

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	9/28/2022 11:06:02										9/28/2022 17:14:17	sf_ticket_null	44614867	Repair Flow - CSC	Completed
#N/A	9/28/2022 17:14:17														
2900 LAR RT	9/29/2022 10:51:24										9/29/2022 10:51:25	44661675	262847457	Out of Scope.Misdirect	Transfer/Refer_CARE/Existing Order
#N/A	9/29/2022 11:56:21										9/29/2022 11:56:23	44673450		Out of Scope.Misdirect	Transfer/Refer.
2900 LAR RT	9/29/2022 13:03:52										9/29/2022 13:03:55	44685120	262931762	Subsequent/Missed Commitment(CenturyLink missed)	Other
#N/A	9/29/2022 14:41:00										9/29/2022 14:41:03	44702142		No Assistance Provided	Account Not Found
2900 LAR RT	9/30/2022 11:23:40										9/30/2022 11:23:41	44786105	263347533	Phone Line.Can't Call Out	Other
#N/A	9/30/2022 11:56:01														
#N/A	9/30/2022 12:19:46										9/30/2022 12:19:46	44796415		Wireless.Setup/Credentials/Configuration	Troubleshooting Obstacle.Call Dropped
#N/A	9/30/2022 17:19:05										9/30/2022 17:19:12	44848787		Non-Customer Call.No Caller On Line	Call Abandoned.
2900 LAR RT	9/30/2022 17:37:46										9/30/2022 17:37:47	44850027	263555869	Non-Customer Call.Other Internal	Other
#N/A	9/30/2022 17:38:28										9/30/2022 17:38:32	44850125		Repair Flow - CSC	Completed
2900 LAR RT	10/1/2022 11:52:36										10/1/2022 11:52:52	44869181	263709262	Subsequent.Status Only	Completed
#N/A	10/4/2022 13:18:37										10/4/2022 13:18:53	45100013			
2900 LAR RT	10/4/2022 17:07:49										10/4/2022 17:07:51	45144432	264855320	ABANDONED_SESSION.Tool Issue	Other
#N/A	10/4/2022 17:23:17										10/4/2022 17:23:22	45146711	264862848	Non-Customer Call.Other Internal	Other
#N/A	10/5/2022 10:50:37										10/5/2022 10:50:44	45195895	265056015	Phone Line.No Dial Tone - All Phones	Customer Education.Issue Resolved
#N/A	10/5/2022 12:08:24										10/5/2022 12:08:25	45210156		Research Account	Research
2900 LAR RT	10/5/2022 16:12:10										10/5/2022 16:12:23	452525283	265239715	NDT.OOS	Dispatched
#N/A	10/5/2022 16:14:28														
2900 LAR RT	10/5/2022 16:16:40										10/5/2022 16:16:45	45256096	265234746	FASTFECTicketV1.FASTFECTicketV1	
#N/A	10/5/2022 16:17:06										10/5/2022 16:17:08	45256158	265235916	Phone Line.No Dial Tone - All Phones	Other
2900 LAR RT	10/5/2022 16:19:26										10/5/2022 16:19:42	45256621	265236487	FASTFECTicketV1.FASTFECTicketV1	Completed
2900 LAR RT	10/5/2022 16:28:14										10/5/2022 16:28:17	45258123	265242043	Subsequent.Cancel	Other
2900 LAR RT	10/5/2022 16:47:11										10/5/2022 16:47:26	45261455	265251032	Phone Line.No Dial Tone - All Phones	Dispatch.Customer
#N/A	10/5/2022 17:17:09														
#N/A	10/5/2022 19:20:59										10/5/2022 19:21:15	45276704	265306461	Phone Line.No Dial Tone - All Phones	
2900 LAR RT	10/6/2022 11:42:40										10/6/2022 11:42:44	45319112	265483229	Phone Line.Gets Cut Off	Dispatch.Customer
#N/A	10/6/2022 12:36:44										10/6/2022 12:36:38	45328505	265515462	Phone Line.No Dial Tone - All Phones	
2900 LAR RT	10/6/2022 12:49:03												265520046	Phone Line.Gets Cut Off	
#N/A	10/7/2022 10:43:56														
#N/A	10/7/2022 15:43:17														
#N/A	10/8/2022 13:26:44										10/8/2022 13:26:46	45506442		Repair Flow - CSC	Dispatched
2900 LAR RT	10/18/2022 12:42:52										10/18/2022 12:43:08	46344171	269464698	Phone Line.No Dial Tone All Phones	Dispatched Customer
#N/A	10/25/2022 19:02:54										10/25/2022 19:03:10	47018496	271889538	Phone Line.No Dial Tone - All Phones	Other
#N/A	10/26/2022 17:17:02										10/26/2022 17:17:05	47129768	272262536	Non-Customer Call.Tool Issue	Issue Resolved/Other
2600 UAR RT	10/27/2022 18:38:07										10/27/2022 18:38:23	47248940	272674830	Phone Line.Transmission (Noisy Line)	Dispatched
#N/A	10/31/2022 11:45:51										10/31/2022 11:45:52	47436570		Out of Scope.Misdirect	Transfer/Refer.
