



CenturyLink™

May 15, 2023

Oregon Public Utility Commission
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@state.or.us

RE: UM 1908 – QWEST CORPORATION, UNITED TELEPHONE COMPANY OF THE NORTHWEST, CENTURYTEL OF OREGON, and CENTURYTEL OF EASTERN OREGON, Joint Petition for Approval of Price Plan Pursuant to ORS 759.255 and Partial Exemption Pursuant to ORS 759.052.

To whom this may concern:

In the attached confidential and redacted documents, CenturyLink files call logs from the toll-free, 24/7 dedicated customer support line for the period of September 28, 2022, through May 03, 2023. This response goes back to the date of deployment of the toll-free, 24/7 dedicated customer support line because a manual process was added to collect and present additional information that the Commission in Order 23-109 (the “Order”) indicated was lacking from prior reporting.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Peter Gose
Director State and Local Government Affairs
Attachments

14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
peter.gose@lumen.com

| Impacted Area | call_timestamp | contact_tn | customer_name |
|---------------|---------------------|------------|---------------|
| #N/A | 9/28/2022 11:06:02 | | |
| #N/A | 9/28/2022 17:14:16 | | |
| #N/A | 9/28/2022 17:15:08 | | |
| 2900 LAR RT | 9/29/2022 10:51:24 | | |
| #N/A | 9/29/2022 11:56:21 | | |
| 2900 LAR RT | 9/29/2022 13:03:52 | | |
| #N/A | 9/29/2022 14:41:00 | | |
| 2900 LAR RT | 9/30/2022 11:23:40 | | |
| #N/A | 9/30/2022 11:56:01 | | |
| #N/A | 9/30/2022 12:19:44 | | |
| #N/A | 9/30/2022 17:19:05 | | |
| 2900 LAR RT | 9/30/2022 17:37:46 | | |
| #N/A | 9/30/2022 17:38:28 | | |
| 2900 LAR RT | 10/1/2022 11:52:36 | | |
| #N/A | 10/4/2022 13:18:37 | | |
| 2900 LAR RT | 10/4/2022 17:07:49 | | |
| #N/A | 10/4/2022 17:23:17 | | |
| #N/A | 10/5/2022 10:50:37 | | |
| #N/A | 10/5/2022 12:08:24 | | |
| 2900 LAR RT | 10/5/2022 16:12:10 | | |
| #N/A | 10/5/2022 16:14:28 | | |
| 2900 LAR RT | 10/5/2022 16:16:40 | | |
| #N/A | 10/5/2022 16:17:06 | | |
| 2900 LAR RT | 10/5/2022 16:19:26 | | |
| 2900 LAR RT | 10/5/2022 16:28:14 | | |
| 2900 LAR RT | 10/5/2022 16:47:11 | | |
| #N/A | 10/5/2022 17:17:09 | | |
| #N/A | 10/5/2022 19:20:59 | | |
| 2900 LAR RT | 10/6/2022 11:42:40 | | |
| #N/A | 10/6/2022 12:35:44 | | |
| 2900 LAR RT | 10/6/2022 12:49:03 | | |
| #N/A | 10/7/2022 10:43:56 | | |
| #N/A | 10/7/2022 15:43:17 | | |
| #N/A | 10/8/2022 13:26:44 | | |
| 2900 LAR RT | 10/18/2022 12:42:52 | | |
| #N/A | 10/25/2022 19:02:54 | | |
| #N/A | 10/26/2022 17:17:02 | | |
| 2600 UAR RT | 10/27/2022 18:38:07 | | |
| #N/A | 10/31/2022 11:45:51 | | |
| #N/A | 11/2/2022 10:53:17 | | |
| #N/A | 11/2/2022 18:14:10 | | |
| #N/A | 11/2/2022 18:18:34 | | |
| #N/A | 11/2/2022 18:20:10 | | |
| #N/A | 11/3/2022 11:49:48 | | |
| 2900 LAR RT | 11/7/2022 12:40:10 | | |
| #N/A | 11/7/2022 14:14:28 | | |

