



CenturyLink™

July 24, 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 July 20, 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

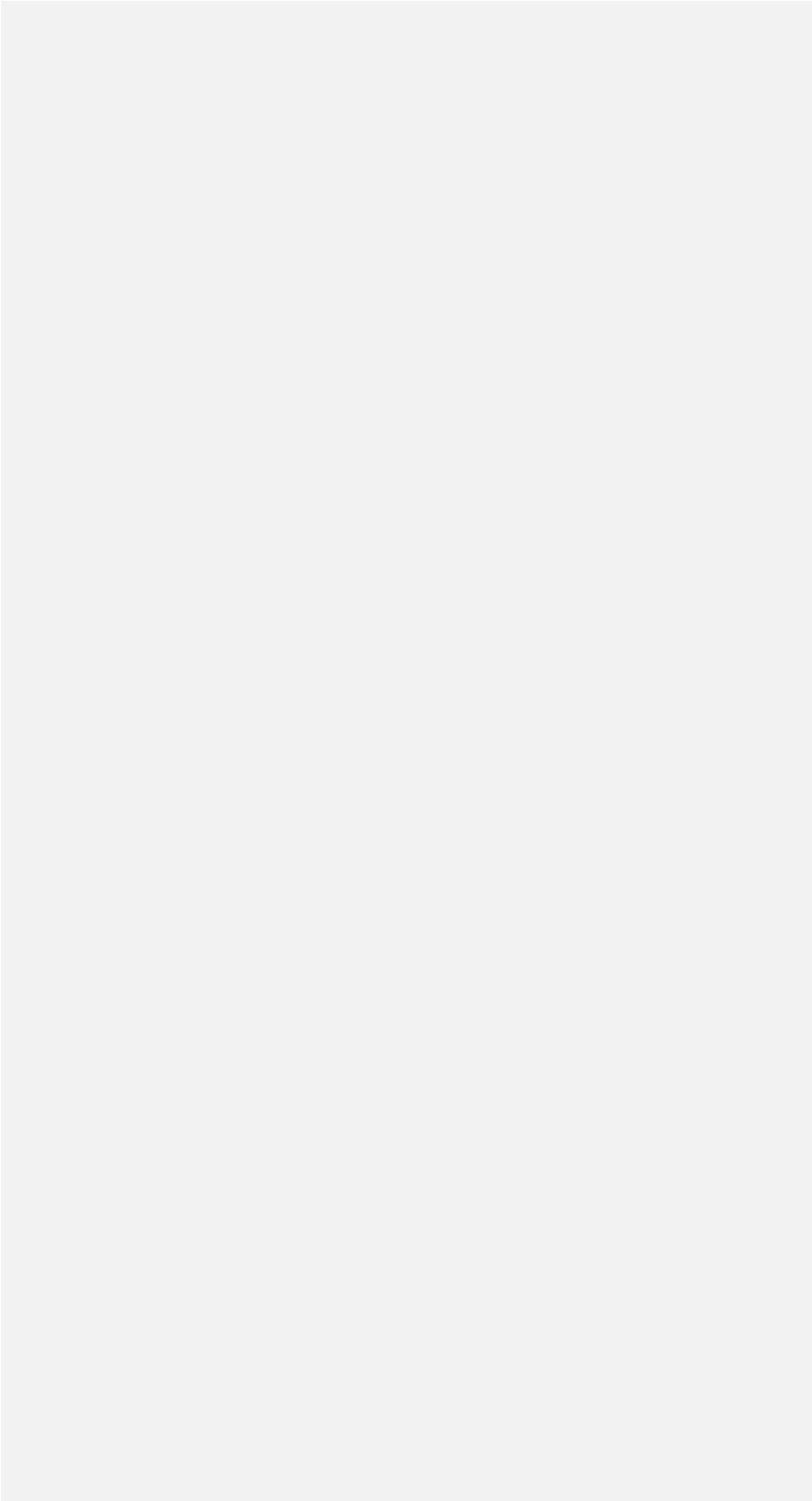
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#N/A	9/28/2022 11:06:02
#N/A	9/28/2022 17:14:16
#N/A	9/28/2022 17:15:08
2900 LAR RT	9/29/2022 10:51:24
#N/A	9/29/2022 11:56:21
2900 LAR RT	9/29/2022 13:03:52
#N/A	9/29/2022 14:41:00
2900 LAR RT	9/30/2022 11:23:40
#N/A	9/30/2022 11:56:01
#N/A	9/30/2022 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

