

VIRGINIA Relay Service

September, 2003

Commendations

Voice September 2, 2003

The customer commended the CA for being pleasant.

Category: CA/OPR Related

Voice September 3, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice September 3, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 8, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice September 11, 2003

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice September 14, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice September 14, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

TTY September 18, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY September 21, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice September 22, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 24, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice September 24, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

Voice September 8, 2003

The customer complained about the service he received from AT&T Wireless.

Category: Other (Misc)

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

Resolution: Apologized, and explained that his comments had been forwarded to AT&T Wireless.

Contact Closed: September 9, 2003

Inquiries/Comments

TTY September 2, 2003

The customer asked if the CAs could correct his grammar on answering machine messages.

Category: Other

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

Resolution: Explained that the CAs are not part of the conversation and referred customer to VDDHH for further assistance.

Contact Closed: September 3, 2003

Voice September 3, 2003

The caller is a speech-to-speech user and asked if he needed to set up a profile before he could use that service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that he could use the service without a profile, but the profile would expedite his calls. Provided the VA STS number for customer to dial.

Contact Closed: September 10, 2003

Voice September 8, 2003

The caller requested a toll restriction be placed on his customer's telephone line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 9, 2003

Voice September 9, 2003

The caller has a toll restriction on his line, but the residents in his home are placing toll calls through relay.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that we could implement a toll-restriction through the relay service. He stated he would

call back with his decision.

Contact Closed: September 27, 2003

TTY September 9, 2003

The caller is being billed for some of her relay calls through Sprint and some of her calls through AT&T. She asked why this is happening.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Requested caller to forward her telephone bills for investigation.

Contact Closed:

Voice September 10, 2003

The customer just wanted to let someone know of the exceptional service she received from one of AT&T's Customer Service Representatives.

Category: Other

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

Resolution: Explained she had reached the wrong department but that her comments were forwarded to AT&T Consumer Services.

Contact Closed: September 10, 2003

Voice September 11, 2003

The customer inquired about the confidentiality of relay conversations.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Faxed customer copies of AT&T's Confidentiality Policy and CA Pledge of Confidentiality.

Contact Closed: September 12, 2003

TTY September 13, 2003

The caller asked why he could not enter extension numbers in his personal memory dial list.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the extension numbers could be included with the person's name.

Contact Closed: September 22, 2003

Voice September 17, 2003

The caller asked why relay calls cannot be traced.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained confidentiality requirements for relay providers.

Contact Closed: September 17, 2003

TTY September 17, 2003

The customer asked how to set up her computer so that she could place 2-line VCO calls.

Category: Computer Settings

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

Resolution: Provided information on how to place 2-line VCO calls using her computer through HyperTerminal, as well as through Internet Relay.

Contact Closed: September 17, 2003

Voice September 18, 2003

The caller does not want any relay calls placed to her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: September 19, 2003

TTY September 18, 2003

The caller requested a toll restriction be placed on his customer's telephone line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 19, 2003

TTY September 18, 2003

The caller requested a toll restriction be placed on his customer's telephone line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 19, 2003

Voice September 19, 2003

The caller needed assistance setting up the auto-answer function on her new TTY.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to TTY manufacture for assistance.

Contact Closed: September 19, 2003

Voice September 22, 2003

The caller requested a toll-restriction on his customer's phone number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 23, 2003

Voice September 22, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 22, 2003

Voice September 22, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 22, 2003

TTY September 23, 2003

The caller requested a number to dial, but the number was answered by another CA in the Virginia Relay center.

Category: Other

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

Resolution: Documented for reporting purposes.

Contact Closed: September 24, 2003

Voice September 24, 2003

The caller requested Virginia Relay brochures.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Mailed the caller the requested brochures.

Contact Closed: September 24, 2003

Voice September 25, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: September 25, 2003

Voice September 26, 2003

The caller is having difficulty with her husband's TTY. It won't stop ringing and she asked what she should do.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred caller to TTY manufacture and provided the toll-free number.

Contact Closed: September 26, 2003

Voice September 26, 2003

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 30, 2003

Voice September 29, 2003

The caller requested information about what was needed in order for a TTY user to place calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that a TTY could be connected anywhere there is a phone line.

