

VIRGINIA RELAY SERVICE
Customer Contact Report
(August, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	20	24
Relay/OSD Related			
Other			
Total Commendations	4	20	24
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	4	1	5
Outreach/Marketing			
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate			
Computer Settings			
Technical Related	1		1
Other	1		1
Total Inquiries/Comments	8	1	9
Grand Total	12	22	34

