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June 19, 2006

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

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington, D.C. 20554

In Re: CG Docket No. 03-123 – Annual Consumer Complaints Log Summary
Concerning Telecommunications Relay Service (TRS) – State of Georgia

Dear Ms. Dortch and Ms. Gregory:

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 (c)(1) (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, 2006 on or before July 1, 2006.

The GPSC has received four complaints concerning the Georgia TRS during the period June 2005 – May 2006.

1. On July 20, 2005 the GPSC received a complaint via email from an individual, who identified himself as a metro Atlanta BellSouth Telecommunications residential subscriber who was unable to access the Georgia TRS by dialing 711.

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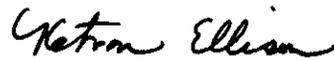
This email complaint was acknowledged the same day and forwarded to BellSouth for investigation. BellSouth responded on July 29, 2005 that an *investigation by the Company Switched Service Department revealed that a translation routing error existed in the Alpharetta (Georgia) switch which was subsequently corrected.* BellSouth contacted the complainant and advised him that the 711 access problem he had experienced had been corrected. The complainant then made a successful 711 call according to the Company.

2. On August 28, 2005, a subscriber called the GPSC to complain that they could not access the Georgia TRS either by dialing 711 or the ten digit number for voice/hearing subscribers. Complainant also stated that they were a customer of BellSouth Telecommunications. The complaint was forwarded to BellSouth for investigation the same day. BellSouth responded on August 29, 2005 that the complainant was not a BellSouth customer but that the Company had contacted her and determined that she was attempting to dial an incorrect ten digit number to access the Georgia TRS, and provided the correct number to her. The BellSouth representative left a callback name and number for any additional questions. The GPSC attempted to contact the complainant to determine the name of her local exchange company and to see if she was still having any difficulty reaching the Georgia TRS by 711 or the appropriate ten digit number. Contact was not established and the GPSC staff member left a voicemail message for the complainant requesting a callback.
3. On October 5, 2005, GPSC received an online complaint to its Consumer Affairs Unit from a subscriber who provided partial identification stating that the "...augusta georgia relay center has bad service due to not having enough relay operators." and some additional comments. On October 24, 2005 the GPSC relay contract administrator responded to the complainant requesting specific information on any, or each, incident of poor service at the Georgia TRS so that appropriate action could be taken. No additional information was received from the complainant.
4. On April 28, 2006, GPSC received a call from a subscriber who complained that, since a new Georgia TRS service provider (Hamilton Relay) had taken over, the typing skills of Communications Assistants (CA's) had diminished and CA's forget to tell him to "Go Ahead" when it is his time to talk. He appeared to have been satisfied with the proficiency of the CA's of the previous relay service provider (AT&T) but was disappointed in the proficiency of many of the new service provider's CAs, excluding the one who was processing his call to the GPSC at that time. GPSC staff apologized for the instances of poor service he had experienced and stated that his comments would be passed along to the new relay

service provider. Complainant was also requested to call the GPSC again if he had additional comments concerning the Georgia TRS. GPSC contacted Hamilton Relay on May 1, 2006 and shared the complaint. Hamilton stated that the issues in the complaint would receive attention and requested permission to contact the complainant, which was granted.

AT&T provided the Georgia TRS from April 1, 1991 until March 31, 2006 at which time Hamilton Relay became the service provider of the Georgia TRS. AT&T and Hamilton Relay will be submitting their respective summaries of consumer complaints concerning the Georgia TRS directly to the FCC for the respective time periods during the complaint reporting period during which they have each provided Georgia TRS. GPSC staff reviews these complaints on a monthly basis as reported by AT&T and Hamilton, including the resolution of each. Copies of AT&T's Georgia Relay Service Annual Consumer Complaint Summary June 2005 – March 2006 and Hamilton Relay's Georgia Complaints Report for April – May 2006 received by the GPSC are attached.

Sincerely,



Ketron (Ken) Ellison
Assistant Director
Utilities Division

Enclosure

**AT&T RELAY SERVICES
 GEORGIA
 2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2005 through May 31, 2006**

5/23/2006	2006											TOTAL	
GEORGIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	1	1	0	0	0	0	0	0			3
TTY	0	1	0	1	0	0	0	1	0	0			3
TOTAL	0	2	1	2	0	0	0	1	0	0	0	0	6

Note: Service transitioned to new provider as of March 31, 2006.

**AT&T RELAY SERVICES
 GEORGIA
 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2005 through May 31, 2006
 Complaint Summary by Category**

5/23/2006	2006											Total	
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	1	0	1	0	0	0	0	0	0	0	0	2
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	1	1	0	0	0	0	1	0	0	0	0	3
Typing Issues	0	0	0	1	0	0	0	0	0	0	0	0	1
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodati	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	2	1	2	0	0	0	1	0	0	0	0	6

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005 – Nothing to report.

August 2005

Voice August 16, 2005

The customer said the CA did not type the conversation verbatim, and made personal statements about the 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: August 16, 2005

FCC: Verbatim

September 2005

Voice September 1, 2005

The customer complained that the CA was rude and kept interrupting his conversation.

Category: Attitude and Manner

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 16, 2005

FCC: Transparency

Voice September 23, 2005

The customer complained that during a relay call, the CA asked him to repeat constantly and typed everything that was being said.

Category: Methods Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that the CAs must remain transparent and type everything they hear.

Contact Closed: September 23, 2005

FCC: Transparency

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

TTY September 30, 2005

The customer complained that the CA made typing mistakes that interfered with the call.

Category: Typing Skill/Speed

Escalation: Received by the New Jersey 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 30, 2005

FCC: Typing Issue

October 2005 – Nothing to report.

November 2005 – Nothing to report.

December 2005 – Nothing to report.

January 2006

Voice January 17, 2006

The customer complained the CA had not relayed the call verbatim.

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 assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 18, 2006

FCC: Verbatim

February 2006 – Nothing to report.

March 2006 – Nothing to report.

April 2006 – Nothing to report.

May 2006 – Nothing to report.

**HAMILTON RELAY'S GEORGIA TRS COMPLAINTS
REPORT FOR MARCH 31 THROUGH MAY 31, 2006**

Georgia Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Customer has been unable to place long distance calls through the relay.

Inquire Date 04/05/2006
Record ID 12363
Call Taken By CA
CA Number 5124
Responded By Tina/LaShonda
Response Date 04/06/2006
Resolution Date 04/06/2006

Customer Service investigated and discovered that the customer was using a PBX system. Customer Service spoke with the company's long distance carrier and discovered that the customer's bill had not been paid and the long distance service was disconnected. Customer was notified and understood.

External Complaints—Miscellaneous

Customer stated that when he places calls through the relay to his friend, his call is disconnected.

Inquire Date 05/16/2006
Record ID 12472
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/16/2006
Resolution Date 05/18/2006

Customer Service placed several calls through the relay to the customer, which went through fine. Customer Service placed several test calls to the party the customer was trying to reach and was disconnected each time. Customer service suggested that he contact his friend and have his friend check his equipment. Customer was satisfied.

Service Complaints--CA Misdialed Number

Customer stated that the CA dialed the wrong number and took a long time to respond.

Inquire Date 04/12/2006
Record ID 12374
Call Taken By Supervisor
CA Number 5109
Responded By LaShonda
Response Date 04/13/2006
Resolution Date 04/13/2006

Supervisor apologized and stated that the CA would be counseled. CA was counseled. Customer was satisfied.

Service Complaints--CA Typing Speed

Customer stated that the CA did not type fast enough to relay the call properly. Customer disconnected because the CA continued to use slow down language.

Inquire Date 05/16/2006
Record ID 12471
Call Taken By Lead CA
CA Number 5094
Responded By TaShonda/LaShonda
Response Date 05/18/2006
Resolution Date 05/18/2006

Lead CA apologized and explained that this language was used in order for the CA to ensure that all information was typed verbatim. Lead CA stated that the CA would be counseled. Customer understood. CA's last typing score was 64 WPM with 95% accuracy. CA has been monitored more frequently.

Service Complaints--CA Typing

Inquire Date 04/28/2006

Record ID 12459

Call Taken By

CA Number

Responded By LaShonda

Response Date 05/10/2006

Resolution Date 05/11/2006

Customer stated that several CAs typing skills have been poor. Customer also stated that several CAs do not use "Go Ahead." Customer understands that the CAs are new and gaining proficiency but is disappointed in the quality of the calls in the past month.

Customer Service apologized and stated that the CAs will continue to be monitored closely and counseled. CA training continues and monitoring is done on a regular basis. Customer understood.

