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

Complaint Summary by Category

VIRGIN ISLANDS

As of 6/8/2005

	2004							2005					
Complaint Category	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	0	0	0	0	0	0	0	0	0	0	0	0

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

VIRGIN ISLANDS

As of 6/8/2005

	2004							2005					
Virgin Islands	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

VIRGIN 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

VIRGINIA

As of 6/8/2005

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

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

VIRGINIA

As of 6/8/2005

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

VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005

June 2004 *– Nothing to report.*

July 2004

TTY July 6, 2004
The customer complained the CA had not relayed the call verbatim.
Category: Other (Misc)
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: July 7, 2004
FCC: Verbatim

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

Voice April 6, 2005
The customer complained the CA interjected personal comments.
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: April 7, 2005
FCC: Transparency

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

WEST VIRGINIA

As of 6/8/2005

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

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

WEST VIRGINIA

As of 6/8/2005

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

WEST VIRGINIA 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

TTY March 18, 2005
The customer complained that the CA asked his mother what a TTY abbreviation meant.
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 18, 2005
FCC: Transparency

April 2005 – Nothing to report.

May 2005

TTY May 3, 2005
The customer complained that when they reached relay, and gave the number to call, there was no response.
Category: Other (Equip)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized to the customer for the inconvenience and explained that relay was experiencing an unusually high call volume.
Contact Closed: May 3, 2005
FCC: Answer Performance

AT&T Other

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

Complaint Summary by Category

AT&T - OTHER

As of 6/8/2005

	2004							2005					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency								1		1	3		5
Confidentiality				1								1	2
Verbatim	1		1	1			1		1			1	6
Typing Issues		1		1	2	1		2					7
In Call Replacement						1							1
Answer Performance													0
Gender Accommodation													0
Total	1	1	1	3	2	2	1	3	1	1	3	2	21

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

AT&T - OTHER

	2004							2005					
AT&T Other	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE				1		1	1				1		4
TTY	1	1	1	2	2	1		3	1	1	2	2	17
TOTAL	1	1	1	3	2	2	1	3	1	1	3	2	21

Note: AT&T Other complaints are AT&T LDRC, LSB and/or customers from non-AT&T contract states. Includes AT&T Internet Relay Service.

June 2004

TTY June 24, 2004
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: June 25, 2004
FCC: Verbatim

July 2004

TTY July 6, 2004
The customer complained that the CA typed too slowly and hung up too quickly.
Category: Typing Skill/Speed
Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Apologized to the customer for the inconvenience.
Contact Closed: July 6, 2004
FCC: Typing Issue

August 2004

TTY August 9, 2004
The customer complained that the CA did not type a recorded message to him.
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: August 9, 2004
FCC: Verbatim

September 2004

Voice September 9, 2004
The customer complained that the CA called an interpreting service on behalf of their patient.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience and advised the situation would be investigated.

Contact Closed: *September 14, 2004*
FCC: Confidentiality

TTY September 11, 2004
The customer complained that the CA typed too slowly during her call.
Category: Typing Skill/Speed
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: September 11, 2004
FCC: Typing Issue

TTY September 17, 2004
The customer complained the CA did not relay his order correctly.
Category: Other (CA/OPR)
Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Apologized to the customer for the inconvenience, and informed him the incident would be investigated.
Contact Closed: September 21, 2004
FCC: Verbatim

October 2004

TTY October 15, 2004
The customer complained the CA was slow to respond and typed poorly.
Category: CA Hung up on me
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 15, 2004
FCC: Typing Issue

TTY October 16, 2004
The customer complained that the CA was slow in typing responses and made too many typing mistakes.
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: October 16, 2004
FCC: Typing Issue

November 2004

TTY November 9, 2004
The customer that the CA made too many typing 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: November 9, 2004
FCC: Typing Issue

Voice November 28, 2004
The customer complained that the CA transferred his call in mid-sentence.
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 28, 2004
FCC: In Call Replacement

December 2004

Voice December 13, 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 the CA's manager would follow up accordingly.
Contact Closed: December 13, 2004
FCC: Verbatim

January 2005

TTY January 4, 2005
The customer complained that the CA did not relay the conversation accurately.
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: January 10, 2005
FCC: Transparency

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

TTY January 26, 2005
The customer complained that the CA was not typing accurately.
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: January 27, 2005
FCC: Typing Issue

February 2005

TTY February 24, 2005
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: February 25, 2005
FCC: Verbatim

March 2005

TTY March 24, 2005
The customer complained that the CA told her directly that the other party could not take her call.
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: March 24, 2005
FCC: Transparency

April 2005

Voice April 19, 2005
The customer complained that the CA broke transparency 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 the CA's manager would follow up accordingly.
Contact Closed: April 19, 2005
FCC: Transparency

TTY April 26, 2005
The customer complained that the operator informed him his call was being reported to the FBI and then disconnected the call.
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: April 27, 2005
FCC: Transparency

TTY April 29, 2005
The customer complained the CA was rude by making personal comments during his relay conversation.
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.
Contact Closed: April 29, 2005
FCC: Transparency

May 2005

TTY May 25, 2005
The customer complained the CA did not type the recorded message verbatim and that the relief CA did not provide his/her ID.
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: May 25, 2005
FCC: Verbatim

TTY May 27, 2005
The customer complained that the CA called his friend back after he had disconnected the call and began conversing with him/her.
Category: Attitude and Manner
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: *May 27, 2005*

FCC: Confidentiality

DOCKET NO. 04-313, 01-338

Attachment A

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