

VIRGINIA Relay Service

September, 2002

Commendations

TTY September 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 3, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 7, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice September 7, 2002

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

Category: CA/OPR Related

TTY September 9, 2002

The customer commended the CA for being helpful and efficient.

Category: CA/OPR Related

Voice September 11, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 11, 2002

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

Category: CA/OPR Related

TTY September 16, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 20, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 20, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 27, 2002

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

Category: CA/OPR Related

TTY September 30, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

Voice September 1, 2002

The customer complained the CA was rude.

Category: Attitude and Manner

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

Resolution: Documented for reporting purposes.

Contact Closed: September 1, 2002

TTY September 10, 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: Attempted to contact the customer, but was unsuccessful at reaching him.

Contact Closed: September 10, 2002

TTY September 23, 2002

The customer complained he/she heard the CA talking to others about a relay conversation.

Category: Attitude and Manner

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

Resolution: Documented the information and reported it to the CA's manager for review.

Contact Closed: September 24, 2002

TTY September 30, 2002

The customer complained about receiving garbling on his relay calls.

Category: Garbled Words

Escalation: Received by the Account Manager and handled by the same.

Resolution: Apologized for the inconvenience, and asked the customer to provide more information so we can check into his complaint.

Contact Closed: October 7, 2002

Inquiries/Comments

Voice September 2, 2002

The caller requested a toll restriction be placed on the line.

Category: Other

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

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.
Contact Closed: September 3, 2002

Voice September 3, 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 VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 4, 2002

TTY September 5, 2002

The customer asked why relay calls him/her back after hanging up.

Category: Technical Related

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

Resolution: Explained to the customer it was a technical problem, and it should be corrected soon.

Contact Closed: September 5, 2002

TTY September 7, 2002

The customer wanted to set up a Relay Choice Profile on her friend's line to allow the generic 800 number show on her Caller ID when using relay.

Category: Other

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

Resolution: Set up the profile for the customer.

Contact Closed: September 7, 2002

TTY September 7, 2002

The customer asked why she receives garbling on her relay calls.

Category: Technical Related

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

Resolution: Documented for reporting purposes.

Contact Closed: September 7, 2002

Voice September 8, 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: September 11, 2002

Voice September 9, 2002

The caller asked why she received charges on her phone bill when there is a restriction on her line.

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 there was not a restriction on her line through relay.

Contact Closed: September 9, 2002

Voice September 10, 2002

The caller is receiving harassing relay calls on his business phone.

Category: Other

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

Resolution: Explained to the caller we cannot block a business number, and referred him to his local law enforcement.

Contact Closed: September 10, 2002

Voice September 10, 2002

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

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

Resolution: When contacting the customer, he stated someone had already provided him with information on a TTY product distributor.

Contact Closed: September 11, 2002

Voice September 11, 2002

The customer asked why he was billed by AT&T when MCI is his carrier of choice.

Category: Technical Related

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

Resolution: Explained to the customer there was a technical problem with the platform, and referred him to the billing department.

Contact Closed: September 11, 2002

Voice September 13, 2002

The customer asked how to place a relay call.

Category: Explain Relay

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

Resolution: Explained 711 relay, and referred the customer to the Virginia Department for the Deaf and hard of Hearing.

Contact Closed: September 14, 2002

Voice September 16, 2002

The customer requested relay brochures.

Category: Outreach/Marketing

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

Resolution: Sent brochures to the customer.

Contact Closed: September 17, 2002

Voice September 17, 2002

The caller wanted to know how to publish the Virginia Relay numbers on her company's literature.

Category: General Information

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

Resolution: Explained to the customer they should be listed as numbers to reach the Virginia Relay Service.

Contact Closed: September 17, 2002

Voice September 17, 2002

The customer had questions about relay and where to obtain a TDD/TTY.

Category: Explain Relay

Escalation: Received by the Relay Website 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: September 19, 2002

TTY September 17, 2002

The customer requested relay brochures.

Category: Outreach/Marketing

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

Resolution: Sent the brochures to the customer.

Contact Closed: September 27, 2002

Voice September 19, 2002

The customer wanted to know where to get software for an internal relay service.

Category: General Information

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

Resolution: Referred the customer to AT&T Relay Technical Support for further assistance.

Contact Closed: September 28, 2002

Voice September 21, 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: September 23, 2002

Voice September 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: September 25, 2002

Voice September 23, 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 Hearing Carry Over relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 23, 2002

TTY September 26, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

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

Resolution: Entered the profile for the customer.

Contact Closed: September 27, 2002

