

VIRGINIA Relay Service

March, 2003

Commendations

Voice March 11, 2003

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

Category: CA/OPR Related

TTY March 11, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY March 22, 2003

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

Category: CA/OPR Related

Voice March 25, 2003

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

Category: CA/OPR Related

Voice March 30, 2003

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

Category: CA/OPR Related

Complaints

Inquiries/Comments

Voice March 3, 2003

The customer wondered if calls he has been receiving through relay can be traced.

Category: General Information

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

Resolution: Explained to the caller that all relay call information is confidential. Referred him to law enforcement agencies for assistance.

Contact Closed: March 3, 2003

Voice March 4, 2003

The caller requested information on telephone 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 6, 2003

Voice March 4, 2003

The caller does not want any IP relay calls placed to his/her number.

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: March 8, 2003

Voice March 6, 2003

The customer wondered if relay was available in different languages.

Category: General Information

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

Resolution: Explained how AT&T Language Line can assist with relay calls, and referred the customer to the website.

Contact Closed: March 6, 2003

Voice March 7, 2003

The customer wanted to update a password on a Relay Choice Profile.

Category: Other

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

Resolution: Updated the profile as requested.

Contact Closed: March 7, 2003

Voice March 10, 2003

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 for the customer's preferred carrier of choice.

Contact Closed: March 10, 2003

Voice March 11, 2003

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 for the customer's preferred carrier of choice.

Contact Closed: March 12, 2003

TTY March 13, 2003

The customer wondered why the generic relay number was appearing for all relay calls on Caller ID.

Category: General Information

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

Resolution: Explained to the customer that we had identified a technical problem with Caller ID transmission. Reported the problem and it was corrected.

Contact Closed: March 15, 2003

Voice March 14, 2003

The caller does not want any IP relay calls placed to his/her number.

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: March 20, 2003

Voice March 17, 2003

The customer inquired about using the relay to assist with a presentation and conference call.

Category: General Information

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

Resolution: Provided the customer with suggestions on how to make the call flow more smoothly. Also suggested using an ASL interpreter to assist.

Contact Closed: March 18, 2003

TTY March 17, 2003

The caller was assisting a client who is having a technical problem with her number transmitting to the relay service.

Category: Technical Related

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

Resolution: Explained to the caller that we had worked with the customer's LEC in the past to correct the situation. Referred her again to the LEC.

Contact Closed: March 24, 2003

Voice March 17, 2003

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: March 18, 2003

TTY March 19, 2003

The customer wondered who was calling him from a specific phone number.

Category: General Information

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Explained we did not have that information and offered to dial the number. The customer declined.

Contact Closed: March 20, 2003

Voice March 20, 2003

The customer wanted to make us aware of fraud calls he is receiving through AT&T IP Relay.

Category: General Information

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Thanked the customer for reporting the problem.

Contact Closed: March 20, 2003

TTY March 21, 2003

The caller requested a copy of a blank Relay Choice Profile form.

Category: General Information

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

Resolution: Faxed the caller a copy of the form as requested.

Contact Closed: March 24, 2003

Voice March 22, 2003

The customer reported that her calls seem to be routing to the relay service when friends call her number.

Category: Technical Related

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

Resolution: Suggested the customer contact her LEC to see if her number was call forwarded. Instructed her to contact us again if call forwarding was not on.

Contact Closed: March 24, 2003

TTY March 25, 2003

The customer reported that her number does not appear when she dials into the relay service. She has reported the problem several times in the past.

Category: LEC Service

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

Resolution: Explained to the caller that her LEC will need to make changes that allow her number to be transmitted when she reaches relay. Pending.

Contact Closed:

Voice March 25, 2003

The customer requested brochures information on the relay service.

Category: Outreach/Marketing

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

Resolution: Asked the customer to contact us again to let us know how many brochures she is in need of.

Contact Closed: March 25, 2003

Voice March 31, 2003

The caller does not want any IP relay calls placed to his/her number.

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: April 1, 2003

Voice March 31, 2003

The caller wondered if PDA devices will work with relay.

Category: General Information

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

Resolution: Explained how to use a PDA with IP Relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 3, 2003