



**IP Relay Service Complaint Log Summary
GoAmerica Relay Services Corporation*
June 1, 2007 to May 31, 2008**

**IP Relay Service
Number of Complaints**

June '07	July '07	Aug '07	Sept '07	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08
4	5	4	3	2	4	3	6	7	21	13	3

The total number of IP Relay Service complaints for this reporting period was 75. Complaints are followed up and resolved in a timely manner.

* GoAmerica acquired the telecommunications relay service assets of Verizon on January 10, 2008.

IP Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
385600	6/1/07	"MY IP Relay Number" ring, no answer	Temporarily high call volume	6/1/07
386926	6/14/07	RO typed too slowly; asked caller to repeat too often	Supervisor coached RO on pacing	6/14/07
388318	6/27/07	RO did not follow caller's instruction to terminate a call	Supervisor coached RO on the importance of following callers' instructions	6/29/07
388522	6/29/07	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	6/29/07
388895	7/3/07	RO did not provide ID/Gender	Supervisor coached RO on proper call-handling procedures	7/5/07
388963	7/3/07	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	7/6/07
389158	7/6/07	RO did not keep caller informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	7/16/07
389840	7/12/07	RO did not respond to caller	Supervisor coached RO on screen awareness	7/16/07
390105	7/15/07	"MY IP Relay Number" ring, no answer	Temporarily high call volume	7/15/07
392441	8/4/07	"MY IP Relay Number" ring, no answer	Temporarily high call volume	8/4/07
392935	8/8/07	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	8/22/07
392942	8/8/07	RO spoke too rapidly; difficult to understand	Supervisor coached RO on the importance of voice clarity	8/9/07
394092	8/18/07	RO spoke too rapidly; difficult to understand	Supervisor coached RO on the importance of voice clarity	8/20/07

395844	9/4/07	RO did not have good voice clarity; hard to understand	Supervisor coached RO on the importance of voice clarity	9/19/07
403716	9/29/07	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	10/3/07
402044	9/18/07	RO was inattentive on a call	Supervisor coached RO on the importance of being attentive when handling calls	9/19/07
405019	10/8/07	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	10/10/07
405497	10/11/07	RO spoke too rapidly; difficult to understand	Supervisor coached RO on the importance of voice clarity	10/15/07
408786	11/2/07	Caller's "My IP Relay Number" not working	Temporary technical issue; resolved	11/7/07
411572	11/22/07	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	11/26/07
411894	11/26/07	RO did not follow caller's instructions for retrieving voicemail messages	Supervisor coached RO on the importance of following callers' instructions	12/3/07
411990	11/26/07	RO pacing did not allow for an effective call	RO is no longer employed with the company	11/27/07
413239	12/4/07	RO did not appear familiar with the process for leaving a message on an answering machine	Supervisor coached RO	12/6/07
413077	12/3/07	RO voice quality did not allow for an effective call	Supervisor coached RO on voice quality	12/4/07
415811	12/23/07	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	12/27/07
416587	1/1/08	RO was inattentive; misdialed the TERM number	Supervisor coached RO on the being attentive when handling calls	1/1/08
417038	1/4/08	RO pacing and voice quality did not allow for an effective call	Supervisor coached RO on pacing and voice quality	1/8/08
417672	1/9/08	RO did not follow caller's instructions for handling a call	Supervisor coached RO on the importance of following callers' instructions	1/13/08

420067	1/25/08	RO did not follow caller's instructions for handling a call	Supervisor coached RO on the importance of following callers' instructions	2/3/08
420538	1/29/08	RO was inattentive; misdialed the TERM number	Supervisor coached RO on the being attentive when handling calls	1/29/08
420669	1/30/08	RO voice quality resulted in an unintelligible message left on an answering machine	Supervisor coached RO on voice quality	2/1/08
421083	2/1/08	RO pacing and voice quality did not allow for an effective call	Supervisor coached RO on pacing and voice quality	2/6/08
421571	2/5/08	No answer at IP Relay	Temporarily high call volume	2/5/08
421573	2/5/08	No answer at IP Relay	Temporarily high call volume	2/5/08
422039	2/10/08	RO did not keep caller informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	2/23/08
422175	2/11/08	RO did not allow caller to place numerous subsequent calls	Caller did not provide RO ID number or other details; unable to follow up	2/11/08
422879	2/19/08	RO pacing and voice quality did not allow for an effective call	Supervisor coached RO on pacing and voice quality	2/21/08
423207	2/22/08	No answer at IP Relay	Caller did not provide details; possibly a temporarily high call volume	2/25/08
423961	3/2/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	3/10/08
424093	3/3/08	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	3/7/08
424303	3/6/08	RO voice quality did not allow for an effective call	Supervisor coached RO on voice quality	3/6/08
424738	3/11/08	RO voice quality did not allow for an effective call	Supervisor coached RO on voice quality	3/14/08
424984	3/14/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	3/17/08
425095	3/16/08	No answer at IP Relay	Temporarily high call volume	3/16/08

425279	3/18/08	RO made inappropriate comments on a call	RO is no longer employed with the company	3/26/08
425364	3/19/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	3/24/08
425678	3/24/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/24/08
425735	3/24/08	RO did not relay a call verbatim	Supervisor coached RO on the importance of relaying calls verbatim	3/26/08
426006	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/28/08
426026	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/27/08
426046	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/28/08
426047	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/28/08
426070	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/27/08
426114	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/27/08
426115	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/27/08
426146	3/27/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/27/08
426202	3/28/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/28/08
426428	3/31/08	Messages left for caller were delayed in transit	Temporary technical issue; resolved	3/31/08
426463	3/31/08	Ro did not keep caller informed of call status	Supervisor coached RO on the importance of keeping caller's informed of call status	4/2/08
426762	4/4/08	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	4/8/08
426881	4/6/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	4/7/08
426949	4/7/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	4/9/08

427508	4/14/08	ROs would not place calls to retrieve messages from an answering machine	RO IDs not provided; unable to follow up	4/14/08
427843	4/18/08	My IP Number not receiving calls	Temporary technical issue; resolved	4/21/08
428042	4/21/08	My IP Number not receiving calls	Temporary technical issue; resolved	4/21/08
428213	4/23/08	Unable to connect	Temporary technical issue; resolved	4/23/08
428214	4/23/08	Unable to connect	Temporary technical issue; resolved	4/23/08
428216	4/23/08	Unable to connect	Temporary technical issue; resolved	4/23/08
428218	4/23/08	Unable to connect	Temporary technical issue; resolved	4/23/08
428221	4/23/08	Unable to connect	Temporary technical issue; resolved	4/23/08
428237	4/23/08	Unable to connect	Temporary technical issue; resolved	4/23/08
428415	4/25/08	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	4/30/08
20047	5/9/08	RO made many typing errors in relaying a call	Supervisor coached RO on pacing and typing accuracy	5/14/08
20172	5/13/08	RO did not keep caller informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	5/15/08
20406	5/20/08	RO pacing did not allow for an effective call	Supervisor coached RO on pacing	5/25/08