AT&T Relay - California Relay Service

2010 2011 FCC TRS ANNUAL CONSUMER COMPLAINTS SUMMARY LOG

Incident ID	Date of Incident	Description of Incident	Date of Resolution	Modality Used to File Complaint	Resolution
7008	06/02/10	Customer complained s/he was not satisfied with AT&T M&Ps.	06/03/10	TTY	Apologized for the customer's inconvenience. Explained FCC regulations.
7063	06/04/10	Customer complained s/he was not satisfied with AT&T M&Ps.	06/04/10	TTY	Apologized for the customer's inconvenience. Explained FCC regulations.
7157	06/07/10	Customer complained s/he was not satisfied with AT&T M&Ps.	06/07/10	Voice	Apologized for the customer's inconvenience. Explained FCC regulations.
7171	06/08/10	Customer complained s/he did not like upfront automation.	06/08/10	Voice	Apologized for Customer's inconvenience. Explained methods and procedures.
7217	06/09/10	Customer complained s/he experienced technical difficulty.	06/09/10	TTY	Apologized for the customers inconvenience.
7223	06/10/10	Customer complained CA hung up on him/her.	06/10/10	TTY	Apologized for the inconvenience. Assured customer CA's mgr would follow up accordingly.
7287	06/11/10	Customer complained his/her profile was not available.	06/11/10	Voice	Apologized for customer's inconvenience. Explained the issue was being addressed.
7344	06/14/10	Customer complained s/he did not like upfront automation.	06/14/10	TTY	Apologized for Customer's inconvenience. Explained methods and procedures.
7428	06/17/10	Customer complained s/he experienced technical difficulty.	06/17/10	Voice	Apologized for customer's inconvenience.
7448	06/18/10	Customer complained s/he did not like upfront automation.	06/18/10	TTY	Apologized for Customer's inconvenience. Explained methods and procedures.
7463	06/19/10	Customer complained s/he experienced technical difficulty.	06/19/10	TTY	Apologized for customer's inconvenience.
7520	06/21/10	Customer complained s/he experienced technical difficulty.	06/21/10	TTY	Apologized for customer's inconvenience.
7532	06/22/10	Customer complained the CA did not follow his/her instructions.	06/23/10	TTY	Apologized for the inconvenience. Assured customer CA's mgr would follow up accordingly.
7593	06/24/10	Customer complained s/he does not like upfront automation.	06/24/10	Voice	Apologized for Customer's inconvenience. Explained methods and procedures.
7605	06/25/10	Customer complained CA was slow to respond.	06/25/10	TTY	Apologized for the inconvenience. Assured customer CA's mgr would follow up accordingly.
7670	06/28/10	Customer complained s/he had difficulty reaching relay service.	06/28/10	TTY	Apologized for the customer's inconvenience.
7743	06/30/10	Customer complained CA did not follow instructions.	06/30/10	TTY	Apologized for the inconvenience. Assured customer CA's mgr would follow up accordingly.
7744	06/30/10	Customer complained s/he was not satisfied with AT&T and Hamilton's service for California Relay.	06/30/10	TTY	Apologized for Customer's inconvenience. Explained methods and procedures.
7832	7/6/2010	The customer complained he/she was unable to reach the relay service by dialing 711.	7/22/2010	TTY	Apologized to the customer for his/her inconvenience. Followed up with technical team and customer until issue resolved.
7839	7/6/2010	The customer complained the CA hung up on him/her.	7/6/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
7897	07/08/10	The customer complained he/she gets disconnected when placing sequence calls.	07/08/10	Voice	Apologized to the customer for his/her inconvenience. Referred information to technical team for assistance.
8071	07/16/10	The customer complained the CA did not follow instructions.	07/16/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8111	07/19/10	The customer complained the CA did not follow instructions.	07/19/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8219	07/22/10	The customer complained the CA did not handle his/her call professionally.	07/22/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8253	07/24/10	The customer complained he/she did not like Upfront Automation.	07/24/10	TTY	Apologized for the customer's inconvenience. Explained Upfront Automation.
8318	07/28/10	The customer complained the CA did not follow instructions.	07/28/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8339	07/29/10	The customer complained he/she did not like Upfront Automation.	07/29/10	TTY	Apologized for the customer's inconvenience. Explained Upfront Automation.