| | |
|-------------|---------------------|
| #N/A | 11/10/2022 12:06:03 |
| #N/A | 11/16/2022 11:29:38 |
| #N/A | 11/16/2022 11:53:38 |
| #N/A | 11/16/2022 16:11:07 |
| #N/A | 11/17/2022 16:11:45 |
| #N/A | 11/17/2022 18:00:22 |
| 2900 LAR RT | 11/18/2022 11:34:12 |
| #N/A | 11/19/2022 10:33:21 |
| #N/A | 11/23/2022 11:36:47 |
| #N/A | 12/1/2022 15:53:23 |
| #N/A | 12/12/2022 13:32:09 |
| #N/A | 12/13/2022 11:53:33 |
| #N/A | 12/16/2022 19:11:59 |
| #N/A | 12/19/2022 17:57:39 |
| 2900 LAR RT | 12/28/2022 0:20:41 |
| 2900 LAR RT | 1/2/2023 23:12:01 |
| #N/A | 1/3/2023 11:36:46 |
| #N/A | 1/3/2023 11:47:55 |
| #N/A | 1/3/2023 18:26:23 |
| #N/A | 1/4/2023 20:55:05 |
| 2900 LAR RT | 1/4/2023 21:00:32 |
| #N/A | 1/4/2023 21:56:47 |
| #N/A | 1/5/2023 13:03:40 |
| #N/A | 1/5/2023 15:55:25 |
| #N/A | 1/5/2023 19:17:29 |
| #N/A | 1/7/2023 10:48:34 |
| #N/A | 1/8/2023 18:43:27 |
| #N/A | 1/9/2023 12:00:08 |
| 2600 UAR RT | 1/10/2023 15:02:50 |
| #N/A | 1/11/2023 15:34:27 |
| 2600 UAR RT | 1/20/2023 14:53:52 |
| 2600 UAR RT | 1/21/2023 20:36:03 |
| 2600 UAR RT | 1/22/2023 17:40:40 |
| 2600 UAR RT | 1/23/2023 10:44:43 |
| #N/A | 1/24/2023 15:15:14 |
| #N/A | 1/31/2023 16:55:23 |
| #N/A | 2/2/2023 13:56:23 |
| #N/A | 2/14/2023 19:36:30 |
| #N/A | 2/15/2023 14:07:46 |
| 2900 LAR RT | 2/28/2023 10:12:18 |
| #N/A | 2/28/2023 10:41:10 |
| #N/A | 2/28/2023 11:14:48 |
| 2900 LAR RT | 2/28/2023 11:16:30 |
| 2900 LAR RT | 2/28/2023 11:22:28 |
| #N/A | 3/14/2023 9:25:52 |
| #N/A | 3/20/2023 0:36:18 |
| #N/A | 3/20/2023 13:00:40 |

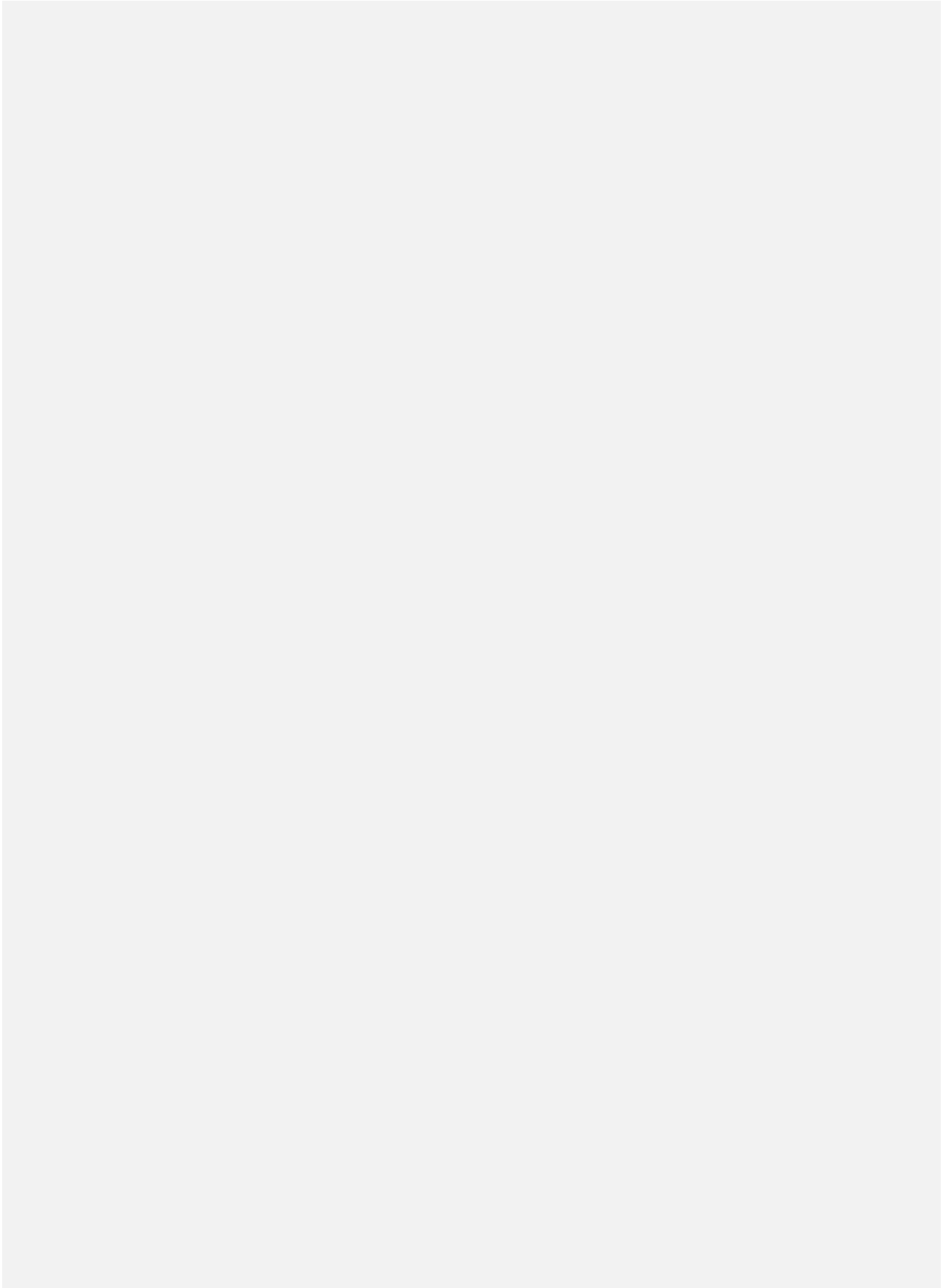
| | |
|------|--------------------|
| #N/A | 4/7/2023 16:22:23 |
| #N/A | 4/9/2023 21:42:45 |
| #N/A | 4/10/2023 8:02:46 |
| #N/A | 4/10/2023 8:03:23 |
| #N/A | 4/10/2023 8:06:31 |
| #N/A | 4/10/2023 8:07:05 |
| #N/A | 4/10/2023 18:32:46 |
| #N/A | 4/10/2023 22:02:45 |
| #N/A | 4/10/2023 22:03:16 |
| #N/A | 4/21/2023 6:50:08 |
| #N/A | 4/21/2023 6:53:13 |
| #N/A | 5/3/2023 14:45:56 |