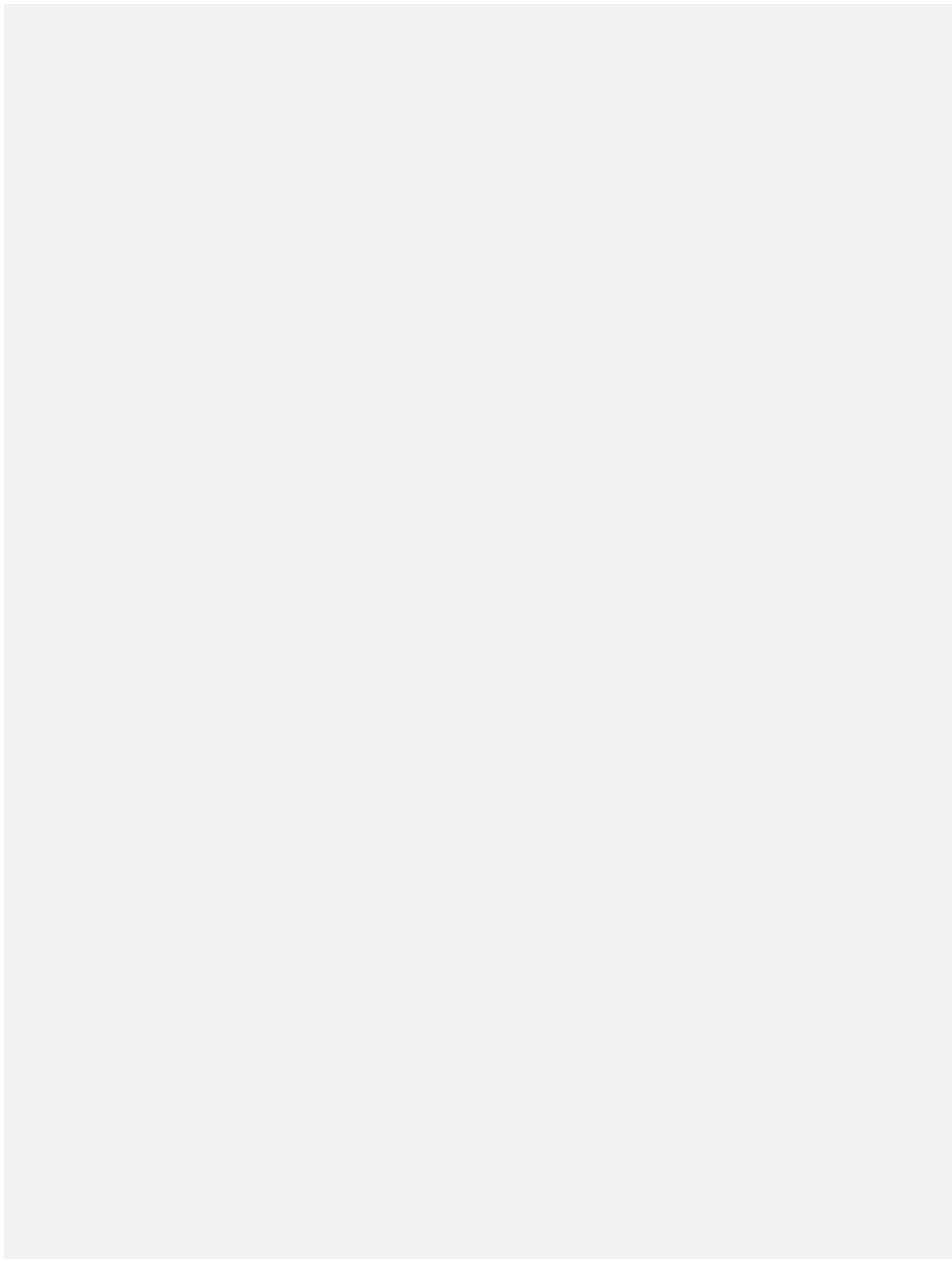
#N/A	11/10/2022 12:06:03
#N/A	11/16/2022 11:29:38
#N/A	11/16/2022 11:53:38
#N/A	11/16/2022 16:11:07
#N/A	11/17/2022 16:11:45
#N/A	11/17/2022 18:00:22
2900 LAR RT	11/18/2022 11:34:12
#N/A	11/19/2022 10:33:21
#N/A	11/23/2022 11:36:47
#N/A	12/1/2022 15:53:23
#N/A	12/12/2022 13:32:09
#N/A	12/13/2022 11:53:33
#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

