

VIRGINIA RELAY SERVICE
Customer Contact Report
(April, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	2	6
Relay/OSD Related			
Other			
Total Commendations	4	2	6
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	2
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate	1		1
Scope of Service			
Other (Misc)			
Total Complaints	2	1	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	9	1	10
Outreach/Marketing	1	1	2
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	2	3	5
Computer Settings	2		2
Technical Related	2	4	6
Other	2	9	11
Total Inquiries/Comments	20	18	38
Grand Total	26	21	47