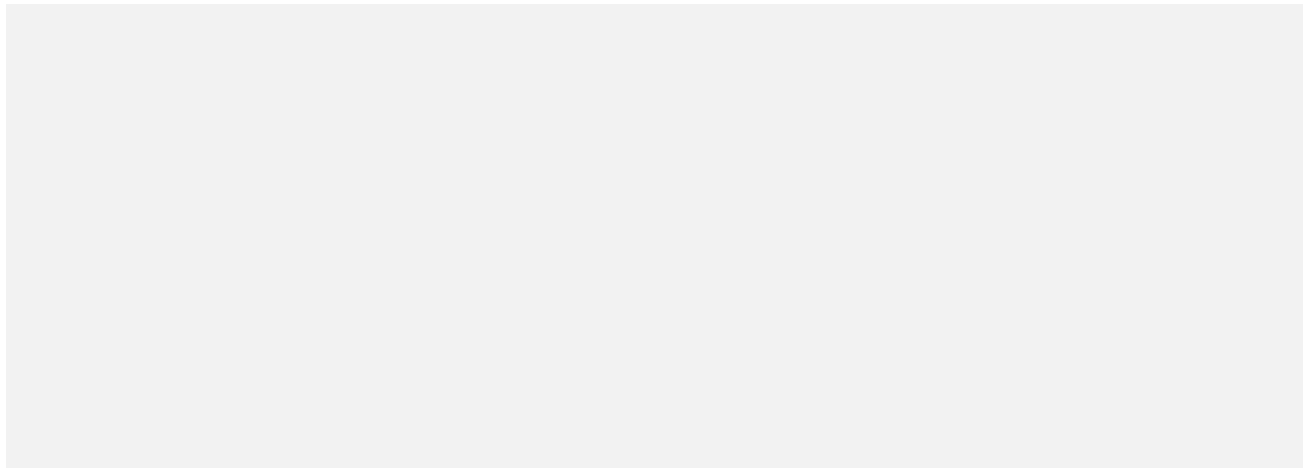
Depending on the time during the day that tickets are generated through incoming calls, the open ticket report is reviewed by field operations management and any open voice