Service Complaints--CA Typing

Inquire Date 05/18/2006

Record ID 12485

Call Taken By Customer Service Rep

CA Number 5154

Responded By Babs/LaShonda

Response Date 05/18/2006

Resolution Date 05/22/2006

Customer stated that the CA's typing was poor.

Customer Service apologized and stated that the CA would be counseled. CA has been monitored more frequently. CA's last typing score was 64 WPM with 95% accuracy. Customer was satisfied.

Service Complaints--CA Typing

Inquire Date 05/26/2006

Record ID 12474

Call Taken By CA

CA Number 5153 & 5172

Responded By Ebony/LaShonda

Response Date 05/30/2006

Resolution Date 05/30/2006

Customer stated that two CAs have poor typing.

Customer Service apologized and stated that the CAs would be counseled. The CAs have been monitored more frequently. CA's last typing scores were 60 WPM with 96% accuracy and 63 WPM with 100% accuracy. Customer Service also implemented a profile for the customer. Customer was appreciative.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 04/04/2006

Record ID 12336

Call Taken By Lead CA

CA Number

Responded By LaShonda

Response Date 04/05/2006

Resolution Date 04/05/2006

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/08/2006
Record ID 12361
Call Taken By Lead CA
CA Number 5069
Responded By LaShonda
Response Date 04/10/2006
Resolution Date 04/10/2006***

Customer has been receiving harassing phone calls. Customer wants phone records to see who placed the calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/10/2006
Record ID 12379
Call Taken By Lead CA
CA Number
Responded By LaShonda
Response Date 04/10/2006
Resolution Date 04/13/2006***

Customer has been receiving prank phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/11/2006
Record ID 12354
Call Taken By Customer Service Rep
CA Number 5162
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/12/2006***

Customer's daughter has been receiving harassing calls through relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/12/2006
Record ID 12357
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/12/2006***

Customer has been receiving fraudulent phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 04/16/2006

Record ID 12396

Call Taken By

CA Number

Responded By LaShonda

Response Date 04/17/2006

Resolution Date 04/17/2006

Customer's daughter has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 04/19/2006

Record ID 12404

Call Taken By Customer Service Rep

CA Number

Responded By LaShonda

Response Date 04/19/2006

Resolution Date 04/19/2006

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 05/06/2006

Record ID 12448

Call Taken By Supervisor

CA Number

Responded By Kyndel/LaShonda

Response Date 05/08/2006

Resolution Date 05/08/2006

Customer has been receiving prank calls through the relay. Customer would like these calls blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or law enforcement. Supervisor further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 05/17/2006

Record ID 12469

Call Taken By Customer Service Rep

CA Number

Responded By LaShonda

Response Date 05/17/2006

Resolution Date 05/17/2006

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer Service explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/17/2006
Record ID 12470
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/17/2006
Resolution Date 05/17/2006***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer Service explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/18/2006
Record ID 12467
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/18/2006
Resolution Date 05/18/2006***

Customer had received a scam call through the relay.

Customer Service suggested that the customer should contact law enforcement as that is our recommendation under these circumstances. Customer Service further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/18/2006
Record ID 12482
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 05/24/2006
Resolution Date 05/30/2006***

Customer has been receiving prank calls through the relay. Customer wanted the calls blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or law enforcement. Supervisor further explained that if the customer obtains a court order, then the relay could release call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/24/2006
Record ID 12478
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/24/2006
Resolution Date 05/24/2006***

Customer has been receiving fraudulent phone calls and would like the calls to stop.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer Service further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 04/27/2006
Record ID 12428***

Call Taken By Customer Service Rep

***CA Number 5154
Responded By
Response Date
Resolution Date 05/04/2006***

Customer stated that CA did not follow proper procedures during the call and didn't identify VCO.

Customer Service apologized and stated that the CA would be counseled. CA was counseled. Customer did not leave call back information.

Service Complaints—Improper Use of Call Release

***Inquire Date 04/18/2006
Record ID 12402***

***Call Taken By Supervisor
CA Number 5105***

***Responded By Kyndel
Response Date 04/18/2006
Resolution Date 04/18/2006***

Customer was attempting to place a VCO to voice call. Then the VCO user asked the voice user to switch to TTY and the VCO user would also switch to TTY. CA stated that TTY to TTY calls could not be placed. (Refer to 12407)

Supervisor apologized and processed the call. CA was counseled. Customer was still upset.

Service Complaints--Improper Use of Call Release

***Inquire Date 04/19/2006
Record ID 12407***

***Call Taken By Supervisor
CA Number***

***Responded By Tauna/LaShonda
Response Date 04/20/2006
Resolution Date***

Customer was attempting to place a VCO to voice call. Then the VCO user asked the voice user to switch to TTY and the VCO user would also switch to TTY. CA stated that TTY to TTY calls could not be placed. (Refer to 12402)

Supervisor apologized and processed the call. CA was counseled. Customer was still upset.

Service Complaints--CA Hung Up on Caller

***Inquire Date 04/13/2006
Record ID 12388***

***Call Taken By Lead CA
CA Number 5006 & 5055***

***Responded By LaShonda
Response Date 04/14/2006
Resolution Date 04/14/2006***

Customer stated that the CA was a slow typist and hung up on her. Customer stated that the CA sent "one moment please" and the call was disconnected.

Lead CA apologized and stated that the CA would be counseled. Customer was satisfied. Customer Service forwarded the information to the technical department. The technical department investigated and discovered the CA did hang up. CA was counseled and the customer was notified. CA's last typing score was 60 WPM with 95% accuracy.

Service Complaints--CA Hung Up on Caller

***Inquire Date 05/22/2006
Record ID 12497
Call Taken By Supervisor
CA Number
Responded By Jodi/LaShonda
Response Date 05/24/2006
Resolution Date 05/31/2006***

Customer stated that the last few times they had used the relay, their call had been disconnected.

Supervisor apologized and stated that the information would be forwarded to the technical department. The technical department investigated and discovered that the call was disconnected on the customer's side. Customer was notified and understood.

Service Complaints--Miscellaneous

***Inquire Date 04/06/2006
Record ID 12380
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/10/2006
Resolution Date 04/13/2006***

Customer stated that when dialing her father's number, she reaches the relay. Her father is deaf but does not have a TTY machine.

Customer Service attempted to place test calls to the father's number which reached the relay. Customer Service worked with the daughter and discovered that her father's phone had been forwarded to an 800 number which was the relay number. Once the call forwarding was disconnected, calls to her father's phone worked fine.

Service Complaints--Miscellaneous

***Inquire Date 04/10/2006
Record ID 12395
Call Taken By Customer Service Rep
CA Number 5142
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/14/2006***

Customer was disappointed in the changes with Georgia Relay.

Customer Service apologized and answered all questions that the customer asked. Customer was satisfied.

Service Complaints--Miscellaneous

***Inquire Date 04/11/2006
Record ID 12394
Call Taken By Lead CA
CA Number
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/14/2006***

Customer was attempting to call BellSouth DSL through the relay. The call would not go through. When the CA dials the number it automatically disconnects.

Customer Service has attempted to contact customer several times for more information, but always reaches a busy signal.

Service Complaints--Miscellaneous

***Inquire Date 04/18/2006
Record ID 12400
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/18/2006
Resolution Date 04/18/2006***

Customer was unable to leave a message for his brother who is deaf.

Customer Service apologized and explained that when reaching a voice answering machine, the telephone number should be dialed direct. Customer understood.

Service Complaints—Miscellaneous

***Inquire Date 04/21/2006
Record ID 12439
Call Taken By Customer Service Rep
CA Number 5149
Responded By LaShonda
Response Date 04/24/2006
Resolution Date 04/24/2006***

VCO Customer stated that she has had difficulties with her calls being disconnected.

Customer Service apologized and stated that the information would be forwarded to the technical department. The technical department discovered that the CAs were disconnecting after receiving no response from the caller. Customer Service notified the customer. Customer understood.

Service Complaints—Miscellaneous

***Inquire Date 04/27/2006
Record ID 12447
Call Taken By
CA Number
Responded By LaShonda
Response Date 05/02/2006
Resolution Date***

Customer stated that the Supervisor did not do a test call as requested. Customer stated that supervisor hung up.

Customer Service apologized and attempted to make several test calls to the customer but was unsuccessful. Supervisor was counseled. Customer Service has been unable to reach the customer.

