

MAINE RELAY SERVICE
2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2002 through May 31, 2003

As of June 9, 2003

Maine	2002						2003						
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	1	0	0	0	0	1	1	0	0	0	0	3
TOTAL	0	1	0	0	0	0	1	1	0	0	0	0	3

As of June 9, 2003

Complaint Category	2002						2003						
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim							1						1
Typing Issues													0
In Call Replacement													0
Answer Performance		1						1					2
Gender Accommodation													0
Total	0	1	0	0	0	0	1	1	0	0	0	0	3

MAINE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

June 2002 - Nothing to report

July 2002

TTY July 16, 2002

The customer complained that when dialing into relay, he/she was disconnected twice.

Category: Disconnect

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the problem, and assured the customer the complaint would be reported.

Contact Closed: July 18, 2002

FCC: Answer Performance

August 2002 - Nothing to report

September 2002 - Nothing to report

October 2002 - Nothing to report

November 2002 - Nothing to report

December 2002

TTY December 14, 2002

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

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Assisted the customer with her call.

Contact Closed: December 14, 2002

FCC: Verbatim

January 2003

TTY January 2, 2003

The customer had difficulty reaching relay when dialing 711.

Category: Other (Equip)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to customer for the inconvenience and that the problem would be reported.

Contact Closed: January 2, 2003

FCC: Answer Performance

February 2003 - Nothing to report

MAINE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

March 2003 - Nothing to report

April 2003 - Nothing to report

May 2003 - Nothing to report

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

MEFGC0602-0503

MISSISSIPPI RELAY SERVICES
2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2002 through May 31, 2003

Mississippi	2002												2003					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
VOICE	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2		
TTY	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	3		
TOTAL	0	0	0	0	1	1	0	1	0	0	0	0	2	0	0	6		

Complaint Category	2002												2003					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
Transparency					1								1			2		
Confidentiality																0		
Verbatim																0		
Typing Issues																0		
In Call Replacement																0		
Answer Performance						1		1					1			3		
Gender Accommodation																0		
Total	0	0	0	0	1	1	0	1	0	0	0	0	2	0	0	5		

MISSISSIPPI RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

June 2002 – Nothing to report

July 2002 – Nothing to report

August 2002 – Nothing to report

September 2002 – Nothing to report

October 2002

Voice October 7, 2002

The customer reported that the CA asked her personal questions during a call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: October 7, 2002

FCC: Transparency

November 2002

TTY November 29, 2002

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

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and let the customer know the problem would be reported.

Contact Closed: November 29, 2002

FCC: Answer Performance

December 2002 – Nothing to report

January 2003

TTY January 2, 2003

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

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to customer for inconvenience.

Contact Closed: January 2, 2003

FCC: Answer Performance

February 2003 – Nothing to report

MISSISSIPPI RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

March 2003

Voice March 28, 2003

The customer was upset that the CA included her own opinion while relaying his conversation to the TTY user.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center 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: April 4, 2003

FCC: Transparency

TTY March 31, 2003

The customer complained that he/she had difficulty getting connected to the relay service.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and explained that a technical problem was identified and is being corrected.

Contact Closed: March 31, 2003

FCC: Answer Performance

April 2003 – Nothing to report

May 2003 – Nothing to report

NEW JERSEY RELAY SERVICE
2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2002 through May 31, 2003

As of June 9, 2003

New Jersey	2002												2003				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL				
VOICE	0	0	0	1	1	0	0	0	0	0	0	0	0	2			
TTY	3	1	3	6	0	3	4	3	3	3	1	1	2	32			
TOTAL	3	1	3	7	1	3	4	3	3	3	1	1	2	34			

As of June 9, 2003

Complaint Category	2002												2003				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL				
Transparency				1										1			
Confidentiality														0			
Verbatim	1	1		4		1	2							9			
Typing Issues	2		2		1	1		3	2	2	1	1		17			
In Call Replacement						1								1			
Answer Performance			1				2		1	1		1		6			
Gender Accommodation														0			
Total	3	1	3	7	1	3	4	3	3	3	1	2	2	34			

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

June 2002

TTY June 16, 2002

The customer complained the CA did not type well and did not handle her SLAM call well.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Assured the customer the complaint would be forwarded to the CA's manager.

