

6514287478

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

As of June 9, 2003

| Virginia | 2002 | | | | | | | | | | | | 2003 | | | | |
|----------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|----|--|--|--|
| | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL | | | | |
| VOICE | 0 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | | | |
| TTY | 1 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 8 | | | |
| TOTAL | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 12 | | | |

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 | | | | 1 | | | | | | | | | | 1 | | | |
| Verbatim | | | | | | 1 | | | 1 | | | | | 2 | | | |
| Typing Issues | | | 1 | | | | 1 | | | | | | | 3 | | | |
| In Call Replacement | | | | | | | | | | | | | | 0 | | | |
| Answer Performance | 1 | 1 | 2 | | 1 | | | | | | 1 | | | 6 | | | |
| Gender Accommodation | | | | | | | | | | | | | | 0 | | | |
| Total | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 12 | | | |

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

June 2002

TTY June 18, 2002

The customer complained when dialing into relay, she received a recording that all circuits are busy.

Category: Answer/Wait Time

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

Resolution: Apologized to the customer, and explained call volumes were higher during that time.

Contact Closed: June 28, 2002

FCC: Answer Performance

July 2002

TTY July 22, 2002

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

Category: Answer/Wait Time

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

Resolution: Apologized, and let the customer know his/her complaint would be reported.

Contact Closed: July 24, 2002

FCC: Answer Performance

August 2002

TTY August 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 Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: August 3, 2002

FCC: Answer Performance

TTY August 5, 2002

The customer complained the CA's typing was too fast, and the CA did not wait for him to respond to his answering machine.

Category: Typing Skill/Speed

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

Resolution: Apologized to the customer, and set up a Relay Choice Profile for Baudot to slow down the transmission speed.

Contact Closed: August 6, 2002

FCC: Typing Issue

Voice August 5, 2002

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

The customer complained she dialed 711 three times and received no answer from the relay service.

Category: Answer/Wait Time

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

Resolution: Documented for reporting purposes.

Contact Closed: August 5, 2002

FCC: Answer Performance

September 2002

TTY September 23, 2002

The customer complained he/she heard the CA talking to others about a relay conversation.

Category: Attitude and Manner

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

Resolution: Documented the information and reported it to the CA's manager for review.

Contact Closed: September 24, 2002

FCC: Confidentiality

October 2002

TTY October 21, 2002

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

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.

Contact Closed: October 21, 2002

FCC: Answer Performance

November 2002

Voice November 8, 2002

The customer complained that the CA typed too slowly.

Category: Typing Skill/Speed

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

Resolution: Documented for reporting purposes.

Contact Closed: November 20, 2002

FCC: Typing Issue

Voice November 23, 2002

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

Category: Attitude and Manner

ATTN: PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

VARC0602-0503

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

Escalation: Received by the Virginia 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: November 25, 2002
FCC: Verbatim

December 2002

Voice December 31, 2002

The customer complained the CA was rude, and could not type fast enough.

Category: Other (CA/OPR)

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

Resolution: Apologized to the customer and explained briefly how relay works. The customer is choosing to use video relay as an alternative.

Contact Closed: January 1, 2003

FCC: Typing Issue

January 2003 - Nothing to report

February 2003

TTY February 21, 2003

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

Category: Attitude and Manner

Escalation: Received by the Virginia 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 21, 2003

FCC: Verbatim

March 2003 - Nothing to report

April 2003

TTY April 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 Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and immediately processed the customer's call.

Contact Closed: April 3, 2003

FCC: Answer Performance

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

May 2003 - Nothing to report

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

As of June 9, 2003

| Virgin Islands | 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 | 0 | | | |
| TTY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |

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 | | | | | | | | | | | | | | 0 | | | |
| Typing Issues | | | | | | | | | | | | | | 0 | | | |
| In Call Replacement | | | | | | | | | | | | | | 0 | | | |
| Answer Performance | | | | | | | | | | | | | | 0 | | | |
| Gender Accommodation | | | | | | | | | | | | | | 0 | | | |
| Total | 0 | | | |

VIRGIN ISLANDS 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 - Nothing to report

November 2002 - Nothing to report

December 2002 - Nothing to report

January 2003 - Nothing to report

February 2003 - Nothing to report

March 2003 - Nothing to report

April 2003 - Nothing to report

May 2003 - Nothing to report

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

As of June 9, 2003

| Vermont | 2002 | | | | | | 2003 | | | | | TOTAL | |
|---------|------|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-------|-----|
| | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | | MAY |
| VOICE | 0 | | | | | | | | | | | | 0 |
| TTY | 2 | | | | | | | | | | | | 2 |
| TOTAL | 2 | | | | | | | | | | | | 2 |

As of June 9, 2003

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

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

June 2002

TTY June 5, 2002

The customer complained the CA was not transparent during her relay conversation.