Contact Closed: October 1, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(October, 2003)

I. Commendations			
	Voice	TTY	Total
CA/OPR Related	3	4	7
Relay/OSD Related			
Other			
Total Commendations	3	4	7
II. Complaints			
	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate	1		1
Scope of Service			
Other (Misc)			
Total Complaints	1		1
III. Inquiries/Comments			
	Voice	TTY	Total
General Information	3		3
Outreach/Marketing			
Explain Relay	2		2
TTY Distrib/Purchase		1	1
LEC Service			
Billing/Rate		3	3
Computer Settings			
Technical Related		1	1
Other	5	1	6
Total Inquiries/Comments	10	6	16
Grand Total	14	10	24

VIRGINIA Relay Service

October, 2003

Commendations

TTY October 6, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY October 6, 2003

The customer commended the CAs for their excellent typing skills.

Category: CA/OPR Related

TTY October 7, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice October 20, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice October 22, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice October 22, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY October 23, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

Voice October 24, 2003

The caller complained that he was billed for his local toll calls through the relay service. He thought relay calls were free.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that there is no charge to use the relay service, but that local toll and long distance charges do apply.

Contact Closed: October 24, 2003

Inquiries/Comments

Voice October 2, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and HCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing for assistance with equipment.

Contact Closed: October 2, 2003

Voice October 3, 2003

The caller asked if harassing relay calls he is receiving can be traced.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized, and explained that relay calls are confidential.

Contact Closed: October 8, 2003

Voice October 8, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 8, 2003

TTY October 9, 2003

The customer was inquiring about the amount billed for certain relay calls.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Informed the customer that the calls in question were not placed through AT&T Relay. Referred the customer to her LEC for the billing errors.

Contact Closed: October 21, 2003

Voice October 12, 2003

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: October 13, 2003

Voice October 15, 2003

The customer is requesting a restriction be removed from her line, and the long distance carrier be changed.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Changed the restriction on the customer's line as well as the long distance carrier of choice.

Contact Closed: October 16, 2003

TTY October 15, 2003

The caller asked why she was billed for a local relay call.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Determined the customer was billed due to operator error. Contacted the billing department and

credit was issued to the customer.
Contact Closed: October 27, 2003

TTY October 17, 2003

The caller asked why they were billed operator assisted charges for a relay call.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed that the call was actually placed through VA Relay, and not operator assisted. Referred the caller to Verizon for credit on the call.

Contact Closed: October 31, 2003

Voice October 19, 2003

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: October 20, 2003

Voice October 20, 2003

The customer is responsible for setting up 511 traveler information dialing. He wondered if relay could assist with this for TTY users.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Forwarded the customer's information to Management. Pending.

Contact Closed:

TTY October 20, 2003

The caller asked why she is getting the turbo interrupt signal when she dials into relay.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Suggested the caller use the TTY 800 number for VA relay. Also suggested she contact the manufacture of her phone for assistance.

Contact Closed: November 1, 2003

Voice October 24, 2003

The caller asked if True Call International was available as a carrier through the relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that at the present time they are not, but suggested she contact them and request that they become a carrier for relay calls.'

Contact Closed: October 24, 2003

Voice October 27, 2003

The caller requested to speak with the VA Relay Center manager regarding an issue he had previously spoken to her about.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Assured the caller we would have the manager get in touch with him.

Contact Closed: October 27, 2003

Voice October 27, 2003

The caller requested a toll restriction on his customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Implemented the toll restriction requested, and advised the caller it had been done.
Contact Closed: October 30, 2003

TTY October 28, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 31, 2003

TTY October 30, 2003

The caller requested to have his password reset on his Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Reset the password and advised caller when it had been done.

Contact Closed: October 30, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(November, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	7	6	13
Relay/OSD Related			
Other			
Total Commendations	7	6	13
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information			
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related			
Other	5	2	7
Total Inquiries/Comments	6	2	8
Grand Total	13	9	22

VIRGINIA Relay Service

November, 2003

Commendations

TTY November 1, 2003

The customer commended the CA for keeping him/her informed of background noise.