Depending on the time during the day that

contact_tn

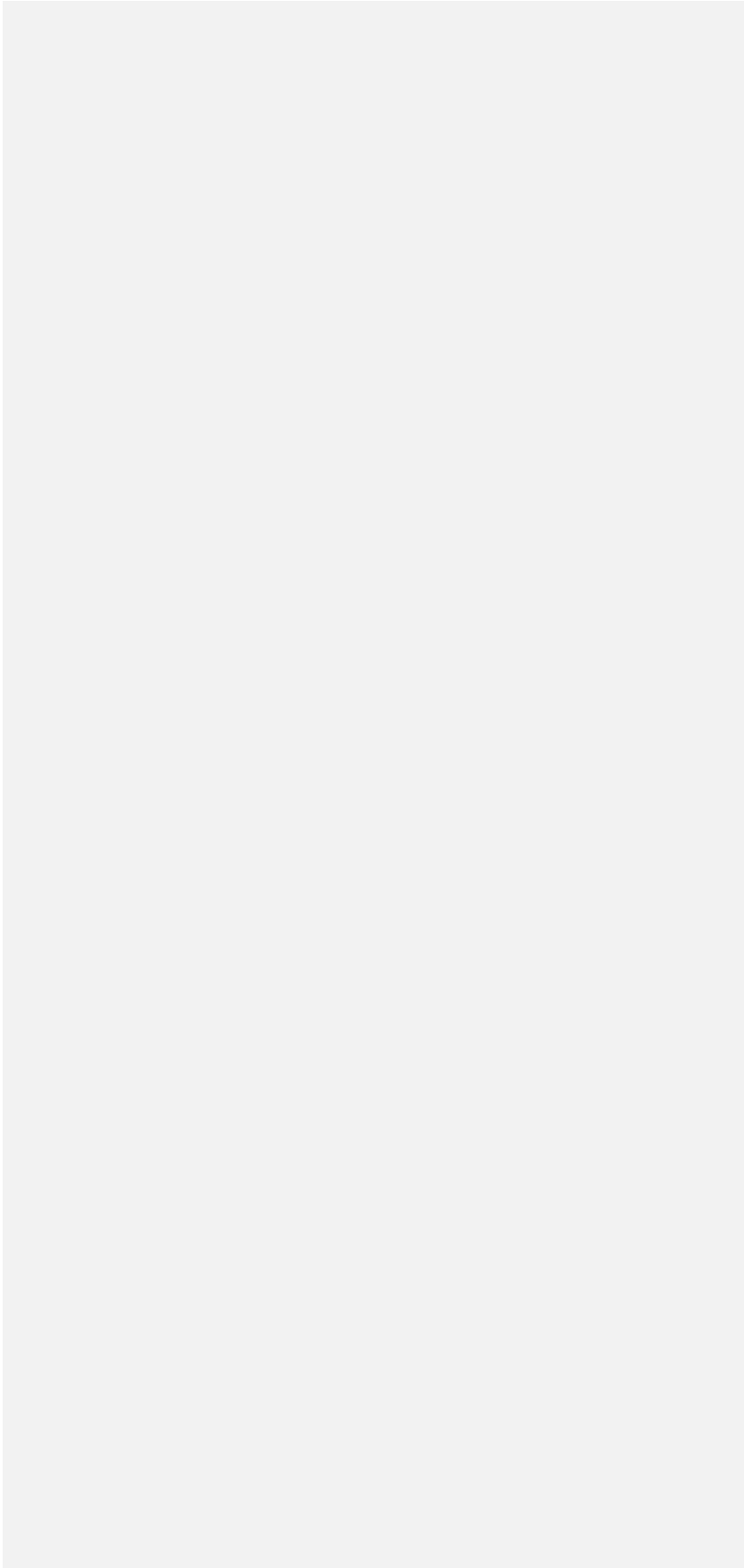


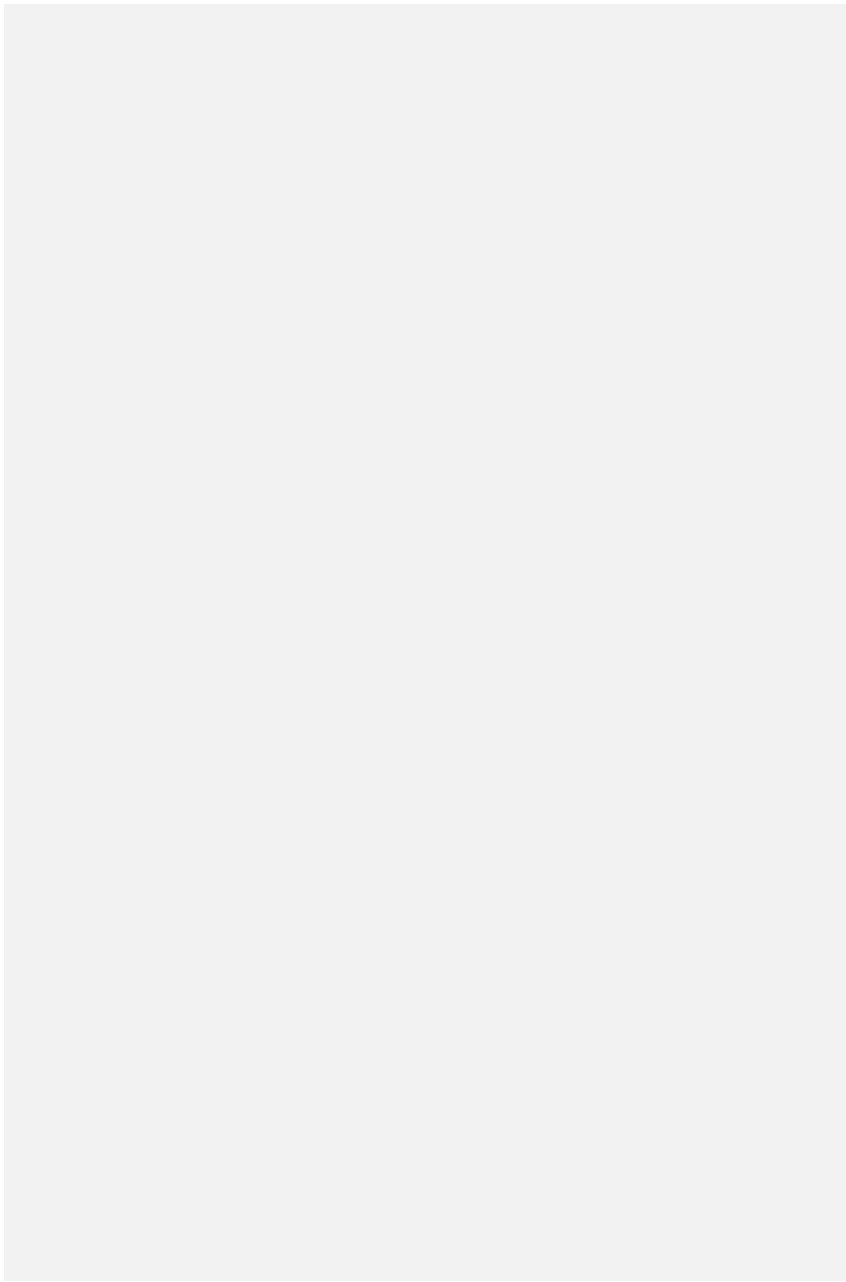


tickets are generated through incoming calls to the dedicated repair line, a ti

customer_name

caller_name





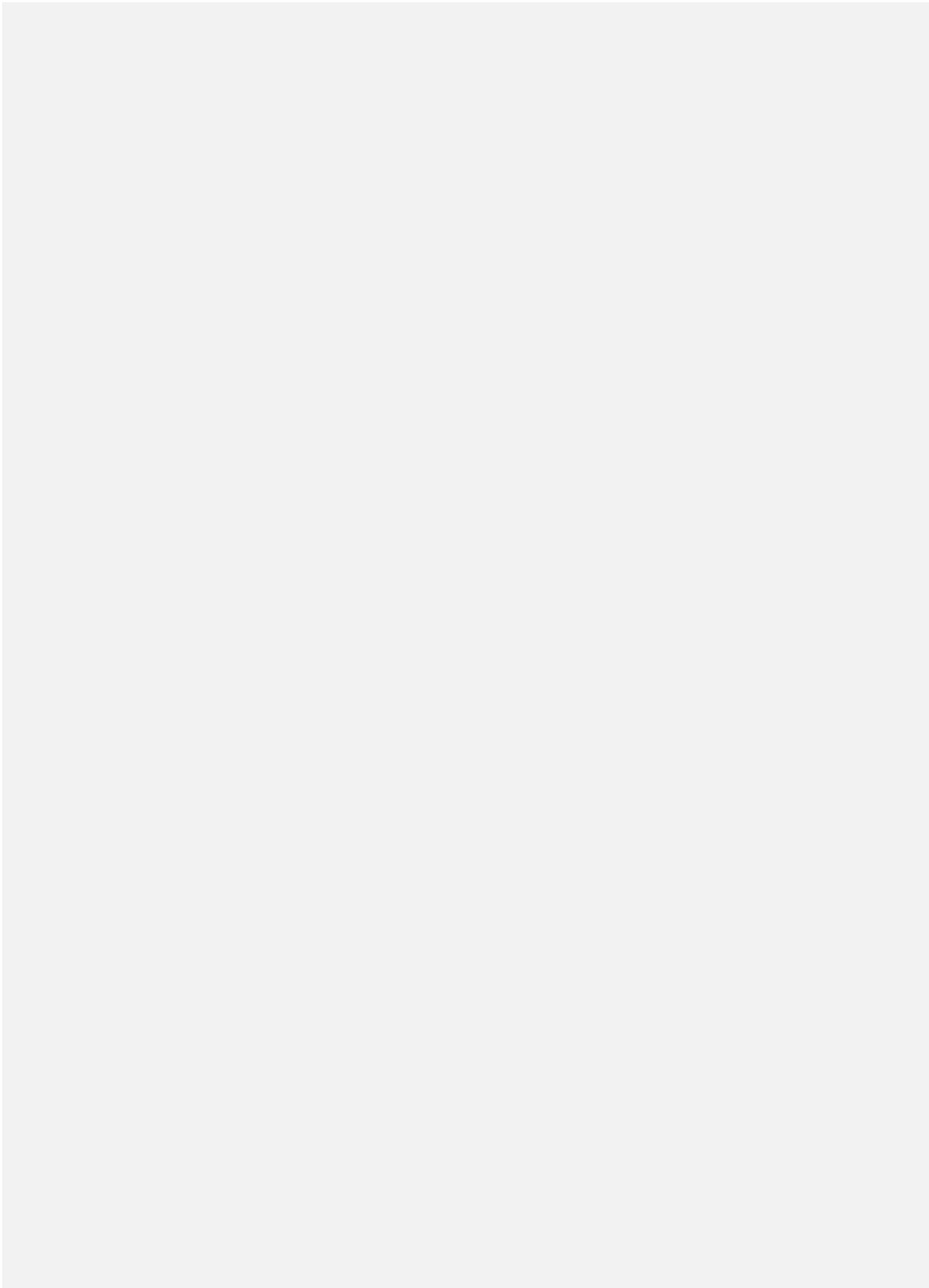
cket will receive a current day or next business day due date. Disp

