

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

| <b>I. Commendations</b>         | <b>Voice</b> | <b>TTY</b> | <b>Total</b> |
|---------------------------------|--------------|------------|--------------|
| CA/OPR Related                  | 3            | 4          | 7            |
| Relay/OSD Related               |              |            |              |
| Other                           |              |            |              |
| <b>Total Commendations</b>      | <b>3</b>     | <b>4</b>   | <b>7</b>     |
|                                 |              |            |              |
| <b>II. Complaints</b>           | <b>Voice</b> | <b>TTY</b> | <b>Total</b> |
| <b>CA/OPR</b>                   |              |            |              |
| Attitude and Manner             |              | 1          | 1            |
| Typing Skill/Speed              |              |            |              |
| English Grammer                 |              |            |              |
| CA Hung up on me                |              |            |              |
| Other (CA/OPR)                  |              |            |              |
| <b>Equipment</b>                |              |            |              |
| Disconnect                      |              |            |              |
| Answer/Wait Time                |              | 1          | 1            |
| Garbled Words                   |              |            |              |
| Other (Equip)                   |              |            |              |
| <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>III. Inquiries/Comments</b>  | <b>Voice</b> | <b>TTY</b> | <b>Total</b> |
| General Information             | 3            | 6          | 9            |
| Outreach/Marketing              |              |            |              |
| Explain Relay                   | 3            |            | 3            |
| TTY Distrib/Purchase            |              |            |              |
| LEC Service                     | 1            | 1          | 2            |
| Billing/Rate                    | 2            | 1          | 3            |
| Computer Settings               |              |            |              |
| Technical Related               | 2            |            | 2            |
| Other                           | 1            | 6          | 7            |
| <b>Total Inquiries/Comments</b> | <b>12</b>    | <b>14</b>  | <b>26</b>    |
|                                 |              |            |              |
| <b>Grand Total</b>              | <b>15</b>    | <b>20</b>  | <b>35</b>    |