caller_name

address

account

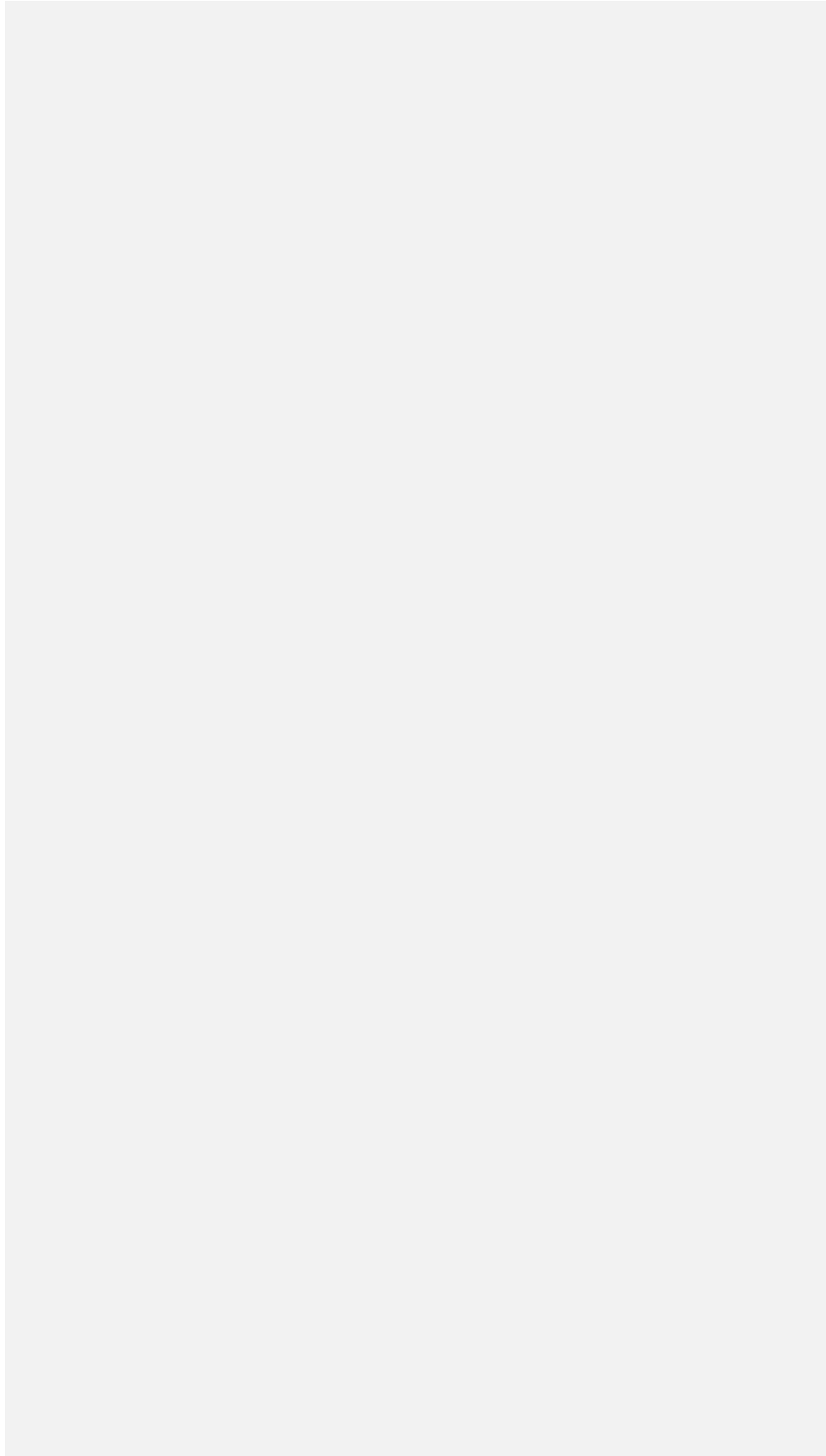




alls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispa
ice grade service tickets not already assigned to a technician are loaded to the next available technician

circuit_tn alt_contact_tn caller_sms caller_email

ticket_timestamp



9/28/2022 17:14:17

9/29/2022 10:51:25

9/29/2022 11:56:23

9/29/2022 13:03:55

9/29/2022 14:41:03

9/30/2022 11:23:41

9/30/2022 12:19:46

9/30/2022 17:19:12

9/30/2022 17:37:47

9/30/2022 17:38:32

10/1/2022 11:52:52

10/4/2022 13:18:53

10/4/2022 17:07:51

10/4/2022 17:23:22

10/5/2022 10:50:44

10/5/2022 12:08:25

10/5/2022 16:12:23

10/5/2022 16:16:45

10/5/2022 16:17:08

10/5/2022 16:19:42

10/5/2022 16:28:17

10/5/2022 16:47:26

10/5/2022 19:21:15

10/6/2022 11:42:44

10/6/2022 12:36:38

10/8/2022 13:26:46

10/18/2022 12:43:08

10/25/2022 19:03:10

10/26/2022 17:17:05

10/27/2022 18:38:23

10/31/2022 11:45:52

11/2/2022 10:53:33

11/2/2022 18:14:17

11/2/2022 18:18:46

11/2/2022 18:20:21

11/3/2022 11:50:04

11/7/2022 12:40:15

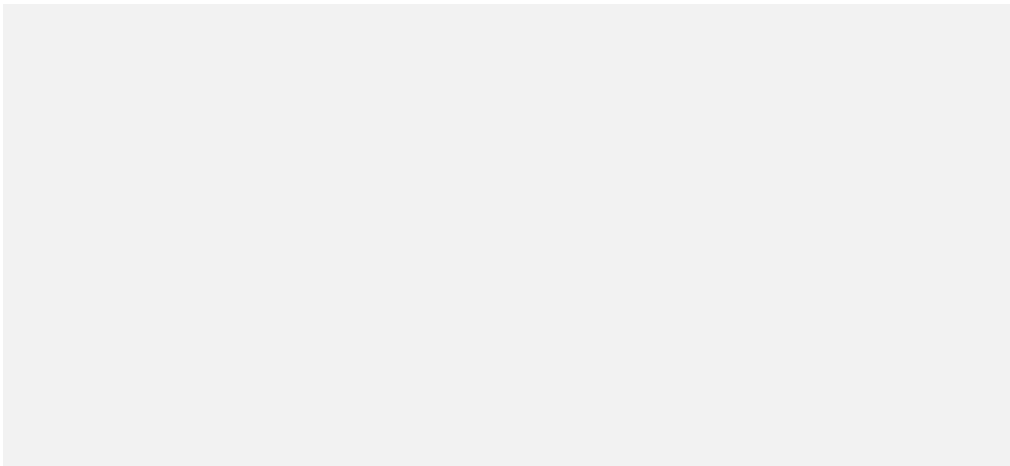
11/16/2022 11:29:54
11/16/2022 11:53:40
11/16/2022 16:11:23
11/17/2022 16:11:47
11/17/2022 18:00:23
11/18/2022 11:34:31
11/19/2022 10:33:32
11/23/2022 11:36:58
12/1/2022 15:53:24
12/12/2022 13:32:21
12/13/2022 11:53:39
12/16/2022 19:12:00
12/19/2022 17:57:41
12/28/2022 0:20:56
1/2/2023 23:12:17
1/3/2023 11:36:48
1/3/2023 11:47:57

