

VIRGINIA Relay Service

April, 2004

Commendations

Voice April 1, 2004

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

Category: CA/OPR Related

Voice April 2, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 7, 2004

The customer commended the CA for his/her voice inflection and intonation.

Category: CA/OPR Related

Voice April 12, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY April 15, 2004

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

Category: CA/OPR Related

TTY April 19, 2004

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

Category: CA/OPR Related

TTY April 20, 2004

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

Category: CA/OPR Related

TTY April 22, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY April 22, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY April 23, 2004

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

Category: CA/OPR Related

Voice April 23, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 26, 2004

The customer commended the CA for keeping the caller informed of call progress.

Category: CA/OPR Related

Voice April 26, 2004

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

Category: CA/OPR Related

TTY April 27, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY April 27, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice April 28, 2004

The customer commended the CA for his/her efficiency and professionalism.

Category: CA/OPR Related

Complaints

TTY April 29, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

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

Resolution: Manager discussed the complaint with the CA. Apologized to the customer for the problem on his/her call.

Contact Closed: April 29, 2004

Inquiries/Comments

Voice April 2, 2004

The customer requested information on VCO phone, VDDHH, TAP assistance and Virginia Relay.

Category: General Information

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

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

Contact Closed: April 2, 2004

TTY April 5, 2004

The customer requested that the caller use a pre-paid card instead of calling collect.

Category: Billing/Rate

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

Resolution: Explained that some phone lines are restricted to collect billing only.

Contact Closed: April 5, 2004

Voice April 5, 2004

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

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: April 7, 2004

Voice April 5, 2004

The customer requested that a billing screen code be removed from his/her number.

Category: Billing/Rate

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

Resolution: Verified that the screen code was not valid and had the code removed.

Contact Closed: April 7, 2004

Voice April 5, 2004

The customer questioned why the collect charges billed to his/her number were so high, and explained that he/she would prefer to use MCI.

Category: Billing/Rate

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

Resolution: Verified that the charges were correct, and told the customer to advise the CA that he/she prefers to use MCI as carrier of choice.

Contact Closed: April 5, 2004

Voice April 5, 2004

The customer questioned why he/she is being billed long distance for local calls by Verizon.

Category: LEC Service

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

Resolution: The customer had already contacted Verizon to have charges removed. Set up a Relay Choice Profile for customer's carrier of choice.

Contact Closed: April 19, 2004

Voice April 6, 2004

The customer reported that his/her friend is having trouble using a VCO TTY phone.

Category: Outreach/Marketing

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

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing who has been working with the customer.

Contact Closed: April 6, 2004

Voice April 6, 2004

The customer requested 50 Virginia Relay brochures.

Category: Outreach/Marketing

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

Resolution: Forwarded the customer's request to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 6, 2004

Voice April 7, 2004

The customer asked why he/she receives garbling through relay, but not through direct dialed calls.

Category: Technical Related

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

Resolution: Explained the various things which can cause garbling. Did test calls and updated customer's Relay Choice Profile to correct settings.

Contact Closed: April 9, 2004

TTY April 7, 2004

The customer stated that people were not able to reach him/her by dialing 711.

Category: Technical Related

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

Resolution: Did test call and got reorder signal. Reported problem to LEC who repaired problem with line.

Contact Closed: April 9, 2004

Voice April 9, 2004

The customer is being billed long distance for local calls by Verizon.

Category: Billing/Rate

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

Resolution: Contacted the customer to get more information. Customer had contacted Verizon and they will issue a credit for the charges.

Contact Closed: April 9, 2004

Voice April 12, 2004

The customer wanted to know if VA Relay supported his/her new Superprint 4425 e-turbo TTY.

Category: Technical Related

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

Resolution: Advised customer that e-turbo is compatible with VA Relay and that all features offered by e-turbo are currently available through the AT&T platform.

Contact Closed: April 16, 2004

TTY April 12, 2004

The customer requested information about relay, VCO, and Carrier of Choice.

Category: General Information

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

Resolution: Explained relay and VCO. Explained Relay Choice Profile and offered to assist customer in setting up RCP.

Contact Closed: April 12, 2004

Voice April 13, 2004

The customer requested information to assist in a presentation on how to use a TTY.

Category: General Information

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

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

Contact Closed: April 13, 2004

TTY April 13, 2004

The customer requested a copy of a conversation of a relay call.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.
Resolution: Explained that all calls are confidential and that we do not make copies of conversations.
Contact Closed: April 13, 2004

TTY April 13, 2004

The customer suggested that the word deaf be used in the relay explanation phrase.

Category: General Information

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

Resolution: Forwarded the suggestion to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 15, 2004

TTY April 13, 2004

The customer would like the CA to be able to address him/her by name.

Category: General Information

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

Resolution: Forwarded the suggestion to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 15, 2004

TTY April 13, 2004

The customer made several suggestions on ways to improve relay, including distributing pamphlets and brochures.

Category: Outreach/Marketing

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

Resolution: Assured customer we would forward his/her suggestions to Virginia Department for the Deaf and Hard of Hearing and specific departments in AT&T.

Contact Closed: April 15, 2004

TTY April 15, 2004

The customer was concerned about having to hold for an operator when placing an emergency call to a vet.

Category: General Information

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

Resolution: Explained that there are peak calling times, but that customer should never have to hold for longer than a few seconds.

Contact Closed: April 15, 2004

Voice April 16, 2004

The customer wanted to know which relay number should be programmed into his/her new TTY.

Category: General Information

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

Resolution: Advised the customer that 711 or the 800 number would connect to VA Relay.

Contact Closed: April 16, 2004

Voice April 16, 2004

The customer reported what he/she suspects are fraud relay calls.

Category: General Information

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

Resolution: Suggested that the business may want to set up some type of internal verification system to help identify fraud calls.

Contact Closed: April 16, 2004

Voice April 16, 2004

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

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: April 16, 2004

Voice April 18, 2004

The customer wanted to know the voice number for the Do Not Call Registry.

Category: General Information

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

Resolution: Advised the customer to call the TTY number and ask for a supervisor.

Contact Closed: April 18, 2004

Voice April 19, 2004

The caller asked how to place a relay call.

Category: Explain Relay

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

Resolution: Explained relay.

Contact Closed: April 19, 2004

Voice April 19, 2004

The customer had questions about using his/her Hiptop.

Category: TTY Distrib/Purchase

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

Resolution: Gathered information on Hiptop and referred customer to Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 19, 2004

Voice April 20, 2004

The customer requested brochures on the relay service.

Category: Outreach/Marketing

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

Resolution: Sent the requested information to the customer.

Contact Closed: April 20, 2004

TTY April 21, 2004

The customer reported being billed by both AT&T and Verizon for long distance calls.

Category: Billing/Rate

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

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice and had AT&T charges removed.

Contact Closed: April 22, 2004

Voice April 21, 2004

The caller requested information on the relay service.

Category: General Information

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

Resolution: Documented for reporting purposes. Made several attempts to contact customer but was not successful.

Contact Closed: April 28, 2004

Voice April 21, 2004

The customer reported a suspected fraud relay call.

Category: General Information

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

Resolution: Referred customer to the FCC and FTC website.

Contact Closed: April 28, 2004

Voice April 21, 2004

The customer requested information on relay.

Category: General Information

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

Resolution: Documented for reporting purposes. Called customer several times to provide information, but no response.

Contact Closed: April 22, 2004

TTY April 22, 2004

The customer reported that a block had incorrectly been placed on his/her line prohibiting long distance calls.

Category: Other

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

Resolution: Removed block and notified customer.

Contact Closed: April 22, 2004

TTY April 22, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

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

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

Contact Closed: April 22, 2004

Voice April 23, 2004

The customer requested information on how relay users connect to 911.

Category: General Information

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

Resolution: Explained that Relay has a special database of emergency numbers to connect customers placing 911 calls.

Contact Closed: April 23, 2004

Voice April 26, 2004

The customer stated that he/she dialed 711 and did not get upfront automation.

Category: Technical Related

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

Resolution: Customer said his/her call went directly to a CA. Documented for reporting purposes.

Contact Closed: April 27, 2004

Voice April 27, 2004

The customer questioned the charge for a collect call.

Category: Billing/Rate

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

Resolution: Verified charges were correct. Sent customer some prepaid calling cards.

Contact Closed: April 28, 2004

Voice April 27, 2004

The caller questioned why she received TTY tones when calling 711 for voice relay.

Category: Technical Related

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

Resolution: Set up Relay Choice Profile showing communication type as voice.

Contact Closed: April 28, 2004

Voice April 29, 2004

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

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: April 29, 2004

TTY April 30, 2004

The customer wanted to update his/her profile.

Category: Other

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

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

Contact Closed: May 3, 2004

Voice April 30, 2004

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

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: May 3, 2004

TTY April 30, 2004

The customer reported that he/she is being billed by Verizon for local calls through relay.

Category: Billing/Rate

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

Resolution: Recommended that customer contact his local carrier to have charges removed.

Contact Closed: May 5, 2004