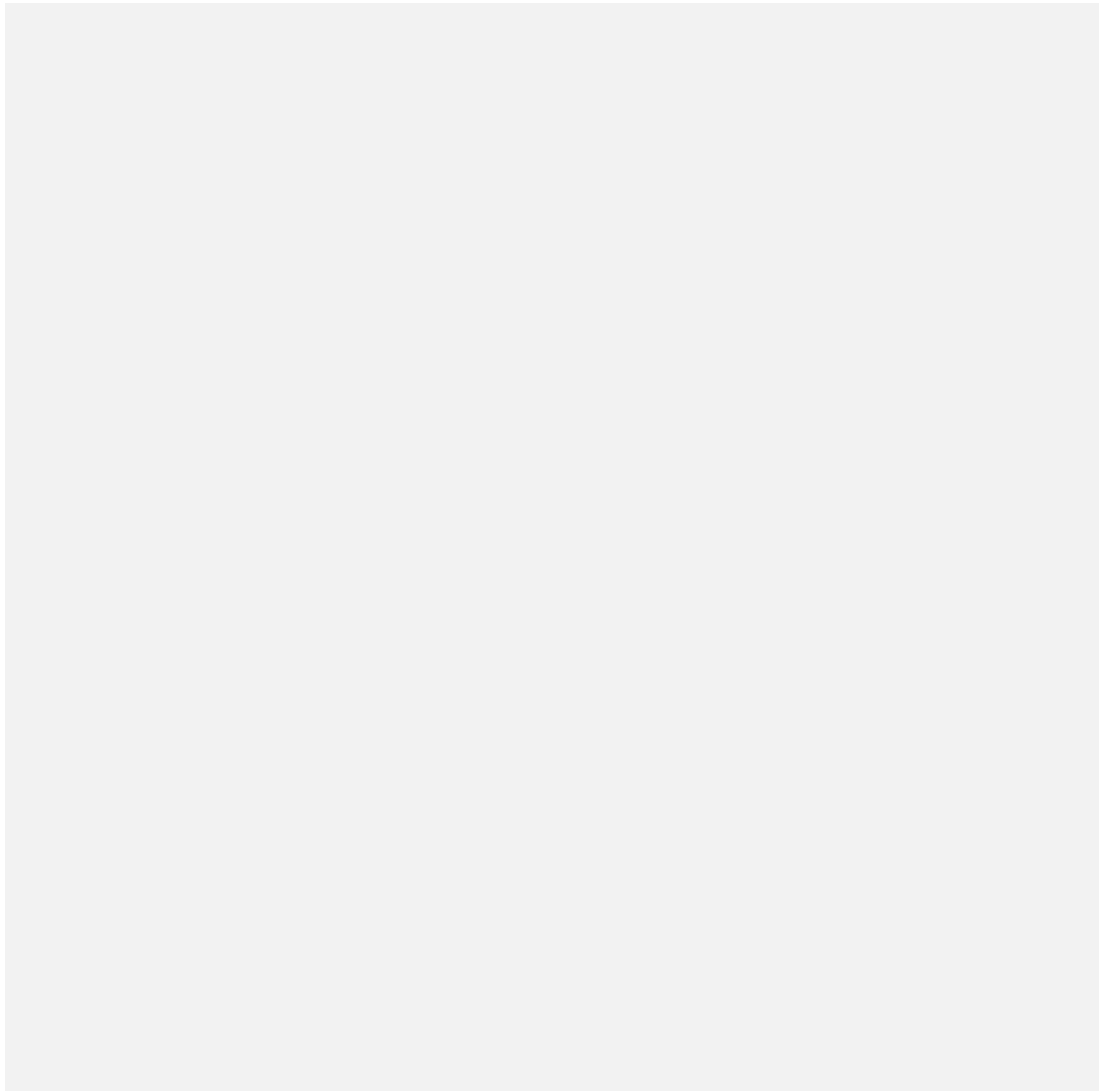
address

account

circuit_tn

alt_contact_tn





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

caller_sms	caller_email	ticket_timestamp	sf_case_number
			sf_ticket_null
		9/28/2022 17:14:17	44614867
			sf_ticket_null
		9/29/2022 10:51:25	44661675
		9/29/2022 11:56:23	44673450
		9/29/2022 13:03:55	44685120
		9/29/2022 14:41:03	44703142
		9/30/2022 11:23:41	44786105
			sf_ticket_null
		9/30/2022 12:19:46	44796415
		9/30/2022 17:19:12	44847887
		9/30/2022 17:37:47	44850027
		9/30/2022 17:38:32	44850125
		10/1/2022 11:52:52	44869181
		10/4/2022 13:18:53	45100013
		10/4/2022 17:07:51	45144432
		10/4/2022 17:23:22	45146711
		10/5/2022 10:50:44	45195895
		10/5/2022 12:08:25	45210156
		10/5/2022 16:12:23	45255283
			sf_ticket_null
		10/5/2022 16:16:45	45256096
		10/5/2022 16:17:08	45256158
		10/5/2022 16:19:42	45256621
		10/5/2022 16:28:17	45258123
		10/5/2022 16:47:26	45261455
			sf_ticket_null
		10/5/2022 19:21:15	45276704
		10/6/2022 11:42:44	45319112
		10/6/2022 12:36:38	45328505
			sf_ticket_null
			sf_ticket_null
			sf_ticket_null
		10/8/2022 13:26:46	45506442
		10/18/2022 12:43:08	46344171
		10/25/2022 19:03:10	47018496
		10/26/2022 17:17:05	47129768
		10/27/2022 18:38:23	47248940
		10/31/2022 11:45:52	47436570
		11/2/2022 10:53:33	47669636
		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

sf_ticket_null

11/16/2022 11:29:54	48950185
11/16/2022 11:53:40	48954386
11/16/2022 16:11:23	49001098
11/17/2022 16:11:47	49112066
11/17/2022 18:00:23	49125248
11/18/2022 11:34:31	49174655
11/19/2022 10:33:32	49246974
11/23/2022 11:36:58	49543923
12/1/2022 15:53:24	50157945
12/12/2022 13:32:21	50972789
12/13/2022 11:53:39	51068088
12/16/2022 19:12:00	51435184
12/19/2022 17:57:41	51572868
12/28/2022 0:20:56	52115700
1/2/2023 23:12:17	52517624
1/3/2023 11:36:48	52554066
1/3/2023 11:47:57	52556254