1/4/2023 20:55:14
1/4/2023 21:00:38

1/5/2023 15:55:27
1/5/2023 19:17:45
1/7/2023 10:48:37
1/8/2023 18:43:35
1/9/2023 12:00:10
1/10/2023 15:03:04
1/11/2023 15:34:43
1/20/2023 14:53:55
1/21/2023 20:36:14
1/22/2023 17:42:53
1/23/2023 10:44:59
1/24/2023 15:15:18
1/31/2023 16:55:25
2/2/2023 13:56:39
2/14/2023 19:36:32

2/28/2023 10:12:20
2/28/2023 10:41:26

2/28/2023 11:16:33
2/28/2023 11:22:36
3/14/2023 9:25:55
3/20/2023 0:36:21
3/20/2023 13:00:41



4/7/2023 16:22:25
4/9/2023 21:42:47

4/10/2023 18:32:47

4/21/2023 6:50:14
4/21/2023 6:53:15
5/3/2023 14:45:58

Network operations generate an open ticket report at 6 AM and 6 PM each day.
Tickets are then assigned to be worked.

| sf_case_number | rx_case_number | cause |
|----------------|----------------|--|
| sf_ticket_null | 44614867 | Repair Flow - CSC |
| sf_ticket_null | 44661675 | 262847457 Out of Scope.Misdirect |
| | 44673450 | Out of Scope.Misdirect |
| | 44685120 | 262931762 Subsequent.Missed Commitment(CenturyLink missed) |
| | 44703142 | No Assistance Provided |
| | 44786105 | 263347533 Phone Line.Can't Call Out |
| sf_ticket_null | 263361848 | Phone Line.No Dial Tone - All Phones |
| | 44796415 | Wireless.Setup/Credentials/Configuration |
| | 44847887 | Non-Customer Call.No Caller On Line |
| | 44850027 | 263555869 Non-Customer Call.Other Internal |
| | 44850125 | Repair Flow - CSC |
| | 44869181 | 263709262 Subsequent.Status Only |
| | 45100013 | |
| | 45144432 | 264855520 ABANDONED_SESSION.Tool Issue |
| | 45146711 | 264862848 Non-Customer Call.Other Internal |
| | 45195895 | 265056015 Phone Line.No Dial Tone - All Phones |
| | 45210156 | Research Account |
| | 45255283 | 265235715 NDT.OOS |
| sf_ticket_null | 45256096 | 265234746 FASTFECTicketV1.FASTFECTicketV1 |
| | 45256158 | 265235916 Phone Line.No Dial Tone - All Phones |
| | 45256621 | 265236487 FASTFECTicketV1.FASTFECTicketV1 |
| | 45258123 | 265242043 Subsequent.Cancel |
| | 45261455 | 265251032 Phone Line.No Dial Tone - All Phones |
| sf_ticket_null | 45276704 | 265306461 Phone Line.No Dial Tone - All Phones |
| | 45319112 | 265483229 Phone Line.Gets Cut Off |
| | 45328505 | 265515462 Phone Line.No Dial Tone - All Phones |
| sf_ticket_null | 265520046 | Phone Line.Gets Cut Off |
| sf_ticket_null | 265853926 | Non-Customer Call.No Caller On Line |
| sf_ticket_null | 45506442 | Repair Flow - CSC |
| | 46344171 | 269464698 Phone Line.No Dial Tone All Phones |
| | 47018496 | 271889538 Phone Line.No Dial Tone - All Phones |
| | 47129768 | 272262536 Non-Customer Call.Tool Issue |
| | 47248940 | 272674830 Phone Line.Transmission (Noisy Line) |
| | 47436570 | Out of Scope.Misdirect |
| | 47669636 | 274351175 Phone Line.Transmission(Noisy Line) |
| | 47744113 | |
| | 47744452 | |
| | 47744587 | Status Update.RMA |
| | 47794231 | Out of Scope.Misdirect |
| | 48083787 | Subsequent.Status Only |
| sf_ticket_null | 276201862 | Phone Line.No Dial Tone - All Phones |

