



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

June 22, 2005



DA 05-1681
CG Docket 03-123
CC Docket No.98-67

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-B204
WASHINGTON DC 20554

DOCKET FILE COPY ORIGINAL

Re: Submission of 2005 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 05-1681, released June 16, 2005 at CG Docket 03-123 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2005. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

Robert A. Rosenthal, Director
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco
Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office

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**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	SEPT	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

Complaint Category	2004						2005						Total
	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	1					1							2
TTY	3	1	3	1		1	1	1	2	1	1		14
TOTAL	4	1	3	1	0	2	1	1	2	1	1	1	16

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JUN 21 2005
ECC - MAILROOM

**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

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