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 comments would be forwarded to Customer Care.

Contact Closed: June 5, 2002

FCC: Transparency

TTY June 5, 2002

The customer complained the CA did not type well.

Category: Typing Skill/Speed

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

Resolution: Forwarded the customer's concerns to the CA's manager.

Contact Closed: June 5, 2002

FCC: Typing Issue

Wash., D.C.

WASHINGTON, D.C. RELAY SERVICE
 2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2002 through May 31, 2003

As of June 2, 2003

| Wash, D.C. | 2002 | | | | | | | | | | | | 2003 | | | | |
|------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---|--|--|--|
| | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL | | | | |
| VOICE | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | | | |
| TTY | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | |
| TOTAL | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | | | |

As of June 2, 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 | | | | | | | | 2 | | | |
| Typing Issues | | | | | | | | | | | | | | 0 | | | |
| In Call Replacement | | | | | | | | | | | | | | 0 | | | |
| Answer Performance | | | | | | | | | | | | | | 0 | | | |
| Gender Accommodation | | | | | | | | | | | | | | 0 | | | |
| Total | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 3 | | | |

WASHINGTON, D.C. RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

June 2002 - Nothing to report

July 2002

TTY July 7, 2002

The customer complained the CA had hung up on him/her, and did not type background noises during his/her conversation.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and explained equipment problems may have caused the disconnection.

Contact Closed: July 7, 2002

FCC: Verbatim

August 2002

Voice August 28, 2002

The customer complained the CA was chewing in her ear and was not transparent during her relay call.

Category: Attitude and Manner

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

Resolution: Apologized to the customer, and thanked her for taking the time to report the problem.

Contact Closed: August 28, 2002

FCC: Transparency

September 2002 - Nothing to report

October 2002 - Nothing to report

November 2002

Voice November 21, 2002

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

Category: Attitude and Manner

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: November 22, 2002

FCC: Verbatim

December 2002 - Nothing to report

January 2003 - Nothing to report

February 2003 - Nothing to report

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

DOFCC0602-0503

WASHINGTON, D.C. 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

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

As of June 9, 2003

| West Virginia | 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 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | |

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 | | | | | | | | | | | | | 0 | | | | |
| Typing Issues | | | | | | | | | | | | | 0 | | | | |
| In Call Replacement | | | | | | | | | | | | | 0 | | | | |
| Answer Performance | | | | | | 1 | | | | | | | 1 | | | | |
| Gender Accommodation | | | | | | | | | | | | | 0 | | | | |
| Total | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | |

WEST VIRGINIA 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 – Nothing to report

November 2002

TTY November 18, 2002

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

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the Account Manager.

Resolution: Explained that 711 works for several different call types, and recommended that the customer set up an RCP for easier call identification.

Contact Closed: November 21, 2002

FCC: Answer Performance

December 2002 – Nothing to report

January 2003 – Nothing to report

February 2003 – Nothing to report

March 2003 – Nothing to report

April 2003 – Nothing to report

May 2003 – Nothing to report

Other

AT&T RELAY SERVICES
 NON-CONTRACTED STATES
 2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2002 through May 31, 2003

| AT&T Office | 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 | 1 | 0 | 1 | | | |
| TTY | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 1 | 3 | 2 | 5 | 3 | 20 | | | | |
| TOTAL | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 1 | 3 | 2 | 6 | 3 | 21 | | | | |

Note: 2

1) AT&T Other category complaints are AT&T LDRC, CSD and/or customers from non-AT&T contracted states combined. Includes IP contacts.

| Complaint Category | 2002 | | | | | | | | | | | | 2003 | | | | |
|----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|--|--|--|
| | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total | | | | |
| Transparency | | | | | | | 1 | | 2 | | 1 | | 4 | | | | |
| Confidentiality | | | | | | | | | | | | | 0 | | | | |
| Verbatim | | | | 2 | | 1 | 1 | | | 2 | 1 | | 7 | | | | |
| Typing Issues | | | | | | 1 | | | | | 2 | 2 | 5 | | | | |
| In Call Replacement | | | | | | | | | | | 2 | 1 | 3 | | | | |
| Answer Performance | | | | | | | 1 | | 1 | | 2 | | 5 | | | | |
| Gender Accommodation | | | | | | | | | | | | | 0 | | | | |
| Total | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 1 | 3 | 2 | 6 | 3 | 21 | | | | |

NON-CONTRACT STATES 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

TTY September 6, 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 the CA's manager would follow up accordingly.

