

VIRGINIA Relay Service

April, 2002

Commendations

TTY April 6, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 9, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice April 12, 2002

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

Category: CA/OPR Related

Voice April 12, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 12, 2002

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

Category: CA/OPR Related

TTY April 24, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

Voice April 18, 2002

The caller complained about several calls being placed through her customer's restricted line.

Category: Other (CA/OPR)

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: April 20, 2002

TTY April 22, 2002

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

Category: Other (CA/OPR)

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: April 25, 2002

Voice April 25, 2002

The customer received a bill that included charges for local relay calls.

Category: Billing Rate

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

Resolution: Requested the customer send a copy of the charges so an investigation could be done.

Contact Closed:

Inquiries/Comments

TTY April 1, 2002

The customer wanted to update a Relay Choice Profile.

Category: Other

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

Resolution: Advised the customer that no changes were requested for the current profile, and referred him/her to the Relay Website.

Contact Closed: April 6, 2002

Voice April 1, 2002

The caller inquired as to who was the ADA Coordinator for the State of Virginia.

Category: Outreach/Marketing

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: April 4, 2002

Voice April 2, 2002

The caller was having a technical problem with her TTY equipment.

Category: Technical Related

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

Resolution: Explained how to use the TTY with relay. Referred the caller to the TTY manufacturer and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 2, 2002

Voice April 2, 2002

The caller inquired about settings up relay profiles on multiple telephone numbers.

Category: General Information

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

Resolution: Explained we could set up the same profile for several numbers.

Contact Closed: April 2, 2002

TTY April 2, 2002

The caller asked why the CA did not leave a message on his TTY answering machine indicating that someone had called him.

Category: General Information

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

Resolution: Explained that the CA can only leave a message if the voice customer wishes to do so.

Contact Closed: April 30, 2002

Voice April 2, 2002

The caller's mother uses a VCO phone, and needed instructions on how to place calls.

Category: General Information

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

Resolution: Explained how to use the VCO phone with relay, and set up a VCO profile. Referred her to the Relay Website and VDDHH.

Contact Closed: April 2, 2002

Voice April 3, 2002

The caller had questions about relay.

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: April 4, 2002

Voice April 3, 2002

The caller was inquiring how AT&T issues credit to a customer whose line is disconnected.

Category: Billing/Rate

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

Resolution: Obtained information regarding credits from AT&T Accessible Needs and explained it to the caller.

Contact Closed: April 16, 2002

Voice April 4, 2002

The caller wanted information about how decisions are made regarding relay service offerings.

Category: General Information

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

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

Contact Closed: April 5, 2002

Voice April 5, 2002

The caller, with AT&T Broadband, had a problem with New Hampshire 711 calls being routed to Virginia Relay service.

Category: Technical Related

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

Resolution: Upon reaching the caller, he had resolved the problem.

Contact Closed: April 5, 2002

TTY April 5, 2002

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: April 6, 2002

TTY April 5, 2002

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: April 6, 2002

TTY April 5, 2002

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: April 6, 2002

TTY April 5, 2002

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: April 6, 2002

TTY April 5, 2002

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: April 6, 2002

Voice April 6, 2002

The customer wondered how he would know relay is calling when viewing his Caller ID unit.

Category: General Information

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

Resolution: Explained that calls from the number 800 855 0000 are from an AT&T Relay Service.

Contact Closed: April 8, 2002

TTY April 8, 2002

The caller had concerns about her long distance company not billing her properly for her relay calls.

Category: Billing/Rate

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

Resolution: Explained to the caller that we had contacted her long distance provider, and they said the problem had been corrected.

Contact Closed: April 17, 2002

Voice April 8, 2002

The caller requested written information on the relay service.

Category: General Information

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

Care Center.

Resolution: Sent the caller the information she requested.

Contact Closed: April 8, 2002

Voice April 9, 2002

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: April 10, 2002

TTY April 9, 2002

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: April 10, 2002

TTY April 9, 2002

The customer wanted to update his/her profile.

Category: Other

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

Resolution: Updated the customer's profile.

Contact Closed: April 9, 2002

TTY April 11, 2002

The customer had difficulty placing a call through relay. The customer has a billing restriction, and the CA could not tell if the call was local.

Category: Technical Related

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

Resolution: Apologized to the customer for any problems. Investigated the forward number, and found it included a new exchange for the area.

Contact Closed: May 2, 2002

Voice April 16, 2002

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 with customer's preferred settings.

Contact Closed: April 16, 2002

TTY April 16, 2002

The customer said that there should not be a restriction on his/her line requiring alternate billing.

Category: Billing/Rate

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

Resolution: Placed the customer's call, and assured him the information would be forwarded to appropriate department.

Contact Closed: April 17, 2002

TTY April 17, 2002

The customer had questions about his calling plan being compatible with relay.

Category: Billing/Rate

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

Resolution: Referred the customer to AT&T Accessible Needs, and provided the number for the National Customer Care Center for further inquiries.

Contact Closed: April 20, 2002

TTY April 18, 2002

The customer said he/she was getting cut off while waiting to place a relay call.

Category: Technical Related

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

Resolution: Explained that the CA may have equipment trouble, and assured the customer the information would be reported.

Contact Closed: April 18, 2002

Voice April 20, 2002

The caller requested information on amplifiers.

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 and a product distributor.

Contact Closed: April 21, 2002

Voice April 24, 2002

The caller requested information on programs for blind and deaf individuals.

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 and AT&T Accessible Needs.

Contact Closed: April 26, 2002

TTY April 24, 2002

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: April 25, 2002

Voice April 24, 2002

The caller inquired about special billing rates for relay users.

Category: Billing/Rate

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

Resolution: Referred the caller to AT&T Accessible Needs for TTY discount information.

Contact Closed: April 24, 2002

TTY April 24, 2002

The customer asked why he/she receives garbling.

Category: Technical Related

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

Care Center.

Resolution: Explained possible causes for equipment trouble, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 24, 2002

Voice April 25, 2002

The customer asked whether a PC could be used to place TTY-to-TTY calls, with or without relay.

Category: Computer Settings

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

Resolution: Explained both types of calls may be placed, however the connection between PC to TTY direct calls may not be compatible.

Contact Closed: April 25, 2002

Voice April 26, 2002

The caller asked where the Virginia Relay Center is located.

Category: General Information

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

Resolution: Provided the address of the center, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing and the Relay Website.

Contact Closed: April 26, 2002

TTY April 26, 2002

The caller requested brochures about relay.

Category: Outreach/Marketing

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

Resolution: Sent the requested brochures to the address provided by the caller.

Contact Closed: April 26, 2002

TTY April 28, 2002

The customer asked why she receives garbling.

Category: Technical Related

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 for information on equipment.

Contact Closed: April 29, 2002

Voice April 28, 2002

The customer received a call from someone impersonating his wife. He wants that person identified and prosecuted for fraud.

Category: Other

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

Resolution: Explained we do not keep copies of conversations, and all call information is confidential. Placed a relay block on the customer's line.

Contact Closed: May 6, 2002

Voice April 30, 2002

The customer could not see her typing when using HyperTerminal.

Category: Computer Settings

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

Resolution: Explained the HyperTerminal settings, and referred the caller to the manufacturer for further assistance.

Contact Closed: April 30, 2002

Voice April 30, 2002

The caller had questions about 711, and if relay could assist with voicemail for a TTY user.

Category: General Information

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

Resolution: Explained how 711 works, and how CAs can retrieve messages from a voicemail system.

Contact Closed: April 30, 2002