

Maine

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

State of Maine - Totals

June 8, 2004

Maine	2003							2004					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

State of Maine - Summary by Category

June 8, 2004

Complaint Category	2003							2004					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

**MAINE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003 – Nothing to report.

July 2003 – Nothing to report.

August 2003 – Nothing to report.

September 2003 – Nothing to report.

October 2003 – Nothing to report.

November 2003 – Nothing to report.

December 2003 – Nothing to report.

January 2004 – Nothing to report.

February 2004 – Nothing to report.

March 2004 – Nothing to report.

April 2004 – Nothing to report.

Mississippi

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

State of Mississippi - Totals

June 8, 2004

<i>Mississippi</i>	2003							2004					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE													0
TTY	1												1
TOTAL	1	0	1										

1) Service transitioned to new provider: MS - July 2003

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

State of Mississippi - Summary by Category

June 8, 2004

<i>Category</i>	2003							2004					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues	1												1
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	1	0	1										

**MISSISSIPPI RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003

TTY June 9, 2003

The customer complained that the CA typed too slowly.

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: June 9, 2003

FCC: Typing Issue

New Jersey

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

State of New Jersey - Totals

June 8, 2004														
<i>New Jersey</i>	2003							2004					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
VOICE				1		1								2
TTY		1		1		1		2	1	1				7
TOTAL	0	1	0	2	0	2	0	2	1	1	0	0		9

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

State of New Jersey - Summary by Category

June 8, 2004														
<i>Complaint Category</i>	2003							2004					Total	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
Transparency						1			1					2
Confidentiality														0
Verbatim										1				1
Typing Issues								2						2
In Call Replacement														0
Answer Performance	1			2		1								4
Gender Accommodation														0
Total	1	0	0	2	0	2	0	2	1	1	0	0		9

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003 – Nothing to report.

July 2003

TTY July 2, 2003

The customer complained that he was unable to reach the relay service by dialing 711.

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, and advised him that we would report the situation.

Contact Closed: July 2, 2003

FCC: Answer Performance

August 2003 – Nothing to Report.

September 2003

TTY September 11, 2003

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

Category: Attitude and Manner

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

Resolution: Apologized to the customer for the inconvenience. Explained that a technical difficulty was causing large call volumes to occur.

Contact Closed: September 11, 2003

FCC: Answer Performance

Voice September 29, 2003

The customer complained that he is getting cut before reaching the relay service.

Category: Disconnect

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

Resolution: Documented for reporting purposes.

Contact Closed: September 29, 2003

FCC: Answer Performance

October 2003 – Nothing to report.

November 2003

TTY November 5, 2003

The customer complained she had to wait for an available CA. Once she reached a CA no ID number was provided, and her instructions were not followed.

Category: Other (Misc)

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: November 5, 2003

FCC: Answer Performance

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Voice November 15, 2003

The customer complained the CA was rude and did not remain transparent during the conversation.

Category: Attitude and Manner

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

Resolution: Apologized for the CAs behavior, and thanked the customer for taking the time to report the situation.

Contact Closed: November 15, 2003

FCC: Transparency

December 2003 – Nothing to report.

January 2004

TTY January 5, 2004

The customer complained about CA typing errors, garbling during her calls, and CAs interrupting her calls.

Category: Other (Misc)

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and answered the customer's questions in regard to her issues.

Contact Closed: January 6, 2004

FCC: Typing Issue

TTY January 19, 2004

The customer complained that the CA asked him to repeat numerous times, and there were many typing errors in his conversation.

Category: Other (CA/OPR)

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

Resolution: Apologized to the customer for the inconvenience. Recommended he obtain the ID of the CA if it occurred again.

Contact Closed: January 20, 2004

FCC: Typing Issue

February 2004

TTY February 27, 2004

The customer complained about a CA lecturing her on the use of Relay.

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 27, 2004

FCC: Transparency

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

March 2004

TTY March 11, 2004

The customer complained that CAs did not type verbatim, and did not follow requests when given.

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 CAs' managers would follow up accordingly.

Contact Closed: March 11, 2004

FCC: Verbatim

April 2004 – Nothing to report.

May 2004 – Nothing to report.

N. Mariana
Islands

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

North Mariana Islands - Totals

June 8, 2004	2003							2004					
<i>N. Mariana Isl.</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

North Mariana Islands - Summary by Category

June 8, 2004	2003							2004					
<i>Complaint Category</i>	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												

**NORTHERN MARIANA ISLANDS RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003 – Nothing to report.

July 2003 – Nothing to report.

August 2003 – Nothing to report.

September 2003 – Nothing to report.

October 2003 – Nothing to report.

November 2003 – Nothing to report.

December 2003 – Nothing to report.

January 2004 – Nothing to report.

February 2004 – Nothing to report.

March 2004 – Nothing to report.

April 2004 – Nothing to report.

May 2004 – Nothing to report.

Pennsylvania

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

Commonwealth of Pennsylvania - Totals

June 8, 2004

<i>Pennsylvania</i>	2003							2004					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE					1			1	1		1	1	5
TTY		1		3	1	1	3	1		2	4	1	17
TOTAL	0	1	0	3	2	1	3	2	1	2	5	2	22

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

Commonwealth of Pennsylvania - Summary by Category

June 8, 2004

<i>Complaint Category</i>	2003							2004					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency					2		1	1	1			1	6
Confidentiality													0
Verbatim				3		1				2	2	1	9
Typing Issues		1					2	1			3		7
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	1	0	3	2	1	3	2	1	2	5	2	22

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003 – Nothing to report.

July 2003

TTY July 10, 2003

The customer 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: July 11, 2003

FCC: Typing Issue

August 2003 – Nothing to report.

September 2003

TTY September 15, 2003

The customer complained the CA was rude, did not relay the entire call, and was lazy.

Category: Attitude and Manner

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: September 15, 2003

FCC: Verbatim

TTY September 18, 2003

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

Category: Other (CA/OPR)

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: September 29, 2003

FCC: Verbatim

TTY September 29, 2003

The customer complained that the CA did not leave the entire message on his/her answering machine.

Category: Other (CA/OPR)

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: October 1, 2003

FCC: Verbatim

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

October 2003

Voice October 1, 2003

The customer complained that she is connected to TTY tones when dialing PA Relay. Also, the CA was holding a personal conversation during her call.

Category: Other (Misc)

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

Resolution: Apologized for the inconvenience, and advised the information would be forwarded to our technical department and the CAs manager.

Contact Closed: October 6, 2003

FCC: Transparency

TTY October 8, 2003

The customer had several complaints including CAs not following instructions and interrupting his conversation.

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 each CA's manager would follow up accordingly.

Contact Closed: October 31, 2003

FCC: Transparency

November 2003

TTY November 2, 2003

The customer complained that the CA was rude and did not type verbatim.

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 the CA's manager would follow up accordingly.

Contact Closed: November 4, 2003

FCC: Verbatim

December 2003

TTY December 2, 2003

The customer had several complaints about CAs that included delay of his calls, disconnecting him, and not following his instructions.

Category: Other (CA/OPR)

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

Resolution: Apologized to the customer for each incident. Assured him follow up would be done with each CA.

Contact Closed: December 31, 2003

FCC: Transparency

TTY December 12, 2003

The customer complained about the CA's typing.

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Category: Typing Skill/Speed

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: December 12, 2003

FCC: Typing Issue

TTY December 16, 2003

The customer complained that the CA's typing skills were poor.

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: December 16, 2003

FCC: Typing Issue

January 2004

Voice January 1, 2004

The customer felt the CA was the worst he ever had. The CA chastised him for not using the GA, and when he requested a supervisor she hung up on him.

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 the CA's manager would follow up accordingly.

Contact Closed: January 1, 2004

FCC: Transparency

TTY January 21, 2004

The customer complained the CA typed too many spaces in between the words.

Category: Other (Misc)

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 21, 2004

FCC: Typing Issue

February 2004

Voice February 2, 2004

The customer complained that the CA made inappropriate remarks about her mother who is a VCO user.

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 incident would be reported.

Contact Closed: February 2, 2004

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

FCC: Transparency

March 2004

TTY March 3, 2004

The customer complained that the CAs did not type verbatim, did not follow his instructions, and did not identify themselves when he requested.

Category: Other (CA/OPR)

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 managers of the CAs would follow up accordingly.

Contact Closed: March 31, 2004

FCC: Verbatim

TTY March 23, 2004

The customer complained that the CA did not type a word.

Category: Other (CA/OPR)

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

Resolution: Explained to the customer that the answering machine message was difficult to understand.

Contact Closed: March 24, 2004

FCC: Verbatim

April 2004

TTY April 1, 2004

The customer complained that the CA typed terribly and spelled poorly.

Category: Typing Skill/Speed

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

Resolution: Apologized and thanked the customer for providing feedback.

Contact Closed: April 1, 2004

FCC: Typing Issue

TTY April 7, 2004

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: April 7, 2004

FCC: Typing Issue

TTY April 12, 2004

The customer complained that the CA made too many typing errors.

Category: Typing Skill/Speed

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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

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

Contact Closed: April 12, 2004

FCC: Typing Issue

Voice April 15, 2004

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 explained that no records are kept of the conversations.

Contact Closed: April 15, 2004

FCC: Verbatim

TTY April 28, 2004

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

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and assured the customer that the CAs are trained to relay verbatim.