Category: CA/OPR Related

Voice November 4, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 14, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY November 19, 2003

The customer commended the CA for her courtesy, professionalism, and patience in handling her relay calls.

Category: CA/OPR Related

TTY November 21, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice November 21, 2003

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY November 24, 2003

The customer commended the CAs for being efficient on her conference call.

Category: CA/OPR Related

Voice November 24, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY November 25, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 25, 2003

The customer commended the CA for relaying accurately.

Category: CA/OPR Related

Voice November 26, 2003

The customer commended the CA for keeping her informed, for being polite, helpful and efficient.

Category: CA/OPR Related

Voice November 27, 2003

The customer commended the CA for keeping track of what was being voiced.

Category: CA/OPR Related

TTY November 29, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

TTY November 6, 2003

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line 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: November 13, 2003

Inquiries/Comments

Voice November 3, 2003

The caller requested a toll restriction on his customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: November 4, 2003

TTY November 3, 2003

The customer wanted to update his/her Relay Choice Profile.

Category: Other

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

Resolution: Updated the customer's profile and advised the customer it had been done.

Contact Closed: November 4, 2003

Voice November 11, 2003

The caller requested a toll restriction on his customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: November 13, 2003

Voice November 12, 2003

The caller requested a toll restriction on her customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: November 13, 2003

Voice November 12, 2003

The caller requested a toll restriction on her line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the requested toll restriction.

Contact Closed: November 13, 2003

Voice November 13, 2003

The caller requested a toll restriction be placed on his line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested.

Contact Closed: November 17, 2003

Voice November 18, 2003

The customer was charged for relay calls that she says she did not place. She would like the charges removed from her bill.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Requested a copy of the charges for investigation. Pending.

Contact Closed:

TTY November 26, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: November 26, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(December, 2003)

I. COMMENDATIONS	VOICE	TTY	TOTAL
CA/OPR RELATED	4	4	8
RELAY/OSD RELATED			
OTHER			
TOTAL COMMENDATIONS	4	4	8
II. COMPLAINTS	VOICE	TTY	TOTAL
CA/OPR RELATED			
ATTITUDE AND MANNER			
TYPING SKILL/SPEED			
ENGLISH/GRAMMAR			
CA HUNG UP ON ME			
OTHER (CA/OPR)			
EQUIPMENT			
DISCONNECT			
ANSWER/WAIT TIME			
GARBLED WORDS			
OTHER			
METHODS RELATED			
MISCELLANEOUS			
BILLING/RATE			
SCOPE OF SERVICE			
OTHER			
TOTAL COMPLAINTS			
III. INQUIRIES/COMMENTS	VOICE	TTY	TOTAL
GENERAL INFORMATION	2		2
OUTREACH/MARKETING	1		1
EXPLAIN RELAY	1		1
TTY DISTRIBUTION/PURCHASE			
LEC SERVICE			
BILLING/RATE			
COMPUTER SETTINGS	1		1
TECHNICAL RELATED			
OTHER	4	2	6
TOTAL INQUIRIES/COMMENTS	9	2	11
GRAND TOTAL	13	6	19

VIRGINIA Relay Service

December, 2003

Commendations

Voice December 1, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice December 7, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY December 9, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice December 15, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice December 16, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY December 17, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY December 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY December 31, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Complaints

Inquiries/Comments

Voice December 2, 2003

The caller requested a referral for hearing aids.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 2, 2003

Voice December 2, 2003

The caller asked how a TTY user can participate in a conference call.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer how to participate in a conference call. Also mailed brochures explaining the relay service.

Contact Closed: December 4, 2003

Voice December 5, 2003

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: December 8, 2003

TTY December 6, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: December 6, 2003

Voice December 11, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 12, 2003

Voice December 11, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: December 11, 2003

Voice December 12, 2003

The caller asked whether a PC could be used to place relay calls.

Category: Computer Settings

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

Resolution: Provided hyperterminal settings for placing relay calls.

Contact Closed: December 12, 2003

Voice December 16, 2003

The customer asked to schedule a demonstration of relay for his 911 operators.

Category: Outreach/Marketing

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

Resolution: Provided the customer's contact information to Virginia Relay Service for further assistance.

Contact Closed: December 16, 2003

TTY December 22, 2003

The caller submitted a relay website feedback form, but the general comments section was left blank.

Category: Other

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

Resolution: Invited the customer to contact us again with additional information.

Contact Closed: December 23, 2003

Voice December 26, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: December 26, 2003

Voice December 29, 2003

The customer had difficulty placing long distance and toll calls because of a restriction on his line. He would like Verizon profiled as his carrier.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Investigated and updated the restriction as requested. Place a profile for carrier of choice on his line.

Contact Closed: January 5, 2004

VIRGINIA RELAY SERVICE
Customer Contact Report
(January, 2004)

I. Commendations			
	Voice	TTY	Total
CA/OPR Related	7	8	15
Relay/OSD Related			
Other			
Total Commendations	7	8	15
II. Complaints			
	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments			
	Voice	TTY	Total
General Information	1		1
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	2		2
Computer Settings			
Technical Related		2	2
Other	3		3
Total Inquiries/Comments	6	2	8
Grand Total	13	11	24

VIRGINIA Relay Service

January, 2004

Commendations

TTY January 6, 2004

The customer commended the CA for keeping her informed, and keeping up with the voice person's conversation.

Category: CA/OPR Related

Voice January 7, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 8, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 9, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 10, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 11, 2004

The customer commended the CA for keeping her informed.

Category: CA/OPR Related

TTY January 12, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 15, 2004

The customer commended the CA for speaking slowly and clearly during the call.

Category: CA/OPR Related

Voice January 16, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY January 21, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 21, 2004

The customer commended the CA for being helpful
Category: CA/OPR Related

Voice January 22, 2004

The customer commended the CA for being patient.
Category: CA/OPR Related

Voice January 24, 2004

The customer commended the CA for being patient.
Category: CA/OPR Related

Voice January 26, 2004

The customer commended the CA for being helpful.
Category: CA/OPR Related

TTY January 31, 2004

The customer commended the CA for being helpful.
Category: CA/OPR Related

Complaints

TTY January 12, 2004

The customer asked the CA to redial to a busy line, but the CA hung up on her.

Category: CA Hung up on me

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: January 12, 2004

Inquiries/Comments

TTY January 2, 2004

The customer wondered why, even though she has a profile, TurboCode does not activate when her daughter calls her through relay.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Assisted the customer by testing her phone. Found that when her daughter uses 711 the TurboCode does not activate. Suggested using the 800 number.

Contact Closed: January 8, 2004

Voice January 9, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: January 9, 2004

Voice January 12, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile as requested.

Contact Closed: January 12, 2004

Voice January 19, 2004

The customer requested information on employment with the relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the employment hotline number as well as the employment website address.

Contact Closed: January 19, 2004

Voice January 26, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: January 26, 2004

Voice January 30, 2004

The customer reported that AT&T had billed her long distance relay calls, but AT&T is not her long distance carrier.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how relay calls are billed, and set up a profile designating her carrier of choice.

Contact Closed: January 31, 2004

Voice January 30, 2004

The customer received a bill for a collect call that she did not accept.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

TTY January 31, 2004

The customer reported that she cannot maintain the Turbo Code TTY connection during relay calls. When CAs backspace, the Turbo cuts off.

Category: Technical Related

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

Resolution: Thanked the customer for the information, and forwarded the contact to the Technical Team for investigation.

Contact Closed: February 3, 2004

VIRGINIA RELAY SERVICE
Customer Contact Report
(February, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	7	10
Relay/OSD Related			
Other			
Total Commendations	3	7	10
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)	1		1
Total Complaints	1		1
III. Inquiries/Comments	Voice	TTY	Total
General Information	8		8
Outreach/Marketing	1		1
Explain Relay	1		1
TTY Distrib/Purchase	1	1	2
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related			
Other	6	2	8
Total Inquiries/Comments	18	3	21
Grand Total	22	10	32

VIRGINIA Relay Service

February, 2004

Commendations

TTY February 3, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY February 4, 2004

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

TTY February 6, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 11, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY February 13, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice February 17, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice February 18, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY February 18, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice February 22, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 26, 2004

The customer commended the CA for being helpful.

