August 21, 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 August 09, 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. Please note that there were no new calls to the dedicated customer support line since the last reporting made on August 7, 2023.

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

Sincerely,

Peter Gose
Director State and Local Government Affairs
Attachments

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
2600 UAR RT	5/19/2023 13:16:18
2900 LAR RT	5/28/2023 11:27:07
2900 LAR RT	5/28/2023 11:27:55
2900 LAR RT	5/28/2023 11:29:14
2900 LAR RT	5/28/2023 11:32:43
2900 LAR RT	5/28/2023 14:03:21
2900 LAR RT	5/28/2023 14:04:31
2600 UAR RT	5/28/2023 15:11:12
2900 LAR RT	5/28/2023 17:00:56
2900 LAR RT	5/31/2023 13:05:52
#N/A	6/6/2023 21:17:19
#N/A	6/19/2023 10:29:16
#N/A	6/23/2023 13:29:39
2600 UAR RT	6/30/2023 14:56:08
2600 UAR RT	6/30/2023 14:59:41
#N/A	7/10/2023 11:22:35
#N/A	7/10/2023 11:25:12
#N/A	7/12/2023 17:30:20
2600 UAR RT	7/13/2023 11:45:36
2600 UAR RT	7/14/2023 10:58:56
#N/A	7/20/2023 23:44:28
#N/A	7/28/2023 19:40:13

Depending on the time during the day that tickets are generated through incoming ca

caller_name	address	account
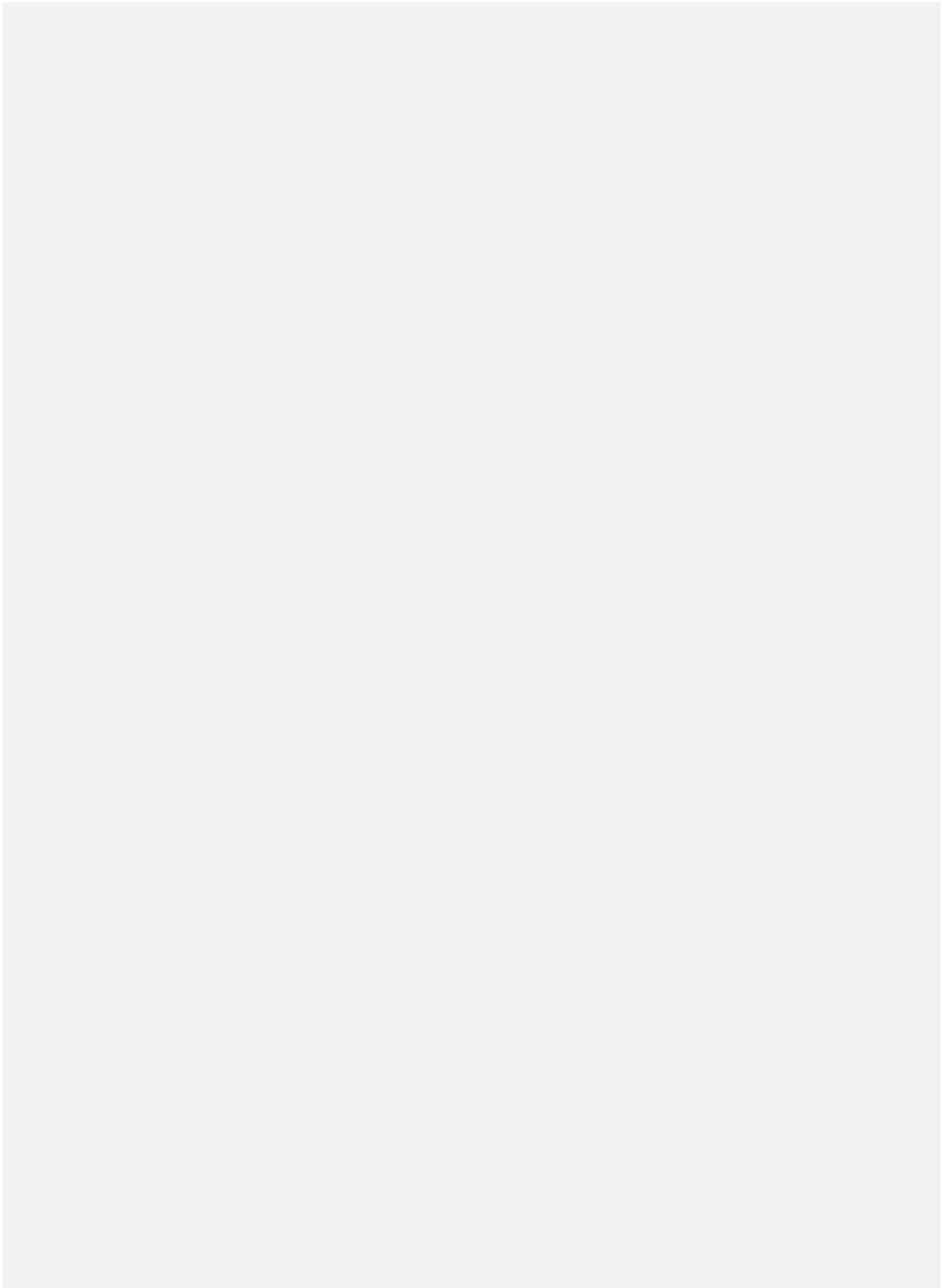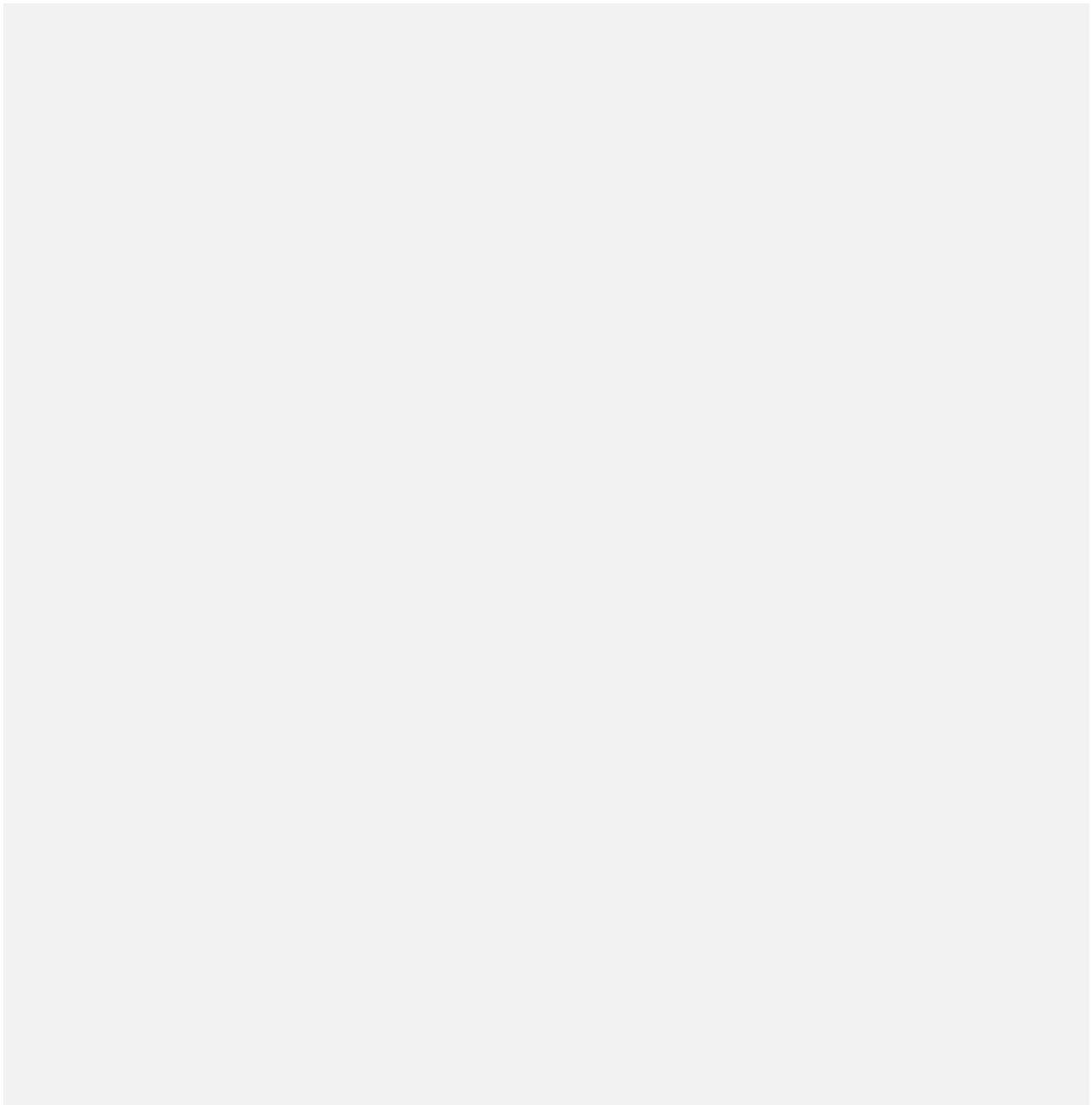
alls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispa

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
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4/7/2023 16:22:25
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4/21/2023 6:50:14
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5/28/2023 11:27:10
5/28/2023 11:28:00
5/28/2023 11:29:19
5/28/2023 11:32:44
5/28/2023 14:03:24
5/28/2023 14:04:33
5/28/2023 15:11:15
5/28/2023 17:00:59
5/31/2023 13:05:53
6/6/2023 21:17:23
6/19/2023 10:29:18
6/23/2023 13:29:53
6/30/2023 14:56:08
6/30/2023 14:59:42
7/10/2023 11:22:37
7/10/2023 11:25:17
7/12/2023 17:30:36
7/13/2023 11:45:41
7/14/2023 10:59:18
7/20/2023 23:44:49
7/28/2023 19:40:24

tch operations generate an open ticket report at 6 AM and 6 PM each day.

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
62815075	341217979	Phone Line.Transmission (Noisy Line)
63363242	344045500	Phone Line.No Dial Tone All Phones
63363255	344044996	NDT.OOS
63363273	344045024	NDT.OOS
63363314	344045712	NDT.OOS
63365173	344065826	Phone Line.No Dial Tone All Phones
63365187	344065397	NDT.OOS
63366004	344073497	NDT.OOS
63367226		Resolved On the Call/Chat
63540311	344993851	Phone Line.No Dial Tone All Phones
63998685	347389511	Repair Flow - CSC
64795996		Not Resolved On the Call/Chat
65191299	353781265	Phone Line.Transmission(Noisy Line)
65713468		
65713917	356548362	NDT.OOS
66267004		Not Resolved On the Call/Chat
66267534	359839183	Phone Line.No Dial Tone All Phones
66526413	361037031	Phone Line.Transmission(Noisy Line)
66571605		Not Resolved On the Call/Chat
66657765	361800888	NDT.OOS
67145236	364348696	Not Resolved On the Call/Chat
67769773		Not Resolved On the Call/Chat

disposition	What Issue Was Reported?
	Never spoke with agent
Completed	Agent transferred to repair
	Same customer transferred
Transfer/Refer.CARE/Existing Order	customer was midrected-no issue reported
Transfer/Refer.	customer was midrected-no issue reported
Other	calls get cut off
Account Not Found	checking open ticket
Other	checking on ongoing repairs
	need to get line buried
Troubleshooting Obstacle.Call Dropped	internet gone bad to worse
Call Abandoned.	no caller on line when agent picked up
Other	no caller on line when agent picked up
Completed	danielle from puc checking if repair line working
Completed	long distance not working
	customer checking on getting new service
Other	dropping calls and no dial tone
	called to get ticket number for dispatch
Customer Education.Issue Resolved	no dial tone
Research	no dial tone
Dispatched	no dial tone
	didn't speak with agent
	no dial tone
Other	dial tone went out when power went out
Completed	power out and back but no dial tone
Other	no dial tone
Dispatch.Customer	no dial tone
	customer hung up on recording
	no dial tone
Dispatch.Customer	intermittent dial tone
Other	no dial tone
	no dial tone
Troubleshooting Obstacle.No Caller On Line	no caller on line when agent picked up
	test call from PUC
Dispatched	no dial tone
Dispatch.Customer	intermittent dial tone
Other	intermittent service issues
Issue Resolved.Other	echo on line
Dispatched	intermittent dial tone-dropped calls
Transfer/Refer.	getting charged for service doesn't have
Dispatch.Customer	cuts off calls
	no agent on line
	no agent on line
Issue Resolved.Gave Tracking Info	need help to send back modem
Transfer/Refer.	no dial tone
Other	trouble dialing people
	no dial tone

