



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

**California 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
15	11	14	15	15	7	11	10	12	8	3	4

The total number of California Relay Service complaints for this reporting period was 125. 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.

**GoAmerica California Relay Service, 6/1/08 to 5/31/09**

<b>Log #</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
429855	6/2/08	CAs are unable to understand caller	CSP informed customer that new CA's may need some time to get used to the customer's voice; caller prefers tenured CAs	6/2/08
429902	6/3/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/5/08
429913	6/4/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/5/08
429941	6/4/08	CAs are unable to understand caller	CSP informed customer that new CA's may need some time to get used to the customer's voice; caller prefers tenured CAs	6/4/08
429997	6/6/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/10/08
430052	6/9/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/10/08
430101	6/11/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/13/08
430107	6/11/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/11/08
430131	6/13/08	RO hung up	Supervisor coached RO on console operation	6/17/08
430224	6/17/08	RO did not type conversation verbatim	Unable to identify RO based on information provided by caller	6/17/08
430262	6/18/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/23/07
430438	6/27/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/27/08
430439	6/27/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/27/08

430453	6/27/08	CAs are unable to understand caller	CSP informed customer that new CA's may need some time to get used to the customer's voice; caller prefers tenured CAs	6/27/08
430454	6/27/08	CA could not understand caller	Supervisor coached CA in applying techniques to understand caller's speech pattern	6/28/07
430489	7/1/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing techniques and administered typing test to a minimum of 60 wpm	7/1/08
430528	7/1/08	RO hung up	Unable to identify RO	7/4/08
430544	7/1/08	RO hung up	Supervisor coached RO on disconnect procedures for non-responsive callers	8/2/08
430580	7/2/08	RO did not follow caller's instructions	RO is no longer employed with the company	7/26/08
430581	7/2/08	CA hung up	Unable to identify CA	7/2/08
430766	7/11/08	CA's voice clarity did not allow for an effective call	Supervisor coached CA on the importance of voice clarity	7/30/08
430830	7/14/08	Caller reported a "dropped" call	Unable to replicate; possibly an isolated external issue	7/14/08
430872	7/16/08	CA could not understand caller	Supervisor coached RO on use of different re-voicing techniques	7/23/08
430953	7/21/08	CRS ring, no answer	Temporarily high call volume	7/23/08
430967	7/21/08	CA could not understand caller	Supervisor coached RO on use of different re-voicing techniques	7/23/08
430969	7/21/08	RO did not follow caller's instructions	Unable to identify RO	7/21/08
431273	8/2/08	CAs do not understand caller	No specific CA number(s) or identifying information provided	8/4/08
431408	8/8/08	CAs do not understand caller	No specific CA number(s) or identifying information provided	8/10/08
431563	8/13/08	Caller was billed incorrectly	Working to resolve charges	8/15/08
431635	8/14/08	STS ring, no answer	Temporarily high call volume	8/16/08
431755	8/18/08	RO did not keep caller informed of call status	Technical issue with console	8/20/08
431766	8/18/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	8/20/08

