

**DELAWARE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004 – Nothing to report.

July 2004 – Nothing to report.

August 2004 – Nothing to report.

September 2004 – Nothing to report.

October 2004

TTY October 14, 2004

The customer complained that it took 10 - 15 minutes for a CA to answer his call.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience and advised the situation would be investigated.

Contact Closed: October 14, 2004

FCC: Answer Performance

November 2004 – Nothing to report.

December 2004 – Nothing to report.

January 2005 – Nothing to report.

February 2005 – Nothing to report.

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005 – Nothing to report.

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

Complaint Summary by Category

GEORGIA

As of 6/8/2005

Complaint Category	2004							2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency								2					2
Confidentiality					1								1
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance			1										1
Gender Accommodation													0
Total	0	0	1	0	1	0	0	2	0	0	0	0	4

**AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

GEORGIA

As of 6/8/2005

Georgia	2004							2005					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE			1		1			1					3
TTY								1					1
TOTAL	0	0	1	0	1	0	0	2	0	0	0	0	4

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004 – Nothing to report.

July 2004 – Nothing to report.

August 2004

Voice August 17, 2004

The customer complained that when she dialed Georgia Relay, all she got was a busy signal.

Category: Answer/Wait Time

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

Resolution: Apologized, and advised the incident would be reported to our technical department. Suggested the customer also contact her LEC.

Contact Closed: August 19, 2004

FCC: Answer Performance

September 2004 – Nothing to report.

October 2004

Voice October 7, 2004

The customer complained the CA made comments to a co-worker about 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 the CA's manager would follow up accordingly.

Contact Closed: October 7, 2004

FCC: Confidentiality

November 2004 – Nothing to report.

December 2004 – Nothing to report.

January 2005

Voice January 5, 2005

The customer complained that the CA was rude and kept interrupting the conversation.

Category: Attitude and Manner

Escalation: Received by the Georgia 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: January 12, 2005

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

FCC: Transparency

TTY January 23, 2005

The customer complained that the CA did not remain transparent during her call.

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: January 24, 2005

FCC: Transparency

February 2005 – Nothing to report.

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005 – Nothing to report.

Maryland

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

Complaint Summary by Category

MARYLAND

As of 6/8/2005

Complaint Category	2004							2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim			1									1	2
Typing Issues		1	1	1			1		1			1	6
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	1	2	1	0	0	1	0	1	0	0	2	8

AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

MARYLAND

As of 6/8/2005

Maryland	2004							2005					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
VOICE							1						1	2
TTY		1	2	1					1				1	6
TOTAL	0	1	2	1	0	0	1	0	1	0	0	2	8	

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004 – Nothing to report.

July 2004

TTY July 9, 2004

The customer complained about the Operator for his/her typing skills.

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 Operator's manager would follow up accordingly.

Contact Closed: July 9, 2004

FCC: Typing Issue

August 2004

TTY August 11, 2004

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

Category: Other (Misc)

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

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

Contact Closed: August 13, 2004

FCC: Verbatim

TTY August 30, 2004

The customer complained the Operator had poor typing skills.

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: August 30, 2004

FCC: Typing Issue

September 2004

TTY September 9, 2004

The customer complained the Operator made a lot of typing mistakes.

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 Operator's manager would follow up accordingly.

Contact Closed: September 10, 2004

FCC: Typing Issue

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

October 2004 – Nothing to report.

November 2004 – Nothing to report.

December 2004

Voice December 17, 2004

The customer complained the Operator was slow typing his/her responses.

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 Operator's manager would follow up accordingly.

Contact Closed: December 17, 2004

FCC: Typing Issue

January 2005 – Nothing to report.

February 2005

TTY February 8, 2005

The customer complained the Operator made too many typing errors.

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 Operator's manager would follow up accordingly.

Contact Closed: February 8, 2005

FCC: Typing Issue

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005

Voice May 5, 2005

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

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 Operator's manager would follow up accordingly.

Contact Closed: May 8, 2005

FCC: Verbatim

TTY May 8, 2005

The customer complained the Operator typed slowly.

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

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 Operator's manager would follow up accordingly.

Contact Closed: May 9, 2005

FCC: Typing Issue

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

Complaint Summary by Category

NEW JERSEY

As of 6/8/2005

Complaint Category	2004							2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim							1						1
Typing Issues			2					1					3
In Call Replacement													0
Answer Performance	1			1		1							3
Gender Accommodation													0
Total	1	0	2	1	0	1	1	1	0	0	0	0	7

**AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

NEW JERSEY

As of 6/8/2005

New Jersey	2004							2005					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE													0
TTY	1		2	1		1	1	1					7
TOTAL	1	0	2	1	0	1	1	1	0	0	0	0	7

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004

TTY June 3, 2004

The customer complained that operators take too long to answer her call and then ask her several times to repeat the number she is calling.

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 advised the situation would be reported to management.

Contact Closed: June 3, 2004

FCC: Answer Performance

July 2004 – Nothing to report.

August 2004

TTY August 8, 2004

The customer complained about the typing mistakes made by 3 CAs. He was also upset that the first two CAs did not provide an ID.

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 each CA's manager would follow up accordingly.

Contact Closed: August 11, 2004

FCC: Typing Issue

TTY August 25, 2004

The customer complained that the CA's typing was not clear, and there were long delays during his call.

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: August 25, 2004

FCC: Typing Issue

September 2004

TTY September 16, 2004

The customer complained that when he calls relay, he receives a message that no operators are available.

Category: Answer/Wait Time

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

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

Resolution: Attempted to reach the customer regarding his issue, but was unable to.
Contact Closed: September 22, 2004
FCC: Answer Performance

October 2004 – Nothing to report.

