



**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.

Tennessee Relay Service 2008 - 2009

Log #	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