

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(July, 2001)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	5	4	9
Relay/OSD Related		1	1
Other			
<b>Total Commendations</b>	<b>5</b>	<b>5</b>	<b>10</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner		2	2
Typing Skill/Speed		1	1
English Grammer			
CA Hung up on me		3	3
Other (CA/OPR)		2	2
<b>Equipment</b>			
Disconnect		1	1
Answer/Wait Time			
Garbled Words			
Other (Equip)		1	1
<b>Methods Related</b>		1	1
<b>Miscellaneous</b>			
Billing Rate		2	2
Scope of Service			
Other (Misc)	1		1
<b>Total Complaints</b>	<b>1</b>	<b>13</b>	<b>14</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	5		5
Outreach/Marketing			
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	1	1	2
Computer Settings			
Technical Related		3	3
Other	2	10	12
<b>Total Inquiries/Comments</b>	<b>10</b>	<b>14</b>	<b>24</b>
<b>Grand Total</b>	<b>16</b>	<b>32</b>	<b>48</b>

**AT&T PROPRIETARY**  
Use Pursuant to Company Instructions