

VIRGINIA RELAY SERVICE
Customer Contact Report
(January, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	11	8	19
Relay/OSD Related			
Other			
Total Commendations	11	8	19
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)		1	1
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service		1	1
Other (Misc)			
Total Complaints		2	2
III. Inquiries/Comments	Voice	TTY	Total
General Information	4	2	6
Outreach/Marketing	2		2
Explain Relay	5		5
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate			
Computer Settings			
Technical Related			
Other	3	2	5
Total Inquiries/Comments	15	4	19
Grand Total	26	14	40