

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

IN THE MATTER OF	§	
	§	
	§	
	§	CG Docket No. 03-123
Telecommunications Relay Services	§	
and Speech-to-Speech Services for	§	
Individuals with Hearing and Speech	§	
Disabilities	§	

ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Comes now Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Access Ability Group (“CAAG”) and files this Annual Summary of Consumer Complaints.

CAAG received and logged one customer complaint during the applicable time period ending May 31, 2012.

Complaint: On April 24, 2012 a customer complained that the customer believed the interpreter did not understand her regional sign for Nashville and omitted it instead of asking for clarification.

Resolution: The interpreter admitted that the deaf consumer had corrected her when she missed the word. The interpreter reported thanking customer for clarification. The customer service representative apologized to the customer and the manager clarified with the interpreter the protocol for seeking clarification when unsure about a sign.

Total number of calls from the start up of service in January 2012, through May 31, 2012:

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Respectfully submitted,

JACKSON WALKER L.L.P.



By: _____

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