Celia Nogales
AVP – Regulatory

AT&T Services, Inc.
1120 20th Street, N.W.
Suite 1000
Washington, D.C. 20036
202.457.3014 Phone
202.457.3071 Fax

Via Electronic Submission

July 2, 2012

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: AT&T Submission of TRS Consumer Complaint Logs for Period June 1, 2011 through May 31, 2012, CG Docket 03-123

Dear Ms. Dortch:

AT&T hereby submits its Annual Summary of TRS Consumer Complaint Logs alleging a violation of federal TRS mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

If you have any questions, please do not hesitate to contact me.

Respectfully submitted,

Celia Nogales

Attachment

AT&T RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

6/11/2012

	2011							2012					
California	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE		1					1						2
TTY		2											2
TOTAL	0	3	0	0	0	0	1	0	0	0	0	0	4
District of Columbia	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
Michigan	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE													0
TTY			1										1
TOTAL	0	0	1	0	0	0	0	0	0	0	0	0	1
Pennsylvania	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE													0
TTY	1										1		2
TOTAL	1	0	0	0	0	0	0	0	0	0	1	0	2
Tennessee	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE											1		1
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	1	0	1
Virginia	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE													0
TTY						1							1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1
AT&T Other	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE			1	2									3
TTY	1		1										2
TOTAL	1	0	2	2	0	0	0	0	0	0	0	0	5
All Contacts	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE	0	1	1	2	0	0	1	0	0	0	1	0	6
TTY	2	2	2	0	0	1	0	0	0	0	1	0	8
TOTAL	**2**	**3**	**3**	**2**	**0**	**1**	**1**	**0**	**0**	**0**	**2**	**0**	**14**

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.
3) Tennessee Relay Service began March 25, 2012

AT&T RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

	2011							2012					
Complaint Category	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
Transparency	1		1	1			1						4
Confidentiality													0
Verbatim	1	2	2	1		1							7
Typing Issues													0
In Call Replacement													0
Answer Performance		1									2		3
Gender Accommodation													0
Total	2	3	3	2	0	1	1	0	0	0	2	0	14

`

CALIFORNIA RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

Complaint Category	2011							2012					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency							1						1
Confidentiality													0
Verbatim		2											2
Typing Issues													0
In Call Replacement													0
Answer Performance		1											1
Gender Accommodation													0
Total	0	3	0	0	0	0	1	0	0	0	0	0	4

Complaint Totals by Month

6/11/2012

California	2011							2012					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE		1					1						2
TTY		2											2
TOTAL	0	3	0	0	0	0	1	0	0	0	0	0	4

California Relay Service
2012 FCC Annual Consumer Complaints Summary Log

June 2011
Nothing to report.

July 2011

TTY July 18
The customer complained the CA had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the Georgia 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: 2011, July 20
FCC: Verbatim

TTY 2011, July 21
The customer complained the CA was slow to respond.
Category: Other (CA/OPR)
Escalation: Received by the Georgia 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: 2011, July 21
FCC: Answer Performance

Voice 2011, July 31
The customer complained two CA's had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the Pennsylvania 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: 2011, August 1
FCC: Verbatim

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
Nothing to report.

December 2011

Voice 2011, December 27
The customer complained that the CA was unprofessional and interjected his/her own opinion in the conversation.
Category: Attitude and Manner
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: 2011, December 27
FCC: Transparency

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

DISTRICT OF COLUMBIA RELAY SERVICES
Washington, D.C.
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

	2011							2012					
Complaint Category	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

Complaint Totals by Month

	2011							2012					
District of Columbia	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

District of Columbia Relay Service
2012 FCC Annual Consumer Complaints Summary Log

July 2011
Nothing to report.

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
Nothing to report.

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March, 2012
Nothing to report.

April, 2012
Nothing to report.

May, 2012
Nothing to report.

MICHIGAN RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/12/2012

Complaint Category	2011 JUN	JUL	AUG	SEP	OCT	NOV	DEC	2012 JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim			1										1
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	1	0	0	0	0	0	0	0	0	0	1

Complaint Summary by Month

Michigan	2011 JUN	JUL	AUG	SEP	OCT	NOV	DEC	2012 JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY			1										1
TOTAL	0	0	1	0	0	0	0	0	0	0	0	0	1

Michigan Relay Service
2012 FCC Annual Consumer Complaint Summary Log

June 2011
Nothing to report.

July 2011
Nothing to report.

August 2011
TTY August 3
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: 2011, August 3
FCC: Verbatim

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
Nothing to report.

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

PENNSYLVANIA RELAY SERVICES

2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

	2011							2012					
Complaint Category	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
Transparency													**0**
Confidentiality													**0**
Verbatim	**1**												**1**
Typing Issues													**0**
In Call Replacement													**0**
Answer Performance											**1**		**1**
Gender Accommodation													**0**
Total	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**2**

Complaint Summary by Month

	2011							2012					
Pennsylvania	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**TOTAL**
VOICE													**0**
TTY	1										1		**2**
TOTAL	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**2**

Pennsylvania Relay Service
2012 FCC Annual Consumer Complaints Summary Log

June 2011

TTY June 20
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: June 20
FCC: Verbatim

July 2011
Nothing to report.

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
Nothing to report.

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012

TTY 2012, April 5
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 inconvenience, and assured the customer the issue would be addressed.

Contact Closed: 2012, April 5
FCC: Answer Performance

May 2012
Nothing to report.

