



CenturyLink™

October 2, 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 September 25, 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.

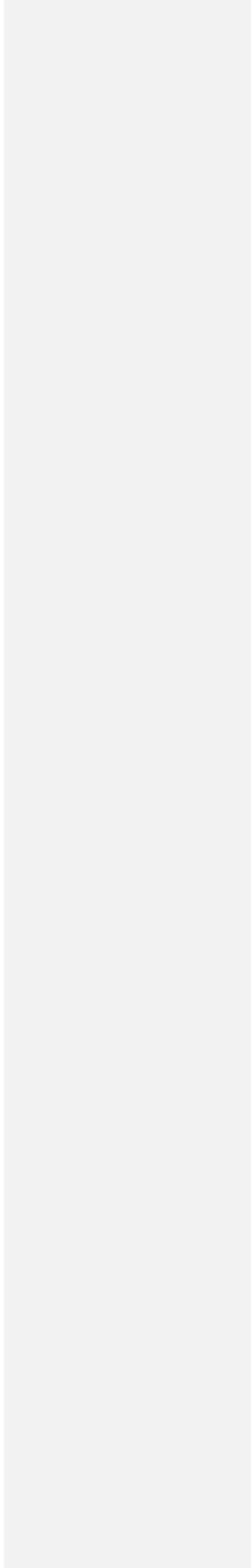
Sincerely,

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

#N/A
#N/A
#N/A
2900 LAR RT
#N/A
2900 LAR RT
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2600 UAR RT
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2900 LAR RT

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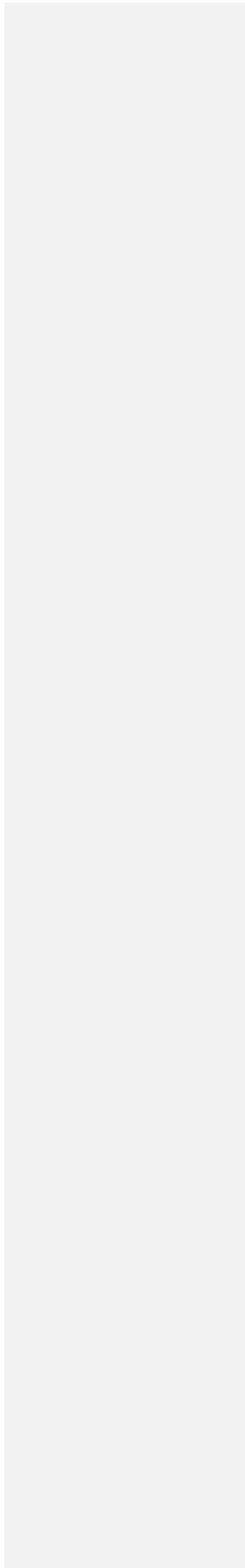
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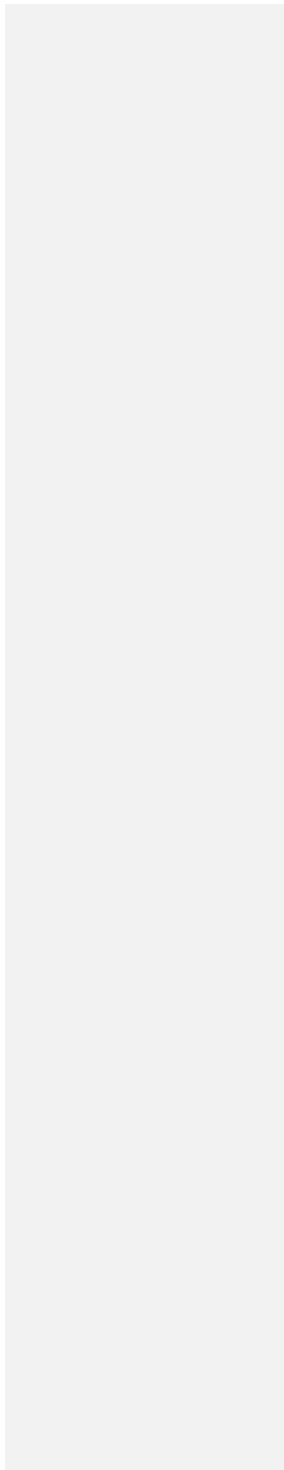
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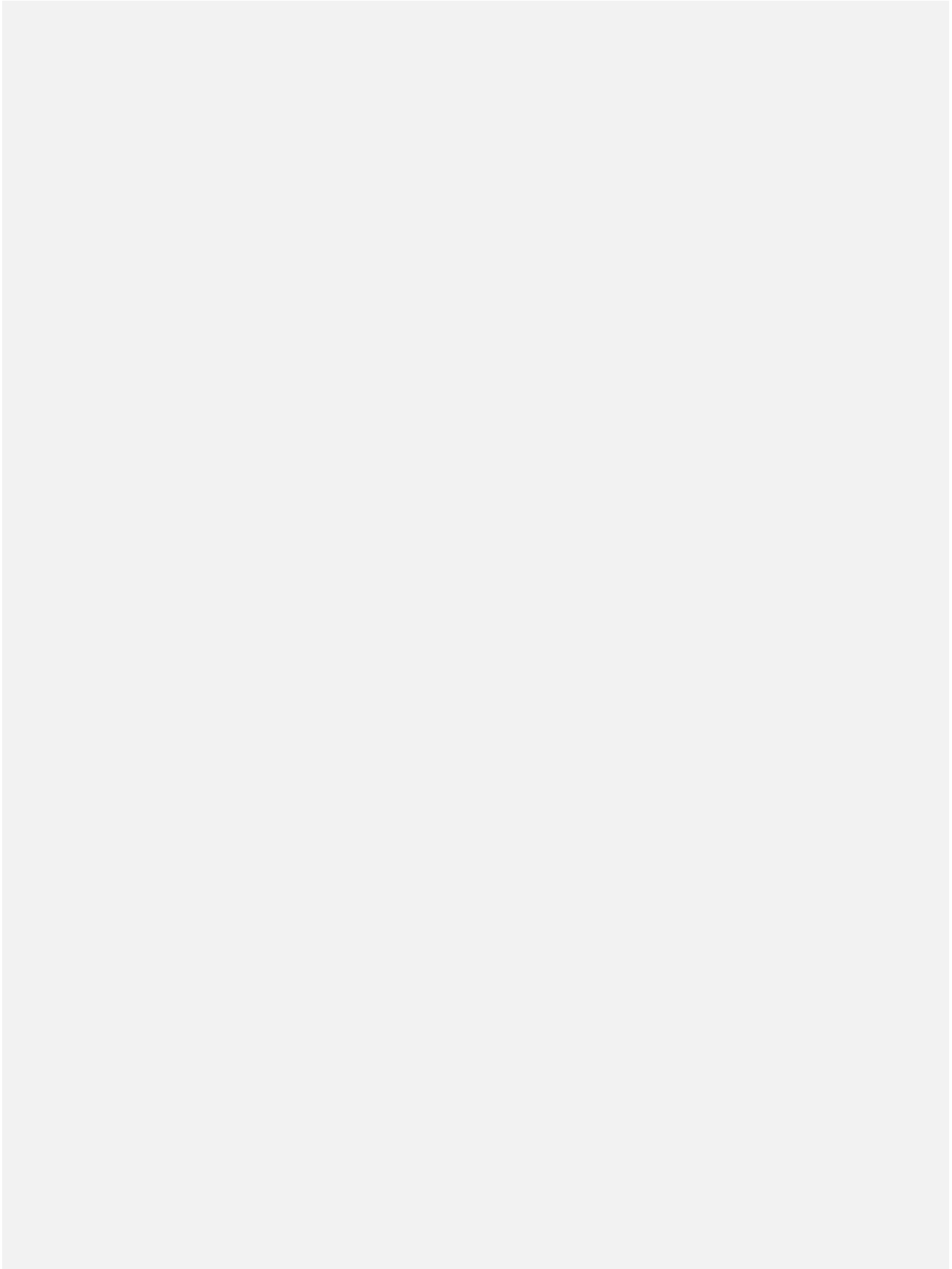
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#N/A
2600 UAR RT

