



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

**Video 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
10	18	5	14	9	6	14	18	23	19	19	11

The total number of Video Relay Service complaints for this reporting period was 166. Complaints are followed up and resolved in a timely manner.

* GoAmerica changed its corporate identity to Purple Communications on February 12, 2009.

Video Relay Service 2008 – 2009

Log #	Opened	Description of Issue	Description of Resolution	Closed
20837	6/2/08	Caller reported that VI did not interpret a recording and options clearly	Supervisor coached VI	6/3/08
20868	6/3/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	6/3/08
21095	6/10/08	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	6/13/09
22154	6/11/08	Caller reported that VI signed too fast resulting in an inefficient call	Supervisor coached VI	6/11/08
21156	6/11/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	6/11/08
21343	6/16/08	Caller reported that VI did not keep caller informed of call status	Supervisor coached VI	6/16/08
21454	6/19/08	Caller reported that the clothing worn by the VI made it difficult to see signs resulting in an inefficient call	Supervisor coached VI	6/19/08
21537	6/22/08	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	6/23/08
21713	6/28/08	Caller reported that VI did not relay a message verbatim causing the caller to miss some information	Supervisor coached VI	7/1/08
21751	6/30/08	Caller reported that VI was unable to keep up with the conversation	Supervisor coached VI	7/1/08
21830	7/2/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	7/2/08
21871	7/3/08	Caller reported that VI did not keep caller informed of call status	Supervisor coached VI	7/3/08
21893	7/7/08	Caller reported that VI did not follow caller's request for clarification	Supervisor coached VI	7/7/08

21933	7/8/08	Caller reported that VI was unable to dial out a call	This is possibly due to a temporary technical issue	7/11/08
21946	7/8/08	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	7/11/08
21935	7/8/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	7/11/08
21954	7/9/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	7/11/08
22003	7/10/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	7/11/08
22227	7/16/08	Caller reported that VI did not follow caller's instructions	Supervisor coached VI	8/28/08
22201	7/16/08	Caller reported that VI would not dial a TERM number	Supervisor coached VI	8/27/08
22354	7/18/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	8/28/08
22437	7/20/08	Caller reported that VI did not follow instructions	Supervisor coached VI	8/27/08
22456	7/22/08	Caller reported a long delay in reaching the service	Temporarily high call volume	7/22/208
22598	7/25/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	8/28/08
22686	7/27/08	Caller reported that VI did not effectively handle a VCO call request	Supervisor coached VI	9/8/08
22762	7/29/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/8/08
22749	7/28/08	Caller reported that the workstation configuration made it difficult to see the VI's signing	Call Center manager adjusted configuration	9/8/08
22859	7/30/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/9/08
22887	8/1/08	Caller reported that the clothing worn by the VI made it difficult to see signs resulting in an inefficient call	Supervisor coached VI	8/21/08

23006	8/6/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/9/08
23020	8/6/08	Caller reported poor video quality	Temporary technical issue; resolved	9/9/08
23095	8/8/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	9/9/08
23835	8/29/08	Caller reported that VI did not follow instructions	Supervisor coached VI	8/29/08
24100	9/5/08	Caller reported that VI did not follow instructions	Supervisor coached VI	9/5/08
24109	9/5/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	9/5/08
24256	9/8/08	Caller reported that VI used an inappropriate tone of voice resulting in an inefficient call	Supervisor coached VI	9/9/08
24239	9/8/08	Caller reported that VI did not interpret a recording verbatim	Supervisor coached VI	9/10/08
24407	9/11/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/18/08
24654	9/12/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/15/08
24575	9/12/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/16/08
24615	9/12/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	9/15/08
24730	9/15/08	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	9/15/08
24764	9/15/08	Caller reported that VI did not accurately convey the status of the call	Supervisor coached VI	9/15/08
24833	9/15/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	9/15/08
24935	9/19/08	Caller reported that VI did not follow instructions	Supervisor coached VI	9/19/08

25324	9/25/08	Caller reported that VI did not completely leave a msg on an ans mach	Supervisor coached VI	10/24/08
25448	9/26/08	Caller reported that VI did not clearly leave a msg on an ans mach	Supervisor coached VI	9/26/08
25970	10/1/08	Caller reported that VI did not follow instructions	Supervisor coached VI	10/10/08
26045	10/1/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	10/1/08
26509	10/8/08	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	10/14/08
26823	10/11/08	Caller reported that VI did not follow instructions	Supervisor coached VI	10/11/08
27414	10/20/08	Caller reported that VI did not follow instructions	Supervisor coached VI	11/23/08
27448	10/20/08	Caller reported that VI did not follow instructions	Supervisor coached VI	10/21/08
27547	10/20/08	Caller reported that VI did not follow instructions	Supervisor coached VI	10/21/08
27779	10/22/08	Caller reported that VI had difficulty dialing a number	Supervisor coached VI	10/23/08
28157	10/27/08	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	10/28/08
28947	11/4/08	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	11/4/08
29054	11/6/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	11/6/08
29218	11/7/08	Caller reported a long delay in reaching the service	Temporarily high call volume	11/7/08
29500	11/11/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	11/11/08
29574	11/12/08	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	11/14/08
30394	11/23/08	Caller reported that VI did not follow instructions	Supervisor coached VI	11/23/08

