FCC Summary Log
For
IP-CTS Relay Service
June 1, 2011 to May 31, 2012

Number of Complaints received from June 1, 2011 to May 31, 2012

June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12	May '12
0	1	1	1	0	1	0	1	0	2	0	2

The total Number of Complaints for this reporting period was 9. Complaints are followed up and resolved in a timely manner. Summary log follows.

Tracking Number	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
00001633	7/25/2011	Complaint	Service Issue: Accuracy	Customer sent examples of CA errors on call	7/29/2011	CA was coached and developed
00001656	8/1/2011	Complaint	Service Issue: Accuracy	Customer complained of agent's accuracy	8/1/2011	CA was coached and developed
00001747	9/7/2011	Complaint	Service Issue: Accuracy	Customer complained of errors but did not provide any specific call information or CA number	9/9/2011	Customer thanked for feedback. No coaching possible.
00001866	11/15/2011	Complaint	Service Issue: Accuracy	Customer complained of captioning errors	11/15/2011	Explained captioning process and that CA unable to make corrections or type. No specific CA nbr provided but shared feedback to all CAs.
00002119	1/18/2012	Complaint	Service Issue: Accuracy	Complaint regarding specific captioning CA's accuracy	1/27/2012	CA was coached and put on improvement plan for accuracy
00002222	3/12/2012	Complaint	Service Issue: Accuracy	Customer complained of accuracy errors on captioning.	3/16/2012	Explained captioning process with customer. No specific CA number provided so no coaching could be done.
00002263	3/27/2012	Complaint	Service Issue: Accuracy	Customer complained that accuracy is not as good as text relay VCO calls.	3/28/2012	Explained differences in relay types; that IP Text CAs can pace voice, correct errors etc. Customer pleased with speed of service and decided to stay with ClearCaptions.
00002433	5/10/2012	Complaint	Service Issue: Accuracy	Customer unhappy with accuracy on	5/16/2012	Where CA numbers

				several calls		provided, CAs were coached on how to improve accuracy. Explained captioning process to customer.
00002445	5/15/20012	Complaint	Service Issue: Accuracy	Customer complained of accuracy and that CAs don't correct errors	5/24/2012	Delay in being able to reach customer. Explained differences of text relay and captioning service re: speed and accuracy.