November 2004

TTY November 9, 2004

The customer complained that he had to wait too long for a CA to come on the line.

Category: Answer/Wait Time

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

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

Contact Closed: November 9, 2004

FCC: Answer Performance

December 2004

TTY December 1, 2004

The customer complained the CA did not type a recorded message verbatim.

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: December 2, 2004

FCC: Verbatim

January 2005

TTY January 21, 2005

The customer complained that the CA's typing was terrible

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: January 21, 2005

FCC: Typing Issue

February 2005 – Nothing to report.

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005 – Nothing to report.

N. Mariana
Islands

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

Complaint Summary by Category

NORTHERN MARIANA ISLANDS

As of 6/8/2005

Complaint Category	2004							2005					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												

AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

NORTHERN MARIANA ISLANDS

As of 6/8/2005

North Mariana Is.	2004							2005					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE													0
TTY													0
TOTAL	0												

Note: Service transitioned to new provider as of October 2004

**NORTHERN MARIANA ISLANDS RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004 – Nothing to report.

July 2004 – Nothing to report.

August 2004 – Nothing to report.

September 2004 – Nothing to report.

October 2004 – Nothing to report.

November 2004 – Nothing to report.

December 2004 – Nothing to report.

January 2005 – Nothing to report.

February 2005 – Nothing to report.

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005 – Nothing to report.

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

Complaint Summary by Category

PENNSYLVANIA

As of 6/8/2005

Complaint Category	2004							2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	1					1							2
Confidentiality						1							1
Verbatim	1		2				1	1	1				6
Typing Issues	1			1					1		1	1	5
In Call Replacement													0
Answer Performance	1	1	1										3
Gender Accommodation										1			1
Total	4	1	3	1	0	2	1	1	2	1	1	1	18

AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

PENNSYLVANIA

As of 6/8/2005

Pennsylvania	2004							2005					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	1					1							2
TTY	3	1	3	1		1	1	1	2	1	1	1	16
TOTAL	4	1	3	1	0	2	1	1	2	1	1	1	18

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004

TTY June 9, 2004

The customer complained that it took too long for relay to answer.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and explained that due to high call volumes, the wait time was longer than usual.

Contact Closed: June 11, 2004

FCC: Answer Performance

TTY June 11, 2004

The customer complained that the CA typed too slow and made too many mistakes.

Category: Typing Skill/Speed

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: June 13, 2004

FCC: Typing Issue

TTY June 16, 2004

The customer complained that the CA interrupted him.

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: June 16, 2004

FCC: Transparency

Voice June 29, 2004

The customer complained that the CA did not relay her message properly.

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: July 14, 2004

FCC: Verbatim

July 2004

TTY July 14, 2004

The customer complained he had to wait a long time to reach a CA. He also complained that when the CA finally came on, her message was garbled.

Category: Answer/Wait Time

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

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

Resolution: Apologized, and explained that there were a high volume of calls on the day and time he noted. Set up a profile to eliminate garbling.

Contact Closed: July 16, 2004

FCC: Answer Performance

August 2004

TTY August 2, 2004

The customer complained that the CAs are not honest and do not relay her calls accurately.

Category: Other (Misc)

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

Resolution: Apologized to the customer for the inconvenience, and explained that all conversations are relayed verbatim.

Contact Closed: August 31, 2004

FCC: Verbatim

TTY August 2, 2004

The customer complained that after calling the relay, she repeatedly sees a message that all CAs are busy.

Category: Answer/Wait Time

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

Resolution: Explained to the customer that she will receive that message if a CA is not available to handle her call.

Contact Closed: August 31, 2004

FCC: Answer Performance

TTY August 5, 2004

The customer complained that the CA dialed the wrong number, did not type verbatim, and misspelled too many words.

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 the CA's manager would follow up accordingly.

Contact Closed: August 5, 2004

FCC: Verbatim

September 2004

TTY September 13, 2004

The customer complained the CA was slow to respond and typed poorly.

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

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: September 13, 2004

FCC: Typing Issue

October 2004 – Nothing to report

November 2004

TTY November 1, 2004

The customer complained that the voice person had heard rude comments made by the CA during his 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: November 1, 2004

FCC: Confidentiality

Voice November 20, 2004

The customer complained that the CA interrupted his call.

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: November 20, 2004

FCC: Transparency

December 2004

TTY December 13, 2004

The customer complained about CAs not typing a recorded message verbatim, and not following instructions.

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 CAs' managers would follow up accordingly.

Contact Closed: December 31, 2004

FCC: Verbatim

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

January 2005

TTY January 2, 2005

The customer complained that the CA did not relay accurately, and would not transfer her call to another CA.

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: February 3, 2005

FCC: Verbatim

February 2005

TTY February 3, 2005

The customer complained that the CA typed the wrong telephone number when leaving a message on her answering machine.

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: February 4, 2005

FCC: Verbatim

TTY February 18, 2005

The customer complained that the CA was misspelling a lot of words.

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: February 18, 2005

FCC: Typing Issue

March 2005

TTY March 9, 2005

The customer complained that the CA did not comply with her request to have a female CA handle her call.

Category: Attitude and Manner

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.

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

Contact Closed: March 9, 2005
FCC: Gender Accommodation

April 2005

TTY April 21, 2005

The customer complained that the CA had typing errors during his conversation which caused confusion.

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 21, 2005

FCC: Typing Issue

May 2005

TTY May 14, 2005

The customer complained that the CA misspelled too many words.

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: May 14, 2005

FCC: Typing Issue