8340	07/28/10	The customer complained the CA did not follow instructions.	07/28/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8395	8/1/2010	The customer complained 2 CA's did not follow instructions.	8/1/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8435	08/02/10	The customer complained the CA was rude.	08/11/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8472	08/04/10	The customer complained he/she did not like Upfront Automation.	08/04/10	TTY	Apologized for the customer's inconvenience. Explained Upfront Automation.
8493	8/4/2010	The customer complained the CA did not follow instructions.	8/4/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8515	08/04/10	The customer complained he/she did not like Upfront Automation.	08/10/10	Voice	Apologized for the customer's inconvenience. Explained Upfront Automation.
8556	08/08/10	The customer complained the CA was rude.	08/08/10	TTY	Apologized for the customer's inconvenience, and assured the customer the CA's manager would follow up accordingly

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8595	08/09/10	The customer complained about his/her Relay Choice Profile.	08/09/10	TTY	Apologized to the customer for his/her inconvenience, referred to technical team.
8626	08/10/10	The customer said the CA did not provide ID>	08/21/10	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8637	08/11/10	The customer complained he/she did not like Upfront Automation.	08/11/10	Voice	Apologized for the customer's inconvenience. Explained Upfront Automation.
8661	08/11/10	The customer complained he/she did not like Speech-to-Speech procedures.	08/11/10	Voice	Apologized for the customer's inconvenience. Explained Speech-to-Speech procedures.
8777	08/16/10	The customer complained the CA did not follow instructions.	08/16/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8823	08/18/10	The customer complained the CA did not follow instructions.	08/18/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
8826	08/18/10	The customer complained he/she did not like Speech-to-Speech procedures	08/18/10	Voice	Apologized for the customer's inconvenience. Explained Speech-to-Speech procedures.
8888	08/21/10	The customer complained he/she received garbling on his/her TTY/TDD.	08/21/10	TTY	Apologized for the inconvenience. Provided information to the technical team for follow up.
8922	08/23/10	The customer complained the CA did not follow instructions.	08/23/10	TTY	Apologized for the inconvenience and assure the customer the CA's manager would follow up accordingly.
9150	9/1/2010	The customer complained the CA did not follow instructions.	9/1/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
9481	09/15/10	The customer complained the CA was rude.	09/15/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
9570	09/18/10	The customer asked why he/she receives garbling.	09/18/10	TTY	Apologized for the customer's inconvenience. Provided information to the technical team for follow up.
9689	9/23/2010	The customer complained the CA did not follow instructions.	9/23/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
9761	9/25/2010	The customer complained his/her Relay Choice Profile was not available.	9/25/2010	Voice	Apologized for the customer's inconvenience. Referred to technical team.
9869	09/28/10	The customer complained the CA did not follow instructions.	09/28/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
9913	10/1/2010	The customer complained the CA did not handle his/her call efficiently.	10/1/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10153	10/12/10	The customer complained he/she did not like Upfront Automation.	10/12/10	Voice	Apologized for the customer's inconvenience. Explained methods and procedures.
10308	10/20/10	The customer complained he/she did not like Speech-to-Speech procedures.	10/20/10	Voice	Apologized for the customer's inconvenience. Explained Speech-to-Speech procedures.
10323	10/20/2010	The customer said the CA did not provide ID.	10/20/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10435	10/25/2010	The customer complained the CA did not follow instructions.	10/25/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10456	10/26/10	The customer complained he/she did not like transfer procedures.	10/26/10	TTY	Apologized for the customer's inconvenience. Explained transfer procedures.
10466	10/27/10	The customer complained the CA had hung up on him/her.	10/27/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10488	10/27/10	The customer complained the CA did not keep him/her informed of progress of the call.	10/28/10	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10544	10/29/10	The customer complained the CA did not follow instructions.	10/29/10	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10548	10/30/10	The customer complained the CA did not follow instructions.	10/30/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
10662	11/3/10	The customer complained he/she was not satisfied with AT&T methods and procedures	11/3/10	Voice	Apologized for the customer's inconvenience. Explained FCC regulations.
