

VIRGINIA Relay Service

October, 2001

Commendations

TTY October 1, 2001

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

Category: CA/OPR Related

TTY October 1, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice October 4, 2001

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice October 5, 2001

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

Category: CA/OPR Related

Voice October 8, 2001

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

Category: CA/OPR Related

TTY October 23, 2001

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

Category: CA/OPR Related

Voice October 24, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice October 25, 2001

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

Category: CA/OPR Related

TTY October 29, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice October 30, 2001

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY October 31, 2001

The customer commended the CA for being patient.

Complaints

TTY October 10, 2001

The customer complained the CA had dialed the wrong number.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience.

Contact Closed: October 10, 2001

TTY October 10, 2001

The customer complained AT&T had billed his/her long distance relay calls, but AT&T is not his/her long distance carrier.

Category: Billing Rate

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

Resolution: Referred the caller to relay customer service.

Contact Closed: October 10, 2001

TTY October 19, 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.

Contact Closed: October 19, 2001

Inquiries/Comments

Voice October 1, 2001

The caller had questions about relay.

Category: General Information

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

Resolution: Explained VCO, and provided the AT&T Long Distance Relay numbers.

Contact Closed: October 2, 2001

Voice October 2, 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.

Contact Closed: October 5, 2001

TTY October 2, 2001

The customer questioned the amount he was billed for relay calls.

Category: Billing/Rate

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

Resolution: Attempted to contact the customer several times, left voice messages with relay customer service numbers.

Contact Closed: October 9, 2001

Voice October 2, 2001

The caller requested written information on the relay service.

Category: General Information

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

Resolution: Mailed the information requested.

Contact Closed: October 2, 2001

TTY October 3, 2001

The customer asked that the AT&T Relay Service allow voice callers to leave messages on voice answering machines through relay.

Category: Other

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

Resolution: Documented for reporting purposes.

Contact Closed: October 5, 2001

TTY October 4, 2001

The caller had questions about relay.

Category: General Information

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

Resolution: Left a voice message explaining carrier of choice and referred the customer to the relay website.

Contact Closed: October 8, 2001

TTY October 5, 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: Apologized, and requested credit for the calls.

Contact Closed: October 18, 2001

TTY October 8, 2001

The customer wanted to know why he continues to be billed for local calls through relay.

Category: Billing/Rate

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

Resolution: Pending.

Contact Closed:

Voice October 9, 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.

Contact Closed: October 9, 2001

TTY October 9, 2001

The customer said once the CA dials the forward number, he/she is immediately placed on hold and then the line disconnects.

Category: Other

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

Resolution: Apologized.

Contact Closed: October 9, 2001

Voice October 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: Advised the customer the RCP for this number already exists.

Contact Closed: October 12, 2001

Voice October 12, 2001

The caller needed the Relay Service numbers to route 711 correctly.

Category: Technical Related

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

Resolution: Provided the customer with the routing information.

Contact Closed: October 18, 2001

TTY October 14, 2001

The customer asked what computer program we use for relay.

Category: Other

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

Resolution: Referred the customer to Relay Customer Service.

Contact Closed: October 14, 2001

Voice October 15, 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 and product distributors.

Contact Closed: October 15, 2001

Voice October 16, 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: October 16, 2001

Voice October 16, 2001

The caller requested information on the relay service.

Category: General Information

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

Resolution: Sent the customer brochures, and referred the caller to the Virginia Department of the Deaf and Hard of Hearing.

Contact Closed: October 17, 2001

TTY October 17, 2001

The customer is getting disconnected when the CA activates HCO.

Category: Technical Related

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

Resolution: Documented for reporting purposes.

Contact Closed: October 17, 2001

Voice October 19, 2001

The caller is moving to Virginia and had questions about placing TTY to TTY calls.

Category: General Information

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

Resolution: Explained relay is not needed for TTY to TTY calls, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 19, 2001

Voice October 22, 2001

The customer requested written information on relay service.

Category: General Information

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

Resolution: Faxed the customer the requested information, and referred her to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 22, 2001

Voice October 22, 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 referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 22, 2001

Voice October 23, 2001

The caller had questions about using the Hearing Carry Over feature with relay.

Category: General Information

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

Resolution: Explained how to use 711 service and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 24, 2001

Voice October 24, 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: October 25, 2001

TTY October 24, 2001

The customer asked if there is a charge to place Voice to Text calls.

Category: Billing/Rate

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

Resolution: Explained there is no charge to place local Voice to Text calls.

Contact Closed: October 26, 2001

Voice October 25, 2001

The caller requested information on amplifiers.

Category: Other

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: October 25, 2001

Voice October 25, 2001

The customer asked why AT&T had billed her calls, but AT&T is not her long distance carrier.

Category: Other

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

Resolution: Explained AT&T is the relay provider for her state. Offered a Relay Choice Profile for Carrier of Choice.

Contact Closed: October 25, 2001

TTY October 29, 2001

The customer wondered who is placing prank phone calls to her number.

Category: Other

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

Resolution: Referred the caller to her LEC for assistance.

Contact Closed: October 31, 2001

Voice October 30, 2001

The caller wanted to know why she is being billed for local calls via relay.

Category: Billing/Rate

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

Resolution: Pending.

Contact Closed:

TTY October 31, 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: Pending.

Contact Closed:

