



Toni R. Acton  
Director

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July 14, 2009

Via Electronic Submission

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

Re: CG Docket 03-123  
AT&T Submission of TRS Complaint Logs for Period  
June 1, 2008 Through May 31, 2009

Dear Ms. Dortch:

AT&T inadvertently forgot to include one of the complaint logs in our filing of June 30, 2009 and hereby submits its revised Annual Summary of TRS Consumer Complaint Logs for the time period June 1, 2008 through May 31, 2009.

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Toni R. Acton".

Toni R. Acton  
Director

Attachment



# Michigan Relay Center

June 2008 - May 2009

	Jun 2008	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Total	Pct
<b>Service Complaints - CA Related</b>														
Failure to Provide CA ID													0	0%
Failure to Comply w/caller's Instruction						1							1	17%
Transparency													0	0%
Attitude			1										1	17%
Incorrect Procedure													0	0%
Verbatim													0	0%
Accuracy	1			1									2	33%
Spelling													0	0%
Unprofessional Call Handling													0	0%
Other											1	1	2	33%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>6</b>	
<b>Technical Complaints</b>														
Sound Clarity/Garbled Messages													0	0%
External Call Routing Issues	1					1							2	25%
Connecting w/TRS					1								1	13%
Other				2	1		1	1					5	63%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	
<b>Miscellaneous Complaints</b>														
Billing Issues											1		1	0%
Complaint About Another TRS													0	0%
Scope of Service													0	0%
Other		1											1	0%
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>								
<b>Total Complaints</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>16</b>	

**TRS COMPLAINT LOG**  
**PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER**  
**JUNE 1, 2008 - MAY 31, 2009**

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Resolution</b>
7/10/2008	The customer stated that when she completed her call with her hearing parties today, and said goodbye, the CAs hung up without asking if she wanted to place another call. The customer provided the manager with a list of CA's she had issues with.	7/10/2008	The manager reviewed the complaint with the CA's. The manager also reviewed the procedure with the CA's. They were all familiar with the appropriate procedure regarding ask the customer if he/she wished to place another call.
8/4/2008	The customer was dissatisfied with the service she received from a number of CA's. She stated the CA's were rude, impatient, and did not want to speak to her.	8/4/2008	The manager apologized to the customer for her experience. In order to investigate further, the manager needed more information regarding the calls such as the date and time the calls were made. The customer was unable to provide the manager with dates and times of the incidents. The manager encouraged the customer to keep a note of such information, which will better assist the manager in investigating the incident. The customer said ok. The complaint was reviewed with the CA's listed. The CA's had no recollection of the apparent incident.
10/28/2008	The VCO customer stated that she was not able to get through to the relay center's 800 number to place a relay call. She mentioned that when she called, the message on her VCO phone said, "rings sending ID". The customer also stated that she felt her calls were being "controlled" or "watched". She felt that her phone was being tapped.	11/3/2008	The Supervisor apologized for the inconvenience and recommended that she try dialing 711 and letting the office know if it worked or not. Regarding her phone being "controlled" or "watched", the supervisor recommended that the customer call her local phone company and/or police department for that issue, as the MRC is unable to resolve such problems for her. After disconnecting with the customer, the office never received a follow up from the customer.