Contact Closed: June 16, 2002

FCC: Typing Issue

TTY June 19, 2002

The customer complained about several issues including CAs typing too slow, getting disconnected from relay and CAs prompting her to leave a message.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CAs' managers would follow up accordingly.

Contact Closed: July 2, 2002

FCC: Typing Issue

TTY June 19, 2002

The customer complained the CA did not relay a recorded message accurately.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: June 19, 2002

FCC: Verbatim

July 2002

TTY July 25, 2002

The customer complained that the CA was slow when relaying the conversation. He also felt the CA was not relaying verbatim.

Category: Other (Misc)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer for any inconvenience the CA may have caused.

Contact Closed: July 25, 2002

FCC: Verbatim

August 2002

TTY August 3, 2002

The customer had several complaints including a CA responding too slowly, CAs

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

misdialing the numbers she provided, and delays in reaching relay.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for each problem the customer encountered, and assured her the CAs' managers would follow up accordingly.

Contact Closed: August 31, 2002

FCC: Answer Performance

TTY August 13, 2002

The customer complained the CAs (2) did not type at the required speed.

Category: Typing Skill/Speed

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

Resolution: Apologized for any delay in the customer's calls, and assured him the CAs' managers have followed up accordingly.

Contact Closed: August 22, 2002

FCC: Typing Issue

September 2002

TTY September 3, 2002

The customer complained the CA did not relay her message accurately.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be reported to customer service.

Contact Closed: September 3, 2002

FCC: Verbatim

TTY September 9, 2002

The customer complained the CA did not relay her messages accurately.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

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

Contact Closed: September 9, 2002

FCC: Verbatim

TTY September 14, 2002

The customer complained the CA was eliminating parts of his conversation.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and thanked the customer for his feedback.

Contact Closed: September 14, 2002

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

FCC: Verbatim

TTY September 19, 2002

The customer complained the CA provided inaccurate information during her relay call.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line 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: September 23, 2002

FCC: Verbatim

Voice September 25, 2002

The customer complained the CA was rude and provided his/her personal opinions at the end of the call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and thanked the customer for providing the feedback.

Contact Closed: September 25, 2002

FCC: Transparency

TTY September 30, 2002

The customer complained about the typing skills of two CAs.

Category: Typing Skill/Speed

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

Resolution: Apologized to the customer, and followed up with the CAs.

Contact Closed: September 30, 2002

FCC: Typing Issue

October 2002

Voice October 25, 2002

The customer complained the CA (1) typed below the FCC required typing speed of 45 wpm.

Category: Typing Skill/Speed

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

Resolution: Forwarded the complaint to the CA's manager for review.

Contact Closed: October 30, 2002

FCC: Typing Issue

November 2002

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

TTY November 4, 2002

The customer complained that one CA did not remain on the call for 10 minutes, and the relief CA did not help with her request.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: November 30, 2002

FCC: In Call Replacement

TTY November 13, 2002

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

Category: Attitude and Manner

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

Resolution: Attempted to discuss the problem, but the customer requested to speak to a higher authority. Referred him to a state agency for assistance.

Contact Closed: November 13, 2002

FCC: Verbatim

TTY November 20, 2002

The customer complained that the CA's (1) typing was too slow.

Category: Typing Skill/Speed

Escalation: Received by the Relay Customer Service Line 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: December 4, 2002

FCC: Typing Issue

December 2002

TTY December 5, 2002

The customer complained the CA had not relayed the call verbatim, did not keep him informed of the progress of his call, and was rude.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center 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: December 5, 2002

FCC: Verbatim

TTY December 19, 2002

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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: December 19, 2002

FCC: Answer Performance

TTY December 25, 2002

The customer complained the CA had hung up on him/her. When she redialed the relay it took several minutes for another CA to come on the line.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: December 26, 2002

FCC: Answer Performance

TTY December 29, 2002

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

Category: Other (CA/OPR)

Escalation: Received by the Relay Website 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: December 31, 2002

FCC: Verbatim

January 2003

TTY January 10, 2003

The customer had several complaints about CAs that included not following her instructions, hanging up on her calls, and typing slowly.

Category: Other (Misc)

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

Resolution: Apologized for the inconvenience, and assured the customer the CAs managers would follow up accordingly.

Contact Closed: January 31, 2003

FCC: Typing Issue

TTY January 21, 2003

The customer made several complaints including the speed of CAs' typing (2), a technical problem with his long distance carrier, and garbling.

