

# VIRGINIA Relay Service

## September, 2001

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### Commendations

**TTY September 2, 2001**

The customer commended the CA for keeping him informed.

**Category:** CA/OPR Related

**TTY September 2, 2001**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY September 6, 2001**

The customer commended the CA for being respectful and polite.

**Category:** CA/OPR Related

**TTY September 7, 2001**

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

**Category:** CA/OPR Related

**Voice September 17, 2001**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY September 21, 2001**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY September 21, 2001**

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

**Category:** CA/OPR Related

**Voice September 25, 2001**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY September 28, 2001**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

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### Complaints

**TTY September 7, 2001**

The customer complained AT&T had billed his/her long distance relay calls, but AT&T is not his/her

long distance carrier.

**Category:** Billing Rate

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

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

**Contact Closed:** September 7, 2001

**Voice September 11, 2001**

The customer complained AT&T had billed his/her long distance relay calls, but AT&T is not his/her long distance carrier.

**Category:** Billing Rate

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

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

**Contact Closed:** September 11, 2001

**Voice September 21, 2001**

The customer complained AT&T had billed his/her long distance relay calls, but AT&T is not his/her long distance carrier.

**Category:** Billing Rate

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

**Resolution:** Explained how relay calls are billed, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing and AT&T Accessible Needs.

**Contact Closed:** September 24, 2001

**TTY September 27, 2001**

The customer complained the CA did not keep him informed of the progress of the call. He also inquired about becoming an Advisory Board Member.

**Category:** Other (CA/OPR)

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

**Resolution:** Apologized, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** September 27, 2001

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## Inquiries/Comments

**Voice September 1, 2001**

The caller needed informaton on employment opportunities as a relay operator.

**Category:** General Information

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

**Resolution:** Referred the caller to the AT&T Job Hotline.

**Contact Closed:** September 1, 2001

**TTY September 2, 2001**

The caller requested a block be placed on her line to block a single caller.

**Category:** Other

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

**Resolution:** Explained we could not block one number from calling her, and referred the caller to her

LEC.

**Contact Closed:** September 2, 2001

**TTY September 2, 2001**

The caller asked why the number, 800-855-0000, was showing up on his/her Caller ID Unit.

**Category:** General Information

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

**Resolution:** Explained the number provides identification of relay calls.

**Contact Closed:** September 2, 2001

**Voice September 4, 2001**

The caller requested written information on the relayservice.

**Category:** General Information

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

**Resolution:** Sent the caller the information they requested.

**Contact Closed:** September 4, 2001

**Voice September 5, 2001**

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 discussed VCO. Set up a Relay Choice Profile for the caller.

**Contact Closed:** September 5, 2001

**Voice September 5, 2001**

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 National Customer Care Center.

**Resolution:** Made several attempts, but never reached the caller.

**Contact Closed:** September 8, 2001

**Voice September 5, 2001**

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:** September 5, 2001

**Voice September 6, 2001**

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 information on the relay service.

**Contact Closed:** September 6, 2001

**Voice September 6, 2001**

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 National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** September 7, 2001

**TTY September 7, 2001**

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:** September 7, 2001

**TTY September 7, 2001**

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 711 service and Voice to Voice relay calls.

**Contact Closed:** September 7, 2001

**TTY September 10, 2001**

The caller questioned why he couldn't use his preferred long distance carrier with relay. He also felt TTY users should be given up front prompts.

**Category:** Billing/Rate

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

**Resolution:** Explained that his carrier does not currently participate to provide service for AT&T Relay users, and explained that TTY prompts would delay the call

**Contact Closed:** September 10, 2001

**Voice September 12, 2001**

The customer wanted to update his Relay Choice Profile.

**Category:** Other

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

**Resolution:** Updated the customer's profile.

**Contact Closed:** September 12, 2001

**TTY September 14, 2001**

The customer asked why her cell phone number does not appear when she dials to the relay service.

**Category:** Other

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

**Resolution:** Referred the customer to her cell phone provider.

**Contact Closed:** September 19, 2001

**TTY September 14, 2001**

The customer asked why there are voice prompts on the TTY line for relay.

**Category:** General Information

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

**Resolution:** Explained the 800 numbers will also give callers the opportunity to press 1 for voice and if no response will connect to the TTY line.

**Contact Closed:** September 20, 2001

**TTY September 18, 2001**

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:** September 19, 2001

**TTY September 18, 2001**

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:** September 18, 2001

**TTY September 19, 2001**

The customer wanted to update his/her profile.

**Category:** Other

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

**Resolution:** Updated the customer's profile.

**Contact Closed:** September 19, 2001

**Voice September 22, 2001**

The customer requested Spanish to English Relay translation.

**Category:** Other

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

**Resolution:** Referred the customer to the Language Line.

**Contact Closed:** September 22, 2001

**TTY September 24, 2001**

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:** September 24, 2001

**TTY September 24, 2001**

The customer wondered if she could request that the CA not announce relay.

**Category:** General Information

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

**Resolution:** Explained that the CA should follow her instructions.

**Contact Closed:** September 24, 2001

**TTY September 24, 2001**

The customer wondered why the number she was calling could not be dialed in relay.

**Category:** Technical Related

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

**Resolution:** Tested the number and documented for reporting purposes.

**Contact Closed:** September 24, 2001

**TTY September 24, 2001**

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:** September 24, 2001

**Voice September 27, 2001**

The caller asked for assistance with connecting her sister's new TTY.

**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 and her TTY manual.

**Contact Closed:** September 27, 2001

**TTY September 27, 2001**

The customer needed assistance with her sister's new TTY.

**Category:** Other

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

**Resolution:** Assured the customer we would assist in testing the TTY.

**Contact Closed:** September 27, 2001

**Voice September 28, 2001**

The caller asked why she is being billed long distance 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:** Pending

**Contact Closed:**