**TRS COMPLAINT LOG**  
**PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER**  
**JUNE 1, 2008 - MAY 31, 2009**

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
11/4/2008	The TTY customer asked the CA to dial a number which included letters. The CA responded to the customer by stating that his message was garbled and to repeat the message. The customer then retyped the number to dial, and received the same response from the CA. According to the customer, the CA then told the customer that there must be a bad connection, and then disconnected the call. The customer called MRC again and received another CA who was able to connect his call with no problems.	11/4/2008	The manager apologized to the customer and sent the customer an apology card. The manager also reviewed this complaint with the CA. The complaint was documented and filed.
4/8/2009	The voice customer stated this is the second time someone has attempted to defraud him of funds using the relay center. The customer stated the relay caller asked him to place charges on a credit card, then wait until they come, then they will pay him back. The customer wanted MRC to start tracking this call.	4/8/2009	The manager apologized to the customer for his frustrations and explained that we have no way of tracking or tracing calls. The manager explained the history and purpose of relay to help the voice customer understand why MRC was unable to track these calls. The manager suggested to the customer that he contact his phone company as well as the police department of this incident.
5/23/2009	The VCO customer stated that when she receives one particular CA, the CA hangs up on her. She stated this CA is the only CA that seems to do this to her. She also stated that the CA accuses her of bad typing, yet her screen is always clear on her end.	5/23/2009	The Supervisor asked the customer to make a number of test calls so that the supervisor can see what the issue was. The first test call went smoothly. During the second test call the Supervisor witnessed garbled messages coming from the customer. The Supervisor discovered that the customer switches over from VCO to TTY and sometimes would type to the CA without the CA knowing. The Supervisor explained to the customer that it is better to make sure that the CA knows that she will switch over and type. This will eliminate confusion and frustrations. The Supervisor also explained the proper procedure for using VCO. The customer understood how to process the call better after the Supervisor assisted her.

## MI CapTel FCC Complaint Report 2009

Tracking #	Date of Complaint	Time of Call	Agency	State Program	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Rep. Initials
77646	6/12/2008	9:30:00 AM		MI	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback. Advised customer that if they wish to provide specifics on a call by documenting the date, time, CA # we can follow up with the captionist on the call and coach them for quality assurance purposes. Customer has not gotten back to us, but said she would if she wishes to report a specific call.	6/12/2008	ST
77924	6/16/2008	8:15:00 AM		MI	NA	22990	Technical - General	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.	6/16/2008	EB
89555	9/1/2008	10:00:00 AM		MI	NA	22990	Technical - General	Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The Captel platform has been modified to accept this network classification for a residential user.	10/3/2008	MF

## MI CapTel FCC Complaint Report 2009

86476	9/2/2008	4:35:00 PM		MI	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions on some captioned calls. Customer did not have any specific calls to report, just general observation that some calls had less than satisfactory captions. CS Rep thanked customer for the feedback and suggested customer document the date, time, CA # for follow up on specific calls for the captioning service manager to review.	9/2/2008	JS
89124	9/29/2008	11:45:00 AM		MI	NA	22990	Technical - General	Customer Service has determined that the network is classifying this user's call as "coin/non-coin/unknown." The Captel platform has been modified to accept this network classification for a residential user.	9/29/2008	JL
92713	10/31/2008	3:00:00 PM		MI	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	10/31/2008	EY
93948	11/11/2008	4:05:00 PM		MI	NA	22990	Technical - General	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.	11/11/2008	JG

## MI CapTel FCC Complaint Report 2009

98503	12/22/2008	8:40:00 AM		MI	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding lagging of captions behind the voice during some of his recent calls and that captions are not coming as fast as prior experienced. CS Rep noted as a 2-Line CapTel user customer may choose to toggle the caption button off then on again to re-establish a data connection and get a new CA on the call. CS Rep apologized for incidence and thanked customer for the feedback. Noted if customer wants to share specific call detail such as time and date of a call, more specific follow up can be taken with Call Center personnel and the captionist on the call.	12/22/2008	JG
101276	1/16/2009	1:05:00 PM		MI	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	1/16/2009	JG
114456	4/20/2009	4:15:00 PM		MI	NA	50990	Billing - General	Discussed billing and took appropriate action.	4/20/2009	DG

MI

**AT&T RELAY SERVICES  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2008 through May 31, 2009**



**Complaint Summary by Category**

*As of June 17, 2009*

Complaint Category	2008						2009						Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim							1			1			2
Typing Issues													0
In Call Replacement				1									1
Answer Performance												1	1
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>

**AT&T RELAY SERVICES  
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2008 through May 31, 2009



as of June 17, 2009

	2008						2009						
<b>Pennsylvania</b>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	1	0	0	0	0	0	1	0	0	2
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Virginia</b>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>												
<b>AT&amp;T Other</b>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	0	0	0	0	0	1
TTY	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>ALL CONTRACTS</b>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	0	0	0	0	0	1
TTY	0	0	0	1	0	0	0	0	0	1	0	1	3
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>

**Note:**

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Internet Relay contacts.
- 2) ALL Contracts totals all complaints from all reported state services and AT&T Other category.