Category: Other (Misc)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Resolution: Apologized for the inconvenience.

Contact Closed:

FCC: Typing Issue

February 2003

TTY February 6, 2003

The customer had several complaints including his call being incorrectly routed to an 800 number, garbling, equipment problems, and CAs typing (1).

Category: Other (Misc)

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

Resolution: Pending.

Contact Closed:

FCC: Typing Issue

TTY February 11, 2003

The customer had several complaints including garbled messages, CAs hanging up on her, and CAs typing too slow.

Category: Other (Misc)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

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

Contact Closed: February 28, 2003

FCC: Typing Issue

TTY February 16, 2003

The customer complained he/she had to wait a long time to reach a CA. She was trying to place an emergency call to 911.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and explained that due to weather conditions we were experiencing heavy call volumes.

Contact Closed: February 17, 2003

FCC: Answer Performance

March 2003

TTY March 3, 2003

The customer had several complaints including transmission problems of text to the CA, CA (2) typing errors, and CAs ignoring his turbo interrupts.

Category: Other (CA/OPR)

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

Resolution: Pending

NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Contact Closed:

FCC: Typing Issue

TTY March 31, 2003

The caller complained of being unable to reach the relay service all morning.

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience, and informed her a technical problem had been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

April 2003

TTY April 23, 2003

The customer filed several complaints with the NJ BPU including his text not being properly transmitted to the CA, and slow CA (1) typing speeds.

Category: Other (Misc)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

FCC: Typing Issue

May 2003

TTY May 16, 2003

The customer complained she had to wait a long time to reach a CA. Once she reached a CA, the CA put her on hold for another minute.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: May 31, 2003

FCC: Answer Performance

TTY May 20, 2003

The caller complained that the CAs typing was difficult to understand.

Category: Typing Skill/Speed

Escalation: Received by the Georgia Relay Center and handled by the same.

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

Contact Closed: May 20, 2003

FCC: Typing Issue

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

Pennsylvania

PENNSYLVANIA RELAY SERVICE
2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2002 through May 31, 2003

As of June 9, 2003 Pennsylvania	2002												2003				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL				
VOICE	0	0	2	0	0	0	1	0	0	1	3	0	7				
TTY	1	1	3	4	2	1	3	4	0	0	2	2	26				
TOTAL	1	1	5	4	2	1	4	4	0	1	5	2	32				

As of June 9, 2003 Complaint Category	2002												2003				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total				
Transparency			1										1				
Confidentiality													0				
Verbatim	1			2			1	1	1		2	1	9				
Typing Issues		1	1	2	1	1	1					1	8				
In Call Replacement													0				
Answer Performance			3		1		2	3					14				
Gender Accommodation										5			5				
Total	1	1	5	4	2	1	4	4	1	5	2	2	32				

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

June 2002

TTY June 20, 2002

The customer complained the CA did not relay her conversation accurately.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

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

Contact Closed: June 20, 2002

FCC: Verbatim

July 2002

TTY July 16, 2002

The customer complained the CA typed too slow.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: July 16, 2002

FCC: Typing Issue

August 2002

Voice August 3, 2002

The customer asked why she had problems reaching relay when dialing 711.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and informed the customer the problem has been corrected.

Contact Closed: August 4, 2002

FCC: Answer Performance

TTY August 3, 2002

The customer complained he did not get a response from the relay service when dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer, and assured him the problem would be reported.

Contact Closed: August 8, 2002

FCC: Answer Performance

Voice August 25, 2002

The customer complained CAs were having personal conversations with her boyfriend.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Explained to the customer CAs are not permitted to provide any personal information, and the issue would be investigated.

Contact Closed: September 6, 2002

FCC: Transparency

TTY August 27, 2002

The customer complained the CA was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center 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: August 27, 2002

FCC: Answer Performance

TTY August 28, 2002

The customer complained about the CA's typing.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer and advised her complaint would be documented.

Contact Closed: August 28, 2002

FCC: Typing Issue

September 2002

TTY September 12, 2002

The customer complained about the CA's typing.

Category: Typing Skill/Speed

Escalation: Received by the Relay Customer Service Line 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: September 13, 2002

FCC: Typing Issue

TTY September 18, 2002

The customer complained the CA's typing was slow.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA 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.

