



Toni R. Acton
Director

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June 30, 2008

Via Electronic Submission

Ms. Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket 03-123
AT&T Submission of TRS Complaint Logs for Reporting Period
June 1, 2007 Through May 31, 2008

Dear Ms. Dortch:

AT&T Inc hereby submits its Annual Summary of Consumer Complaint Logs relating to TRS for the time period of June 1, 2007 through May 31, 2008.

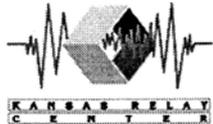
If you have any questions, please contact the undersigned at 202-457-3039.

Sincerely,

A handwritten signature in black ink, appearing to read "Toni R. Acton".

Toni R. Acton

Attachment



Michigan Relay Center

June 2007 - May 2008

	Jun 2007	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Total	Pct
Service Complaints - CA Related														
Failure to Provide CA ID					1								1	9%
Failure to Comply w/caller's Instruction													0	0%
Transparency													0	0%
Attitude			1		3			1		1			6	55%
Incorrect Procedure					1								1	9%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling													0	0%
Other	1		1					1					3	27%
Total	1	0	2	0	5	0	0	2	0	1	0	0	11	
Technical Complaints														
Sound Clarity/Garbled Messages		1						2					3	60%
External Call Routing Issues													0	0%
Connecting w/TRS										1			1	20%
Other								1					1	20%
Total	0	1	0	0	0	0	0	3	0	1	0	0	5	
Miscellaneous Complaints														
Billing Issues													0	0%
Complaint About Another TRS													0	0%
Scope of Service													0	0%
Other													0	0%
Total	0													
Total Complaints	1	1	2	0	5	0	0	5	0	2	0	0	16	

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2007 - MAY 31, 2008

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/29/2007	The TTY caller provided the CA with instructions before placing the call. The voice caller received the call from Relay but did not know the person was Deaf. He called the supervisor line and stated that he did not agree with the CA not providing him with the information that the caller was Deaf.	6/29/2007	The manager explained that once he tells the CA he is familiar with Relay the CA proceeds with the call. It is up to the customer to let the CA know that he is not familiar with the service or procedure. After that, the CA explains how the Relay works.
7/28/2007	The customer stated the CA did not do a good job on her call. The customer stated the message relayed to her through relay was garbled. The customer stated she was embarrassed to have to ask her party to repeat what she was saying because the message on her TTY was garbled.	8/3/2007	The Supervisor apologized to the customer for the inconvenience. The manager reviewed the complaint with the CA and the CA stated she did not recall such incident. The CA provided the manager with the accurate procedure in an incident such as this. It is very possible the customer was experiencing TTY problems but was unaware at the time. The customer did not want a call back.
8/9/2007	The VCO customer called the Supervisor line and provided the office with a list of CA's she had complaints for. She did not explain what the complaint was. She only called and listed the CA's she did not like.	8/9/2007	The manager apologized to the customer and explained that we needed more information in order to conduct an investigation. The customer did not want to provide further explanation.
8/22/2007	The VCO customer stated she felt the CA was rude when she left her message. The customer stated that the CA did not respond to her closing, "Good night and Thank you". She felt rushed and ignored with the simple, "Thanks SK" from the CA. The customer wanted the manager to talk to the CA, however she did not want the manager to call back and follow up.	8/22/2007	The Supervisor apologized to the customer and explained that this is the appropriate procedure. However, we will note that the customer feels the closing statement is not friendly enough. The manager thanked the customer for her feedback and encouraged her to continue to call the Supervisor line if she has any other questions or concerns.
10/5/2007	The VCO customer stated that some of the CA's are becoming rude and do not ask if she wants to place another call. The customer stated she sometimes cannot get the CA's number. She also stated that more CA's are not saying 'goodbye' to the	10/5/2007	The Supervisor apologized for the inconvenience and thanked the customer for providing the office with this feedback. The supervisor encouraged the customer to confirm the CA's number at the beginning of the call before placing the call. If this is not successful, the customer was encouraged

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2007 - MAY 31, 2008

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
	hearing party, they just hang up.		to call the Supervisor line again. The Supervisor also informed the customer that she will share this concern with the office so that they are aware and reminded to always provide their CA number.
10/10/2007	The TTY customer stated the CA was very rude to him. The CA typed 'sk' too many times at the end of the call.	10/10/2007	The Manager apologized to the customer and offered to send an apology card. The Customer did not want an apology card. The Manager reviewed the complaint with the CA and documented the complaint in the CA's file.
10/27/2007	The TTY customer stated that the CA made a mistake and accidentally dialed the wrong area code. The customer wanted the manger to talk to the CA and remind her not to dial the incorrect area code.	10/27/2007	The Supervisor apologized to the customer for the inconvenience. The complaint was reviewed with the CA.
10/31/2007	The VCO customer stated that the CA was very rude to her when she told the CA that the messages were garbled. The customer also stated that when she provided the CA with the number to dial, the CA hung up on her.	10/31/2007	The supervisor apologized to the customer for the inconvenience and frustration. The Supervisor offered to send the customer an apology card. The complaint was reviewed with the CA as well as documented.
1/3/2008	The TTY customer stated that he gave the CA instructions before his call. However, the voice person still hung up on the TTY customer. The customer stated it was the Relay's fault that the voice person hung up on the call.	1/3/2008	The manager apologized to the customer for his frustration. The manager asked the customer for a call back number to follow up with the investigation. The customer did not want to provide the manager with a name, address or phone number. The manager investigated the issue and discovered that the CA followed the procedures as well as the customer's instructions, however, the voice party was uncooperative and continued to hang up. Without a phone number, the manager was unable to call the customer back and follow up.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2007 - MAY 31, 2008

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1/7/2008	The TTY customer stated that the CA was very rude and did not give him an opportunity to explain what he needed. He stated he had no idea what the CA was typing to him because the message was garbled.	1/7/2008	The manager apologized to the customer for the inconvenience and asked the customer for his name, number and address. The customer asked if she wanted this information so she could bawl him out. The manager said of course not, and that she wanted the information to follow up with the customer on the complaint after investigating, as well as send an apology card. The customer did not want this and stated he needed to hang up to make another call. The complaint was reviewed with the CA.
1/17/2008	The TTY customer stated that he typed his message to the CA twice, but the CA continued to tell him that she could not read his message. The customer stated the CA probably had problems with her computer or something and wanted to let the office know.	1/31/2008	After several attempts to reach the customer, a manager was finally able to apologize to the customer for the inconvenience and explain this is not the type of service we want him to experience. The customer stated that in general he loved our service, but felt this particular CA was often rude. The complaint was reviewed with the CA and documented in her file. An apology card was sent to the customer.
1/25/2008	The TTY customer stated that she was upset because the CA told her that the number she was dialing was no longer in service. She asked the CA to redial again, and received the same recording.	1/25/2008	The manager apologized to the customer for the inconvenience. The manager offered to check the number at the supervisor line to double check. The manager called the number and confirmed with the customer that the number was in fact disconnected. The customer said ok and thanked the manager for checking.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2007 - MAY 31, 2008

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
3/30/2008	The voice customer was using his cell phone to call a VCO party. He stated that several times he attempted to call MRC and his call was answered in TTY. Finally after an answer from MRC in voice, he instructed the CA to make the call to his VCO party. The customer stated that when he did not answer the CA quickly enough, the CA said to him, "You should know by now how the Relay works.	3/30/2008	The manager apologized to the customer for the inconvenience and asked if he had a CA number. The customer stated he did not. The manager encouraged the customer to write down the CA's number at the beginning of his calls in case he is not satisfied with his service. This will better assist the manager in investigating the problem and resolving the issue. The manager asked the customer if he wanted to be profiled into the system so that all of his calls are answered in voice. The customer said yes and thanked the manager for resolving that issue.



**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008**

Complaint Summary by Category

As of June 12, 2008

Complaint Category	2007							2008					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency		1	1									1	3
Confidentiality													0
Verbatim			1		1					1			3
Typing Issues	1								1				2
In Call Replacement					1								1
Answer Performance		1					1						2
Gender Accommodation										1			1
Total	1	2	2	0	2	0	1	0	1	2	0	1	12



AT&T RELAY SERVICES
NON-CONTRACT
2008 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008

6/12/2008	2007							2008					
NON-CONTRACT	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	0	0	0	0	0	0	0	0	0	0	1
TTY	1	0	2	0	2	0	0	0	1	0	0	1	7
TOTAL	1	1	2	0	2	0	0	0	1	0	0	1	8

AT&T RELAY SERVICES
NON-CONTRACT
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008
Complaint Summary by Category

6/12/2008	2007							2008					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	1	1	0	0	0	0	0	0	0	0	1	3
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	1	0	1	0	0	0	0	0	0	0	2
Typing Issues	1	0	0	0	0	0	0	0	1	0	0	0	2
In Call Replacement	0	0	0	0	1	0	0	0	0	0	0	0	1
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	1	2	0	2	0	0	0	1	0	0	1	8

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

June 2007

TTY June 3, 2007

The customer complained the CA made too many typing errors.

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: June 3, 2007

FCC: Typing Issue

July 2007

Voice July 31, 2007

The customer complained the CA interjected his/her comments into the customer's conversation.

Category: Other (CA/OPR)

Escalation: Received by the Relay Website and handled by the Account Manager.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 1, 2007

FCC: Transparency

August 2007

TTY August 9, 2007

The customer complained the CA interjected his/her comments into the customer's conversation.

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: August 10, 2007

FCC: Transparency

TTY August 16, 2007

The customer complained the CA had not relayed the call verbatim and hung up on him/her.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 16, 2007

FCC: Verbatim

September 2007 – Nothing to report

October 2007

TTY October 13, 2007

The customer complained the CA transferred his/her call inappropriately.

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: October 15, 2007

FCC: In Call Replacement

TTY October 26, 2007

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

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care 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 26, 2007

FCC: Verbatim

November 2007 – Nothing to report

December 2007 – Nothing to report

January 2008 - Nothing to report

February 2008

TTY February 22, 2008

The customer complained about the CA's typing skills.

Category: Typing Skill/Speed

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.



**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

Contact Closed: February 22, 2008

FCC: Typing Issue

March 2008 – Nothing to report

April 2008 – Nothing to report

May 2008

TTY May 6, 2008

The customer complained the CA was not transparent.

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: May 6, 2008

FCC: Transparency



AT&T RELAY SERVICES
PENNSYLVANIA
2008 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008

6/12/2008

PENNSYLVANIA	2007							2008					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	1	0	0	0	0	0	0	0	2	0	0	0	3
TOTAL	0	1	0	2	0	0	0	3						

AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008
Complaint Summary by Category

6/12/2008

Category	2007							2008					Total	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Total	0	1	0	2	0	0	0	3						

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

June 2007 – Nothing to report

July 2007

TTY July 20, 2007

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: July 20, 2007

FCC: Answer Performance

August 2007 – Nothing to report

September 2007 – Nothing to report

October 2007 – Nothing to report

November 2007 – Nothing to report

December 2007 – Nothing to report

January 2008 – Nothing to report

February 2008 – Nothing to report

March 2008

TTY March 1, 2008

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

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care 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 1, 2008

FCC: Verbatim

TTY March 10, 2008

The customer complained the CA did not adhere to his/her request for a male CA.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 10, 2008

FCC: Gender Accommodation

April 2008 – Nothing to report

May 2008 – Nothing to report



AT&T RELAY SERVICES
VIRGINIA
2008 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008

6/12/2008	2007							2008					TOTAL
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	1	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	1	0	0	0	0	0	1

AT&T RELAY SERVICES
VIRGINIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008
Complaint Summary by Category

6/12/2008	2007							2008					Total
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	1	0	0	0	0	0	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	1	0	0	0	0	0	1

**VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

June 2007– Nothing to report

July 2007 – Nothing to report

August 2007 – Nothing to report

September 2007– Nothing to report

October 2007– Nothing to report

November 2007– Nothing to report

December 2007

TTY December 15, 2007

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer this would be reported.

Contact Closed: December 15, 2007

FCC: Answer Performance

January 2008 – Nothing to report

February 2008 – Nothing to report

March 2008 – Nothing to report

April 2008 – Nothing to report

May 2008 – Nothing to report