TENNESSEE RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/7/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													**0**
Confidentiality													**0**
Verbatim													**0**
Typing Issues													**0**
In Call Replacement													**0**
Answer Performance											1		**1**
Gender Accommodation													**0**
Total										**0**	**1**	**0**	**1**

Complaints Totals by Month

Tennessee	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE											1		**1**
TTY													**0**
TOTAL										**0**	**1**	**0**	**1**

Note: AT&T Relay began providing relay service in TN on March 25, 2012.

Tennessee Relay Service
2012 FCC Consumer Complaints Summary Log

Note: TN Service began on March 25, 2012

March 2012
Nothing to report.

April 2012

Voice 2012, April 4
The customer complained he/she had difficulty reaching the relay service.
Category: Answer/Wait Time
Escalation: Received by the National Customer Care Center and handled by the same.
Resolution: Apologized for the customer's inconvenience. Technical team resolved issue.
Contact Closed: 2012, April 4
FCC: Answer Performance

May 2012
Nothing to report.

VIRGINIA RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim						1							1
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	0	1	0	0	0	0	0	0	1

	2011							2012					
Virginia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY						1							1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1

Virginia Relay Service
2012 FCC Annual Consumer Complaints Summary Log

June 2011
Nothing to report.

July 2011
Nothing to report.

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011

TTY November 2, 2011
The customer complained the CA did not follow instructions.
Category: Other (CA/OPR)
Escalation: Received by the Virginia 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: November 2, 2011

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

AT&T RELAY - NON-CONTRACT STATES (AT&T OTHER)
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

	2011							2012					
Virginia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

AT&T Relay – Non-Contract States (AT&T Other)
2012 FCC Annual Consumer Complaints Summary Log

June 2011
Nothing to report.

July 2011
Nothing to report.

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
Nothing to report.

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

WEBCAPTEL RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/26/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													**0**
Confidentiality													**0**
Verbatim													**0**
Typing Issues													**0**
In Call Replacement													**0**
Answer Performance													**0**
Gender Accommodation													**0**
Total							**0**	**0**	**0**	**0**	**0**	**0**	**0**

Complaints Totals by Month

WebCapTel	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													**0**
TTY													**0**
TOTAL							**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note: AT&T Relay began providing WebCapTel relay service on November 29, 2011.

WebCapTel Relay Service
2012 FCC Consumer Complaints Summary Log

Note: WebCapTel Service began on November 29, 2011

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

AT&T VIDEO RELAY SERVICES

2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/26/2012

Complaint Category	2011							2012					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance						1							1
Gender Accommodation													0
Total	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**1**

Complaints Totals by Month

AT&T CapTel 800i	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY						1							1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1

AT&T Video Relay Service
2012 FCC Consumer Complaints Summary Log

June 2011
Nothing to report.

July 2011
Nothing to report.

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
TTY 2011, November 28
The customer complained she waited eight minutes to reach a Video Relay Operator.
Resolution: Apologized for the inconvenience, and placed the call for the customer.
Contact Closed:
FCC: Answer Performance

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

AT&T CapTel 800i
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/26/2012

Complaint Category	2011 JUN	JUL	AUG	SEP	OCT	NOV	DEC	2012 JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total							0	0	0	0	0	0	0

Complaints Totals by Month

AT&T CapTel 800i	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL							0	0	0	0	0	0	0

Note: AT&T Relay began providing AT&T CapTel 800i began on December 2, 2011.

AT&T CapTel 800i Relay Service
2012 FCC Consumer Complaints Summary Log

Note: AT&T CapTel 800i Service began on December 2, 2011

December 2011
Nothing to report.

January 2012
Nothing to report.

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012
Nothing to report.

May 2012
Nothing to report.

Michigan CapTel Relay Services
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/29/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													**0**
Confidentiality													**0**
Verbatim	1							1			1		**3**
Typing Issues													**0**
In Call Replacement													**0**
Answer Performance		1											**1**
Gender Accommodation													**0**
Total	**1**	**1**						**1**	**0**	**0**	**1**	**0**	**4**

Complaints Totals by Month

Michigan CapTel	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	1	1						1			1		**4**
TTY													**0**
TOTAL	1	1						1	0	0	1	0	**4**

`

Michigan CapTel Relay Services
2012 FCC Annual Consumer Complaints Summary Log

June 2011
V June 30, 2011
The customer commented the captions were not accurate.
Resolution: Customer Service Representative thanked her for feedback, and suggested she note date, time and CA number in the future. Customer indicated this was just generalized feedback.
FCC: Verbatim

July 2011
V July 28, 2011
The customer noted they were not getting caller id.
Resolution: After investigation, the Customer Service Representative suggested the addition of a Y jack, which resolved the issue.
FCC: Answer Performance

August 2011
Nothing to report.

September 2011
Nothing to report.

October 2011
Nothing to report.

November 2011
Nothing to report.

December 2011
Nothing to report.

January 2012
V: Accuracy of Captions
Resolution: Customer's helper shared feedback regarding captioning technique and incorrect homophones appearing during captioned calls and provided specific call data. CSR thanked customer's helper for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.
FCC: Verbatim

February 2012
Nothing to report.

March 2012
Nothing to report.

April 2012

V: Customer reported seeing incorrect captions during her calls on the CapTel 200, including a word that was not spoken while her call was ringing.
Resolution: CSR explained to customer how captions are created using voice recognition technology. Explained that occasionally the software may detect a sound and send out a phantom word that wasn't spoken. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.
FCC: Verbatim

May 2012

Nothing to report.