

VIRGINIA RELAY SERVICE
Customer Contact Report
(October, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	4	7
Relay/OSD Related			
Other			
Total Commendations	3	4	7
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	1		1
Scope of Service			
Other (Misc)			
Total Complaints	1		1
III. Inquiries/Comments	Voice	TTY	Total
General Information	3		3
Outreach/Marketing			
Explain Relay	2		2
TTY Distrib/Purchase		1	1
LEC Service			
Billing/Rate		3	3
Computer Settings			
Technical Related		1	1
Other	5	1	6
Total Inquiries/Comments	10	6	16
Grand Total	14	10	24