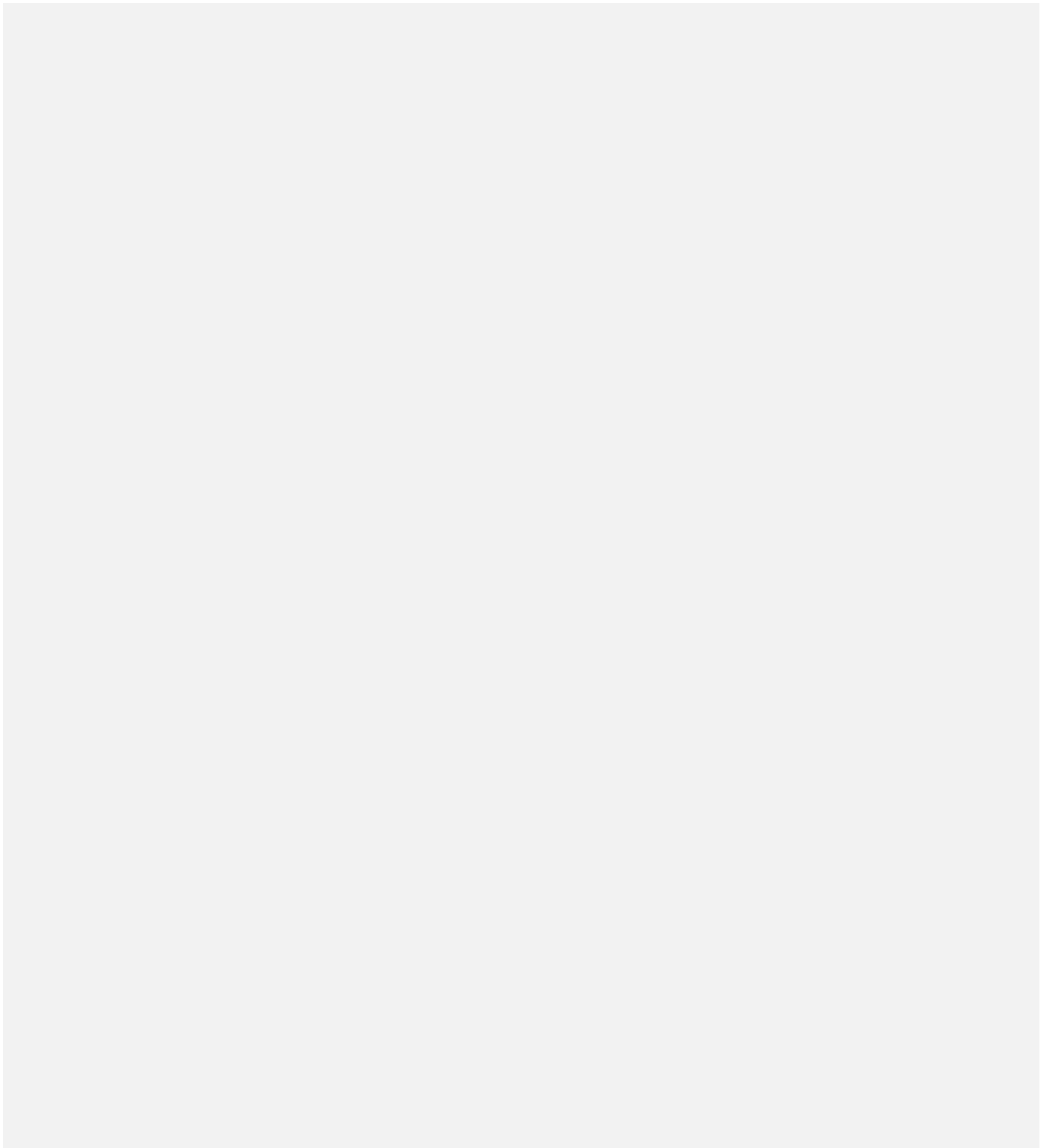


Depending on the time during the day

contact_tn

customer_name

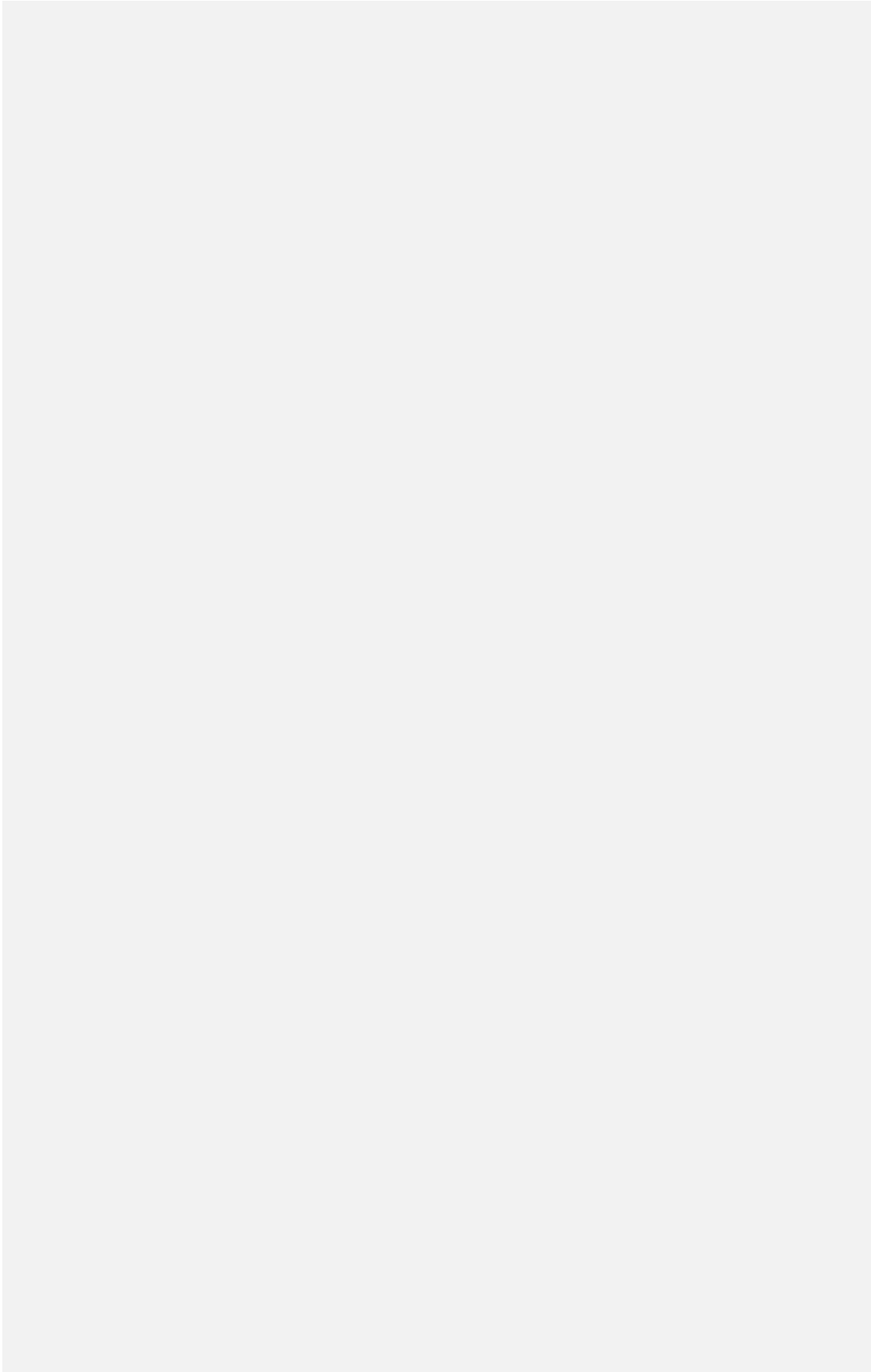


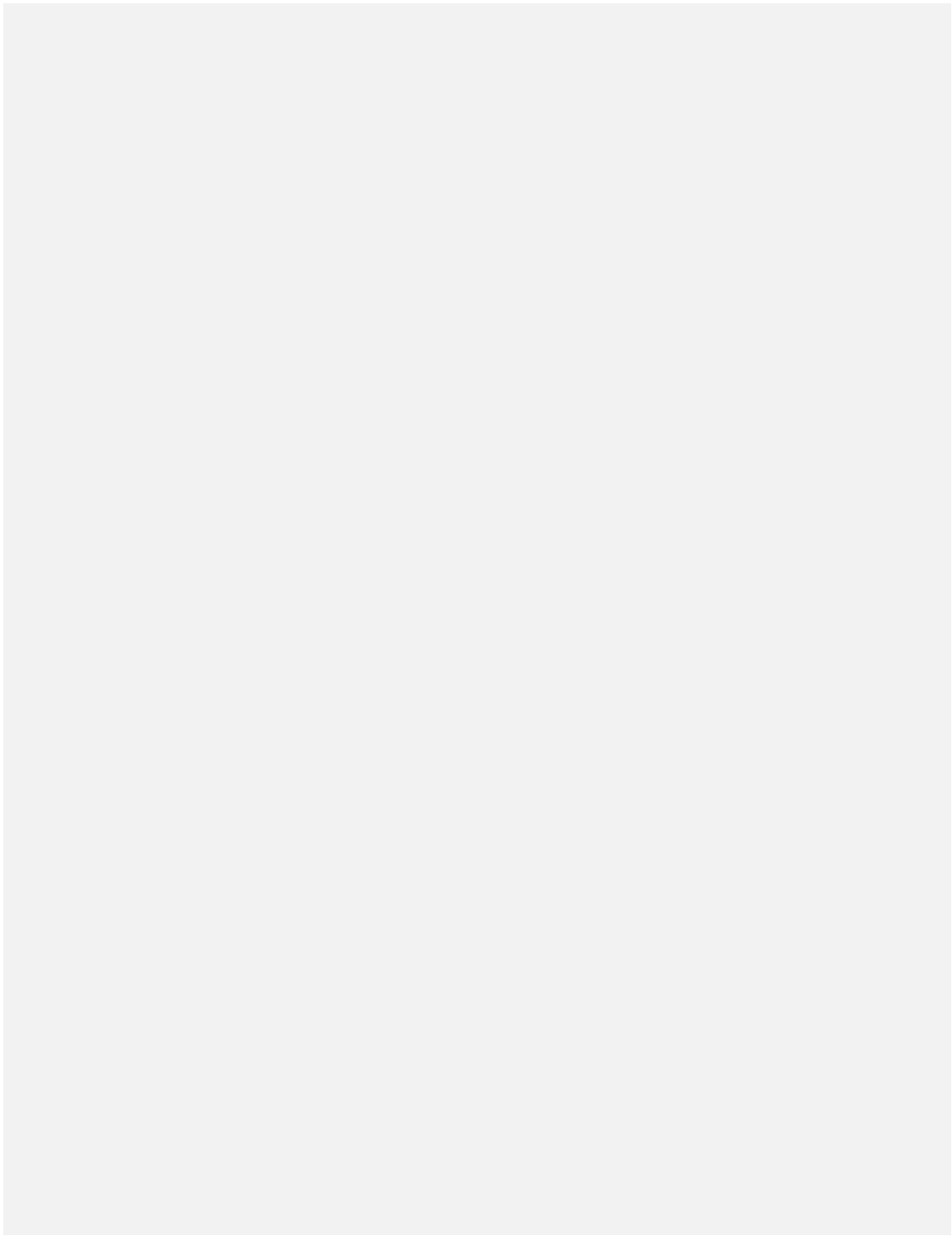


that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current

caller_name

address





ent day or next business day due date. Dispatch operations generate an open ticket report