sf_ticket_null

1/4/2023 20:55:14	52737274
1/4/2023 21:00:38	52737349

sf_ticket_null

sf_ticket_null

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
1/9/2023 12:00:10	53032024
1/10/2023 15:03:04	53182716
1/11/2023 15:34:43	53292336
1/20/2023 14:53:55	54014552
1/21/2023 20:36:14	54069911
1/22/2023 17:42:53	54080784
1/23/2023 10:44:59	54116142
1/24/2023 15:15:18	54281713
1/31/2023 16:55:25	54859734
2/2/2023 13:56:39	55050215
2/14/2023 19:36:32	55984838

sf_ticket_null

2/28/2023 10:12:20	56957814
2/28/2023 10:41:26	56962700

sf_ticket_null

2/28/2023 11:16:33	56968435
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
5/3/2023 14:45:58	61680643
5/19/2023 13:16:23	62815075
5/28/2023 11:27:10	63363242
5/28/2023 11:28:00	63363255
5/28/2023 11:29:19	63363273
5/28/2023 11:32:44	63363314
5/28/2023 14:03:24	63365173
5/28/2023 14:04:33	63365187
5/28/2023 15:11:15	63366004
5/28/2023 17:00:59	63367226
5/31/2023 13:05:53	63540311
6/6/2023 21:17:23	63998685
6/19/2023 10:29:18	64795996
6/23/2023 13:29:53	65191299
6/30/2023 14:56:08	65713468
6/30/2023 14:59:42	65713917
7/10/2023 11:22:37	66267004
7/10/2023 11:25:17	66267534
7/12/2023 17:30:36	66526413
7/13/2023 11:45:41	66571605
7/14/2023 10:59:18	66657765
7/20/2023 23:44:49	67145236

rx_case_number cause

Repair Flow - CSC

262847457 Out of Scope.Misdirect
Out of Scope.Misdirect
262931762 Subsequent.Missed Commitment(CenturyLink missed)
No Assistance Provided
263347533 Phone Line.Can't Call Out
263361848 Phone Line.No Dial Tone - All Phones
Wireless.Setup/Credentials/Configuration
Non-Customer Call.No Caller On Line
263555869 Non-Customer Call.Other Internal
Repair Flow - CSC
263709262 Subsequent.Status Only

264855520 ABANDONED_SESSION.Tool Issue
264862848 Non-Customer Call.Other Internal
265056015 Phone Line.No Dial Tone - All Phones
Research Account
265235715 NDT.OOS