10976	11/18/10	The customer said the CA did not provide ID.	11/18/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11028	11/20/10	The customer complained the CA did not follow instructions.	11/21/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11155	11/29/10	The customer complained the CA did not follow instructions.	11/29/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11206	11/30/10	The customer complained the CA did not follow instructions.	12/1/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11243	12/1/2010	The customer said the CA did not provide ID.	12/2/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11416	12/9/2010	The customer complained the CA did not follow instructions.	12/9/2010	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

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11446	12/10/10	The customer said the CA did not provide ID.	12/10/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11460	12/12/10	The customer complained the CA did not follow instructions.	12/13/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11505	12/14/10	The customer complained the CA hung up on him/her.	12/14/10	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11589	12/16/10	The customer complained he/she did not like Upfront Automation.	12/17/10	TTY	Apologized for the customer's inconvenience. Explained Upfront Automation.
11621	1218/10	The customer complained he/she was not satisfied with California Relay.	12/20/10	Voice	Apologized for the customer's inconvenience. Explained relay methods and procedures.
11816	12/29/10	The customer complained he/she was not satisfied with relay methods.	12/31/10	TTY	Apologized for the customer's inconvenience. Explained relay methods and FCC regulations.
11834	12/30/10	The customer complained the CA was rude.	01/04/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
11858	1/1/2011	The customer complained his/her Relay Choice Profile was incorrect.	1/1/2011	TTY	Apologized for the customer's inconvenience. Verified profile information.
11866	1/2/2011	The customer complained he/she was not satisfied with relay procedures.	1/2/2011	TTY	Apologized for the customer's inconvenience. Explained relay procedures.
11977	01/07/11	The customer complained he/she was not satisfied with relay services provided by AT&T and Hamilton.	01/07/11	Voice	Apologized for the customer's inconvenience. Explained relay procedures.
12237	01/19/11	The customer complained his/her Relay Choice Profile is not working correctly.	01/19/11	Voice	Apologized for the customer's inconvenience. Provided customer's information for technical team to follow up/review.
12494	2/3/2011	The customer complained the CA did not follow instructions.	2/3/2011	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
12691	2/14/2011	The customer complained the CA did not follow instructions.	2/14/2011	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
12752	02/17/11	The customer complained the CA hung up on him/her.	02/17/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
12897	02/24/11	The customer complained the CA was rude.	02/24/11	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
12905	02/24/11	The customer complained he/she was not satisified with relay services provided by Hamilton and AT&T.	02/24/11	TTY	Apologized for the customer's inconvenience. Explained AT&T's methods and procedures.
13065	3/3/2011	The customer complained he/she had difficulty placing his/her calls to 800 numbers.	3/4/2011	Voice	Apologized for the customer's inconvenience. Forwarded to technical team for follow up.
13219	3/11/2011	The customer complained the CA was rude.	3/11/2011	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
13491	03/24/11	The customer complained the CA did not follow instructions.	03/24/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
13514	03/25/11	The customer complained the CA did not follow instructions.	03/25/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
13586	03/30/11	The customer complained the CA was rude.	03/30/11	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
13634	03/31/11	The customer complained the CA was rude.	03/31/11	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14129	5/1/2011	The customer complained the CA was rude.	5/1/2011	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14133	5/1/2011	The customer complained he/she had technical difficulty when placing his/her call.	5/1/2011	TTY	Apologized for the customer's inconvenience. Referred information to the technical team.
14265	05/08/11	The customer complained the CA did not follow instructions.	05/12/11	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14461	05/18/11	The customer complained he/she kept getting disconnected.	05/18/11	Voice	Apologized for the customer's inconvenience and assured customer the techncial team was working on the issue.
14501	05/20/11	The customer complained the CA did not follow relay procedures.	05/20/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14585	05/25/11	The customer complained the CA did not follow relay procedures.	05/25/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14590	05/25/11	The customer complained the CA had not relayed the call verbatim.	05/25/11	Voice	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14641	05/28/11	The customer complained the CA did not follow instructions.	05/28/11	TTY	Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
14654	05/30/11	The customer complained he/she was disconnected.	05/30/11	Voice	Apologized for the customer's inconvenience, referred information to the technical team.