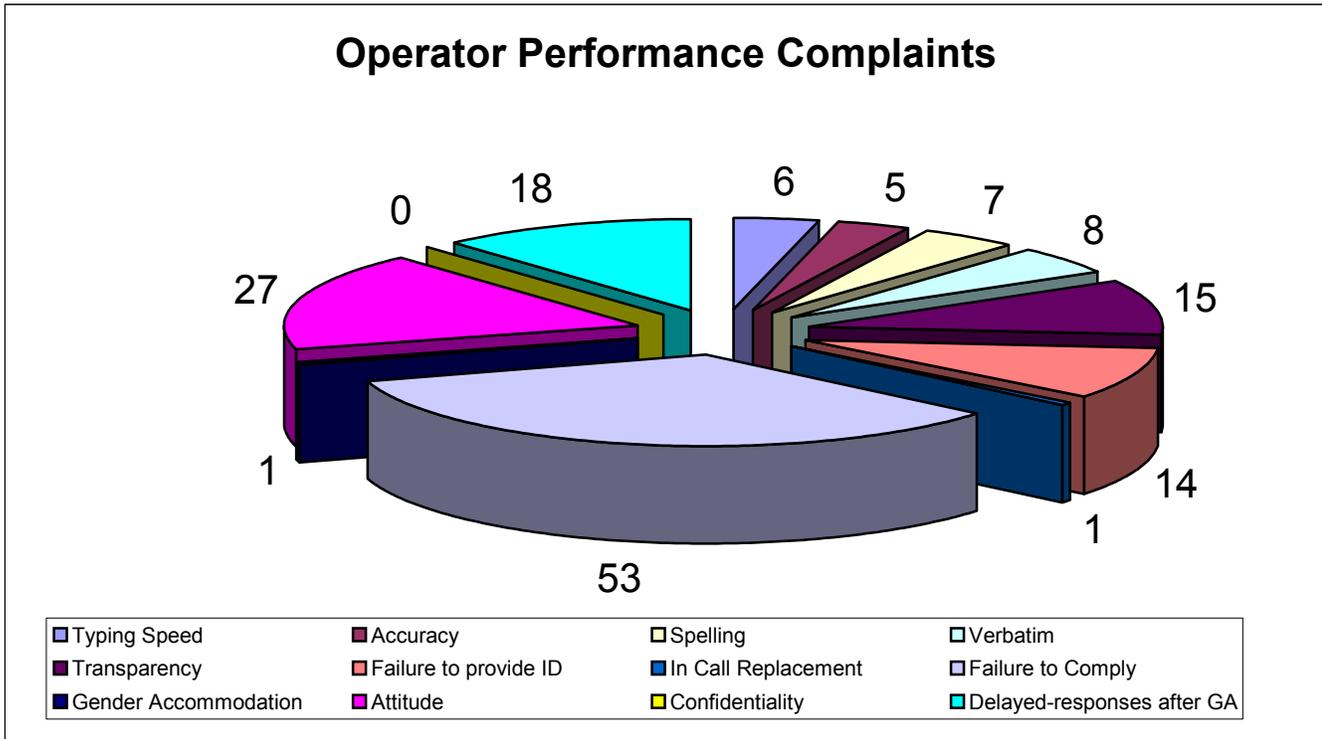


Appendix B
Maryland Relay Summary Log & Customer Contact
June 1, 2003– May 31, 2004

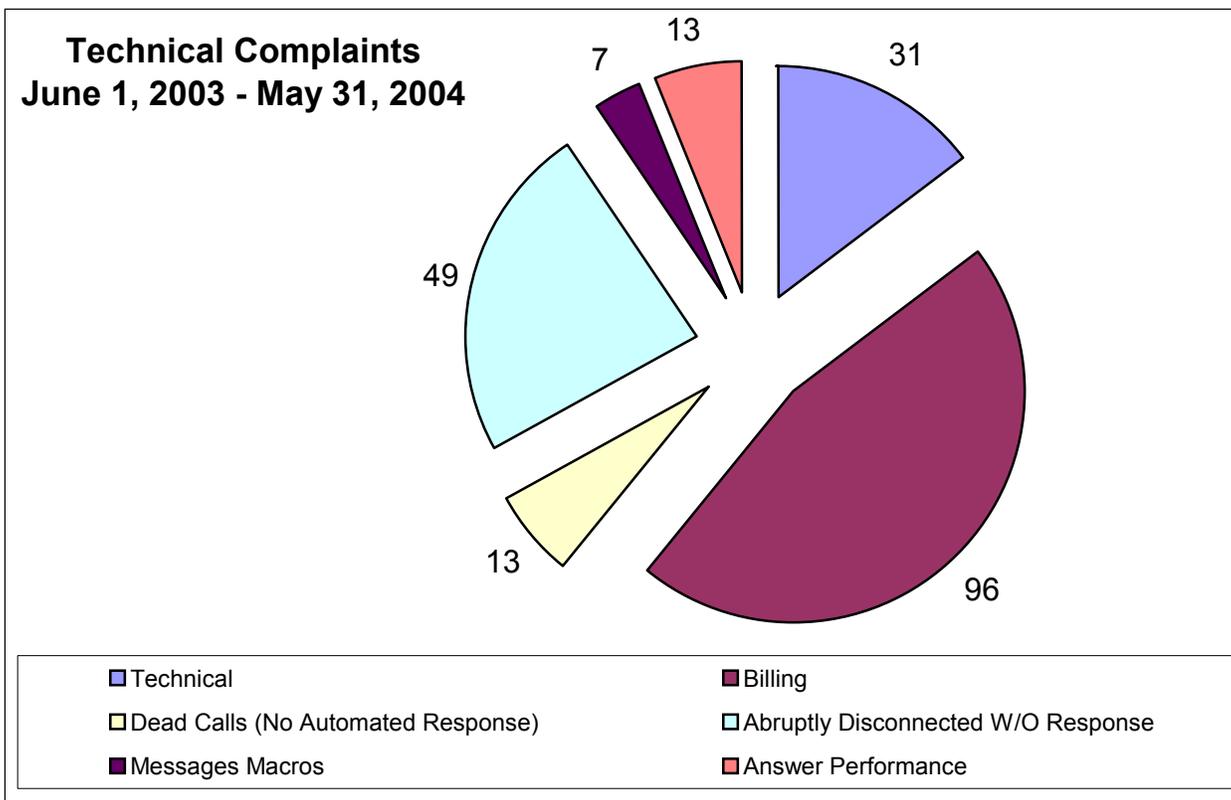
The State of Maryland provides a comprehensive listing of the 826 customer contacts during the 2004 filing period. The categories tracked by the TAM office are as follows:

Operator Performance Complaints



- Total of 155 Complaints related to operator performance:
- 6 - Typing speed
 - 5 - Accuracy
 - 7 - Spelling
 - 8 - Verbatim
 - 15 - Operator transparency
 - 14 - Operator failure to provide operator ID
 - 1 - In-call replacement of operator
 - 53 - Operator's failure to comply with caller's instructions/requests
 - 1 - Gender accommodation
 - 27 - Operator attitude
 - 0 - Confidentiality
 - 18- Delay in operator response following the caller typing GA

Technical Complaints



Total of 209 Complaints related to technical issue:

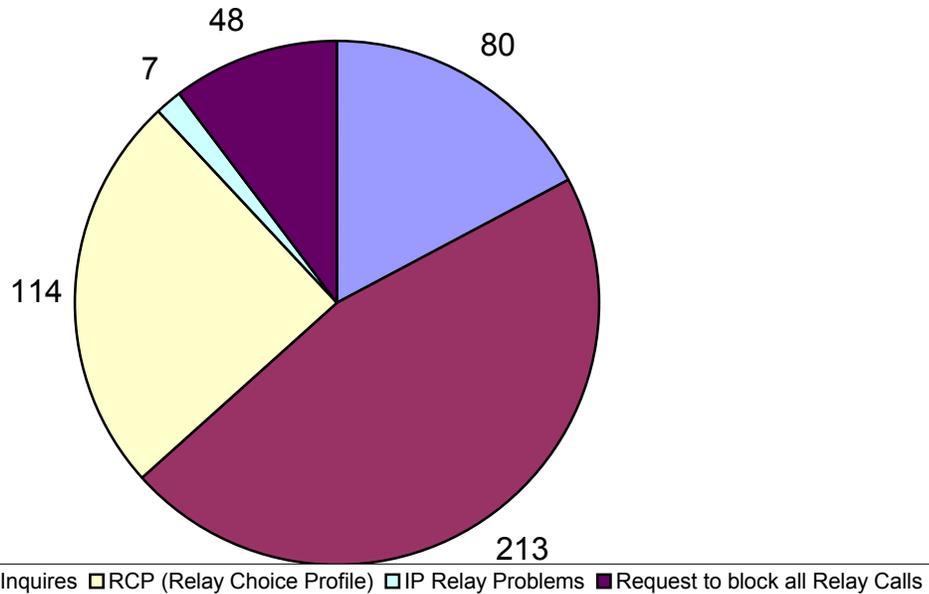
- 13 – Answer Performance
- 31 - Technical
- 96 - Billing Issues for TRS and Non-TRS issues
- 13 - Dead Calls - No computerized response upon network connection
- 49 - Abrupt disconnect after connection to operator
- 7 - Message Macro

The Maryland Relay team, which includes the State of Maryland, AT&T Relay Center personnel, and the Relay Center Customers Service Team, utilized the complaint information, daily operator monitoring, and customer feedback to determine its activities for refresher training.

All complaints filed for this 12-month period have been resolved. AT&T TRS and Maryland Relay made every effort to resolve all complaints within fifteen days after the last day of the month in which they were filed. Approximately ninety percent (90%) of the Service Type Complaints were resolved during the time that the complaint was filed with a supervisor. The remaining ten percent (10%) required additional follow-ups with either the operator and/or the customer. Additionally, AT&T and Maryland Relay established a policy to ask each customer who filed a complaint if they would provide their contact information and if they would like a call back. Approximately ninety-five (95%) of the customers filing complaints did not wish to receive a call back. Rather, they wanted to be assured that the operator would be coached and receive any additional training necessary to improve the call processing.

Other Contact

Other Customer Contact



Total of 462 – Other customer contacts

Maryland is pleased that through its outreach efforts; community awareness of the ability to contact the Maryland Relay Center to provide feedback and obtain information is growing. Maryland's positive attitude toward consumer interaction and the outstanding in-center customer service team, has caused a further increase in customer contact resulting in increasing customer satisfaction and better understanding.

80 – Commendations for Operators doing a great job.

213 – Inquiries such as where customers can obtain Specialized Customer Premise Equipment (SCPE) and how to contact Relay users.

114 - Relay Choice Profile – The State tracks the number of customers requesting Relay Profile Forms. Maryland Relay has made a concerted effort to increase the number of customer profiles because we feel that the use of profile information facilitates the user's calls and increases call efficiency.

7 – General inquiries regarding Internet Relay. These calls may refer to any provider but our Customer Service Team gives all available information.

48 – Calls from businesses and private citizens asking to block all relay calls to a specific phone number so they do not receive any relay calls.

Customer Contact June 01, 2003 – May 31, 2004 as Recorded by TAM

	JUN '03	JUL '03	AUG '03	SEPT '03	OCT '03	NOV '03	DEC '03	JAN '04	FEB '04	MAR '04	APR '04	MAY '04	TOTAL
Typing Speed	2	0	0	0	1	1	0	0	0	2	0	0	6
Accuracy	1	0	1	0	0	0	1	1	0	0	1	0	5
Spelling	0	2	0	0	1	2	1	0	0	1	0	0	7
Verbatim	5	0	1	0	0	1	0	1	0	0	0	0	8
Transparency	1	3	2	1	1	2	2	2	0	0	1	0	15
Failure to provide ID	4	2	1	1	2	2	0	0	1	1	0	0	14
In Call Replacement	0	0	1	0	0	0	0	0	0	0	0	0	1
Failure to Comply	3	8	5	5	7	6	4	1	6	4	3	1	53
Gender Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	1
Attitude	3	2	2	1	3	3	3	1	4	2	2	1	27
Confidentiality Delayed-responses after GA	0	0	0	0	0	0	0	0	0	0	0	0	0
Technical	0	5	1	0	4	4	1	2	0	0	1	0	18
Billing Dead Calls (No Automated Response)	2	7	3	3	1	0	1	5	1	1	1	6	31
Abruptly Disconnected W/O Response	3	5	3	6	9	8	10	10	10	4	13	15	96
Messages Macros	2	4	1	0	3	1	1	0	0	0	0	1	13
Answer Performance	0	0	12	10	8	10	3	1	0	2	1	2	49
Commendation	1	0	1	0	3	0	1	0	0	0	1	0	7
Inquires	2	2	4	1	0	0	1	0	0	2	1	0	13
RCP (Relay Choice Profile)	6	10	12	5	5	10	8	6	4	8	5	1	80
IP Relay Problems Request to block all Relay Calls	26	19	17	15	27	12	16	19	10	18	22	12	213
TOTAL	8	8	11	12	12	13	12	9	5	7	9	8	114
TOTAL	4	1	1	0	0	0	0	1	0	0	0	0	7
TOTAL	1	1	1	3	3	4	5	3	9	6	6	6	48
TOTAL	74	79	80	63	90	79	70	62	51	58	67	53	826

**MARYLAND RELAY
DEFINITIONS OF EACH COMPLAINT CATEGORY**

Typing Speed – Operator typing too slow or too fast wpm.

Accuracy – Operator typing wrong information or words.

Spelling – Operator typed misspelled words.

Verbatim – Word for word not followed

Transparency – Operator involved in consumer's call; expressing their opinions on the conversation or adding personal remarks.

Failure to Provide ID – Operator fails to mention their ID at the beginning or end of the call.

Delayed-Response after GA – Operator didn't type immediately after consumer typed GA.

Answer Performance – Delayed-responses after GA; -upfront automation problems such as waiting for operator after giving phone number.

In Call Replacement – Problems occur during the change of operators in middle of the call; Relief operator not picking up the conversation where the first operator left off. Operator switched before allotted time.

Failure to comply – Operator not following caller's special instructions or consumer's RCP (Relay Choice Profile); Hanging up on consumer without typing GA or SK after end of the call.

Gender Accommodation – Consumer's preference of male or female operator from their request or RCP.

Attitude – Operator not showing proper behavior or approach to the consumer.

Confidentiality – Operator's breach of Code of Confidentiality; Consumer's request to determine origin of call, operator's name, etc.

Relay Choice Profile (RCP) – Consumer request to set up, edit, or remove their profiles through Relay Customer Service.

Billing – Consumers' inquires and complaints about their choice of carriers; AT&T's new technology on detecting where the calls originate and determining whether calls are local or long distance toll. Calls now billed on an equal basis as direct call from the same number. Customers sometimes get charged a Casual User Fee in error by another carrier and Relay Customer Service assists them with explanations to that carrier.

Internet Protocol Relay Problems – Problems occurred during calls made through Internet Protocol Relay.

Dead Calls (No Response) – No response from operator after UFA transferred consumer’s call.

Technical – Problems on IP Relay; Voice Carry-Over; TTY garbled; UFA not responding to the call; no response after dialing 7-1-1.

Commendation – Praise for operators who have performed well while handling calls.

Inquiries – Consumer calls for information on programs such as the Maryland Accessible Telecommunication Program or similar issues.

Abruptly disconnected without response – The calls were disconnected after consumer typed GA.

Message Macros – Messages not being abbreviated such as MD rather than Maryland or (F) over Female; unnecessary messages such as “Please hold and I will relay complete message.”

Request to Block any calls from Relay – Consumer requests a permanent block of any Relay calls to their number.