431793	8/20/08	RO's call closing was too rapid and unintelligible	Supervisor coached RO on the importance of voice clarity	8/22/08
431820	8/20/08	RO did not follow caller's instructions for CoC	Working to resolve charges	8/22/08
431870	8/22/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	8/24/08
431883	8/22/08	STS ring, no answer	Temporarily high call volume	8/24/08
431942	8/25/08	CRS ring, no answer	Temporarily high call volume	8/27/08
431949	8/25/08	RO hung up on caller	No specific RO number of identifying information provided	8/27/08
CMTTY-08082819-2592	8/28/08	Delays connecting to VCO	Caller did not experience further issues	9/9/08
CMVCE-08082821-5630	8/28/08	RO typed slowly	Supervisor coached RO on pacing of calls	8/28/08
CPSTS-09080314-0600	9/3/08	STS ring, no answer	Temporarily high call volume	9/3/08
CPSTS-0908615-5192	9/6/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	9/8/08
CPVCO-09080722-3064	9/7/08	Dropped call	Temporary technical issue; resolved	9/7/08
CPHCO-09080801-3712	9/7/08	CA could not understand caller	Caller did not identify specific agent	9/13/08
CPVCE-09080817-4148	9/8/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	9/11/08
CPTTY-09080912-3172	9/9/08	RO typed slowly	Supervisor coached RO on pacing of calls	9/11/08
CPVCE-09080100-3128	9/10/08	RO typed slowly	Supervisor coached RO on pacing of calls	9/17/08
CPVCO-09081017-0986	9/10/08	CA did not keep caller informed of call status	Supervisor coached CA on the importance of keeping callers informed of call status	9/11/08
CPSTS-09081314-0829	9/13/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	9/13/08
CPVCO-09081622-2264	9/16/08	CRS ring no answer	Temporarily high call volume	9/17/08
CPSTS-09081917-2738	9/19/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	9/19/08
CPSTS-09082314-0534	9/23/08	CA could not understand caller	Supervisor coached CA on re-voicing techniques	9/23/08

CPSTS-09082413-5795	9/24/08	Unable to reach a TERM number	Test calls placed successfully; unable to duplicate	9/24/08
CMVCO-09082516-4060	9/25/08	Unable to reach a TERM number	Test calls placed successfully; unable to duplicate	9/25/08
CPSTS-09082817-5006	9/28/08	CAs do not understand caller	General complaint; specific agent ID numbers not provided	9/29/08
CPVCO-10080122-4290	10/1/08	Unable to reach TERM number via CRS	Follow-up contact with caller 11/8; informed caller of successful test calls; caller will contact C/S again should issue recur	11/8/08
CPSTS-10080218-1807	10/2/08	CA could not understand caller	CA number not provided; Job Aid covering re-voicing techniques distributed to all CAs	10/2/08
CPVCO-10080318-4371	10/3/08	Caller reported that ROs are hanging up on her calls	At follow-up, caller reported that calls were now being processed; VCO profile established	10/7/08
CMSTS-10080420-3464	10/4/08	Unable to dial abbreviated numbers	CA number not provided; Job Aid covering abbreviated dialing distributed to all agents	10/9/08
CPVCO-10080519-3317	10/5/08	RO did not follow caller's profiled Background Noises and Tone of Voice preferences	Supervisor coached RO on the importance of following callers' profiles	10/9/08
CPTTY-10080718-5175	10/7/08	ROs are not complying with slow-typing requests	RO number not provided; Job Aid covering slow typing requests distributed to all ROs	10/9/08
CMTTY-10080815-0034	10/8/08	Unable to place calls using CRS from Washington	CSP explained that CRS calls must either originate or terminate in California	10/8/08
CPSTS-10080819-2635	10/8/08	Unable to place calls via CA STS to TERM in NPA 916	Unable to replicate; caller will contact Customer Service should the issue recur	10/9/08
CPSTS-10081716-1013	10/17/08	CA could not understand caller	CA number not provided; Job Aid covering re-voicing techniques distributed to all CAs	10/21/08
CPVCO-10082216-0009	10/22/08	CRS ring, no answer via 711	Temporary technical issue; resolved	10/23/08
CPVCO-10082318-1512	10/23/08	RO did not follow caller's profile for No Explanation of Service	Supervisor coached RO on the importance of following callers' profiles	10/27/08
CPVCO-10082316-2351	10/23/08	CRS ring, no answer via 711	Temporary technical issue; resolved	10/23/08
CPVCO-10082700-4555	10/26/08	Caller reported inability to reach CRS with "*82" and then 711	Caller would need to use toll-free access number for *82 to work effectively	11/8/08