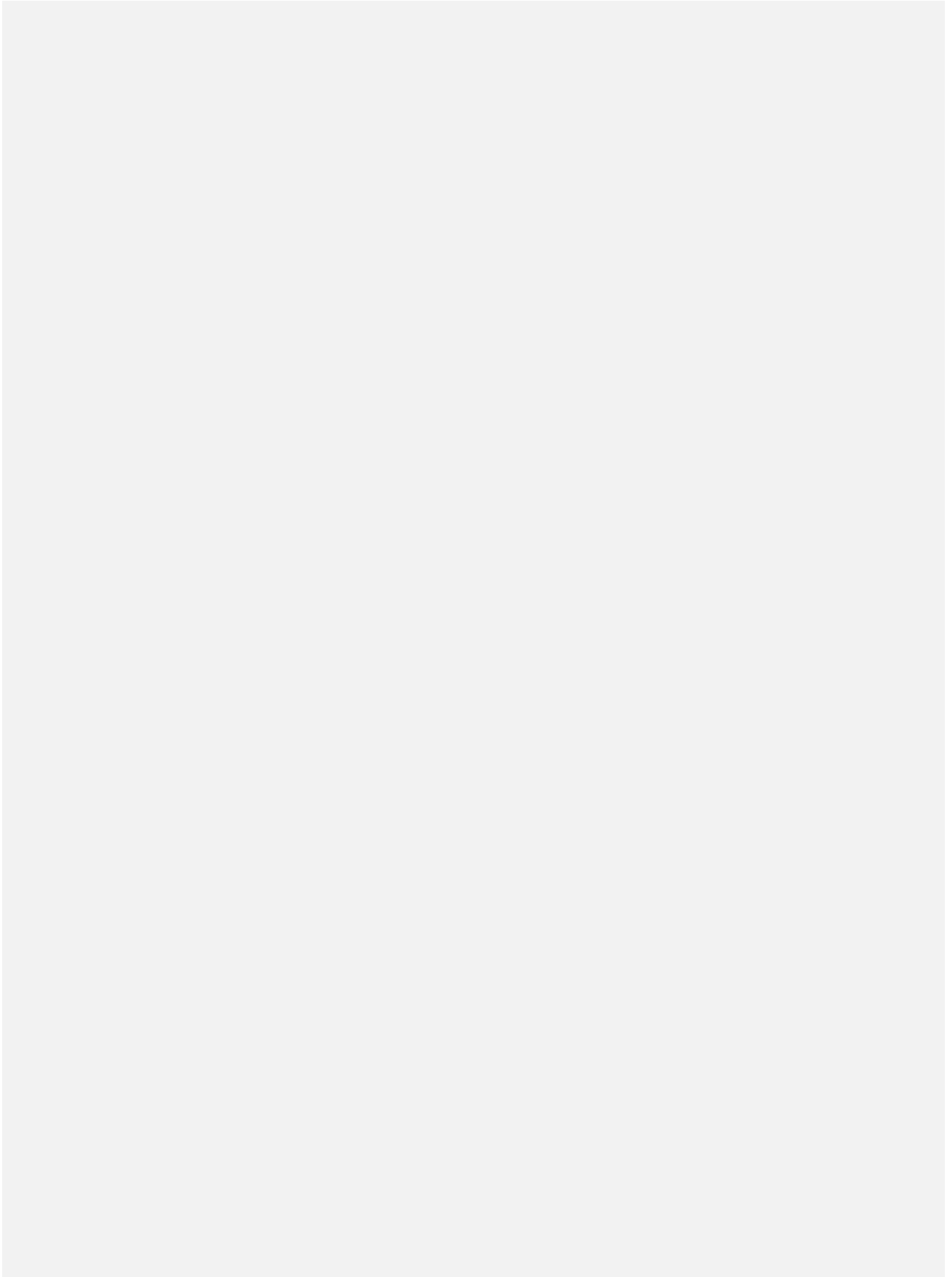
account

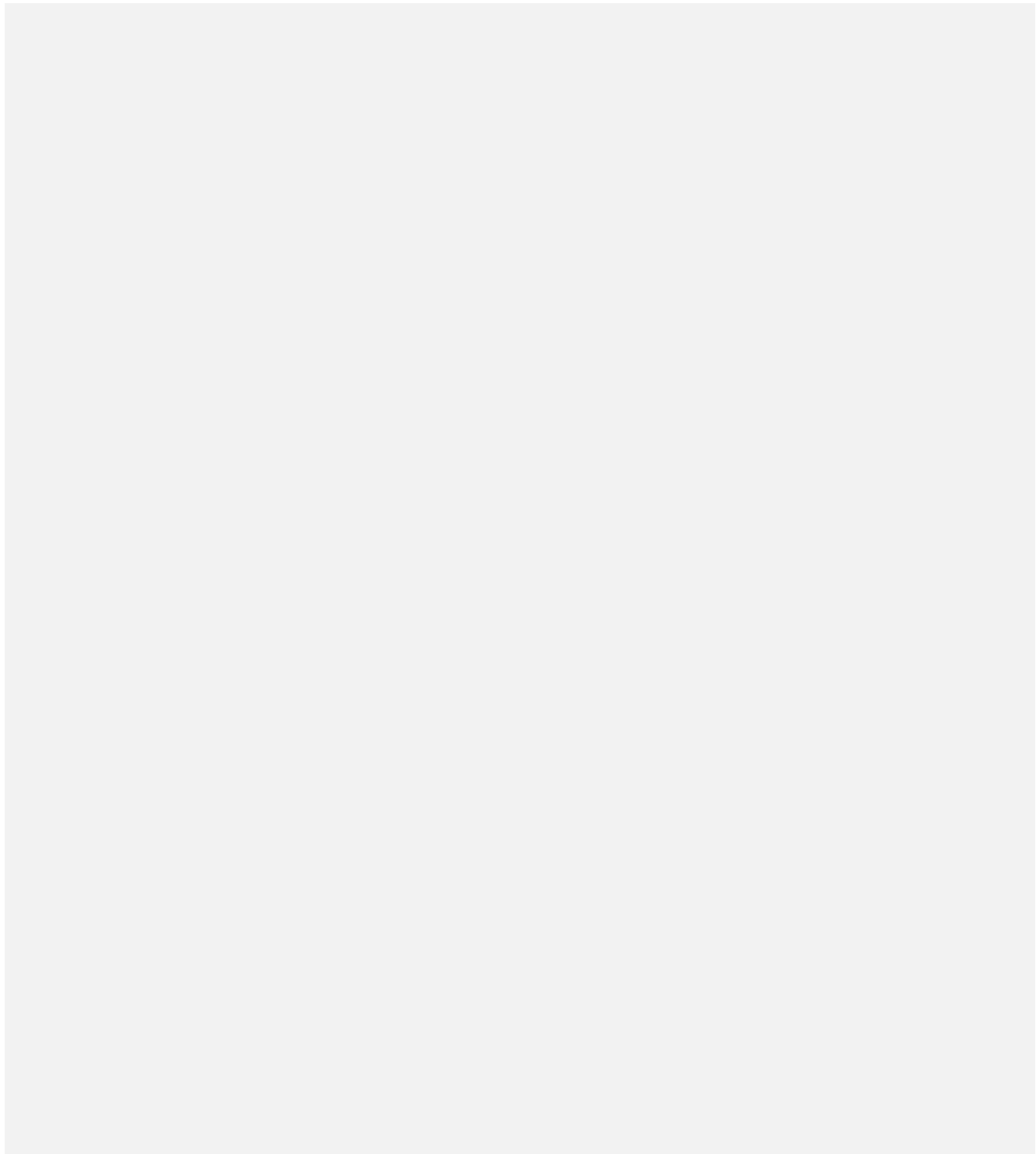
circuit_tn

alt_contact_tn

caller_sms

caller_email





at 6 AM and 6 PM each day.

ticket_timestamp	sf_case_number	rx_case_number
	sf_ticket_null	
9/28/2022 17:14:17	44614867	
	sf_ticket_null	
9/29/2022 10:51:25	44661675	262847457
9/29/2022 11:56:23	44673450	
9/29/2022 13:03:55	44685120	262931762
9/29/2022 14:41:03	44703142	
9/30/2022 11:23:41	44786105	263347533
	sf_ticket_null	263361848
9/30/2022 12:19:46	44796415	
9/30/2022 17:19:12	44847887	
9/30/2022 17:37:47	44850027	263555869
9/30/2022 17:38:32	44850125	
10/1/2022 11:52:52	44869181	263709262
10/4/2022 13:18:53	45100013	
10/4/2022 17:07:51	45144432	264855520
10/4/2022 17:23:22	45146711	264862848
10/5/2022 10:50:44	45195895	265056015
10/5/2022 12:08:25	45210156	
10/5/2022 16:12:23	45255283	265235715
	sf_ticket_null	
10/5/2022 16:16:45	45256096	265234746
10/5/2022 16:17:08	45256158	265235916
10/5/2022 16:19:42	45256621	265236487
10/5/2022 16:28:17	45258123	265242043
10/5/2022 16:47:26	45261455	265251032
	sf_ticket_null	
10/5/2022 19:21:15	45276704	265306461
10/6/2022 11:42:44	45319112	265483229
10/6/2022 12:36:38	45328505	265515462
	sf_ticket_null	265520046
	sf_ticket_null	265853926
	sf_ticket_null	
10/8/2022 13:26:46	45506442	
10/18/2022 12:43:08	46344171	269464698
10/25/2022 19:03:10	47018496	271889538
10/26/2022 17:17:05	47129768	272262536
10/27/2022 18:38:23	47248940	272674830
10/31/2022 11:45:52	47436570	
11/2/2022 10:53:33	47669636	274351175
11/2/2022 18:14:17	47744113	
11/2/2022 18:18:46	47744452	
11/2/2022 18:20:21	47744587	
11/3/2022 11:50:04	47794231	
11/7/2022 12:40:15	48083787	
	sf_ticket_null	276201862

	sf_ticket_null	277699451
11/16/2022 11:29:54	48950185	
11/16/2022 11:53:40	48954386	
11/16/2022 16:11:23	49001098	279861391
11/17/2022 16:11:47	49112066	280284551
11/17/2022 18:00:23	49125248	
11/18/2022 11:34:31	49174655	280528497
11/19/2022 10:33:32	49246974	
11/23/2022 11:36:58	49543923	
12/1/2022 15:53:24	50157945	284337537
12/12/2022 13:32:21	50972789	287732474
12/13/2022 11:53:39	51068088	
12/16/2022 19:12:00	51435184	289512281
12/19/2022 17:57:41	51572868	
12/28/2022 0:20:56	52115700	292816903
1/2/2023 23:12:17	52517624	294720863
1/3/2023 11:36:48	52554066	
1/3/2023 11:47:57	52556254	294892708
	sf_ticket_null	
1/4/2023 20:55:14	52737274	295671180
1/4/2023 21:00:38	52737349	295671933
	sf_ticket_null	
	sf_ticket_null	295918383
1/5/2023 15:55:27	52820805	
1/5/2023 19:17:45	52842702	
1/7/2023 10:48:37	52955616	
1/8/2023 18:43:35	52980371	296873805
1/9/2023 12:00:10	53032024	
1/10/2023 15:03:04	53182716	297680911
1/11/2023 15:34:43	53292336	
1/20/2023 14:53:55	54014552	
1/21/2023 20:36:14	54069911	301768747
1/22/2023 17:42:53	54080784	301897893
1/23/2023 10:44:59	54116142	
1/24/2023 15:15:18	54281713	302719424
1/31/2023 16:55:25	54859734	305190512
2/2/2023 13:56:39	55050215	305964857
2/14/2023 19:36:32	55984838	310078040
	sf_ticket_null	310349694
2/28/2023 10:12:20	56957814	314377399
2/28/2023 10:41:26	56962700	314396514
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2/28/2023 11:16:33	56968435	314415657
2/28/2023 11:22:36	56969368	
3/14/2023 9:25:55	57998621	
3/20/2023 0:36:21	58376481	
3/20/2023 13:00:41	58430259	

4/7/2023 16:22:25	59863864	
4/9/2023 21:42:47	59906116	
	sf_ticket_null	
	sf_ticket_null	
	sf_ticket_null	
	sf_ticket_null	
4/10/2023 18:32:47	60006024	
	sf_ticket_null	
	sf_ticket_null	
4/21/2023 6:50:14	60782663	
4/21/2023 6:53:15	60782683	330701978
5/3/2023 14:45:58	61680643	
5/19/2023 13:16:23	62815075	341217979
5/28/2023 11:27:10	63363242	344045500
5/28/2023 11:28:00	63363255	344044996
5/28/2023 11:29:19	63363273	344045024
5/28/2023 11:32:44	63363314	344045712
5/28/2023 14:03:24	63365173	344065826
5/28/2023 14:04:33	63365187	344065397
5/28/2023 15:11:15	63366004	344073497
5/28/2023 17:00:59	63367226	
5/31/2023 13:05:53	63540311	344993851
6/6/2023 21:17:23	63998685	347389511
6/19/2023 10:29:18	64795996	
6/23/2023 13:29:53	65191299	353781265
6/30/2023 14:56:08	65713468	
6/30/2023 14:59:42	65713917	356548362
7/10/2023 11:22:37	66267004	
7/10/2023 11:25:17	66267534	359839183
7/12/2023 17:30:36	66526413	361037031
7/13/2023 11:45:41	66571605	
7/14/2023 10:59:18	66657765	361800888
7/20/2023 23:44:49	67145236	364348696
7/28/2023 19:40:24	67769773	
8/18/2023 15:31:44	69294322	
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8/18/2023 17:20:21	69306758	
9/2/2023 20:34:47	70331223	382107836
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9/2/2023 21:17:12	70331557	382112698
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9/2/2023 21:37:24	70331708	382114738
9/2/2023 21:38:19	70331714	382114950
9/2/2023 21:50:49	70331803	382116018
9/2/2023 21:53:55	70331829	382116384
9/2/2023 22:58:07	70332167	

9/2/2023 23:00:36	70332178	382121823
9/2/2023 23:35:36	70332282	382123971
9/3/2023 0:06:39	70332390	382125837
9/3/2023 9:48:49	70334408	382153915
9/3/2023 10:49:49	70335223	382162487
9/3/2023 10:59:47	70335345	
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9/3/2023 12:28:48	70336662	
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9/3/2023 14:42:44	70338702	382200954
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9/4/2023 12:13:20	70353058	382344492
9/4/2023 13:03:22	70354485	382356043
9/5/2023 10:37:36	70389550	382593728
9/5/2023 17:04:54	70452861	
9/6/2023 12:57:41	70512100	
9/6/2023 17:24:03	70548787	383341175
9/7/2023 12:18:22	70598952	
9/7/2023 12:56:29	70604547	383660249
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9/7/2023 13:03:10	70605479	383664075
9/7/2023 13:06:16	70605893	383666037
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9/7/2023 13:15:07	70607240	383670111
9/7/2023 13:19:59	70607967	
9/7/2023 13:29:18	70609311	
9/7/2023 13:30:28	70609472	
9/7/2023 13:32:02	70609697	383702224
9/7/2023 13:36:46	70610367	383685005
9/7/2023 13:45:41	70611608	383666870
9/7/2023 15:02:48	70622352	
9/7/2023 15:30:57	70626274	383755959
9/9/2023 16:15:21	70759061	
9/12/2023 14:52:47	70946666	
9/21/2023 11:32:18	71581822	
9/22/2023 15:46:08	71696682	389500234
9/25/2023 16:45:15	71832184	

cause

Repair Flow - CSC

Out of Scope.Misdirect

Out of Scope.Misdirect

Subsequent.Missed Commitment(CenturyLink missed)

No Assistance Provided

Phone Line.Can't Call Out

Phone Line.No Dial Tone - All Phones

Wireless.Setup/Credentials/Configuration

Non-Customer Call.No Caller On Line

Non-Customer Call.Other Internal

Repair Flow - CSC

Subsequent.Status Only

ABANDONED_SESSION.Tool Issue

Non-Customer Call.Other Internal

Phone Line.No Dial Tone - All Phones

Research Account

NDT.OOS

FASTFECTicketV1.FASTFECTicketV1

Phone Line.No Dial Tone - All Phones

FASTFECTicketV1.FASTFECTicketV1

Subsequent.Cancel

Phone Line.No Dial Tone - All Phones

Phone Line.No Dial Tone - All Phones

Phone Line.Gets Cut Off

Phone Line.No Dial Tone - All Phones

Phone Line.Gets Cut Off

Non-Customer Call.No Caller On Line

Repair Flow - CSC

Phone Line.No Dial Tone All Phones

Phone Line.No Dial Tone - All Phones

Non-Customer Call.Tool Issue

Phone Line.Transmission (Noisy Line)

Out of Scope.Misdirect

Phone Line.Transmission(Noisy Line)

Status Update.RMA

Out of Scope.Misdirect

Subsequent.Status Only

Phone Line.No Dial Tone - All Phones

Phone Line.Gets Cut Off
ABANDONED_SESSION.No Ticketing Options

Fast Front End Close.CLAS Customer Education
Phone Line.Transmission (Noisy Line)
Status Update.Outage
Non-Customer Call.Other Internal
No Assistance Provided
Status Update.Outage
NDT.OOS
Repair Flow - CSC

Phone Line.No Dial Tone - All Phones
Out of Scope.Misdirect
NDT.OOS
NDT.OOS
No Assistance Provided
Phone Line.No Dial Tone All Phones

NDT.OOS
Phone Line.No Dial Tone All Phones

Non-Customer Call.Other Internal
Status Update.Outage
Status Update.Outage

Referrals.Business Office
Fast Front End Close.MISC Customer Education
Phone Line.Transmission(Noisy Line)

ABANDONED_SESSION.No Ticketing Options
Phone Line.No Dial Tone All Phones
NDT.OOS
Repair Flow - CSC
Phone Line.No Dial Tone - All Phones
NDT.OOS
Phone Line.No Dial Tone All Phones
NDT.OOS
Subsequent.Status Only
Phone Line.No Dial Tone All Phones
Phone Line.No Dial Tone All Phones

Phone Line.No Dial Tone All Phones
Phone Line.No Dial Tone - All Phones
Repair Flow - CSC
Non CenturyLink Customer
Fast Front End Close.MISC Customer Education

Research Account
No Assistance Provided

Repair Flow - CSC

Out of Scope.Misdirect
NDT.OOS
Out of Scope.Misdirect
Phone Line.Transmission (Noisy Line)
Phone Line.No Dial Tone All Phones
NDT.OOS
NDT.OOS
NDT.OOS
Phone Line.No Dial Tone All Phones
NDT.OOS
NDT.OOS
Resolved On the Call/Chat
Phone Line.No Dial Tone All Phones
Repair Flow - CSC
Not Resolved On the Call/Chat
Phone Line.Transmission(Noisy Line)

NDT.OOS
Not Resolved On the Call/Chat
Phone Line.No Dial Tone All Phones
Phone Line.Transmission(Noisy Line)
Not Resolved On the Call/Chat
NDT.OOS
Not Resolved On the Call/Chat
Not Resolved On the Call/Chat
Not Resolved On the Call/Chat

Not Resolved On the Call/Chat
NDT.OOS
Phone Line.No Dial Tone All Phones
NDT.OOS
NDT.OOS
Not Resolved On the Call/Chat
Phone Line.No Dial Tone All Phones
NDT.OOS
NDT.OOS
NDT.OOS
Not Resolved On the Call/Chat

NDT.OOS

Phone Line.No Dial Tone All Phones

Not Resolved On the Call/Chat

Phone Line.No Dial Tone All Phones

NDT.OOS

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

NDT.OOS

NDT.OOS

NDT.OOS

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

Phone Line.No Dial Tone All Phones

Resolved On the Call/Chat

Phone Line.No Dial Tone All Phones

Repair Flow - CSC

Phone Line.No Dial Tone All Phones

Phone Line.No Dial Tone All Phones

Not Resolved On the Call/Chat

Phone Line.No Dial Tone All Phones

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

Not Resolved On the Call/Chat

NDT.OOS

Phone Line.No Dial Tone All Phones

Phone Line.No Dial Tone - All Phones

Not Resolved On the Call/Chat

NDT.OOS

Not Resolved On the Call/Chat

Research Account

Phone Line.No Dial Tone - All Phones

Resolved On the Call/Chat

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
Dispatch.Customer	phone not working
Dispatched	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
Completed	line not working
Other	centurylink rep testing dedicated line
Dispatch.Customer	phone line dead
Dispatched	phone line dead
Completed	no info found
Other	customer calling to cancel ticket
Dispatched	no internet connection
Dispatch.Customer	phone down
Dispatched	no dial tone on 2nd line
Dispatch.Customer	no dial tone
Dispatch.Customer	n/a
Dispatch.Customer	no dial tone
Dispatch.Customer	no dial tone
Dispatch.Customer	n/a
Other	no dial tone
Completed	no dial tone
Other	test call from manager
Completed	test call from manager
Other	called about billing

Research
 QA/Account Research

 Completed

 Transfer/Refer.Tier 1.0 HSI/Market
 Completed
 Transfer/Refer.
 Dispatched
 Dispatch.Customer
 Dispatched
 Not Resolved: Dispatch
 Dispatched
 Dispatch.Customer
 Dispatched
 Dispatched
 Resolved: Educated Customer
 Dispatch.Customer
 Dispatched
 Not Resolved: Transfer Care
 Dispatch.Customer

 Not Resolved: Dispatch
 Not Resolved: Status
 Dispatch.Customer
 Dispatch.Customer
 Not Resolved: Troubleshooting, call dropped
 Dispatched
 Not Resolved: Transfer Care
 Not Resolved: Transfer Care
 Not Resolved: Status

 Not Resolved: Troubleshooting, call dropped
 Not Resolved: Escalation
 Dispatch.Customer
 Not Resolved: Dispatch
 Not Resolved: Dispatch
 Not Resolved: Ghost Caller (no one on the line)
 Dispatch.Customer
 Not Resolved: Status
 Not Resolved: Dispatch
 Not Resolved: Outage
 Not Resolved: Troubleshooting, call dropped

dropped calls-hum on line
no call-agent accessed to research
n/a
n/a
n/a
n/a
no internet connection
n/a
n/a
Internet Down
Phone and Internet Down
email noting payment failed to process
static on line
phone down
phone down
phone down
phone down
phone not working
phone down
no dial tone
no dial tone
no dial tone
static on line
trouble with internet
trouble with phone
trouble with box in area
trouble with phone
Phone Service Issue
Phone Service Issue
Phone Service Issue
VOICE
Phone Service Issue
Phone Service Issue
Internet not working
intermittent service issues
added cll frwr for calls
hung up
no dial tone
no dial tone
no dial tone
no dial tone
no on one the line
no dial tone
no dial tone
no dial tone
customer hung up on recording

Not Resolved: Dispatch
 Dispatch.Customer
 Not Resolved: Status
 Dispatch.Customer
 Dispatched
 Not Resolved: Status
 Not Resolved: Outage
 Not Resolved: Dispatch

 Not Resolved: Status
 Not Resolved: Outage
 Not Resolved: Outage
 Not Resolved: Dispatch
 Not Resolved: Outage
 Not Resolved: Status
 Not Resolved: Ghost Caller (no one on the line)
 Not Resolved: Outage
 Dispatch.Customer
 Resolved: Educated Customer
 Dispatch.Customer
 Dispatched
 Dispatch.Customer
 Dispatch.Customer
 Not Resolved: Outage
 Dispatch.Customer
 Not Resolved: Dispatch
 Not Resolved: Troubleshooting, call dropped
 Not Resolved: Outage
 Not Resolved: Dispatch
 Dispatch.Customer
 Not Resolved: Dispatch
 Not Resolved: Outage
 Not Resolved: Outage

 Not Resolved: Status
 Research
 Not Resolved: Dispatch
 Resolved: Educated Customer

no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
status on outage
no dial tone
no dial tone
n/a
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
CenturyLink employee test call
no dial tone
trouble with voice mail
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no dial tone
no internet connection
no dial tone
NOT A CTL ACCT
no dial tone
static on line

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
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
created dispatch	tech dial tone found good
agent added call forward	set up cll forward
hung up	hung up
created dispatch	tech noted car wreck took out pair gain-repaired
part of outage	tech repaired-reset pair gain in surveillance
created dispatch	retested and confirmed working with customer
created dispatch	part of outage-tech replaced 12x48
n/a	n/a
created dispatch	tech replaced ped sliced
agent educatd no outage	cust said would wait for update tomorrow
created dispatch	part of outage-tech replaced 12x48
created dispatch	part of outage-tech replaced 12x48
n/a	n/a

created dispatch	part of outage-tech replaced 12x48
created dispatch	tech replaced ped sliced
part of outage	outage was resolved and cus verified wrking
created dispatch	part of outage-tech replaced 12x48
created dispatch	part of outage-tech replaced 12x48
educated cx on outage	educated customer on outage
notified of outage	agent confirmed outage
created dispatch	good dial tone at RT-no jumpers
n/a	n/a
notified of outage	part of outage-tech replaced 12x48
notified of outage	part of outage-tech replaced 12x48
notified of outage	part of outage-tech replaced 12x48
created dispatch	cust cancelled dispatch phone working
part of outage	part of outage-tech replaced 12x48
part of outage	part of outage-tech replaced 12x48
CenturyLink employee test call	CenturyLink employee test call
part of outage	part of outage-tech replaced 12x48
part of outage	updated on voicemail outage
part of outage	cus sd talked to tech and he was on it-wnted noted
created dispatch	car wreck took out p'g
created dispatch	part of outage-reset ipg in surveillance
created dispatch	part of outage-reset ipg in surveillance
created dispatch	part of outage-reset ipg in surveillance
updated on outage	advised etr 9/8/23
created dispatch	part of outage-reset ipg in surveillance
created dispatch	repaired car wreck
customer hung up	customer hung up
notified outage still ongoing	part of outage
created dispatch	per customer all lines working in community
created dispatch	part of outage-car wreck
created dispatch	part of outage-car wreck
outage	notified of outage
outage in area	provided etr 9/12/23
call dropped	call dropped
wanted to create tkt for neighbor-no info	will call back when has more information
N/A	N/A
created dispatch	REPLACED REPEATER, TEST SPAN
customer called to advise tech is on site	per customer tech is working on line repair

Date Service Issue Was Resolved
Never spoke with agent
Agent transferred to repair
Same customer transferred
customer was midirected-no issue reported
customer was midirected-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
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10/7/2022
10/5/2022
10/6/2022
10/7/2022
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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
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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
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7/10/2023
7/11/2023
7/13/2023
7/13/2023
7/14/2023
7/20/2023
7/28/2023
8/18/2023
8/18/2023
8/18/2023
9/11/2023
9/8/2023
9/4/2023
9/5/2023
n/a
9/6/2023
9/2/2023
9/5/2023
9/5/2023
n/a

	9/5/2023
	9/6/2023
	9/2/2023
	9/5/2023
	9/5/2023
n/a	
n/a	
	9/12/2023
n/a	
	9/5/2023
	9/5/2023
	9/5/2023
	9/4/2023
	9/5/2023
	9/5/2023
CenturyLink employee test call	
	9/5/2023
	9/6/2023
n/a	
	9/11/2023
	9/8/2023
	9/8/2023
	9/8/2023
	9/8/2023
	9/8/2023
	9/8/2023
	9/7/2023
	9/8/2023
	9/11/2023
	9/8/2023
	9/8/2023
	9/8/2023
	9/8/2023
n/a	
n/a	
N/A	
	9/22/2023
	9/25/2023