265234746 FASTFECTicketV1.FASTFECTicketV1
265235916 Phone Line.No Dial Tone - All Phones
265236487 FASTFECTicketV1.FASTFECTicketV1
265242043 Subsequent.Cancel
265251032 Phone Line.No Dial Tone - All Phones

265306461 Phone Line.No Dial Tone - All Phones
265483229 Phone Line.Gets Cut Off
265515462 Phone Line.No Dial Tone - All Phones
265520046 Phone Line.Gets Cut Off
265853926 Non-Customer Call.No Caller On Line

Repair Flow - CSC

269464698 Phone Line.No Dial Tone All Phones
271889538 Phone Line.No Dial Tone - All Phones
272262536 Non-Customer Call.Tool Issue
272674830 Phone Line.Transmission (Noisy Line)
Out of Scope.Misdirect
274351175 Phone Line.Transmission(Noisy Line)

Status Update.RMA

Out of Scope.Misdirect
Subsequent.Status Only
276201862 Phone Line.No Dial Tone - All Phones

277699451 Phone Line.Gets Cut Off
ABANDONED_SESSION.No Ticketing Options

279861391 Fast Front End Close.CLAS Customer Education

280284551 Phone Line.Transmission (Noisy Line)
Status Update.Outage

280528497 Non-Customer Call.Other Internal
No Assistance Provided
Status Update.Outage

284337537 NDT.OOS

287732474 Repair Flow - CSC

289512281 Phone Line.No Dial Tone - All Phones
Out of Scope.Misdirect

292816903 NDT.OOS

294720863 NDT.OOS
No Assistance Provided

294892708 Phone Line.No Dial Tone All Phones

295671180 NDT.OOS

295671933 Phone Line.No Dial Tone All Phones

295918383 Non-Customer Call.Other Internal
Status Update.Outage
Status Update.Outage

296873805 Referrals.Business Office
Fast Front End Close.MISC Customer Education

297680911 Phone Line.Transmission(Noisy Line)

ABANDONED_SESSION.No Ticketing Options

301768747 Phone Line.No Dial Tone All Phones

301897893 NDT.OOS
Repair Flow - CSC

302719424 Phone Line.No Dial Tone - All Phones

305190512 NDT.OOS

305964857 Phone Line.No Dial Tone All Phones

310078040 NDT.OOS

310349694 Subsequent.Status Only

314377399 Phone Line.No Dial Tone All Phones

314396514 Phone Line.No Dial Tone All Phones

314415657 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

330701978 NDT.OOS

Out of Scope.Misdirect

341217979 Phone Line.Transmission (Noisy Line)

344045500 Phone Line.No Dial Tone All Phones

344044996 NDT.OOS

344045024 NDT.OOS

344045712 NDT.OOS

344065826 Phone Line.No Dial Tone All Phones

344065397 NDT.OOS

344073497 NDT.OOS

Resolved On the Call/Chat

344993851 Phone Line.No Dial Tone All Phones

347389511 Repair Flow - CSC

Not Resolved On the Call/Chat

353781265 Phone Line.Transmission(Noisy Line)

356548362 NDT.OOS

Not Resolved On the Call/Chat

359839183 Phone Line.No Dial Tone All Phones

361037031 Phone Line.Transmission(Noisy Line)

Not Resolved On the Call/Chat

361800888 NDT.OOS

364348696 Not 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
Dispatched	line not working
Dispatched	centurylink rep testing dedicated line
Dispatched	phone line dead
Dispatched	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

 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

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

What Was the Service Problem?
Never spoke with agent-IVR
Agent transferred to repair
Same customer transferred
customer was midrected-no issue reported
customer was midrected-no issue reported
line going down-create dispatch
agent didn't handle circuit
no service problem at time
get line connected after buried
was helping customer resolve issue-got disconnected
no caller on line when agent picked up
no caller on line when agent picked up
danielle from puc checking if repair line working
needed order to correct
refer to customer service
created dispatch
agent gaave ticket number
agent had customer check cords
had outage checking on when will be fixed
created dispatch
didn't speak with agent
current outage-
created dispatch
had unplug phone and back in-working
dial tone came back
created dispatch
n/a
set up dispatch
set up dispatch
set up dispatch
set up dispatch
n/a
n/a
created dispatch
created dispatch
set up dispatch
agent put on hold-customer hung up
set up dispatch
transfer to customer care
set up dispatch
customer hung up
customer hung up
agent sent instructions on how to return
cordless phone issue not at location to troubleshoot
agent helped reset phone lines
set up dispatch

set up dispatch
customer hung up when put on hold
customer hung up
outage in area
set up dispatch
outage in area
set up dispatch
customer hung up
outage in area
set up dispatch
agent had to check schedule and would call back
agent gave info on dispatch currently scheduled
set up dispatch
transfer to customer care
set up dispatch
set up dispatch
wanted customer to troubleshoot by calling phone
set up dispatch
outage in area
set up dispatch
set up dispatch
n/a
n/a
outage in area-agent gave estimated repaired
outage in area-agent gave estimated repaired
n/a
voicemail was removed from account-gave cus service
outage in area
set up dispatch
n/a
customer just wanted to note it-no ticket created
set up dispatch
n/a
service was working
was going to check some things and call back if need
created dispatch
set up dispatch
set up dispatch
n/a
created dispatch
created dispatch
n/a
created dispatch
created dispatch
n/a
n/a
n/a
n/a
gave info to customer

customer will call back to trblshoot
no call-agent accessed to research
n/a
n/a
n/a
n/a
troubleshoot issue-power cycled
n/a
n/a
No internet connection
No dialtone/No internet conenction
credit card expired
created dispatch
T1 span down causing outage
T1 span down causing outage
T1 span down causing outage
T1 span down causing outage
T1 span down causing outage
T1 span down causing outage
T1 span down causing outage
part of outage
created dispatch
created dispatch
created dispatch
created dispatch
created dispatch
created dispatch
created dispatch
static noise
No dial Tone
static noise
NO CALLER ON LINE
NDT:OOS
cx would like to get a port transfer pin to change pho

Specific Steps to Correct Issue?
Never spoke with agent
Agent transferred to repair
Same customer transferred
customer was midirected-no issue reported
customer was midirected-no issue reported
tech was dispatched-no notes found
transferred to correct department
agent gave information they had
agent advised would create ticket
call was disconnected
no caller on line when agent picked up
no caller on line when agent picked up
danielle from puc checking if repair line working
customer service not open-agent gave information
refer to customer service
tech was dispatched-no trouble found
agent gave ticket number
determined was bad jack-working now
gave information repair by 7pm
tech went out and no trouble found
didn't speak with agent
added ticket to outage-notes show no trouble found
customer cancelled ticket
agent fixed by unplugging and back in
dial tone came back up
tech repaired issue at central office
n/a
tech repaired pair gain
tech reload controllers in central office
tech recovered short pair-good to terminal
tech reload controllers in central office
n/a
n/a
customer cancelled ticket
tech noted good to box
tech out and good to box
n/a
tech good to box-no trouble found
customer care
tech out and good to box-no trouble found
n/a
n/a
sent email to return
will check when gets to location
customer reset phone lines by unplugging and plug back in
tech cut port to clear trouble

tech noted no trouble found
n/a
n/a
no notes on when resolved
tech repaired f2 cable
damage to equipment repaired
tech noted no trouble found
n/a
damage to equipment repaired
tech fixed buried line-good to box
n/a
tech noted cable cut -dug pit and spliced in new pedestal
tech short on inside wire
n/a
tech out and good to box
tech out and good to box
customer would call back after troubleshooting
tech out and no trouble found
cards replaced in dslam
customer cancelled ticket saying it was fixed
customer cancelled saying it was fixed
n/a
n/a
equipment repaired
equipment repaired
n/a
gave customer service number to call when open
equipment repaired
tech out and noted good to box no trouble found
n/a
agent said it was noted but no other ticket created
tech out and repaired F1 cable
n/a
agent cancelled ticket
customer will call back
customer cancelled ticket working
tech repaired line-cut to a different pair
was part of outage cleared 2/15-repaired pair gain
n/a
part of outage cleared 3/1/23-replaced repeater
part of outage cleared 3/1/23-replaced repeater
n/a
part of outage cleared 3/1/23-replaced repeater
part of outage cleared 3/1/23-replaced repeater
n/a
n/a
gave info to customer

customer calling back later
no call-agent accessed to research
n/a
n/a
n/a
n/a
ethernet connection on customer end-now working
n/a
n/a
Transferred call to Internet Group: agent transferred to a number that was after hours and nobody was available.
Internet/Phone connection/wiring check. MLT test on line. Agent stated no issues found in tests and a dispatch w
transferred to billing
defective line card-carrier replaced
T1s stopped and started via switch restoration
T1s stopped and started via switch restoration
T1s stopped and started via switch restoration
T1s stopped and started via switch restoration
T1s stopped and started via switch restoration
T1s stopped and started via switch restoration
T1s stopped and started via switch restoration
restored switch
repair bsw talk to mr
tech out and no trouble found
trouble beyound ni-good to ni
no trouble found
came clear while testing
clear while testing-test all spans good
Call got dsc, another call came in, called cx back, everything has been taken care of. no other queries
Disptch created OUTSIDE PLANT ELECTRONICS MULTIPLEX ANALOG PAIR GAIN
Dispatch created ANALOG PAIR GAIN
Not Resolved: Troubleshooting, call dropped
Dispatch created ANALOG PAIR GAIN
Not Resolved: Transfer Care

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

	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
5/28/2023
5/28/2023
5/28/2023
5/28/2023
5/28/2023
5/28/2023
5/28/2023
5/28/2023
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