

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

IN THE MATTER OF

Telecommunications Relay Services  
and Speech-to-Speech Services for  
Individuals with Hearing and Speech  
Disabilities

§  
§  
§  
§  
§  
§  
§  
§

CG Docket No. 03-123  
Received & Inspected

JUN 02 2012

FCC Mail Room

ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Comes now Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Axess 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:

█

04/1

**REDACTED FOR  
PUBLIC INSPECTION**

Respectfully submitted,

**JACKSON WALKER L.L.P.**

*Kathleen M. LaValle*

By: \_\_\_\_\_

Kathleen LaValle

Texas Bar No. 11998600

**JACKSON WALKER L.L.P.**

901 Main Street, Suite 6000

Dallas, Texas 75202

(214) 953-6000 – Phone

(214) 661-6664 – Fax

[klavalle@jw.com](mailto:klavalle@jw.com)

**ATTORNEYS FOR HANCOCK, JAHN, LEE &  
PUCKETT, LLC D/B/A COMMUNICATION  
AXESS ABILITY GROUP**