

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(May, 2003)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	3		3
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>3</b>		<b>3</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner	2		2
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect		1	1
Answer/Wait Time			
Garbled Words			
Other (Equip)		1	1
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>	<b>2</b>	<b>2</b>	<b>4</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	1		1
Outreach/Marketing		1	1
Explain Relay	2		2
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	2		2
Computer Settings			
Technical Related		2	2
Other	1	1	2
<b>Total Inquiries/Comments</b>	<b>6</b>	<b>4</b>	<b>10</b>
<b>Grand Total</b>	<b>11</b>	<b>6</b>	<b>17</b>

