

VIRGINIA Relay Service

March, 2002

Commendations

TTY March 4, 2002

The customer commended Virginia Relay Service for helping her communicate over the telephone.

Category: Relay/OSD Related

Voice March 4, 2002

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

Category: CA/OPR Related

Voice March 14, 2002

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

Category: CA/OPR Related

Voice March 15, 2002

The customer commended the CA for his/her patience.

Category: CA/OPR Related

Voice March 17, 2002

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

Category: CA/OPR Related

TTY March 17, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY March 18, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice March 18, 2002

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

Category: CA/OPR Related

Voice March 19, 2002

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

Category: CA/OPR Related

Voice March 20, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY March 25, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY March 27, 2002

The customer commended the CA for being helpful and patient.

Category: CA/OPR Related

TTY March 29, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

TTY March 7, 2002

The customer complained that his Relay Choice Profile had not been updated as he requested.

Category: Other (Misc)

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

Resolution: Apologized for the mistake, and updated the profile as the customer requested.

Contact Closed: March 12, 2002

TTY March 13, 2002

The customer complained she constantly gets disconnected from the relay service.

Category: Disconnect

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

Resolution: Apologized to the customer, and documented the information.

Contact Closed: March 13, 2002

TTY March 19, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and explained about call volumes during peak calling periods.

Contact Closed: March 21, 2002

Voice March 22, 2002

The caller was complained about receiving an obscene telephone call through Virginia Relay.

Category: Methods Related

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

Resolution: Explained to the caller that the CA must relay the call verbatim. Requested and implemented a relay block on the caller's telephone line.

Contact Closed: March 29, 2002

Inquiries/Comments

TTY March 1, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Set up the profile, and informed the customer that his preferred carrier is not a participating carrier of choice at this time.

Contact Closed: March 2, 2002

Voice March 1, 2002

The caller asked what was available to assist his father in communicating over the telephone.

Category: Explain Relay

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

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

Contact Closed: March 1, 2002

Voice March 3, 2002

The customer asked about Speech-to-Speech Relay.

Category: Explain Relay

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

Resolution: Explained Speech-to-Speech Relay, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 3, 2002

Voice March 7, 2002

The caller requested information on the relay service.

Category: Explain Relay

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

Resolution: Explained relay and HCO. Referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 7, 2002

TTY March 7, 2002

The customer suggested Virginia Relay change the hang up phrase of "hung up ga or sk".

Category: Other

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

Resolution: Thanked the customer for his suggestion.

Contact Closed: March 7, 2002

Voice March 11, 2002

The caller asked what services were available for someone who has hearing and vision loss.

Category: Explain Relay

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

Resolution: Explained relay and amplified phones, and referred to AT&T Accessible Needs.

Contact Closed: March 11, 2002

Voice March 12, 2002

The customer had questions about using her WyndTel pager to place relay calls.

Category: Technical Related

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

Resolution: Referred the customer to the manufacturer of the pager.

Contact Closed: March 19, 2002

Voice March 14, 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.

Contact Closed: March 15, 2002

TTY March 14, 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: Entered the profile requested.

Contact Closed: March 16, 2002

Voice March 15, 2002

The caller requested information on the relay service.

Category: Explain Relay

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

Resolution: Explained relay and HCO relay. Set up a Relay Choice Profile and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 15, 2002

Voice March 18, 2002

The customer wanted to set up a Relay Choice Profile with 2-line VCO settings.

Category: Other

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

Resolution: Entered the profile and informed the customer of the settings.

Contact Closed: March 21, 2002

TTY March 18, 2002

The customer said they were having problems setting up the Relay Choice Profile on the relay website.

Category: Technical Related

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

Resolution: Apologized for the inconvenience Thanked the customer for reporting the problem, and offered to set up a profile.

Contact Closed: March 18, 2002

TTY March 18, 2002

The caller requested written information on the relay service.

Category: Outreach/Marketing

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

Resolution: Mailed relay brochures to the customer.

Contact Closed: March 18, 2002

Voice March 19, 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 customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 20, 2002

TTY March 20, 2002

The customer had questions about relay and wanted to set up a Relay Choice Profile.

Category: General Information

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

Resolution: Explained relay. Set up a Relay Choice Profile and mailed brochures to customer.

Contact Closed: March 20, 2002

TTY March 21, 2002

The customer wanted to update her profile. She also wondered why she was billed for local calls through relay.

Category: Billing/Rate

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

Resolution: Explained that she did not have a profile set up on her current telephone number.

Requested a copy of the customer's bill to investigate charges.

Contact Closed:

TTY March 21, 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: Entered the profile, and advised the customer it had been done.

Contact Closed: March 21, 2002

TTY March 21, 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: Entered the profile requested.

Contact Closed: March 21, 2002

TTY March 21, 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: Entered the profile, and advised the customer it had been done.

Contact Closed: March 21, 2002

Voice March 22, 2002

Caller had questions about TTY equipment for her sister.

Category: TTY Distrib/Purchase

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: March 22, 2002

TTY March 22, 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: Entered the profile, and advised the customer it had been done.

Contact Closed: March 22, 2002

TTY March 25, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile. Sent the customer a letter explaining the Carrier of Choice he selected was not a participating carrier with Virginia Relay.

Contact Closed: March 27, 2002

Voice March 26, 2002

The customer requested assistance testing his/her equipment.

Category: Technical Related

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

Resolution: Assisted caller in testing equipment, and referred to the Virginia Department for the Deaf and Hard of Hearing for repair.

Contact Closed: March 26, 2002

Voice March 26, 2002

The caller wondered why her mother was billed long distance for local relay calls.

Category: Billing/Rate

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

Resolution: Offered to investigate the charges, but the customer said it was not a large amount and would simply pay the bill.

Contact Closed: March 26, 2002

Voice March 27, 2002

The caller from Qwest Communications was asking the necessary steps for Qwest to be set up as a Carrier of Choice for Virginia.

Category: Other

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

Resolution: Referred the caller to the Technical Services Manager to begin the process.

Contact Closed: March 28, 2002

TTY March 27, 2002

The customer requested business cards with an explanation of 711 and how to use relay.

Category: Outreach/Marketing

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

Resolution: Apologized that we do not have supply of cards. Referred the customer to the Virginia

Department for the Deaf and Hard of Hearing for assistance.

Contact Closed: March 30, 2002

TTY March 28, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

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

Contact Closed: March 30, 2002

Voice March 28, 2002

The customer was having a problem getting a dial-tone on his VCO phone.

Category: Technical Related

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

Resolution: Suggested the customer try another phone jack, and referred him to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 28, 2002

TTY March 31, 2002

The customer reported having problems making local relay calls. She receives a recording that the call cannot be completed as dialed.

Category: Technical Related

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

Resolution: Pending

Contact Closed: