28/2009	Billing	Discussed billing and took appropriate action	1/28/2009
4	4/13/2009	Disconnect/Reconnect during calls	09 A Customer Service Representative sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	4/13/2009

**Tennessee Complaint Log Summary
GoAmerica Relay Services Corporation*
June 1, 2008 to May 31, 2009**

**Tennessee Relay Service
Number of Complaints**

June '08	July '08	Aug '08	Sept '08	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	Mar '09	Apr '09	May '09
1	1	2	0	2	0	1	0	1	1	0	2

The total number of Tennessee Relay Service complaints for this reporting period was 11. Complaints are followed up and resolved in a timely manner.

*** GoAmerica changed its corporate identity to Purple Communications on February 12, 2009, but continues to provide State TRS under the GoAmerica brand.**

**FCC Complaint Log
Tennessee Relay Service
June 1, 2008 to May 31, 2009
Tennessee Regulatory Authority
Go America Relay**

Complaint Log Number	Opened	Description of Issue	Description of Resolution	Closed
430392	6/25/08	TNRS ring, no answer	Temporarily high call volume	6/25/08
430968	7/21/08	CA did not leave message on ans machine	CA was coached	7/21/08
431514	8/12/08	CA was inattentive in handling a call	CA was coached	8/18/08
CPVCO-09080118-2504	8/28/08	Caller's IXC unavailable as a CoC option	Resolved to caller's satisfaction	9/1/08
CPTTY-10080115-4216	10/2/08	Unable to place call using a calling card	Temporary technical issue; resolved	10/23/08
CPTTY-10080212-2945	10/2/08	Caller reported that a CA hung up while on a call	Unable to identify CA	10/2/08
CPTTY-12081613-5504	12/16/08	CA did not respond to caller	Temporary technical issue; resolved	12/16/08
CPVCO-02090223-2092	2/2/09	CA did not respond to caller	CA was coached	2/24/09
CPTTY-03091315-5915	3/13/09	Long distance billing issue	Resolved to caller's satisfaction	4/13/09
CPVCO-05090316-0480	5/3/09	Unable to terminate calls to restricted 800 number	Interim work-around implemented	5/29/09
CPTTY-05092415-4224	5/24/09	TNRS ring, no answer	Temporarily high call volume	5/25/09