CPSTS-10082715-1132	10/27/08	CA stopped assisting on a call	Supervisor coached CA on process of handing call to a relieving CA	10/28/08
CPTTY-10083017-2874	10/30/08	Unable to read messages via CRS to TTY answering machine	Follow-up contact with caller 11/8; caller obtained a new TTY from CTAP; test call to answering machine successful	11/8/08
CPTTY-11080312-4618	11/3/08	Unable to reach a TERM number via CRS	Temporary technical issue; resolved	11/20/08
CPTTY-11080417-0239	11/4/08	CRS ring, no answer	Temporary network issue; resolved	11/4/08
CPHCO-11080517-4374	11/5/08	RO was not familiar with HCO call processing	Supervisor coached RO on HCO call processing	11/10/08
CPVCO-11080710-2527	11/7/08	RO was not familiar with VCO call processing	Supervisor coached RO on VCO call processing	11/7/08
CPSTS-11081112-2851	11/11/08	CA did not follow instructions to stay in background	Unable to identify CA	11/11/08
CPSTS-11081215-4280	11/12/08	STS ring, no answer	Temporarily high call volume	11/12/08
CPSTS-11082420-3681	11/24/08	STS ring, no answer	Temporarily high call volume	11/24/08
CPTTY-12080719-5753	12/7/08	CA did not follow caller's instructions	Supervisor coached CA on the importance of following callers' instructions	12/11/08
CPSTS-12081020-5077	12/10/08	CA did not follow caller's instructions	Supervisor coached CA on the importance of following callers' instructions	12/11/08
CPSTS-12081600-5869	12/15/08	CA hung up on caller	Supervisor coached CA on console operation	12/17/08
CPVCO-12081621-1705	12/16/08	CRS ring, no answer	Temporary technical issue; resolved	12/16/08
CPHCO-12081711-2362	12/17/08	RO did not follow caller's request to speak louder	Temporary technical issue; resolved with replacement of unit at the console	12/22/08
CPVCO-12081719-2981	12/17/08	CRS 711 ring, no answer	No GoAmerica calls lost; possibility that 711 call routed to another CRS provider	12/17/08
CPSTS-12081712-2937	12/17/08	CA could not understand caller	Unable to identify CA	12/17/08
CPSTS-12082214-0409	12/22/08	CA did not follow caller's instructions	Supervisor coached CA on the importance of following callers' instructions	12/30/08

CPTTY-12082319-2985	12/23/08	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	1/9/09
CPTTY-12082518-4362	12/25/08	RO hung up on caller	Supervisor coached RO on console operation	12/30/08
CPTTY-12082618-2704	12/26/08	RO hung up before prepared message could be left on TERM answering machine	Temporary technical issue; resolved	12/31/08
CPSTS-01090517-0655	1/5/09	CA could not understand caller	Supervisor coached CA on revoicing techniques	1/16/09
CPTTY-01090823-1264	1/8/09	Caller stated that RO did not relay verbatim; boyfriend will provide call details	Call details not provided; unable to follow up	1/9/09
CPTTY-01091214-0637	1/12/09	CRS ring, no answer	Temporary technical issue; resolved	1/12/09
CPSTS-01091217-0086	1/12/09	CA did not receive caller's ANI information	CA ID provided by caller was not a GoAmerica CA	1/12/09
CMTTY-01091716-2548	1/17/09	Call disconnected	Temporary technical issue; resolved	1/22/09
CPTTY-01091815-4947	1/18/09	RO left an unintelligible voice message on answering machine	Call details not provided; unable to follow up	1/22/09
CPTTY-01092301-4793	1/22/09	RO typed too fast	"Slow typing" profile established for caller	1/22/09
CPVCO-01092319-5743	1/23/09	Caller gets disconnected from RO	Test calls placed; unable to replicate	1/23/09
CPSTS-01092818-0414	1/28/09	CA did not announce before transferring call to CA of preferred gender	Unable to identify CA	1/28/09
CPVCE-01093102-0161	1/30/09	Caller upset that RO provided Tone of Voice during a call	CSP explained requirement to provide Tone of Voice	1/30/09
CMVCO-02090223-1206	2/2/09	RO would not verify to caller that message was left on answering machine; continued asking if caller would like to place another call	Supervisor coached RO on appropriate interaction with callers	2/2/09
CPSTS-02090518-0370	2/5/09	Caller is unable to place an operator-assisted 3-way call	Temporary technical issue; resolved	3/12/09