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Contact Closed: September 20, 2002
FCC: Typing Issue

TTY September 24, 2002

The customer complained the CA did not leave a message on an answering machine as requested.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience. Assured her the complaint would be reported.

Contact Closed: September 24, 2002
FCC: Verbatim

TTY September 30, 2002

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

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: September 30, 2002
FCC: Verbatim

October 2002

TTY October 1, 2002

The customer complained of long hold times when dialing into 711, and CAs not following instructions.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: October 31, 2002
FCC: Answer Performance

TTY October 5, 2002

The customer complained about the CA's typing skills.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: October 6, 2002
FCC: Typing Issue

November 2002

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0602-0503

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

TTY November 1, 2002

The customer complained that the CA's typing had many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, RI and handled by the same.

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

Contact Closed: November 2, 2002

FCC: Typing Issue

December 2002

TTY December 3, 2002

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

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: December 3, 2002

FCC: Answer Performance

TTY December 7, 2002

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

Category: Answer/Wait Time

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

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

Contact Closed: December 8, 2002

FCC: Answer Performance

TTY December 12, 2002

The customer complained that one CA did not follow his instructions, and another did not relay the name on a recording correctly.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: December 31, 2002

FCC: Verbatim

Voice December 17, 2002

The customer complained that the CA was extremely rude, and typed extremely slowly.

Category: Attitude and Manner

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

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

AT&T-PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

BARCC0602-0503

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Contact Closed: December 18, 2002

FCC: Typing Issue

January 2003

TTY January 2, 2003

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

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer, and explained a technical problem may have caused the delay.

Contact Closed: January 2, 2003

FCC: Answer Performance

TTY January 8, 2003

The customer complained that male CAs are rude, disconnect during calls, and do not type her voice mail messages verbatim.

Category: Attitude and Manner

Escalation: Received by the Washington, D.C. Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and assured her the complaint would be documented and reviewed.

Contact Closed: January 13, 2003

FCC: Verbatim

TTY January 18, 2003

The customer complained the CA was slow to respond.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

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

Contact Closed: January 18, 2003

FCC: Answer Performance

TTY January 22, 2003

The customer complained that he/she had to wait for an available CA.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for inconvenience, and assured customer a report would be filed.

Contact Closed: January 22, 2003

FCC: Answer Performance

February 2003

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Voice February 15, 2003

The customer complained the CA was rude and had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

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

Contact Closed: February 15, 2003

FCC: Verbatim

March 2003

Voice March 31, 2003

The PA Public Utilities Commission notified the Pennsylvania Relay Service that customers were unable to get through to relay.

Category: Other (Equip)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Informed the customer that we were determining the problem and correcting it as soon as possible.

Contact Closed: March 31, 2003

FCC: Answer Performance

Voice March 31, 2003

The customer complained he has been unable to reach relay

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience, and informed the customer that our technicians were working to resolve the problem.

Contact Closed: March 31, 2003

FCC: Answer Performance

TTY March 31, 2003

The customer complained of trouble connecting to the relay service.

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

Voice March 31, 2003

The customer complained of trouble connecting to the relay service.

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

Customer Care Center.

Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

TTY March 31, 2003

The customer reported trouble connecting to relay using 711.

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience. Informed him that a technical issue causing the problem has been resolved.

Contact Closed: April 3, 2003

FCC: Answer Performance

April 2003

TTY April 30, 2003

The customer complained that the CA was too slow typing back a recorded message to him.

Category: Typing Skill/Speed

Escalation: Received by the Georgia Relay Center and handled by the same.

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

Contact Closed: April 30, 2003

FCC: Typing Issue

TTY April 30, 2003

The customer was upset that the CA made so many typing errors during his call.

Category: Typing Skill/Speed

Escalation: Received by the Georgia Relay Center and handled by the same.

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

Contact Closed: April 30, 2003

FCC: Typing Issue

May 2003

TTY May 14, 2003

The caller had several CA complaints including not processing his calls quickly, not following instructions, disconnecting, and not relaying verbatim.

Category: Other (Misc)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer his complaints

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PAFCC0602-0503

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

would be reported.

Contact Closed: May 31, 2003

FCC: Verbatim

TTY May 15, 2003

The caller complained that the CA did not follow instructions and typed too slow.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and offered to place his call again.

Contact Closed: May 15, 2003

FCC: Typing Issue