	gets cut off
Other	internet down
	no agent on line
Other	no internet connection
Dispatch.Customer	ongoing static on line
Customer Notified.	internet not working
	phone not working
Call Disconnected	no agent on line
Customer Notified.Entered Contact Info/Gave ETR	intermittent connection
Dispatch.Customer	no dial tone
Completed	no dial tone
	no dial tone-check on dispatch scheduled
Other	phone dead
Transfer/Refer.	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
	internet not working
Dispatched	phone not working
Dispatch.Customer	phone not working
	no info
	no customer call in
Issue Resolved.Issue Credit	no internet connection
Customer Notified.	no internet connection
	no agent on line
Transfer/Refer.	voicemail not working
Other	internet not working
Dispatch.Customer	line not working
	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
	n/a
Dispatch.Customer	no dial tone
Dispatch.Customer	no dial tone
	n/a
Dispatch.Customer	no dial tone
Other	no dial tone
Completed	test call from manager
	test call from manager
Other	called about billing

Research	dropped calls-hum on line
QA/Account Research	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	Internet Down
Completed	Phone and Internet Down
Transfer/Refer.	email noting payment failed to process
Dispatched	static on line
Dispatch.Customer	phone down
Dispatched	phone down
Not Resolved: Dispatch	phone down
Dispatched	phone down
Dispatch.Customer	phone not working
Dispatched	phone down
Dispatched	no dial tone
Resolved: Educated Customer	no dial tone
Dispatch.Customer	no dial tone
Dispatched	static on line
Not Resolved: Transfer Care	trouble with internet
Dispatch.Customer	trouble with phone
	trouble with box in area
Not Resolved: Dispatch	trouble with phone
Not Resolved: Status	Phone Service Issue
Dispatch.Customer	Phone Service Issue
Dispatch.Customer	Phone Service Issue
Not Resolved: Troubleshooting, call dropped	VOICE
Dispatched	Phone Service Issue
Not Resolved: Transfer Care	Phone Service Issue
Not Resolved: Transfer Care	Internet not working

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	transfererred 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 trobuleshoot 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 servic	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
created dispatch	defective line card-carrier replaced
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
part of outage	restored switch
created dispatch	repair bsw talk to mr
created dispatch	tech out and no trouble found
created dispatch	trouble beyound ni-good to ni
created dispatch	no trouble found
created dispatch	came clear while testing
created dispatch	clear while testing-test all spans good
static noise	Call got dsc, another call came in, called cx back, ever
No dial Tone	Disptch created OUTSIDE PLANT ELECTRONICS MULT
static noise	Dispatch created ANALOG PAIR GAIN
NO CALLER ON LINE	Not Resolved: Troubleshooting, call dropped
NDT:OOS	Dispatch created ANALOG PAIR GAIN
cx would like to get a port transfer pin to change pho	Not Resolved: Transfer Care
Order to disconnect issued on 7/23/2023	Transferred to care for reinstatement

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
10/9/2022
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
10/8/2022
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

11/10/2022
11/16/2022
11/16/2022
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

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
5/19/2023
5/28/2023
5/28/2023
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5/28/2023
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5/30/2023
6/7/2023
6/21/2023
6/24/2023
6/30/2023
6/30/2023
7/10/2023
7/11/2023
7/13/2023
7/13/2023
7/14/2023
7/20/2023
7/28/2023