

VIRGINIA Relay Service

November, 2002

Commendations

TTY November 4, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 6, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice November 7, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice November 9, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 9, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 14, 2002

The customer commended the Virginia Relay Center for doing a good job.

Category: Relay/OSD Related

TTY November 14, 2002

The customer commended the Virginia Relay Center for doing a good job.

Category: Relay/OSD Related

Voice November 14, 2002

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

Category: CA/OPR Related

TTY November 14, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 24, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY November 27, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice November 28, 2002

The customer commended the CA on her tone of voice.

Category: CA/OPR Related

Complaints

Voice November 8, 2002

The customer complained that the CA typed too slowly.

Category: Typing Skill/Speed

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

Resolution: Documented for reporting purposes.

Contact Closed: November 20, 2002

Voice November 20, 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: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 20, 2002

TTY November 22, 2002

The customer complained that CA misspelled many words during a call, then hung up after the call ended.

Category: CA Hung up on me

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

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

Contact Closed: November 22, 2002

Voice November 23, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

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: November 25, 2002

TTY November 26, 2002

The customer complained that CAs do not prompt voice callers to leave a message on his TTY answering machine.

Category: Methods Related

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

Resolution: Made several attempts to reach the customer. Left TTY messages at his number with the Relay Customer Service reach information.

Contact Closed: December 3, 2002

Inquiries/Comments

Voice November 1, 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: November 1, 2002

Voice November 1, 2002

The customer asked how she should publish her company's TTY number.

Category: General Information

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

Resolution: Explained relay and made suggestions on how the TTY number should appear on her company's information.

Contact Closed: November 8, 2002

TTY November 1, 2002

The customer had questions concerning the billing of relay calls.

Category: Billing/Rate

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

Resolution: Referred the customer to AT&T Accessible Needs for calling plan and rate information.

Contact Closed: November 5, 2002

TTY November 5, 2002

The customer requested information on Relay Choice Profiles.

Category: General Information

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

Resolution: Explained to the customer how a Relay Choice Profile works.

Contact Closed: November 7, 2002

TTY November 8, 2002

The customer asked how other people could contact her without dialing relay first.

Category: General Information

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

Resolution: Requested more information from the customer.

Contact Closed: November 11, 2002

Voice November 10, 2002

The customer asked if a Relay Choice Profile form was available to print from the web.

Category: General Information

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

Resolution: Emailed an up-to-date profile form to the customer.

Contact Closed: November 11, 2002

TTY November 14, 2002

The customer submitted a blank feedback form from the Relay Website.

Category: Other

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

Resolution: Invited the customer to resubmit another feedback form.

Contact Closed: November 15, 2002

TTY November 15, 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 for the customer.

Contact Closed: November 20, 2002

TTY November 17, 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: November 18, 2002

Voice November 18, 2002

The customer could not get Voice Carry Over to work with her new phone.

Category: Technical Related

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

Resolution: Advised the customer to disconnect any unneeded items from the phone.

Contact Closed: November 19, 2002

Voice November 19, 2002

The customer submitted a blank feedback from the Relay Website.

Category: Other

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

Resolution: Invited the customer to contact Relay Customer Service again if needed.

Contact Closed: November 20, 2002

TTY November 19, 2002

The customer submitted a question via the Relay website, but the information she needed was not clear.

Category: Other

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

Resolution: Invited the customer to respond back with more information.

Contact Closed: November 20, 2002

Voice November 25, 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: November 25, 2002

Voice November 27, 2002

The customer wondered why she receives calls where no one seems to be on the line.

Category: General Information

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

Resolution: Explained that the calls may be from telemarketers or persons not using relay to call her.

Contact Closed: November 27, 2002

Voice November 29, 2002

The caller needed an interpreter for her daughter's doctor appointment.

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.

Contact Closed: November 29, 2002

Voice November 29, 2002

The caller was interested in a website where she could get information on interpreting services.

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.

Contact Closed: November 29, 2002

Voice November 30, 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.

Contact Closed: December 3, 2002