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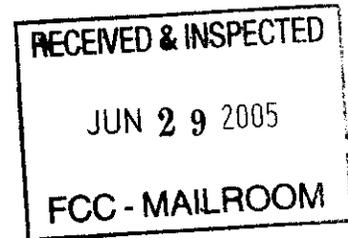
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June 28, 2005



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

In Re: CG Docket 03-123 – Annual Log Summary of Consumer Complaints
Concerning TRS – State of Georgia

Dear Ms. Dortch:

I am responding on behalf of the Georgia Public Service Commission (GPSC) to the requirement contained in the Improved TRS Order; 47 C.F.R. § 64.604 (Mandatory Minimum Standards) for the annual submission of states' telecommunications relay service (TRS) consumer complaint log summaries for the 12 month period ending May 31, 2005 on or before July 1, 2005.

The GPSC has received three complaints concerning the Georgia TRS during the period June 2004 – May 2005.

1. On November 15, 2004 the GPSC received a complaint via telephone from an individual, who identified himself as a patient at a Georgia hospital who had received a series of three relay calls the previous evening. He advised that the "relay operator" in the first and second calls (he believed that it was the same person) was rude to him when he said that he did not wish to receive a relay call and was attempting to terminate the call. He said that the third relay call he received was handled by a very professional, courteous "relay operator". The complainant did not appear to be either hearing or speech impaired and said that no actual relay took place in any of the three calls. He wished to complain about the rudeness of the "relay operator" who placed the first and second calls to him. The GPSC forwarded this complaint to the Georgia Relay service provider.

No. of Copies rec'd _____
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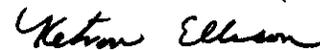
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AT&T, the same day for investigation and resolution. On November 16, 2004 an AT&T representative advised that the Company had determined that the first two relay calls reported by the complainant were handled by a Communications Assistant in an AT&T relay center in another state and that AT&T was pursuing the matter as an official complaint against this individual. In addition, AT&T will forward a letter of apology to the complainant.

2. On March 2, 2005, GPSC staff was reviewing Georgia Relay monthly operating report information for the month of January 2005 and noted that the report contained eight complaints/inquiries from subscribers concerning lack of 711 access to reach the Georgia Relay. The days on which these complaints/inquiries were filed were January 13, 14, 15, 17 and 18. GPSC staff contacted AT&T for additional information and learned that these eight calls were all from BellSouth Telecommunications exchanges in the Metro Atlanta area. GPSC staff contacted a BellSouth representative and requested that their network group look into these complaints/inquiries. On March 29, 2005, BellSouth responded that due to the sporadic nature of these calls their network group was unable to isolate any particular problem. No subscriber complaints or inquiries of a similar nature have been received subsequently.
3. On March 2, 2005, GPSC staff received a complaint/request via telephone from a cellular phone subscriber requesting an immediate relay block be placed on his cell phone number due to the receipt of harassing relay calls. GPSC staff forwarded this complaint/request to AT&T. A representative from AT&T advised on March 3, 2005 that a relay/OSD block had been implemented on the subject cell phone number.

AT&T will be submitting its annual log summary of consumer complaints concerning the Georgia TRS directly to the FCC. GPSC staff reviews these complaints on a monthly basis as they are reported by AT&T, including the resolution of each. A copy of AT&T's Georgia Relay Service Annual Consumer Complaint Summary June 2004 - May 2005 which was received by the GPSC is attached.

Sincerely,



Ketron (Ken) Ellison
Assistant Director
Utilities Division

Enclosure

**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.