

VIRGINIA RELAY SERVICE
Customer Contact Report
(September, 2001)

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	7	9
Relay/OSD Related			
Other			
Total Commendations	2	7	9
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate	2	1	3
Scope of Service			
Other (Misc)			
Total Complaints	2	2	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	3	3	6
Outreach/Marketing	1		1
Explain Relay	1	1	2
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	1	1	2
Computer Settings			
Technical Related		1	1
Other	5	9	14
Total Inquiries/Comments	11	15	26
Grand Total	15	24	39

AT&T PROPRIETARY
Use Pursuant to Company Instructions