| | | |
|----------------|-----------|--|
| sf_ticket_null | 277699451 | Phone Line.Gets Cut Off |
| 48950185 | | ABANDONED_SESSION.No Ticketing Options |
| 48954386 | | |
| 49001098 | 279861391 | Fast Front End Close.CLAS Customer Education |
| 49112066 | 280284551 | Phone Line.Transmission (Noisy Line) |
| 49125248 | | Status Update.Outage |
| 49174655 | 280528497 | Non-Customer Call.Other Internal |
| 49246974 | | No Assistance Provided |
| 49543923 | | Status Update.Outage |
| 50157945 | 284337537 | NDT.OOS |
| 50972789 | 287732474 | Repair Flow - CSC |
| 51068088 | | |
| 51435184 | 289512281 | Phone Line.No Dial Tone - All Phones |
| 51572868 | | Out of Scope.Misdirect |
| 52115700 | 292816903 | NDT.OOS |
| 52517624 | 294720863 | NDT.OOS |
| 52554066 | | No Assistance Provided |
| 52556254 | 294892708 | Phone Line.No Dial Tone All Phones |
| sf_ticket_null | | |
| 52737274 | 295671180 | NDT.OOS |
| 52737349 | 295671933 | Phone Line.No Dial Tone All Phones |
| sf_ticket_null | | |
| sf_ticket_null | 295918383 | Non-Customer Call.Other Internal |
| 52820805 | | Status Update.Outage |
| 52842702 | | Status Update.Outage |
| 52955616 | | |
| 52980371 | 296873805 | Referrals.Business Office |
| 53032024 | | Fast Front End Close.MISC Customer Education |
| 53182716 | 297680911 | Phone Line.Transmission(Noisy Line) |
| 53292336 | | |
| 54014552 | | ABANDONED_SESSION.No Ticketing Options |
| 54069911 | 301768747 | Phone Line.No Dial Tone All Phones |
| 54080784 | 301897893 | NDT.OOS |
| 54116142 | | Repair Flow - CSC |
| 54281713 | 302719424 | Phone Line.No Dial Tone - All Phones |
| 54859734 | 305190512 | NDT.OOS |
| 55050215 | 305964857 | Phone Line.No Dial Tone All Phones |
| 55984838 | 310078040 | NDT.OOS |
| sf_ticket_null | 310349694 | Subsequent.Status Only |
| 56957814 | 314377399 | Phone Line.No Dial Tone All Phones |
| 56962700 | 314396514 | Phone Line.No Dial Tone All Phones |
| sf_ticket_null | | |
| 56968435 | 314415657 | Phone Line.No Dial Tone All Phones |
| 56969368 | | Phone Line.No Dial Tone - All Phones |
| 57998621 | | Repair Flow - CSC |
| 58376481 | | Non CenturyLink Customer |
| 58430259 | | Fast Front End Close.MISC Customer Education |

| | |
|----------------|------------------------|
| 59863864 | Research Account |
| 59906116 | No Assistance Provided |
| sf_ticket_null | |
| sf_ticket_null | |
| sf_ticket_null | |
| sf_ticket_null | |
| 60006024 | Repair Flow - CSC |
| sf_ticket_null | |
| sf_ticket_null | |
| 60782663 | Out of Scope.Misdirect |
| 60782683 | 330701978 NDT.OOS |
| 61680643 | Out of Scope.Misdirect |

disposition

Completed

Transfer/Refer.CARE/Existing Order

Transfer/Refer.

Other

Account Not Found

Other

Troubleshooting Obstacle.Call Dropped

Call Abandoned.

Other

Completed

Completed

Other

Customer Education.Issue Resolved

Research

Dispatched

Other

Completed

Other

Dispatch.Customer

Dispatch.Customer

Other

Troubleshooting Obstacle.No Caller On Line

Dispatched

Dispatch.Customer

Other

Issue Resolved.Other

Dispatched

Transfer/Refer.

Dispatch.Customer

Issue Resolved.Gave Tracking Info

Transfer/Refer.

Other

| What Issue Was Reported? |
|---|
| Never spoke with agent |
| Agent transferred to repair |
| Same customer transferred |
| customer was midrected-no issue reported |
| customer was midrected-no issue reported |
| calls get cut off |
| checking open ticket |
| checking on ongoing repairs |
| need to get line buried |
| internet gone bad to worse |
| no caller on line when agent picked up |
| no caller on line when agent picked up |
| danielle from puc checking if repair line working |
| long distance not working |
| customer checking on getting new service |
| dropping calls and no dial tone |
| called to get ticket number for dispatch |
| no dial tone |
| no dial tone |
| no dial tone |
| didn't speak with agent |
| no dial tone |
| dial tone went out when power went out |
| power out and back but no dial tone |
| no dial tone |
| no dial tone |
| customer hung up on recording |
| no dial tone |
| intermittent dial tone |
| no dial tone |
| no dial tone |
| no caller on line when agent picked up |
| test call from PUC |
| no dial tone |
| intermittent dial tone |
| intermittent service issues |
| echo on line |
| intermittent dial tone-dropped calls |
| getting charged for service doesn't have |
| cuts off calls |
| no agent on line |
| no agent on line |
| need help to send back modem |
| no dial tone |
| trouble dialing people |
| no dial tone |

