

**FCC Summary Log
Tennessee Relay and CapTel Service's
June 1, 2010 to May 31, 2011
Tennessee Regulatory Authority**

June '10	July '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11
1	0	0	0	0	0	0	0	0	0	0	0

The Tennessee Regulatory Authority received one consumer complaint during the period of June 1, 2010 to May 31, 2011.

**FCC Complaint Log
Tennessee Relay and CapTel Service's
June 1, 2010 to May 31, 2011
Tennessee Regulatory Authority**

Complaint Number	Opened	Description of Issue	Description of Resolution	Closed
10-0529	6/11/2010	Discourteous Relay Operator	The Operator was coached on how to handle a call with an unfamiliar relay user and how to more efficiently process a call. The Operator was monitored for a month after the call and received 100% on call handling performance.	8/16/2010

**FCC Summary Log
Tennessee CapTel Service
June 1, 2010 to May 31, 2011
(June 1, 2010 to August 31, 2010 Service Dates)
Tennessee Regulatory Authority
Sprint Relay**

June '10	July '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11
0	0	0	0	0	0	0	0	0	0	0	0

The Tennessee Regulatory Authority received zero (0) consumer complaints during the period of June 1, 2010 to August 31, 2010.

**FCC Summary Log
Tennessee CapTel Service
June 1, 2010 to May 31, 2011
(September 1, 2010 to May 31, 2011 Service Dates)
Tennessee Regulatory Authority
Hamilton Relay**

June '10	July '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11
0	0	0	0	0	0	6	0	14	0	0	1

The Tennessee Regulatory Authority received twenty one (21) consumer complaints during the period of September 1, 2010 to May 31, 2011. The complaints were followed up and resolved in a timely manner.

**FCC Complaint Log
Tennessee CapTel Service
June 1, 2010 to May 31, 2011
(August 31, 2010 to May 31, 2010 Service Dates)
Tennessee Regulatory Authority
Hamilton Relay**

Complaint Number	Opened	Description of Issue	Description of Resolution	Closed
260805	5/18/2011	Accuracy of captions	Customer's boyfriend stated the customer often experiences wrong words in her captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested that if the customer wishes to document the date, time and CA# of any future calls this will allow us to take specific action with the CA captioning the call and their supervisor for monitoring and further coaching.	5/18/2011
235619	2/2/2011	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011
235705	2/2/2011	Service - General	Customer indicated captions were not coming on with 2-Line mode. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were	2/2/2011

under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.

236341 2/2/2011 Service - General

Customer stated she has been unable to connect to the captioning center and is receiving the message "Waiting for Captions." CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.

2/2/2011

236453 2/2/2011 Service - General

Customer reported experiencing a longer than normal wait for a captionist when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.

2/2/2011

236069 2/2/2011 Service - General

Customer reported being unable to receive captions on her 2-Line CapTel. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.

2/2/2011

236090	2/2/2011	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011
236093	2/2/2011	Service - General	Customer's grandson reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011
236131	2/2/2011	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011
236166	2/2/2011	Service - General	Customer reported difficulties connecting with captions from both her work and home CapTel phones on 2/2/11. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011

235874	2/2/2011	Service - General	<p>Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.</p>	2/2/2011
236465	2/3/2011	Service - General	<p>Customer's friend reported that she tried to call customer but received the message, "Waiting for next available agent". CSR advised friend that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.</p>	2/3/2011
236350	2/2/2011	Service – General	<p>Customer stated he is seeing the message "Waiting for Captions" and has to wait several minutes to connect to the captioning service. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.</p>	2/2/2011

235929	2/2/2011	Service – General	Customer reported experiencing a longer than normal wait when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011
236159	2/2/2011	Service – General	Customer reported experiencing a longer than normal wait when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011
225009	12/20/2010	Technical - General	Customer's wife started the CapTel is not captioning. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010
225049	12/20/2010	Technical - General	Customer's daughter reported hearing the message, "Please hold for the next available agent," when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010

225050	12/20/2010	Technical - General	Customer reported being unable to make outgoing captioned calls. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010
225018	12/20/2010	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010
225114	12/20/2010	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010
225156	12/20/2010	Technical - General	Customer reported via Live Chat the inability to connect to the captioning service. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/23/2010

**FCC Summary Log
Tennessee Relay Service
June 1, 2010 to May 31, 2011
Tennessee Regulatory Authority
Go America Relay (Purple Relay)**

June '10	July '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11
0	2	2	0	1	2	0	0	1	2	1	1

The total number of Tennessee Relay Service complaints for this reporting period was twelve (12). 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, 2009 to May 31, 2010
Tennessee Regulatory Authority
Go America Relay (Purple Relay)**

Complaint Number	Opened	Description of Issue	Description of Resolution	Closed
CPVCE-07102616-0449	07/27/10	Customer requested refund for long distance calls.	Refund processed.	07/28/10
CPTTY-07103015-2520	07/30/10	Customer complained that CA hung up on them	CST apologized to the customer. Agent was coached	07/30/10
CPTTY-08100511-2335	08/05/10	Customer upset about answer/wait time and the way the supervisor handled their call.	Answer wait time investigated, no known issues found. Supervisor was coached and apology was sent to the customer.	08/18/10
CPVCE-08101210-4072	08/12/10	Customer requested a refund for their long distance charges.	Refund was issued	08/21/10
CMTTY-11100213-0299	10/24/10	Customer complained that they had trouble connecting to an operator, and it took one minute before an operator answered a call.	Investigation revealed unusually high volume during time customer called. Apology to customer for inconvenience.	10/25/10
CPTTY-12100314-1919	11/05/10	Customer complained that CA did not properly process their call.	Investigation revealed CA incorrectly handled call. CA coached on correct procedure. Apology written to customer.	11/18/10

CPTTY-12100314-1201	11/22/10	Customer complained of long wait time to reach an operator and that the supervisor came across as rushed when speaking with the customer.	Investigation revealed unusually high traffic peak during time of call. Supervisor was coached on proper customer handling. Apology to customer for inconvenience.	11/23/10
CPTTY-03110215-3528	02/04/11	Customer complaint about time it took for call to be answered by operator.	Investigation revealed unusually high volume during time customer called. Apology to customer for inconvenience.	02/04/11
CPVCE-03111512-3273	03/15/11	Customer requested a refund for LD charges	Refund issued.	03/21/11
CPVCO-03112114-2308	03/21/11	Customer was upset about the outage that occurred on March 19 th .	CSR apologized for the inconvenience and documented the complaint. Teleco outage is beyond relay's control.	04/5/11
CPVCO-04111809-2020	04/18/11	Customer complained that they are receiving garble when placing calls.	CSR Contacted customer and placed successful test calls. Customer was satisfied.	04/21/11
CPTTY-06110312-5411	05/26/11	Customer complained that they received garble with placing a call.	CSR contacted customer and placed successful test calls. Customer satisfied.	05/27/11