

VIRGINIA Relay Service

August, 2001

Commendations

TTY August 2, 2001

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

Category: CA/OPR Related

TTY August 10, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice August 13, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 25, 2001

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

Category: CA/OPR Related

TTY August 30, 2001

The customer commended the CA for being patient.

Category: Relay/OSD Related

TTY August 30, 2001

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

Category: CA/OPR Related

Complaints

TTY August 1, 2001

The customer complained the CA did not keep him/her informed of the progress of the call.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and explained the machine had cut off in the middle of the recording.

Contact Closed: August 1, 2001

TTY August 3, 2001

The customer complained he was receiving calls direct instead of through relay.

Category: Scope of Service

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

Resolution: Documented for reporting purposes.

Contact Closed: August 3, 2001

TTY August 20, 2001

The customer complained he/she receives garbling.

Category: Garbled Words

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

Resolution: Apologized for the inconvenience, and informed the customer how to correct the problem.

Contact Closed: August 20, 2001

Inquiries/Comments

Voice August 1, 2001

The customer asked where to get signaling devices.

Category: General Information

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

Resolution: Referred the customer to the Virginia Department for the Deaf and Hard of Hearing and product distributors.

Contact Closed: August 3, 2001

TTY August 1, 2001

The caller requested a diagram of how relay works.

Category: General Information

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

Resolution: After several attempts, never reached the customer.

Contact Closed: August 9, 2001

TTY August 1, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

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

Resolution: Entered the profile.

Contact Closed: August 8, 2001

Voice August 1, 2001

The caller asked about the cost to use the relay service.

Category: Billing/Rate

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

Resolution: Explained there is no extra cost for using the relay service.

Contact Closed: August 1, 2001

TTY August 3, 2001

The customer wanted to set up a Relay Choice Profile on her line at work.

Category: Other

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

Resolution: Explained that if the line was used by other relay users, it may cause a problem for them.

Contact Closed: August 7, 2001

Voice August 6, 2001

The caller requested information on amplifiers.

Category: General Information

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: August 7, 2001

TTY August 6, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

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

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: August 8, 2001

Voice August 6, 2001

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: August 7, 2001

Voice August 7, 2001

The customer requested a copy of a call he placed through the relay service.

Category: Billing/Rate

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

Resolution: Explained that all call information is confidential.

Contact Closed: August 10, 2001

TTY August 8, 2001

The customer had questions about connection speeds.

Category: Technical Related

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

Resolution:

Contact Closed:

Voice August 8, 2001

The customer had problems connecting to the relay service when dialing 711.

Category: Technical Related

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

Resolution: Documented for reporting purposes.

Contact Closed: August 8, 2001

TTY August 9, 2001

The customer requested a Relay Choice Profile form to update her profile.

Category: Other

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

Resolution: Sent the customer a blank Relay Choice Profile form.

Contact Closed: August 9, 2001

Voice August 9, 2001

The customer asked if CAs answer emergency calls first.

Category: General Information

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

Resolution: Explained CAs process calls in the order in which they are received.

Contact Closed: August 9, 2001

Voice August 11, 2001

The caller asked what assistance is available for people who have hearing loss.

Category: Explain Relay

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

Resolution: Explained relay and VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and product distributors.

Contact Closed: August 11, 2001

Voice August 12, 2001

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

Category: Other

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

Resolution: Explained we could not block just one number. Referred to the LEC harassment division.

Contact Closed: August 13, 2001

TTY August 13, 2001

The customer wondered why AT&T had billed her long distance relay calls when 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: Apologized and updated the customer's RCP for her carrier of choice.

Contact Closed: August 13, 2001

Voice August 13, 2001

The customer asked why there was a screen code on her line.

Category: Other

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

Resolution: Referred the customer to her LEC.

Contact Closed: August 13, 2001

Voice August 13, 2001

The caller requested written information on the relay service.

Category: Outreach/Marketing

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

Resolution: Mailed the information requested, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 13, 2001

Voice August 13, 2001

The customer wanted information on how to place a 2-Line HCO call.

Category: General Information

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

Resolution: Explained 2-Line HCO procedures.

Contact Closed: August 22, 2001

Voice August 13, 2001

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 and product distributors.

Contact Closed: August 13, 2001

TTY August 16, 2001

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, and advised the customer it had been done.

Contact Closed: August 17, 2001

TTY August 20, 2001

The customer asked about discount rates and programs for someone with a hearing loss.

Category: Billing/Rate

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

Resolution: Referred the customer to AT&T Accessible Needs and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 21, 2001

TTY August 21, 2001

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 and advised the customer it had been done.

Contact Closed: August 22, 2001

Voice August 23, 2001

The customer needed assistance with a broken TTY.

Category: General Information

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

Resolution: Suggested the customer test the TTY on another line, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 23, 2001

TTY August 27, 2001

The caller wanted to set up phone service for a friend.

Category: General Information

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

Care Center.

Resolution: Referred to the LEC and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 30, 2001

Voice August 27, 2001

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: August 27, 2001

Voice August 27, 2001

The customer asked why she is billed long distance charges for local relay calls.

Category: Billing/Rate

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

Resolution: Advised customer to forward a copy of her bill for review.

Contact Closed: September 6, 2001

Voice August 28, 2001

The customer asked how CAs determine if TTY mess(Pagha iseen leftls.)Tj/TT4 1 Tf0-1.16 TD(Category)Tj/TT2

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

Resolution: Explainew CA can not guarantee by ataf TTY mess(Pagwa ir Receiv. Sugartiney shkeeprd)Tj-4.88

Contact Closed: August 26, 2001

Voice August 30, 2001

The customer asked when/why she is reached by the relay Center when Expelli calls.

Category:

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

Resolution: