

VIRGINIA Relay Service

May, 2002

Commendations

Voice May 10, 2002

The customer commended the CA for her assistance on Speech to Speech demonstration calls.

Category: CA/OPR Related

Voice May 12, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY May 13, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY May 17, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice May 23, 2002

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

Category: CA/OPR Related

TTY May 23, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice May 27, 2002

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

Category: CA/OPR Related

Complaints

TTY May 28, 2002

The customer complained about her wait for an available CA, and wondered if the CA who answered her call was new.

Category: Other (Misc)

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

Resolution: Apologized to the customer for her wait for a CA, and forwarded her comments to the CA's manager for review.

Contact Closed: May 29, 2002

Inquiries/Comments

Voice May 1, 2002

The caller wanted to route her TTY business phone line to be answered by the relay service.

Category: General Information

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

Resolution: Explained that customer's calling her direct on TTY do not use the relay to reach her business. Suggested she reroute the line in office.

Contact Closed: May 1, 2002

Voice May 2, 2002

The caller requested brochures describing the relay service.

Category: Outreach/Marketing

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

Resolution: Sent the caller the information she requested.

Contact Closed: May 2, 2002

TTY May 3, 2002

The caller was calling on behalf of a client who needed the record of a relay call.

Category: General Information

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

Resolution: Explained that conversations are not kept and all call information is confidential. Referred the caller to local authorities for assistance.

Contact Closed: May 7, 2002

Voice May 3, 2002

The caller questioned if it was permissible for him to forward any TTY calls from his business line directly to the relay service.

Category: General Information

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

Resolution: Explained callers may become confused if his TTY line is answered by relay. Referred him to VDDHH for additional assistance.

Contact Closed: May 3, 2002

Voice May 3, 2002

The caller requested information on the relay service.

Category: Explain Relay

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

Resolution: Made several attempts, but was unable to reach the customer to provide information.

Contact Closed: May 9, 2002

TTY May 3, 2002

The customer reported problems dialing a number through the relay service.

Category: Technical Related

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

Resolution: Forwarded the problem to technicians for investigation. Pending.

Contact Closed:

Voice May 3, 2002

The customer wanted information on relay and the use of Voice Carry Over telephones.

Category: General Information

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

Resolution: Sent the customer relay and VCO brochures. Referred him/her to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 6, 2002

Voice May 3, 2002

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Virginia Relay Center 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 relay website.

Contact Closed: May 6, 2002

Voice May 6, 2002

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 the profile requested, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing for additional information.

Contact Closed: May 6, 2002

Voice May 6, 2002

The caller does not want any relay or OSD 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: Implemented the block as requested.

Contact Closed: May 13, 2002

TTY May 6, 2002

The caller wondered why he could not view his Relay Choice Profile on the Relay Website.

Category: General Information

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

Resolution: Explained that option is currently not available, and sent the caller a copy of his profile. Offered the number for VDDHH, but the customer declined.

Contact Closed: May 9, 2002

Voice May 6, 2002

The caller wanted information on relay and the Voice Carry Over feature.

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: May 6, 2002

Voice May 7, 2002

The caller asked how to place a relay call using a TTY.

Category: Explain Relay

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

Resolution: Explained how to place a relay call using a TTY, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 8, 2002

TTY May 7, 2002

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: May 10, 2002

Voice May 9, 2002

The customer wondered why AT&T had billed his long distance relay calls. He wanted instructions on using a calling card to avoid AT&T charges.

Category: Billing/Rate

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

Resolution: Explained how to use a pre-paid calling card for relay calls, and offered to set up a profile for the caller's carrier of choice.

Contact Closed: May 10, 2002

TTY May 9, 2002

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: May 18, 2002

TTY May 10, 2002

The customer wanted to update his/her profile.

Category: Other

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

Resolution: Updated the customer's profile.

Contact Closed: May 10, 2002

TTY May 10, 2002

The caller wondered if he could have the same message left on several answering machines, without having to type it to the CA each time.

Category: General Information

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

Resolution: Explained that the CA is unable to retain the information when placing sequence calls.

Contact Closed: May 11, 2002

TTY May 10, 2002

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: May 14, 2002

Voice May 14, 2002

The caller does not want any relay or OSD calls placed to her number.

Category: Other

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

Resolution: Implemented the block as requested.

Contact Closed: May 17, 2002

TTY May 14, 2002

The customer said she is being billed for local relay calls, and asked if there was a restriction on his/her line.

Category: Billing/Rate

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

Resolution: When reaching the customer she said she had talked with the billing office about her bill. Confirmed there was no block on her line.

Contact Closed: May 20, 2002

Voice May 16, 2002

The caller asked how to reach relay to place a call.

Category: General Information

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

Resolution: Provided the toll free numbers for the Virginia Relay Service and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 16, 2002

Voice May 16, 2002

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 product distributors and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 16, 2002

TTY May 21, 2002

The customer left a message with his/her name and mailing address, but the telephone number was garbled.

Category: Other

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

Resolution: Responded to the customer by mail, asking him/her to contact us again if needed.

Contact Closed: May 22, 2002

Voice May 21, 2002

The caller requested information on the relay service.

Category: Explain Relay

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

Resolution: Made several attempts to reach the customer. Left messages with the customer service numbers and referred him to VDDHH and the Relay Website.

Contact Closed: May 28, 2002

TTY May 22, 2002

The customer requested the toll-free TTY number for Virginia Relay.

Category: General Information

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

Resolution: Provided the number to the customer, and referred him/her to the Virginia Department for the Deaf and Hard of Hearing

Contact Closed: May 22, 2002

TTY May 22, 2002

The customer had questions about Relay Choice Profile and Caller ID service.

Category: Technical Related

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

Resolution: Explained Relay Choice Profile, and informed the customer that Caller ID service is not available for relay at this time.

Contact Closed: May 22, 2002

Voice May 23, 2002

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 HCO, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 24, 2002

Voice May 29, 2002

The caller was having a problem placing outgoing calls on his TTY.

Category: Technical Related

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

Resolution: Upon reaching the caller, he had already fixed the problem.

Contact Closed: May 29, 2002

TTY May 30, 2002

The customer wanted to update his/her profile.

Category: Other

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

Resolution: Updated the customer's profile.

Contact Closed: May 30, 2002

Voice May 31, 2002

The customer wanted to update his/her profile.

Category: Other

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

Resolution: Updated the customer's profile.

Contact Closed: May 31, 2002