



State of New Jersey
BOARD OF PUBLIC UTILITIES
TWO GATEWAY CENTER
NEWARK, NJ 07102

Jeanne M. Fox
President

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June 21, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W., Room TW-B204
Washington, DC 20554

Dear Ms. Dortch:

Re: CG Docket 03-123

The New Jersey Board of Public Utilities did not receive any written or oral complaints during the period of June 1, 2004 through May 31, 2005, which alleged violations of FCC rules regarding Telephone Relay Service. The Service provider AT&T received directly, a total of seven complaints and a copy of their summary of these complaints is included herewith as part of our response. It is our understanding that AT&T will be submitting a disk copy of these complaints which will be included with their report to you.

Sincerely,

Anthony Centrella, Director
Division of Telecommunications

No. of Copies rec'd
List ABCDE

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**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.