



ALABAMA RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

TTY September 6, 2000

The customer complained about long wait times to reach an operator.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Apologized and assured the customer her concerns would be documented.

Contact Closed: September 6, 2000

TTY September 25, 2000

The customer complained she had trouble getting through to relay.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Assisted the customer with her call.

Contact Closed: September 25, 2000

DELAWARE RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MAINE RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MISSISSIPPI RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

NEW JERSEY RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

V September 6, 2000

The customer was upset that the CA was typing everything she was saying.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Explained that the CAs must type verbatim everything they hear.

Contact Closed: September 6, 2000

TTY September 20, 2000

The customer complained the CA's typing was slow and they took too long to respond.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Assured the customer that we would follow up on his concerns.

Contact Closed: September 20, 2000

TTY September 26, 2000

The customer complained about calls being transferred while in progress and CAs saying "the number you gave was ...", which implies he gave the wrong number.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and referred to Relay Customer Service.

Contact Closed: September 26, 2000

NON-AT&T STATE RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

TTY **September 8, 2000**

The customer complained we needed more representatives to handle calls.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Explained we cannot place calls from Relay Customer Service, and provided the AT&T OSD and LDRC TTY numbers to place a call.

Contact Closed: September 10, 2000

PENNSYLVANIA RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

TTY **September 19, 2000**

The customer complained the CA's were sloppy typists.

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Forwarded to the CA's manager for follow up.

Contact Closed: September 19, 2000

PUERTO RICO RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

TTY September 12, 2000

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized for the inconvenience, and assured the customer her complaint had been documented.

Contact Closed: September 12, 2000

RHODE ISLAND RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

TENNESSEE RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

TTY September 20, 2000

The customer complained that he had trouble connecting to relay.

Escalation: Received by the Tennessee Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized and assured the customer a report would be filed.

Contact Closed: September 21, 2000

VERMONT RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

TTY September 7, 2000

The customer complained, although he held for a long time, a CA never came on the line.

Escalation: Received via the account manager, and handled by the National Customer Care Center.

Resolution: Apologized but explained service levels during that time were met or exceeded.

Contact Closed: September 19, 2000

V September 22, 2000

The customer had trouble getting through to Vermont Relay.

Escalation: Received via the Relay Customer Service line, and handled by National Customer Care Center.

Resolution: The customer said they did not have trouble lately, explained 711 service is now available in Vermont.

Contact Closed: September 24, 2000

VIRGIN ISLANDS RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

September, 2000

COMPLAINTS

Description of Complaints

V **September 23, 2000**

The customer complained about the number of times his call was transferred.

Escalation: Received via the Virginia Relay Center, and referred to the Virginia Relay Center manager.

Resolution: Made several unsuccessful attempts to reach the customer.

Contact Closed: October 23, 2000

WASHINGTON, D.C. RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
September, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

OCT 2000

ALABAMA STATE RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

DELAWARE RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

October, 2000

COMPLAINTS

Description of Complaints

TTY October 6, 2000

The customer complained that the CA's typing was very bad.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and assured the customer a report would be filed with the CA's manager.

Contact Closed: October 6, 2000

AT&T PROPRIETARY
Use Pursuant to Company Instructions

MAINE RELAY SERVICE

October, 2000

COMPLAINTS

Description of Complaints

TTY **October 2, 2000**

The customer complained of long hold times to reach a CA.

Escalation: Received via the Relay Website, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: October 4, 2000

V **October 23, 2000**

The customer complained they were unable to reach the relay service.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and explained it may have been a technical difficulty.

Contact Closed: October 23, 2000

TTY **October 30, 2000**

The customer complained the CA was slow to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: October 30, 2000

MISSISSIPPI RELAY SERVICE

October, 2000

COMPLAINTS

Description of Complaints

TTY **October 19, 2000**

The customer did not receive a response from relay.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: October 19, 2000

NEW JERSEY RELAY SERVICE

October, 2000

COMPLAINTS

Description of Complaints

V **October 29, 2000**

The customer complained the CA had not relayed the call verbatim.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 31, 2000

TTY **October 31, 2000**

The customer complained the CA's typing was very poor.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 31, 2000

NON-AT&T STATE RELAY SERVICE

October, 2000

COMPLAINTS

Description of Complaints

TTY October 2, 2000

The customer complained about the CA's typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 2, 2000

TTY October 6, 2000

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: October 6, 2000

TTY October 28, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be documented.

Contact Closed: October 29, 2000

PENNSYLVANIA RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

PUERTO RICO RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

TENNESSEE RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VERMONT RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

**VIRGIN ISLANDS RELAY SERVICE
OCTOBER, 2000**

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

October, 2000

COMPLAINTS

Description of Complaints

TTY October 13, 2000

The customer complained that the CA needed to brush up on his/her typing skills.

Escalation: Received by the Virginia Relay Center, and handled by the Resource Manager.

Resolution: Apologized for the inconvenience.

Contact Closed: October 16, 2000

TTY October 18, 2000

The customer complained he/she had difficulty reaching the relay service.

Escalation: Received by the Virginia Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer we would document his complaint.

Contact Closed: October 24, 2000

TTY October 23, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the Virginia Relay Center.

Resolution: Apologized for the inconvenience, and assured the customer that we would document the complaint.

Contact Closed: October 23, 2000

WASHINGTON, D.C. RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
October, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.