AT&T RELAY SERVICES  
NON-CONTRACT  
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2008 through May 31, 2009



6/17/09	2008						2009						
NON-CONTRACT	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	0	0	0	0	0	1
TTY	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL	0	0	0	0	0	0	1	0	0	0	0	1	2

AT&T RELAY SERVICES  
NON-CONTRACT  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2008 through May 31, 2009  
Complaint Summary by Category

6/17/09	2008						2009						
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
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	1	0	0	0	0	0	1
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	0	0	0	0	0	1	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>



**AT&T RELAY SERVICES**  
**PENNSYLVANIA**  
**2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
 June 1, 2008 through May 31, 2009

6/17/09

PENNSYLVANIA	2008							2009					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
TTY	0	0	0	1	0	0	0	0	0	1	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>

**AT&T RELAY SERVICES**  
**PENNSYLVANIA**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
 June 1, 2008 through May 31, 2009  
 Complaint Summary by Category

6/17/09

Category	2008							2009					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
Confidentiality	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	1
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	1	0	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>

AT&T RELAY SERVICES  
 VIRGINIA  
 2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
 June 1, 2008 through May 31, 2009



6/17/2009	2008							2009					
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>												

AT&T RELAY SERVICES  
 VIRGINIA  
 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
 June 1, 2008 through May 31, 2009  
 Complaint Summary by Category

6/17/2009	2008							2009					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
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	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>												

**VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2008 – MAY 2009**

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**June 2008** – Nothing to report

**July 2008** – Nothing to report

**August 2008** – Nothing to report

**September 2008** – Nothing to report

**October 2008** – Nothing to report

**November 2008** – Nothing to report

**December 2008** – Nothing to report

**January 2009** – Nothing to report

**February 2009** – Nothing to report

**March 2008** – Nothing to report

**April 2009** – Nothing to report

**May 2009** – Nothing to report

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2008 – MAY 2009**

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**June 2008** – Nothing to report

**July 2008** – Nothing to report

**August 2008** – Nothing to report

**September 2008** – Nothing to report

**October 2008** – Nothing to report

**November 2008** – Nothing to report

**December 2008**

**Voice December 29, 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 to the customer for his/her inconvenience.

**Contact Closed:** December 29, 2008

**FCC:** Verbatim

**January 2009** - Nothing to report

**February 2009** – Nothing to report

**March 2008** – Nothing to report

**April 2009** – Nothing to report

**May 2009**

**TTY May 28, 2009**

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

**Category:** Answer/Wait Time

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

**Resolution:** Apologized for the customer's inconvenience. Referred comments to AT&T Account Manager.

**Contact Closed:** May 29, 2009

**FCC:** Answer Performance

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2008 – MAY 2009**

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**June 2008** – Nothing to report

**July 2008** – Nothing to report

**August 2008** – Nothing to report

**September 2008**

**TTY September 22, 2008**

The customer complained about relief CA procedures.

**Category:** Methods Related

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

**Resolution:** Apologized for the inconvenience. Explained that the customer can request upfront that the CA stay with the call until it is completed.

**Contact Closed:** September 22, 2008

**FCC:** In Call Replacement

**October 2008** – Nothing to report

**November 2008** – Nothing to report

**December 2008** – Nothing to report

**January 2009** – Nothing to report

**February 2009** – Nothing to report

**March 2009**

**TTY March 12, 2009**

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

**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:** March 12, 2009

**FCC:** Verbatim

**April 2009** – Nothing to report

**May 2009** – Nothing to report

**AT&T Video Relay Service Complaint Log Summary  
June 1, 2008 to May 31, 2009**

**Video Relay Service  
Number of Complaints**

June '08	July '08	Aug '08	Sept '08	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	March '09	April '09	May '09
0	0	0	0	0	0	0	0	0	0	0	0

**The total number of Video Relay Service complaints for this reporting period is 0. Complaints are forwarded to the appropriate department(s) and review for proper follow up.**