30924	12/1/08	Caller reported that VI did not allow adequate time to provide subsequent call information before hanging up	Supervisor coached VI	1/7/08
31168	12/3/08	Caller reported a long delay in reaching the service	Temporarily high call volume	12/4/08
31288	12/3/08	Caller reported that VI did not follow instructions	Supervisor coached VI	12/3/08
31346	12/4/08	Caller reported that VI had difficulty understanding the voice party on a call	Supervisor coached VI to request pair-up when assistance is needed	12/4/08
31549	12/5/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	12/6/08
31786	12/8/08	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	1/14/09
32264	12/11/08	Caller reported that VI did not allow adequate time to provide subsequent call information before hanging up	Supervisor coached VI	1/7/09
32844	12/16/08	Caller reported that VI did not follow instructions	Supervisor coached VI	12/16/08
33295	12/19/08	Caller reported that VI was inattentive during a call	Supervisor coached VI	12/19/08
33434	12/20/08	Caller reported that VI did not clearly leave a msg on an ans mach	Supervisor coached VI	12/20/08
33811	12/23/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	12/23/08
34009	12/26/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	12/30/08
34171	12/29/08	Caller reported that VI did not follow instructions	Supervisor coached VI	12/30/08
34337	12/31/08	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	12/31/08
34431	1/3/09	Caller reported a long delay in reaching the service	Temporarily high call volume	1/3/09
34659	1/6/09	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	1/7/09

34983	1/9/09	Caller reported that VI was inattentive during a call	Supervisor coached VI	1/9/09
3738	1/13/09	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	1/13/09
4006	1/13/09	Caller reported that VI was inattentive during a call	Supervisor coached VI	1/16/09
6033	1/16/09	Caller reported that the clothing worn by the VI made it difficult to see signs resulting in an inefficient call	Supervisor coached VI	1/16/09
6091	1/16/09	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	1/16/09
7485	1/21/09	Caller reported that VI did not follow instructions	Supervisor coached VI	1/21/09
8293	1/22/09	Caller reported that VI was inattentive during a call	Supervisor coached VI	1/22/09
8471	1/23/09	Caller reported a long delay in reaching the service	Temporarily high call volume	1/23/09
8974	1/23/09	Caller reported that VI did not provide adequate assistance resulting in an inefficient call	Supervisor coached VI	1/23/09
10285	1/26/09	Caller reported a long delay in reaching the service	Temporarily high call volume	2/24/09
10293	1/26/09	Caller reported poor video quality	Temporary technical issue; resolved	2/24/09
10836	1/27/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	1/27/09
10988	1/28/09	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	1/28/09
11045	1/28/09	Caller reported a long delay in reaching the service	Temporarily high call volume	1/28/09
11146	1/28/09	Caller reported that VI was not at the workstation when their call dropped in	Supervisor coached VI	1/28/09
11710	1/29/09	Caller reported poor video quality	Temporary technical issue; resolved	5/1/09
12829	2/2/09	Caller reported connection issues when receiving calls through the service	Temporary technical issue; resolved	2/2/09

12925	2/2/09	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	2/2/09
13195	2/3/09	Caller reported poor video quality	Temporary technical issue; resolved	5/7/09
13375	2/3/09	Caller reported that VI was unable to dial out a call	This is possibly due to a temporary technical issue	2/10/09
14271	2/5/09	Caller reported poor video quality	Temporary technical issue; resolved	2/5/09
14296	2/5/09	Caller reported that VI did not provide adequate assistance resulting in an inefficient call	Supervisor coached VI	2/6/09
14418	2/6/09	Caller reported poor video quality	Temporary technical issue; resolved	2/6/09
14576	2/6/09	Caller reported a long delay in reaching the service	Temporarily high call volume	2/6/09
14909	2/7/09	Caller reported poor video quality	Temporary technical issue; resolved	2/16/09
15671	2/9/09	Caller reported poor video quality	Temporary technical issue; resolved	2/9/09
16205	2/10/09	Caller reported poor audio quality	Temporary technical issue; resolved	2/10/09
16550	2/11/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	2/11/09
17105	2/12/09	Caller reported that VI did not relay a call verbatim	Supervisor coached VI	2/12/09
17651	2/13/09	Caller reported that the VI hung up on a call	Supervisor coached VI	2/25/09
18070	2/14/09	Caller reported that VI was inattentive during a call	Supervisor coached VI	2/14/09
19009	2/17/09	Caller reported poor video quality	Temporary technical issue; resolved	2/17/09
19022	2/17/09	Caller reported poor video quality	Temporary technical issue; resolved	2/17/09
19601	2/18/09	Caller reported a long delay in reaching the service	Temporarily high call volume	2/18/09
19920	2/19/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	2/19/09

