

VIRGINIA Relay Service

December, 2001

Commendations

Voice December 9, 2001

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

Category: CA/OPR Related

TTY December 11, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice December 11, 2001

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

Category: CA/OPR Related

Voice December 14, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY December 17, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice December 24, 2001

The customer commended the CA for being polite.

Category: CA/OPR Related

Complaints

TTY December 13, 2001

The customer complained that the CA would not put his friend's calls through.

Category: Attitude and Manner

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

Resolution: Apologized to the customer, and suggested the customer tell the CA hold on the line until someone answers.

Contact Closed: December 14, 2001

TTY December 17, 2001

The customer complained the CA had hung up on him/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: December 17, 2001

TTY December 28, 2001

The customer complained because he wanted to select a Carrier of Choice that was unavailable.

Category: Billing Rate

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

Resolution: Apologized and explained that the customer could ask the company to contact Relay Customer Service for information on becoming a Carrier of Choice.

Contact Closed: December 28, 2001

Inquiries/Comments

TTY December 1, 2001

The caller questioned why he got Virginia Relay Service when dialing 711, and not Massachusetts Relay.

Category: General Information

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

Resolution: Apologized for the inconvenience. Mentioned it may be a computer glitch, and placed the customer's call.

Contact Closed: December 1, 2001

Voice December 3, 2001

The caller asked if a TTY would interfere with a voice answering machine when both are connected on the same phone line.

Category: General Information

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

Resolution: Mentioned that the TTY would not interfere. Also explained to the customer Relay Choice Profile, Voice Carry Over Relay, and 711.

Contact Closed: December 3, 2001

Voice December 3, 2001

The caller inquired about getting a pager for her deaf friend.

Category: General Information

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

Resolution: Recommended the customer purchase a vibrating pager with a belt clip. Referred the customer to product distributors.

Contact Closed: December 3, 2001

TTY December 3, 2001

The customer wanted a screen code for his phone line indicating he uses Two Line VCO.

Category: Other

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

Resolution: Tried several times to call the customer, but no one answered.

Contact Closed: December 6, 2001

Voice December 4, 2001

The caller requested information on the relay service.

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, and product distributors.

Contact Closed: December 4, 2001

Voice December 4, 2001

The customer asked about her foodstamp balance.

Category: General Information

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

Resolution: Apologized, and explained the customer would need to call the number on the back of her foodstamp card.

Contact Closed: December 4, 2001

Voice December 5, 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: Apologized, and explained we would have to discuss a block with the person whose name is on the phone bill.

Contact Closed: December 6, 2001

Voice December 7, 2001

The customer requested the relay block be removed from his/her line.

Category: Other

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

Resolution: Removed the relay block from the line, and advised the customer it had been done.

Contact Closed: December 7, 2001

Voice December 7, 2001

The customer requested written information on AT&T Speech-to-Speech service and Two-Line VCO.

Category: General Information

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

Resolution: Mailed the customer the requested information.

Contact Closed: December 7, 2001

Voice December 8, 2001

The customer had questions about relay charges on her bill.

Category: Billing/Rate

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

Resolution: Requested the customer send a copy of the charges, but the customer failed to send that information.

Contact Closed: January 7, 2002

TTY December 8, 2001

The customer attempted to set up a Relay Choice Profile but had difficulty.

Category: Other

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

Resolution: Recommended that the customer contact Relay Customer Service for assistance..

Contact Closed: December 10, 2001

TTY December 10, 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: December 11, 2001

TTY December 11, 2001

The customer wanted to set up a Relay Choice Profile with her long distance provider as carrier of choice.

Category: Other

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

Resolution: Informed the customer that her long distance provider is not available as a carrier of choice.

Contact Closed: December 11, 2001

TTY December 12, 2001

The customer wants to set up a Relay Choice Profile for Reversed Two Line VCO.

Category: Other

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

Resolution: Entered the profile with special instructions.

Contact Closed: December 12, 2001

Voice December 12, 2001

The customer was charged for local relay calls.

Category: Billing/Rate

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

Resolution: Investigated the bill for the customer, and credited her account for the incorrect charges.

Contact Closed: January 5, 2002

Voice December 13, 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 for the customer.

Contact Closed: December 13, 2001

TTY December 13, 2001

The customer asked why she was billed for local relay calls.

Category: Billing/Rate

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

Resolution: Pending.

Contact Closed:

Voice December 13, 2001

The caller requested information on relay service in St. Cloud, VA.

Category: Explain Relay

Escalation: Received by the Relay Website 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: December 13, 2001

TTY December 15, 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: Did not set up the profile because the customer provided an incorrect phone number to use.

Contact Closed: December 18, 2001

TTY December 17, 2001

The customer asked why he got disconnected from the relay service.

Category: Technical Related

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

Resolution: The CA's computer malfunctioned resulting in the caller being disconnected.

Contact Closed: December 17, 2001

TTY December 19, 2001

The customer wanted to update his/her profile.

Category: Other

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

Resolution: Updated the customer's profile.

Contact Closed: December 19, 2001

TTY December 21, 2001

The caller asked whether a PC could be used to place relay calls.

Category: Computer Settings

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

Resolution: Provided hyperterminal settings for placing relay calls.

Contact Closed: December 28, 2001

Voice December 24, 2001

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: December 28, 2001

Voice December 26, 2001

The caller requested information on the relay service.

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: December 26, 2001

TTY December 27, 2001

The customer asked about charges on his phone bill and also asked about Carrier of Choice.

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 for billing inquiries and discussed Carrier of Choice with the customer.

Contact Closed: December 27, 2001

Voice December 28, 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: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: December 28, 2001

TTY December 30, 2001

The customer requested a copy of her call conversation or the CA who handled her call to be a witness in court.

Category: Other

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

Resolution: Explained to the customer that records of call conversations are not recorded and referred her to her LEC.

Contact Closed: December 30, 2001

Voice December 31, 2001

The customer said she was billed for local relay calls.

Category: Billing/Rate

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

Resolution: Pending.

Contact Closed:

TTY December 31, 2001

The customer wanted to update his/her Relay Choice Profile.

Category: Other

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

Resolution: Updated the customer's profile.

Contact Closed: January 2, 2002

Voice December 31, 2001

The customer asked if the relay service would relay profanity.

Category: General Information

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

Resolution: Explained that CAs are required to type everything that he/she hears including background noises.

Contact Closed: January 3, 2002

