

VIRGINIA RELAY SERVICE
Customer Contact Report
(March, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	5	9
Relay/OSD Related			
Other			
Total Commendations	4	5	9
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints			
III. Inquiries/Comments	Voice	TTY	Total
General Information	5	1	6
Outreach/Marketing	2		2
Explain Relay	2		2
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate		2	2
Computer Settings	1		1
Technical Related			
Other	3	4	7
Total Inquiries/Comments	14	7	21
Grand Total	18	12	30