CPTTY-02090616-2954	2/6/09	Call from Forest Hill Telephone Company stating that a TTY user who is a Forest Hill subscriber can place calls and received direct-dialed calls, but call attempts to his number via relay receive a "fast busy" signal since the switch was upgraded	Temporary technical issue; resolved	2/25/09
CPTTY-02091215-0645	2/12/09	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	2/12/09
CPVCE-02091400-2693	2/13/09	RO hung up on caller after receiving TERM number to dial	Temporary technical issue; resolved	2/15/09
CPVCE-02091417-4837	2/14/09	Unable to place relay calls	External technical issue; resolved	2/24/09
CPVCO-02092023-0829	2/20/09	Unable to place calls to a TERM number	Temporary work-around provided on date of contact; permanent work-around implemented	3/11/09
CPTTY-02092210-3801	2/21/09	Unable to place calls to a TERM number	Temporary work-around provided on date of contact; permanent work-around implemented; no further reports from caller	5/27/09
CPSTS-02092406-5976	2/24/09	CA could not understand caller	Supervisor coached CA on listening and revoicing techniques	2/27/09
CPVCE-02092513-2275	2/25/09	CA did not use caller's preferred IXC when placing a long distance call	Billing done in error; refund request processed	3/5/09
CMVCO-02092518-2268	2/25/09	CRS ring, no answer	Temporary technical issue	2/26/09
CPSTS-02092521-4276	2/25/09	CA could not understand caller	Supervisor coached CA on listening and revoicing techniques	2/25/09
CPSTS-03090500-5725	3/4/09	CA could not understand caller	Supervisor coached CA on revoicing techniques	3/5/09
CPVCO-03091100-4753	3/10/09	Caller expressed dissatisfaction with how a call was handled	Supervisor coached RO on customer relations management	3/15/09
CPVCO-03091213-4901	3/12/09	CRS ring, no answer	Temporarily high call volume	3/15/09
CPTTY-03091819-4575	3/18/09	RO inappropriately transferred caller to Customer Service	Supervisor coached RO	4/1/09
CPSTS-03091820-2517	3/18/09	CA could not understand caller	Supervisor coached CA on revoicing techniques	4/1/09
CPVCO-03092716-3175	3/27/09	RO did not leave accurate message on ans mach	RO is no longer employed	4/1/09

CPSTS-03093009-1365	3/29/09	CA hung up on caller	Temporary technical issue	3/31/09
CPSTS-03093020-4953	3/30/09	Caller stated that sometimes the line drops while waiting for his call to be answered	Unable to replicate or determine cause for allegation; caller encouraged to call again if issue recurs	4/7/09
CPSTS-04090322-3057	4/3/09	CA did not review msg with caller; call disconnected in middle of call	Supervisor coached CA on STS call handling procedures	4/25/09
CPSTS-04090611-0096	4/6/09	CA did not understand caller	Supervisor coached CA on techniques for understanding callers' speech patterns	4/25/09
CPSTS-04092415-2238	4/24/09	CA did not re-voice for caller	Supervisor coached CA on STS call handling procedures	4/29/09
CPSTS-05091314-5293	5/13/09	CA was impatient with caller; caller hung up	Supervisor coached CA on proper processes and the importance of professionalism	5/25/09
CMVCO-05091417-2246	5/14/09	Unable to reach TERM using a calling card	Unable to replicate; possibly caller provided incorrect or insufficient card information	5/15/09
CPVCO-05092105-1531	5/21/09	Caller did not have a positive call experience due to RO	Caller declined to provide any identifying information; unable to follow up	5/21/09
CPVCO-05092516-0760	5/24/09	RO procedural misunderstanding regarding hold time	Supervisor coached RO on correct relay procedure	5/25/09