Contact Closed: April 28, 2004

FCC: Verbatim

May 2004

Voice May 10, 2004

The customer complained that the CA was making comments during 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 assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 10, 2004

FCC: Transparency

TTY May 20, 2004

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

Category: Other (CA/OPR)

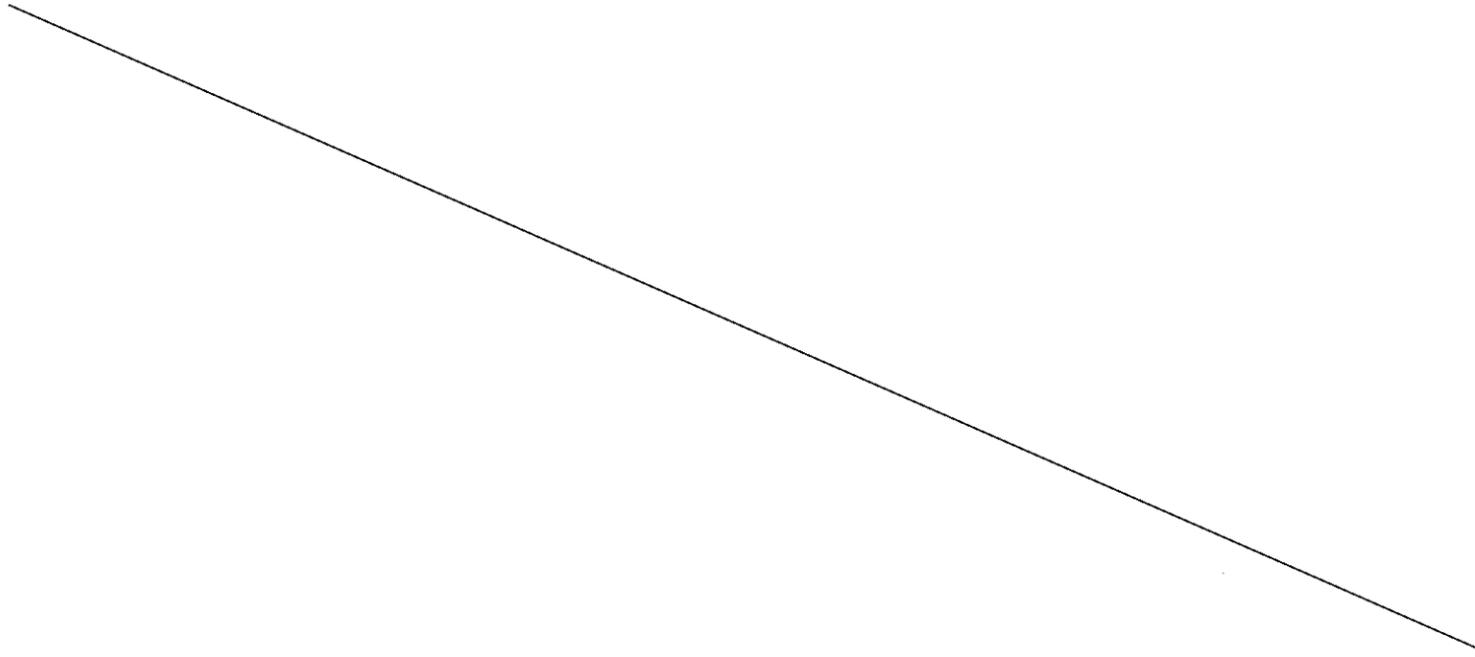
Escalation: Received by the National Relay Center, PA and handled by the same.

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

Contact Closed: May 20, 2004

FCC: Verbatim

Virginia



**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

Commonwealth of Virginia - Totals

June 8, 2004		2003						2004					
<i>Virginia</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	1												1
TTY											1	1	2
TOTAL	1	0	1	1	3								

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

Commonwealth of Virginia - Summary by Category

June 8, 2004		2003						2004					
<i>Category</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim											1	1	2
Typing Issues	1												1
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	1	0	1	1	3								

**VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003

Voice June 6, 2003

The customer complained that the CA typed too slow and had difficulty relaying the conversation.

Category: Other (CA/OPR)

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

Resolution: After further investigation, it was determined that the call was not handled by AT&T Relay Services.

Contact Closed: June 9, 2003

FCC: Typing Issue

July 2003 – Nothing to report.

August 2003 – Nothing to report.

September 2003 – Nothing to report.

October 2003 – Nothing to report.

November 2003 – Nothing to report.

December 2003 – Nothing to report.

January 2004 – Nothing to report.

February 2004 – Nothing to report.

March 2004 – Nothing to report.

April 2004

TTY April 29, 2004

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

Category: Other (CA/OPR)

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

Resolution: Manager discussed the complaint with the CA. Apologized to the customer for the problem on his/her call.

Contact Closed: April 29, 2004

FCC: Verbatim

May 2004

TTY May 6, 2004

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

Category: Other (CA/OPR)

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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004

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

Contact Closed: May 10, 2004

FCC: Verbatim