

VIRGINIA Relay Service

January, 2004

Commendations

TTY January 6, 2004

The customer commended the CA for keeping her informed, and keeping up with the voice person's conversation.

Category: CA/OPR Related

Voice January 7, 2004

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

Category: CA/OPR Related

TTY January 8, 2004

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

Category: CA/OPR Related

TTY January 9, 2004

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

Category: CA/OPR Related

TTY January 10, 2004

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

Category: CA/OPR Related

TTY January 11, 2004

The customer commended the CA for keeping her informed.

Category: CA/OPR Related

TTY January 12, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 15, 2004

The customer commended the CA for speaking slowly and clearly during the call.

Category: CA/OPR Related

Voice January 16, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY January 21, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 21, 2004

The customer commended the CA for being helpful
Category: CA/OPR Related

Voice January 22, 2004

The customer commended the CA for being patient.
Category: CA/OPR Related

Voice January 24, 2004

The customer commended the CA for being patient.
Category: CA/OPR Related

Voice January 26, 2004

The customer commended the CA for being helpful.
Category: CA/OPR Related

TTY January 31, 2004

The customer commended the CA for being helpful.
Category: CA/OPR Related

Complaints

TTY January 12, 2004

The customer asked the CA to redial to a busy line, but the CA hung up on her.

Category: CA Hung up on me

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: January 12, 2004

Inquiries/Comments

TTY January 2, 2004

The customer wondered why, even though she has a profile, TurboCode does not activate when her daughter calls her through relay.

Category: Technical Related

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

Resolution: Assisted the customer by testing her phone. Found that when her daughter uses 711 the TurboCode does not activate. Suggested using the 800 number.

Contact Closed: January 8, 2004

Voice January 9, 2004

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: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: January 9, 2004

Voice January 12, 2004

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 as requested.

Contact Closed: January 12, 2004

Voice January 19, 2004

The customer requested information on employment with the relay service.

Category: General Information

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

Resolution: Provided the employment hotline number as well as the employment website address.

Contact Closed: January 19, 2004

Voice January 26, 2004

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: January 26, 2004

Voice January 30, 2004

The customer reported that AT&T had billed her long distance relay calls, but AT&T is not her long distance carrier.

Category: Billing/Rate

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

Resolution: Explained how relay calls are billed, and set up a profile designating her carrier of choice.

Contact Closed: January 31, 2004

Voice January 30, 2004

The customer received a bill for a collect call that she did not accept.

Category: Billing/Rate

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

Resolution: Pending.

Contact Closed:

TTY January 31, 2004

The customer reported that she cannot maintain the Turbo Code TTY connection during relay calls. When CAs backspace, the Turbo cuts off.

Category: Technical Related

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

Resolution: Thanked the customer for the information, and forwarded the contact to the Technical Team for investigation.

Contact Closed: February 3, 2004