

# VIRGINIA Relay Service

## July, 2003

---

### Commendations

**TTY July 12, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice July 14, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice July 15, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY July 22, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

---

### Complaints

**TTY July 24, 2003**

The customer complained the CA did not follow instructions, and hung up on him/her.

**Category:** Other (CA/OPR)

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

**Resolution:** Apologized for the inconvenience, and explained that there may have been equipment problems during the call.

**Contact Closed:** July 24, 2003

---

### Inquiries/Comments

**Voice July 14, 2003**

The customer asked how he could have his long distance calls billed to Adelphia Long Distance.

**Category:** Billing/Rate

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

**Resolution:** Explained that Adelphia did not currently offer billing through relay. Provided contact information for Adelphia to become a participant.

**Contact Closed:** July 18, 2003

**TTY July 14, 2003**

The caller requested information on the relay service to be published in a newsletter

**Category:** Outreach/Marketing

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

**Resolution:** Described the services available through relay.

**Contact Closed:** July 17, 2003

**Voice July 15, 2003**

The caller does not want any relay calls placed to her number.

**Category:** Other

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

**Resolution:** Implemented the block as requested.

**Contact Closed:** July 16, 2003

**TTY July 16, 2003**

The caller asked how to use her PC to communicate with a TTY.

**Category:** Computer Settings

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

**Resolution:** Provided hyperterminal settings for placing calls.

**Contact Closed:** July 17, 2003

**TTY July 18, 2003**

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:** July 20, 2003

**Voice July 19, 2003**

The caller requested a toll restriction be placed on the line.

**Category:** Billing/Rate

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

**Resolution:** Implemented the toll restriction requested, and advised the caller it had been done.

**Contact Closed:** July 21, 2003

**Voice July 20, 2003**

The caller does not want any relay calls placed to her number.

**Category:** Other

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

**Resolution:** Implemented the block as requested.

**Contact Closed:** July 22, 2003

**Voice July 21, 2003**

The caller had questions about relay.

**Category:** Explain Relay

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

**Resolution:** Explained relay, and referred the caller to The Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** July 21, 2003

**Voice July 21, 2003**

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:** July 21, 2003

**TTY July 21, 2003**

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:** July 21, 2003

**TTY July 21, 2003**

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 VCO profile, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing for assistance with equipment.

**Contact Closed:** July 22, 2003

**TTY July 22, 2003**

The caller asked how to update his RCP on the relay website.

**Category:** General Information

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

**Resolution:** Explained how to update the RCP.

**Contact Closed:** July 23, 2003

**Voice July 23, 2003**

The caller had questions about relay.

**Category:** Explain Relay

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

**Resolution:** Explained that local toll and long distance charges apply when using the relay service.

**Contact Closed:** July 24, 2003

**Voice July 23, 2003**

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:** July 23, 2003

**Voice July 25, 2003**

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:** July 26, 2003

**TTY July 29, 2003**

The caller wanted to update their Relay Choice Profile to reflect the correct Carrier of Choice.

**Category:** Other

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

**Resolution:** Updated profile and advised caller it would be active in 24 to 48 hours.

**Contact Closed:** July 29, 2003