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July 2, 2018

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St., SW
Room TW-A325
Washington, DC 20554

**Re: AT&T Submission of TRS Consumer Complaint Logs—Michigan
Period June 1, 2017 through May 31, 2018
CG Docket 03-123**

Dear Ms. Dortch:

Pursuant to Federal Communications Commission (“FCC”) Rule Section 64.604(c)(1), AT&T submits its Annual Summary of TRS Consumer Complaint Logs for the State of Michigan covering the 12-month period from June 1, 2017 through May 31, 2018, as relayed to AT&T by its contracted relay provider, Hamilton Relay.

If you have any questions, please do not hesitate to contact Vonda T. Long-Dillard at 202-457-2043.

Respectfully submitted,

A handwritten signature in black ink that reads "Linda S. Vandeloop". The signature is written in a cursive style.

Linda S. Vandeloop

Michigan CapTel FCC Complaint Report 6/1/2017 to 5/31/2018

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
797466	06/15/2017 09:51am	CapTel	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840 in 1-Line mode.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 48 Hours	BMc
895457	04/19/2018 11:01am	CapTel	Service	6082	Customer reported inaccurate captions during a conversation on the CapTel 840.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor scheduled increased monitoring and coaching to optimize the CA's captioning performance.	04/19/2018 03:46pm	Within 24 Hours	KG