Contact Closed: September 11, 2002

FCC: Verbatim

TTY September 27, 2002

The customer complained that the CA did not relay how the forward line was answered during his call.

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 we would attempt to follow up accordingly.

Contact Closed: September 30, 2002

FCC: Verbatim

October 2002 - Nothing to report

November 2002

TTY November 14, 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 for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 14, 2002

FCC: Typing Issue

TTY November 30, 2002

The customer complained that the CA did not type a recorded message to him.

Category: Attitude and Manner

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

**NON CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003**

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

Contact Closed: November 30, 2002

FCC: Verbatim

December 2002

TTY December 2, 2002

The customer complained the CA did not keep him informed of who answered the phone.

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 CA's manager would follow up accordingly.

Contact Closed: December 2, 2002

FCC: Verbatim

TTY December 21, 2002

The customer complained that the CA did not remain transparent during his relay call, and did not relay accurately.

Category: Attitude and Manner

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 30, 2002

FCC: Transparency

January 2003

TTY January 18, 2003

The customer complained he/she had to wait a long time to reach a CA when using IP relay.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and explained they connected during a heavy calling period.

Contact Closed: January 18, 2003

FCC: Answer Performance

February 2003

TTY February 12, 2003

The customer was upset by the personal comments the CA typed to her.

Category: Attitude and Manner

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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

NONCONF@0602-0503

NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY

JUNE 2002 - MAY 2003

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

Contact Closed: February 12, 2003

FCC: Transparency

TTY February 20, 2003

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

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience.

Contact Closed: February 20, 2003

FCC: Answer Performance

TTY February 27, 2003

The customer complained the CA was rude and interjected her own opinion during the conversation.

Category: Attitude and Manner

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: March 3, 2003

FCC: Transparency

March 2003

TTY March 20, 2003

The customer complained the CA did not provide his/her ID number, and 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 to the customer for the inconvenience.

Contact Closed: March 20, 2003

FCC: Verbatim

TTY March 29, 2003

The customer complained the CA 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: March 29, 2003

FCC: Verbatim

NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

April 2003

TTY April 6, 2003

The caller complained that the CA typed too slowly.

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: April 6, 2003

FCC: Typing Issue

TTY April 19, 2003

The caller complained that the CA was slow in responding.

Category: Typing Skill/Speed

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

Resolution: Documented for reporting purposes.

Contact Closed: April 21, 2003

FCC: Answer Performance

TTY April 22, 2003

The caller complained that the CA took a long time to dial his/her call.

Category: Other (CA/OPR)

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

Resolution: Apologized to the customer for the CA's behavior.

Contact Closed: April 23, 2003

FCC: Answer Performance

Voice April 23, 2003

The caller complained that some operators relay her daughter's call as if she were retarded, and others do not type as smooth as they should.

Category: Attitude and Manner

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: April 23, 2003

FCC: Typing Issue

TTY April 23, 2003

The caller was upset because the CA did not type the recorded message.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and advised the complaint would be forwarded to the CA's manager.

Contact Closed: April 23, 2003

FCC: Verbatim

NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 - MAY 2003

TTY April 25, 2003

The caller was upset that after being transferred the new CA did not remain transparent during the call.

Category: Other (CA/OPR)

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

Resolution: Apologized for the CA's behavior. Advised the customer the complaint would be forwarded to the CA's manager.

Contact Closed: April 25, 2003

FCC: Transparency

May 2003

TTY May 7, 2003

The customer complained of being unable to reach Spanish Relay after several call attempts.

Category: Answer/Wait Time

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

Resolution: Called both numbers for Spanish Relay and they appeared to be working. Recommended that the customer call it again.

Contact Closed: May 7, 2003

FCC: Answer Performance

TTY May 12, 2003

The caller complained about the CA's typing.

Category: Typing Skill/Speed

Escalation: Received by the Maryland 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 12, 2003

FCC: Typing Issue

TTY May 27, 2003

The caller complained that the CA's typing was terrible.

Category: Attitude and Manner

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

Resolution: The caller disconnected before obtaining additional information.

Contact Closed: May 27, 2003

FCC: Typing Issue

DOCKET NO.

98-67

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