19954	2/19/09	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	2/23/09
21471	2/24/09	Caller reported being unable to connect to conference calling feature	Temporary technical issue; resolved	5/9/09
21899	2/25/09	Caller reported a long delay in reaching the service	Temporarily high call volume	3/4/09
22530	2/26/09	Caller reported poor video quality	Temporary technical issue; resolved	3/4/09
23509	3/2/09	Caller reported poor video quality	Temporary technical issue; resolved	3/7/09
23952	3/3/09	Caller reported that VI did not effectively handle a VCO call request	Supervisor coached VI	3/10/09
24179	3/4/09	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	3/4/09
24851	3/5/09	Caller reported that VI did not efficiently handle an emergency call	Supervisor coached VI	5/9/09
25026	3/6/09	Caller reported poor video quality	Temporary technical issue; resolved	3/6/09
26175	3/9/09	Caller reported that VI did not sign clearly resulting in an inefficient call	Supervisor coached VI	5/11/09
26635	3/10/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	3/13/09
26669	3/10/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	5/8/09
26742	3/10/09	Caller reported poor video quality	Temporary technical issue; resolved	5/8/09
27378	3/11/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	3/12/09
28428	3/13/09	Caller reported poor video quality	Temporary technical issue; resolved	4/23/09
28772	3/13/09	Caller reported that VI did not relay a call verbatim	Supervisor coached VI	3/17/09

30102	3/17/09	Caller reported poor video quality	Temporary technical issue; resolved	4/9/09
30719	3/17/09	Caller reported that VI was inattentive during a call	Supervisor coached VI	4/8/09
31614	3/20/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	4/14/09
33359	3/23/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	3/23/09
35114	3/26/09	Caller reported that VI did not relay a call verbatim	Supervisor coached VI	4/10/09
35796	3/27/09	Caller reported poor video quality	Temporary technical issue; resolved	4/28/09
36943	3/30/09	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	3/30/09
37988	4/1/09	Caller reported poor video quality	Temporary technical issue; resolved	4/3/09
38552	4/1/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	5/5/09
38824	4/2/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	4/2/09
39323	4/3/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	4/3/09
40560	4/6/09	Caller reported poor video quality	Temporary technical issue; resolved	4/6/09
40774	4/7/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	4/7/09
41138	4/7/09	Caller reported that VI did not remain impartial while handling a call	Supervisor coached VI	4/7/09
41763	4/9/09	Caller reported poor video quality	Temporary technical issue; resolved	4/9/09
45393	4/16/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	4/27/09
46633	4/18/09	Caller reported frequent interruptions by the VI resulting in an inefficient call	Supervisor coached VI	4/21/09
46683	4/18/09	Caller reported poor video quality	Temporary technical issue; resolved	4/30/09

47575	4/21/09	Caller reported that VI did not follow instructions	Supervisor coached VI	5/8/09
49531	4/23/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	4/30/09
49913	4/24/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	5/1/09
50439	4/26/09	Caller reported that VI did not relay a call verbatim	Supervisor coached VI	5/7/09
51421	4/28/09	Caller reported poor video quality	Temporary technical issue; resolved	4/30/09
51506	4/28/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	4/28/09
52725	4/30/09	Caller reported that VI did not have an adequate sign vocabulary for a particular call	Supervisor coached VI	4/30/09
52782	4/30/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	4/30/09
53827	5/4/09	Caller reported that VI was inattentive during a call	Supervisor coached VI	5/4/09
54639	5/6/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	5/6/09
54691	5/6/09	Caller reported that VI did not have adequate receptive skills resulting in an inefficient call	Supervisor coached VI	5/6/09
55467	5/8/09	Caller reported poor video quality	Temporary technical issue; resolved	5/8/09
56081	5/11/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	5/11/09
56516	5/12/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	5/12/09
56627	5/12/09	Caller reported being unable to connect to the service	Temporary technical issue; resolved	5/12/09
57206	5/14/09	Caller reported that VI did not follow instructions	Supervisor coached VI	5/14/09
57278	5/14/09	Caller reported poor video quality	Temporary technical issue; resolved	5/14/09
57393	5/14/09	Caller reported that a call was disconnected	This is possibly due to a temporary technical issue	5/14/09

61751	5/29/09	Caller reported that VI did not follow instructions	Supervisor coached VI	5/29/09
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