

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(June, 2002)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	4	4	8
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>4</b>	<b>4</b>	<b>8</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)		5	5
<b>Equipment</b>			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
<b>Methods Related</b>		1	1
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>		<b>8</b>	<b>8</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	3	5	8
Outreach/Marketing	1		1
Explain Relay	2		2
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	1	3	4
Computer Settings			
Technical Related	1	1	2
Other	1	3	4
<b>Total Inquiries/Comments</b>	<b>10</b>	<b>12</b>	<b>22</b>
<b>Grand Total</b>	<b>14</b>	<b>24</b>	<b>38</b>