Service Complaints—Miscellaneous

***Inquire Date 05/15/2006
Record ID 12495
Call Taken By Program Mgr
CA Number
Responded By Cassandra/LaShonda
Response Date 05/16/2006
Resolution Date 05/31/2006***

Customer stated that she had been having difficulty placing calls through the relay. Customer wanted to know if Hamilton had her profile information from AT&T.

Customer Service apologized and verified her profile information. Customer called back and said that her calls were going through. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 05/26/2006
Record ID 12481
Call Taken By Customer Service Rep
CA Number 5143
Responded By LaShonda
Response Date 05/26/2006
Resolution Date 05/26/2006***

Customer stated that when receiving calls from her friend, the CA is unable to hear her. The other party disconnects because they think no one is on the other end.

Customer Service placed test calls directly to the customer. The calls placed by Customer Service went through. Customer Service set up a profile for the customer for a quicker connection. Customer stated in a follow up call that the profile had helped. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 05/30/2006
Record ID 12476
Call Taken By Customer Service Rep
CA Number 5048
Responded By LaShonda
Response Date 05/30/2006
Resolution Date 05/30/2006***

Customer requested that their profile be updated by removing an Automatic VCO connection. Customer uses VCO but her husband uses TTY. Customer also stated that their long distance was being billed through AT&T and would like to have BellSouth as their long distance carrier.

Customer Service asked that the customer send a copy of the bill for reimbursement. Customer Service also explained that when she would like to place a call to type VCO to the CA for a quicker connection. The profile was updated. Customer understood.

Technical Complaints--711 Problems

Inquire Date 04/07/2006

Record ID 12352

Call Taken By Customer Service Rep

CA Number 5087

Responded By LaShonda

Response Date 04/07/2006

Resolution Date 04/07/2006

Customer stated that her daughter has been unable to reach the relay when dialing 711.

Customer Service apologized and gave the customer the toll free number. Customer Service placed a test call, which went through fine. The technical department investigated and discovered that the customer was hanging up before the relay answered. Customer was notified and did not wish to set up a profile to enable quicker connections through the relay. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 04/12/2006

Record ID 12356

Call Taken By Customer Service Rep

CA Number 5019

Responded By LaShonda

Response Date 04/12/2006

Resolution Date 04/12/2006

Customer had been unable to receive incoming calls for two weeks.

Customer Service apologized and placed a test call. The test call went through the relay fine. Customer Service suggested setting up a customer profile to ensure a correct connection. Profile was implemented and customer was satisfied.

Additions to Complaints Report

Service Complaints--Miscellaneous

VCO customer stated that she had had difficulties with her calls being disconnected.

Inquire Date 4/21/2006
Record ID 12439
Call Taken Customer Service Rep

Customer Service apologized and stated that the information would be forwarded to the technical department. The technical department discovered that the CAs were disconnecting after receiving no response from the caller. Customer Service notified the customer. Customer understood.

CA Number 5149
Responded LaShonda
Response Date 4/24/2006
Resolution 4/24/2006

Service Complaints—Didn't Follow Policy/Procedure

Customer stated that the CA did not follow proper procedures during the call and did not identify VCO

Inquire Date 4/27/2006
Record ID 12428
Call Taken Customer Service Rep

Customer Service apologized and stated that the CA would be counseled. CA was counseled. Customer did not leave call back information.

CA Number 5154
Responded
Response Date
Resolution 5/04/2006

Service Complaints--Miscellaneous

Customer stated that the Supervisor did not do a test call as requested. Customer stated that the Supervisor hung up.

Inquire Date 4/27/2006
Record ID 12447
Call Taken

Customer Service apologized and attempted to make several test calls to the customer but was unsuccessful Supervisor was counseled. Customer Service has been unable to reach the customer.

CA Number
Responded LaShonda
Response Date 5/02/2006
Resolution

Service Complaints--CA Typing

Customer stated that several CAs typing skills have been poor. Customer also stated that several CAs do not use "Go Ahead". Customer understands that the CAs are new and gaining proficiency but is disappointed in the quality of the calls in the past month.

Inquire Date 4/28/2006
Record ID 12459
Call Taken
CA Number
Responded LaShonda
Response Date 5/10/2006
Resolution 5/11/2006

Customer Service apologized and stated that the CAs will continue to be monitored closely and counseled. CAs training continues and monitoring is done on a regular basis. Customer understood.

DOCKET NO.

03 - 123

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