

VIRGINIA Relay Service

June, 2002

Commendations

Voice June 1, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY June 14, 2002

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

Category: CA/OPR Related

Voice June 15, 2002

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

Category: CA/OPR Related

TTY June 15, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice June 21, 2002

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

Category: CA/OPR Related

TTY June 25, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice June 27, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY June 29, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

TTY June 2, 2002

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

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

Resolution: Informed the customer his concerns would be forwarded, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 2, 2002

TTY June 10, 2002

The customer complained the CA would not process his call to toll-free directory through OSD without alternate billing.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 10, 2002

TTY June 10, 2002

The customer complained the CAs use the letter q instead of a question mark to indicate a question.

Category: Methods Related

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

Resolution: Explained why the letter q is used to indicate questions on relay calls.

Contact Closed: June 10, 2002

TTY June 14, 2002

The customer complained the CA had asked her to repeat herself several times during her conversation.

Category: Other (CA/OPR)

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: June 14, 2002

TTY June 15, 2002

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

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

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 15, 2002

TTY June 18, 2002

The customer complained when dialing into relay, she received a recording that all circuits are busy.

Category: Answer/Wait Time

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

Resolution: Apologized to the customer, and explained call volumes were higher during that time.

Contact Closed: June 28, 2002

TTY June 23, 2002

The customer complained the CA did not respond when giving the number he wanted to call.

Category: Other (CA/OPR)

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

Resolution: Thanked the customer for providing feedback, and assured him the complaint would be documented.

Contact Closed: June 23, 2002

TTY June 24, 2002

The customer complained he had experienced poor service during his 2-line VCO calls.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 24, 2002

Inquiries/Comments

TTY June 3, 2002

The customer questioned why 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 her profile listed AT&T as regional toll carrier, and referred the customer to Accessible Needs to re-rate the charges.

Contact Closed: June 29, 2002

Voice June 4, 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 discussed VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 4, 2002

Voice June 5, 2002

The caller asked how an automated system would be handled through relay.

Category: General Information

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

Resolution: Explained automated system calls through the relay service and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 7, 2002

TTY June 5, 2002

The customer asked for an explanation of Baudot, Turbocode and ASCII as well as an explanation of CA typing requirements.

Category: General Information

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

Resolution: Explained the various connection types and the typing requirements of CAs.

Contact Closed: June 5, 2002

Voice June 10, 2002

The caller had questions about relay.

Category: Explain Relay

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

Resolution: Explained relay and discussed VCO, and referred the caller to product distributors.

Contact Closed: June 10, 2002

TTY June 12, 2002

The customer had questions about international calls.

Category: General Information

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

Resolution: Attempted to reach the customer, but was unsuccessful.

Contact Closed: June 18, 2002

TTY June 13, 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: June 18, 2002

TTY June 13, 2002

The customer questioned why her calls were not being billed by her preferred long distance carrier.

Category: Billing/Rate

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

Resolution: Updated the customer's profile, and requested copies of her charges for investigation. Pending.

Contact Closed:

TTY June 13, 2002

The customer requested information about a TTY discount on her telephone bill.

Category: Billing/Rate

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

Resolution: Referred the customer to Accessible Needs.

Contact Closed: June 17, 2002

TTY June 14, 2002

The customer asked if there was a cell phone that she could buy to use with the relay service.

Category: General Information

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

Resolution: Explained digital signals are not yet compatible with TTY tones, and offered alternative solutions.

Contact Closed: June 15, 2002

Voice June 14, 2002

The customer experienced problems placing relay calls but was able to receive relay calls.

Category: Technical Related

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

Resolution: Provided customer with the correct relay service numbers.

Contact Closed: June 18, 2002

TTY June 14, 2002

The customer asked how he/she could use IP Relay Service.

Category: General Information

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

Resolution: Referred the customer to the Relay Website for more information.

Contact Closed: June 16, 2002

Voice June 21, 2002

The customer asked about charges on his/her bill.

Category: Billing/Rate

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

Resolution: Investigated the charges, and advised the customer the calls were not made through relay. Referred to LEC.

Contact Closed: June 26, 2002

Voice June 21, 2002

The caller requested information about where to obtain interpreting services.

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: June 21, 2002

TTY June 22, 2002

The customer stated that anyone calling her through 711 was not receiving any response from the relay service.

Category: Technical Related

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

Resolution: Thanked the customer for the information, and assured her the problem would be investigated.

Contact Closed: June 22, 2002

Voice June 24, 2002

The caller requested written information on Speech-to-Speech Relay.

Category: Outreach/Marketing

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

Resolution: Sent the caller information on STS Relay.

Contact Closed: June 26, 2002

Voice June 25, 2002

The caller asked how to place a relay call from a computer.

Category: General Information

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

Resolution: The customer is already using IP Relay. Explained 711 and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 26, 2002

TTY June 26, 2002

The customer asked why an '800' number appears on his Caller ID Unit when receiving a call through the relay service.

Category: General Information

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

Resolution: Explained AT&T Relay transmits a generic Caller ID number, but will be testing a new Caller ID feature in the near future.

Contact Closed: June 28, 2002

TTY June 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.

Contact Closed: July 2, 2002

Voice June 28, 2002

The caller does not want any 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: June 28, 2002

TTY June 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: June 28, 2002

Voice June 30, 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: June 30, 2002