#N/A	11/2/2022 10:53:17										11/2/2022 10:53:33	47669636	274351175	Phone Line.Transmission(Noisy Line)	Dispatch.Customer
#N/A	11/2/2022 18:14:17										11/2/2022 18:14:17	47744113			
#N/A	11/2/2022 18:18:34										11/2/2022 18:18:46	47744452			
#N/A	11/2/2022 18:20:10										11/2/2022 18:20:21	47744587		Status Update.RMA	Issue Resolved.Gave Tracking Info
#N/A	11/3/2022 11:49:48										11/3/2022 11:50:04	47794231		Out of Scope.Misdirect	Transfer/Refer.
2900 LAR RT	11/7/2022 12:40:10										11/7/2022 12:40:15	48083787		Subsequent.Status Only	Other
#N/A	11/7/2022 14:14:28												276201862	Phone Line.No Dial Tone - All Phones	
#N/A	11/10/2022 12:06:03												277699451	Phone Line.Gets Cut Off	
#N/A	11/16/2022 11:29:38										11/16/2022 11:29:54	48950185		ABANDONED_SESSION.No Ticketing Options	Other
#N/A	11/16/2022 11:53:38										11/16/2022 11:53:40	48954386			
#N/A	11/16/2022 16:11:07										11/16/2022 16:11:23	49001098	279861391	Fast Front End Close.CLAS Customer Education	Other
#N/A	11/17/2022 16:11:45										11/17/2022 16:11:47	49112066	280284551	Phone Line.Transmission (Noisy Line)	Dispatch.Customer
#N/A	11/17/2022 18:00:22										11/17/2022 18:00:23	49125248		Status Update.Outage	Customer Notified.
2900 LAR RT	11/18/2022 11:34:12										11/18/2022 11:34:31	49174655	280528497	Non-Customer Call.Other Internal	
#N/A	11/19/2022 10:33:21										11/19/2022 10:33:32	49246974		No Assistance Provided	Call Disconnected
#N/A	11/23/2022 11:36:47										11/23/2022 11:36:58	49543923		Status Update.Outage	Customer Notified.Entered Contact Info/Gave ETR
#N/A	12/1/2022 15:53:23										12/1/2022 15:53:24	50157945	284337537	NDT.OOS	Dispatch.Customer
#N/A	12/12/2022 13:32:09										12/12/2022 13:32:21	50997289	287732474	Repair Flow - CSC	Completed
#N/A	12/13/2022 11:53:33										12/13/2022 11:53:39	51068088			
#N/A	12/16/2022 19:11:59										12/16/2022 19:12:00	51435184	289512281	Phone Line.No Dial Tone - All Phones	Other
#N/A	12/19/2022 17:57:39										12/19/2022 17:57:41	51572868		Out of Scope.Misdirect	Transfer/Refer.
2900 LAR RT	12/28/2022 0:20:41										12/28/2022 0:20:56	52115700	292816903	NDT.OOS	Dispatched

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.