Category: CA/OPR Related

Complaints

Voice February 8, 2004

The customer complained that the CAs will not place her call using Verizon as her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and set up a profile indicating Verizon as her Carrier of Choice.

Contact Closed: February 8, 2004

Inquiries/Comments

Voice February 4, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: February 4, 2004

TTY February 5, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

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

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: February 6, 2004

Voice February 9, 2004

The caller requested a relay demonstration for her employees.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the Account Manager.

Resolution: Referred to Account Management. Pending.

Contact Closed:

Voice February 10, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: February 11, 2004

TTY February 10, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Entered the profile, and advised the customer it had been done.
Contact Closed: February 10, 2004

Voice February 12, 2004

The caller requested information regarding a relay call that a student received.

Category: General Information

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

Resolution: Explained that relay calls are confidential.

Contact Closed: February 12, 2004

Voice February 12, 2004

The caller requested the phone numbers for AT&T's Accessible Needs Center.

Category: General Information

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

Resolution: Provided the voice and TTY numbers to reach Accessible Needs.

Contact Closed: February 13, 2004

Voice February 14, 2004

The caller is receiving relay calls from someone he doesn't wish to have contact with.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Contacted customer, and he stated that the situation has been taken care of.

Contact Closed: February 19, 2004

TTY February 16, 2004

The caller asked if AT&T has a VCO phone.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to Lucent Technologies for information on AT&T's VCO phone.

Contact Closed: February 16, 2004

Voice February 17, 2004

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and VCO. Provided the toll-free number for the Virginia Department for the Deaf and Hard of Hearing for information on TTYs.

Contact Closed: February 17, 2004

Voice February 17, 2004

The caller had received an obscene message on the school's answering machine and asked why the CA had voiced such information.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that CAs must relay all messages verbatim.

Contact Closed: February 17, 2004

Voice February 18, 2004

The caller asked if AT&T Relay Service has a phone with a loud ringer.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the toll-free numbers to the Virginia Department for the Deaf and Hard of Hearing and other product distributors.

Contact Closed: February 18, 2004

Voice February 20, 2004

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested.

Contact Closed: February 23, 2004

Voice February 20, 2004

The caller requested information on a specific AT&T telephone.

Category: General Information

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

Resolution: Referred the caller to Lucent Technologies for assistance.

Contact Closed: February 23, 2004

Voice February 20, 2004

The caller does not want any relay calls placed to her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: February 23, 2004

Voice February 21, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile per customer's request.

Contact Closed: February 21, 2004

Voice February 23, 2004

The caller requested assistance with her long distance bill.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to Residential Billing for assistance.

Contact Closed: February 23, 2004

Voice February 25, 2004

The caller asked if his mother had been approved for free Directory Assistance calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to Accessible Needs for assistance.

Contact Closed: February 25, 2004

Voice February 26, 2004

The caller requested information on procedures for placing and receiving 2-line VCO calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained 2-line and reverse 2-line VCO calling.

Contact Closed: February 26, 2004

Voice February 27, 2004

The caller inquired about the possibility of tracing a relay call she received.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that relay call information is confidential, and transcripts of the call are not retained.

Contact Closed: February 29, 2004

Voice February 27, 2004

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 1, 2004

VIRGINIA RELAY SERVICE
Customer Contact Report
(March, 2004)

I. Commendations			
	Voice	TTY	Total
CA/OPR Related	4	5	9
Relay/OSD Related			
Other			
Total Commendations	4	5	9
II. Complaints			
	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints			
III. Inquiries/Comments			
	Voice	TTY	Total
General Information	5	1	6
Outreach/Marketing	2		2
Explain Relay	2		2
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate		2	2
Computer Settings	1		1
Technical Related			
Other	3	4	7
Total Inquiries/Comments	14	7	21
Grand Total	18	12	30