

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

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

VIRGIN ISLANDS

As of 6/8/2005

Complaint Category	2004												2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
Virgin Islands																		0
VOICE																		0
TTY																		0
TOTAL	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.

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Complaint Summary by Category

VIRGINIA

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

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

VIRGINIA

Complaint Category	2004												Total	
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
VOICE														1
TTY														1
TOTAL	0	1	0	1	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.

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Complaint Summary by Category

WEST VIRGINIA

As of 6/8/2005

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

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WEST VIRGINIA

As of 6/8/2005

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

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

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.

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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

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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.

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JUNE 2004 – MAY 2005**

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.

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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

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manager would follow up accordingly.

Contact Closed: May 27, 2005

FCC: Confidentiality

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ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2004 through May 31, 2005

Complaint Summary by Category

AT&T - OTHER

Complaint Category	2004												2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
Transparency				1														5
Confidentiality				1									1					2
Verbatim	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	1	1	3	2	21	

As of 6/8/2005

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

AT&T - OTHER

Complaint Category	2004												2005					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
VOICE				1			1											4
TTY	1	1	1	2	2	1		3				1		1				17
TOTAL	1	1	1	3	2	2	1	3	2	1	3	1	1	1	3	2	2	21

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

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