| | |
|---|--|
| Other | gets cut off |
| Other | internet down |
| Dispatch.Customer | no agent on line |
| Customer Notified. | no internet connection |
| Call Disconnected | ongoing static on line |
| Customer Notified.Entered Contact Info/Gave ETR | internet not working |
| Dispatch.Customer | phone not working |
| Completed | no agent on line |
| Other | intermittent connection |
| Transfer/Refer. | no dial tone |
| Dispatched | no dial tone |
| Dispatched | no dial tone-check on dispatch scheduled |
| Customer Ended Contact | phone dead |
| Dispatch.Customer | trying to make payment-can't login |
| Dispatched | phone not working |
| Dispatched | phone not working |
| Customer Ended Contact | no dial tone |
| Dispatch.Customer | no dial tone |
| Dispatched | internet not working |
| Dispatch.Customer | phone not working |
| Dispatched | phone not working |
| Dispatch.Customer | no info |
| Issue Resolved.Issue Credit | no customer call in |
| Customer Notified. | no internet connection |
| Transfer/Refer. | no internet connection |
| Other | no agent on line |
| Dispatch.Customer | voicemail not working |
| Dispatched | internet not working |
| Dispatched | line not working |
| Completed | centurylink rep testing dedicated line |
| Other | phone line dead |
| Dispatch.Customer | phone line dead |
| Dispatched | no info found |
| Completed | customer calling to cancel ticket |
| Other | no internet connection |
| Dispatched | phone down |
| Dispatch.Customer | no dial tone on 2nd line |
| Dispatched | no dial tone |
| Dispatch.Customer | n/a |
| Dispatch.Customer | no dial tone |
| Dispatch.Customer | no dial tone |
| Dispatch.Customer | n/a |
| Dispatched | no dial tone |
| Other | no dial tone |
| Completed | test call from manager |
| Completed | test call from manager |
| Other | called about billing |

Research
QA/Account Research

| |
|--|
| dropped calls-hum on line |
| no call-agent accessed to research |
| n/a |
| n/a |
| n/a |
| n/a |
| Completed |
| no internet connection |
| n/a |
| n/a |
| Transfer/Refer.Tier 1.0 HSI/Market |
| Completed |
| Internet Down |
| Phone and Internet Down |
| Transfer/Refer. |
| email noting payment failed to process |

| What Was the Service Problem? | Specific Steps to Correct Issue? |
|--|---|
| Never spoke with agent-IVR | Never spoke with agent |
| Agent transferred to repair | Agent transferred to repair |
| Same customer transferred | Same customer transferred |
| customer was midrected-no issue reported | customer was midrected-no issue reported |
| customer was midrected-no issue reported | customer was midrected-no issue reported |
| line going down-create dispatch | tech was dispatched-no notes found |
| agent didn't handle circuit | transferred to correct department |
| no service problem at time | agent gave information they had |
| get line connected after buried | agent advised would create ticket |
| was helping customer resolve issue-got disconnected | call was disconnected |
| no caller on line when agent picked up | no caller on line when agent picked up |
| no caller on line when agent picked up | no caller on line when agent picked up |
| danielle from puc checking if repair line working | danielle from puc checking if repair line working |
| needed order to correct | customer service not open-agent gave information |
| refer to customer service | refer to customer service |
| created dispatch | tech was dispatched-no trouble found |
| agent gaave ticket number | agent gave ticket number |
| agent had customer check cords | determined was bad jack-working now |
| had outage checking on when will be fixed | gave information repair by 7pm |
| created dispatch | tech went out and no trouble found |
| didn't speak with agent | didn't speak with agent |
| current outage- | added ticket to outage-notes show no trouble found |
| created dispatch | customer cancelled ticket |
| had unplug phone and back in-working | agent fixed by unplugging and back in |
| dial tone came back | dial tone came back up |
| created dispatch | tech repaired issue at central office |
| n/a | n/a |
| set up dispatch | tech repaired pair gain |
| set up dispatch | tech reload controllers in central office |
| set up dispatch | tech recovered short pair-good to terminal |
| set up dispatch | tech reload controllers in central office |
| n/a | n/a |
| n/a | n/a |
| created dispatch | customer cancelled ticket |
| created dispatch | tech noted good to box |
| set up dispatch | tech out and good to box |
| agent put on hold-customer hung up | n/a |
| set up dispatch | tech good to box-no trouble found |
| transfer to customer care | customer care |
| set up dispatch | tech out and good to box-no trouble found |
| customer hung up | n/a |
| customer hung up | n/a |
| agent sent instructions on how to return | sent email to return |
| cordless phone issue not at location to troubleshoot | will check when gets to location |
| agent helped reset phone lines | customer reset phone lines by unplugging and plug b |
| set up dispatch | tech cut port to clear trouble |

| | |
|--|---|
| set up dispatch | tech noted no trouble found |
| customer hung up when put on hold | n/a |
| customer hung up | n/a |
| outage in area | no notes on when resolved |
| set up dispatch | tech repaired f2 cable |
| outage in area | damage to equipment repaired |
| set up dispatch | tech noted no trouble found |
| customer hung up | n/a |
| outage in area | damage to equipment repaired |
| set up dispatch | tech fixed buried line-good to box |
| agent had to check schedule and would call back | n/a |
| agent gave info on dispatch currently scheduled | tech noted cable cut -dug pit and spliced in new pede |
| set up dispatch | tech short on inside wire |
| transfer to customer care | n/a |
| set up dispatch | tech out and good to box |
| set up dispatch | tech out and good to box |
| wanted customer to troubleshoot by calling phone | customer would call back after troubleshooting |
| set up dispatch | tech out and no trouble found |
| outage in area | cards replaced in dslam |
| set up dispatch | customer cancelled ticket saying it was fixed |
| set up dispatch | customer cancelled saying it was fixed |
| n/a | n/a |
| n/a | n/a |
| outage in area-agent gave estimated repaired | equipment repaired |
| outage in area-agent gave estimated repaired | equipment repaired |
| n/a | n/a |
| voicemail was removed from account-gave cus service | gave customer service number to call when open |
| outage in area | equipment repaired |
| set up dispatch | tech out and noted good to box no trouble found |
| n/a | n/a |
| customer just wanted to note it-no ticket created | agent said it was noted but no other ticket created |
| set up dispatch | tech out and repaired F1 cable |
| n/a | n/a |
| service was working | agent cancelled ticket |
| was going to check some things and call back if need | customer will call back |
| created dispatch | customer cancelled ticket working |
| set up dispatch | tech repaired line-cut to a different pair |
| set up dispatch | was part of outage cleared 2/15-repaired pair gain |
| n/a | n/a |
| created dispatch | part of outage cleared 3/1/23-replaced repeater |
| created dispatch | part of outage cleared 3/1/23-replaced repeater |
| n/a | n/a |
| created dispatch | part of outage cleared 3/1/23-replaced repeater |
| created dispatch | part of outage cleared 3/1/23-replaced repeater |
| n/a | n/a |
| n/a | n/a |
| gave info to customer | gave info to customer |

| | |
|--------------------------------------|---|
| customer will call back to trblshoot | customer calling back later |
| no call-agent accessed to research | no call-agent accessed to research |
| n/a | n/a |
| n/a | n/a |
| n/a | n/a |
| n/a | n/a |
| troubleshoot issue-power cycled | ethernet connection on customer end-now working |
| n/a | n/a |
| n/a | n/a |
| No internet connection | Transferred call to Internet Group: agent transferred |
| No dialtone/No internet conenction | Internet/Phone connection/wiring check. MLT test o |
| credit card expired | transferred to billing |

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| Date Service Issue Was Resolved |
| Never spoke with agent |
| Agent transferred to repair |
| Same customer transferred |
| customer was midrected-no issue reported |
| customer was midrected-no issue reported |
| 10/1/2022 |
| 9/29/2023 |
| 9/30/2023 |
| no ticket made |
| 9/30/2022 |
| 9/30/2022 |
| 9/30/2022 |
| 9/30/2022 |
| 10/1/2022 |
| 10/4/2022 |
| 10/5/2022 |
| 10/4/2022 |
| 10/5/2022 |
| 10/5/2022 |
| 10/5/2022 |
| 10/5/2022 |
| 10/5/2022 |
| 10/9/2022 |
| 10/5/2022 |
| 10/5/2022 |
| 10/5/2022 |
| 10/7/2022 |
| 10/5/2022 |
| 10/6/2022 |
| 10/7/2022 |
| 10/7/2022 |
| 10/7/2022 |
| 10/7/2022 |
| 10/7/2022 |
| 10/7/2022 |
| 10/7/2022 |
| 10/8/2022 |
| 10/18/2022 |
| 10/26/2022 |
| 10/26/2022 |
| 10/28/2022 |
| 10/31/2022 |
| 11/2/2022 |
| 11/2/2022 |
| 11/2/2022 |
| 11/2/2022 |
| 11/3/2022 |
| 11/7/2022 |
| 11/8/2022 |

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| 11/10/2022 |
| 11/16/2022 |
| 11/16/2022 |
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| 11/18/2022 |
| 11/23/2022 |
| 11/18/2022 |
| 11/19/2022 |
| 11/23/2022 |
| 12/2/2022 |
| 12/12/2022 |
| 12/15/2022 |
| 12/16/2022 |
| 12/19/2022 |
| 12/29/2022 |
| 1/3/2023 |
| 1/3/2023 |
| 1/4/2023 |
| 1/10/2023 |
| 1/5/2023 |
| 1/5/2023 |
| 1/4/2023 |
| 1/5/2023 |
| 1/10/2023 |
| 1/10/2023 |
| n/a |
| 1/8/2023 |
| 1/10/2023 |
| 1/10/2023 |
| 1/11/2023 |
| 1/20/2023 |
| 1/22/2023 |
| n/a |
| 1/23/2023 |
| 1/24/2023 |
| 2/1/2023 |
| 2/2/2023 |
| 2/15/2023 |
| n/a |
| 3/1/2023 |
| 3/1/2023 |
| n/a |
| 3/1/2023 |
| 3/1/2023 |
| n/a |
| n/a |
| 3/20/2023 |

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|------------------------------------|
| n/a |
| no call-agent accessed to research |
| n/a |
| n/a |
| n/a |
| n/a |
| 4/10/2023 |
| n/a |
| n/a |
| 4/21/2023 |
| 4/21/2023 |
| 5/3/2023 |