

April 17, 2023

Via E-Filing Only

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

RE: Docket No. 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 It 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 April 10, 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.

CenturyLink appreciates the Commission's modification of its Order to accommodate time required to gather and process the data necessary for this filing. CenturyLink will continue to file updated reports every two weeks as required by the Order and will next update on May 1, 2023.

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

Sincerely,

Peter J. Gose

Regulatory Affairs Director

Attachments

MN.O. S	Il_timestamp contact_tn	customer_name	caller_name	address	account circuit_tn alt_contact_tn caller_sms caller_email	ticket_timestamp	f_case_number rx	_case_number cause	disposition	What Issue Was Reported?	What Was the Service Problem?	Specific Steps to Correct Issue?	Date Service Issue Was Resolved
	9/28/2022 11:06:02 9/28/2022 17:14:16					9/29/2022 17:14:17	f_ticket_null 44614967	Regair Flow - CSC	Completed	Never spoke with seent Agent transferred to regain	Never spoke with apent-FVR Apent transferred to repair	Never spoke with arent Arent transferred to repair	Never spoke with agent Agent transferred to regain
	9/28/2022 17:15:08						f_ticket_null	Negati Prow - Cac	Competen	Same customer transferred	Same customer transferred	Same customer transferred	Same customer transferred
2900 LAR RT 9	9/29/2022 10:51:24					9/29/2022 10:51:25	44661675	262847457 Out of Scope Misdirect	Transfer/Refer CARE/Existing Order	customer was midrected-no issue reported	customer was midrected no issue reported	customer was midrected-no issue reported	customer was midrected-no issue rego-
mn_ca s	9/29/2022 11:56:21					9/29/2022 11:56:23	44673450	Out of Scope Misdirect	Transfer/Refer.	customer was midrected-no issue reported	customer was midrected-no issue reported	customer was midrected-no issue reported	customer was midrected-no issue repo-
	9/29/2022 13:03:52					9/29/2022 13:03:55	44685120	262931762 Subsequent Missed Commitment (Century Link missed)	Other	calls set cut off	line going down-create dispatch	tech was dispatched no notes found	
#N(A 9	3/29/2022 14:41:00 3/30/2022 11:23:40					9/29/2022 14:41:03 9/30/2022 11:23:41	44703142 44796325	No Assistance Provided 263347533 Phone Line Can't Call Out	Account Not Found	checking open ticket checking on ongoing repairs	agent didn't handle circuit no service problem at time	transfererred to correct department agent gave information they had	
MN/A S	9/90/2022 11:56:01						f_ticket_null	263361848 Phone Line No Dial Tone - All Phones	Other Control	need to get line buried	eet line connected after buried	agent advised would create ticket	no ticket made
MN/A S	9/30/2022 12:19:44					9/30/2022 12:19:46	44796415	Wireless Setup/Credentials/Configuration	Troubleshooting Obstacle. Call Dropped	internet gone bad to worse	was helpine customer resolve issue-ept disconnected	call was disconnected	
	8/30/2022 17:19:05					9/30/2022 17:19:12	44847887	Non-Customer Call No Caller On Line	Call Abandoned.	no caller on line when agent picked up	no caller on line when agent picked up	no caller on line when agent picked up	
	3/30/2022 17:37:46					9/30/2022 17:37:47	44850027	263555869 Non-Customer Call Other Internal	Other	no caller on line when agent picked up	no caller on line when agent picked up	no caller on line when agent picked up	
#N,(A 9	8/30/2022 17:38:28 10/1/2022 11:52:26					9/30/2022 17:38:32	44850125 44860181	Repair Flow - CSC 263709262 Subsequent Status Only	Completed Completed	denielle from our checking if repair line working	denielle from our checkine if requir line working	danielle from put checking if requir line working	
	10(1/2022 12:52:66					10/1/2022 11:52:52	45100013	JESTONAEL SUBSEQUENT STATUS CHAY	Completed	long distance not working	needed order to correct refer to customer service	customer service not open-agent gave information refer to customer service	
	10/4/2022 17:07:49					10/4/2022 17:07:51	45144432	264855520 ABANDONED SESSION Tool Issue	Other	customer checking on getting new service dropping calls and no dial tone	constant figurates	tech was dispatched no trouble found	
#N.O.	10/4/2022 17:23:17					10/4/2022 17:23:22	45146711	264862848 Non-Customer Call Other Internal	-	called to get ticket number for dispatch	agent gaave ticket number	agent gave ticket number	
	10/5/2022 10:50:37					10/5/2022 10:50:44	45195895	265056015 Phone Line No Dial Tone - All Phones	Customer Education Issue Resolved	no dial tone	agent had customer check cords	determined was bad jack-working now	
	10/5/2022 12:08:24					10/5/2022 12:08:25	45210156	Research Account	Research	no dial tone	had outsee checking on when will be fixed	gave information repair by 7pm	
	10/5/2022 16:12:10					10/5/2022 16:12:23	45255283	265235715 NOT.005	Dispatched	no dial tone	created dispatch	tech went out and no trouble found	
	10/5/2022 16:14:28 10/5/2022 16:16:40						f_ticket_null	265234746 FASTFECTIONEY LEASTFECTIONEY L		didn't speak with agent	didn't speak with agent	didn't speak with agent	
	10/5/2022 16:16:40 10/5/2022 16:17:06					10/5/2022 16:16:45 10/5/2022 16:17:08	45256096 45256158	265236766 FASTFECTICketV1.FASTFECTICketV1 265235916 Phone Line No Dial Tone - All Phones	Other	no dal tone	current outsee-	added ticket to cutage notes show no trouble found	
#N,(A 2	10/5/2022 16:17:06					10/5/2022 16:17:08 10/5/2022 16:19:42	45256158 45256621	265235916 Phone Line.No Dial Tone - All Phones 265236487 FASTFECTIcketV1.FASTFECTIcketV1	Other Completed	dal tone went out when gower went out power out and back but no dal tone	created dispatch had unplug phone and back in-working	customer cancelled ticket agent fixed by unplugging and back in	
	10/5/2022 10:20:14					10/5/2022 16:28:17	45258123	26520063 Subsequent Cannel	Other	no dal tone	dial tone came back	dial trons came back up.	
2900 LAR RT 1	10/5/2022 16:47:11					10/5/2022 16:47:26	45261455	265251032 Phone Line No Dial Tone - All Phones	Dispatch Customer	no dial tone	created dispatch	tech regained issue at central office	
	10/5/2022 17:17:09						f_ticket_null			customer hung up on recording	1/3	n/s	
MN_CA.	10/5/2022 19:20:59					10/5/2022 19:21:15	45276704	265306461 Phone Line No Dial Tone - All Phones		no dial tone	set up dispatch	tech repaired pair main	
	10/6/2022 11:42:40 10/6/2022 12:35:44					10/6/2022 11:42:44 10/6/2022 12:36:38	45319112 45328505	265483229 Phone Line Gets Cut Off 265515462 Phone Line No Dial Tone - All Phones	Dispatch Customer Other	intermittent dial tone no dial tone	set up dispatch	tech reload controllers in central office	
	10/6/2022 12:35:44 10/6/2022 12:49:03						45328505 if ticket null	265515462 Phone Line.No Dial Tone - All Phones 265520046 Phone Line.Gets.Cut Off	Other	no dal tone no dal tone	set up dispatch set up dispatch	tech recovered short pain-good to terminal	
	10/6/2022 12:49:03 10/7/2022 10:43:56						rf_ticket_null rf ticket null	265520046 Phone Line Gets Cut Off 265853926 Non-Customer Call No Caller On Line	Troubleshooting Obstacle No Caller On Line	no dial tone no caller on line when agent picked up	n/s	note remain controllers in central office	
MN.CA.	10/7/2022 10:43:56 10/7/2022 15:43:17						rf_ticket_null	AMPLIANCE CALIFOCATE CALLED CALLED		test call from PUC	n/a	n/a	1
	10/8/2022 13:26:44					10/9/2022 13:26:46	45506442	Regair Flow - CSC	Dispatched	no dial tone	created dispatch	customer cancelled ticket	
	1/18/2022 12:42:52					10/18/2022 12:43:08	46344171	269464698 Phone Line No Dial Tone All Phones	Dispatch Customer	intermittent dial tone	created dispatch	tech noted good to box	
MN,OL 20	1/25/2022 19:02:54					10/25/2022 19:03:10	47018495	271889538 Phone Line No Dial Tone - All Phones	Other	intermittent service issues	set up dispatch	tech out and good to box	
	1/26/2022 17:17:02					10/26/2022 17:17:05	47129768	272262536 Non-Customer Call Tool Issue	Issue Resolved Other	echo on line	agent put on hold-customer hung up	n/a	
2600 UAR RT 20	3/27/2022 18:28:07 3/21/2022 11:45:51					10/27/2022 18:38:23 10/31/2022 11:45:52	47248940 47436570	272674830 Phone Line Transmission (Noisy Line) Out of Scooe Misdirect	Dispatched Transfer/Refer	intermittent dial tone-dropped calls	set up dispatch	tech good to box-no trouble found	
	1/31/2022 11:45:51 11/2/2022 10:53:17					10/31/2022 11:45:52	47436570 47669636	Out of Scope Misdirect 274251175 Phone Line Transmission(Noisy Line)	Transfer/Refer. Dispatch Customer	getting charged for service doesn't have cuts off calls	transfer to customer care set up dispatch	customer care	
	11/2/2022 10:54:17 11/2/2022 10:14:10					11/2/2022 10:54:44	47744113	2/43511/5 Phone Line. Iransmission(Noisy Line)	Dispatch Customer	no agent on line	set up dispatch customer huns up	tech out and good to box-no trouble found	
	11/2/2022 18:18:36					11/2/2022 18:18:46	47744452			no ament on line	customer hung up	n/s	
	11/2/2022 18:20:10					11/2/2022 18:20:21	47744582	Status Update RMA	Issue Resolved, Gave Tracking Info	need help to send back modern	agent sent instructions on how to return	sent email to return	
MN.O.	11/3/2022 11:49:48					11/9/2022 11:50:04	47794231	Out of Scope Misdirect	Transfer/Refer.	no dial tone	condiess phone issue not at location to troubleshoot	will check when sets to location	
	11/7/2022 12:40:10					11/7/2022 12:40:15	48083797	Subsequent Status Only	Other	trouble disline people	agent helped reset phone lines	customer reset phone lines by unpluseine and plus back in	
MN,OL 1	11/7/2022 14:14:29						f_ticket_null	276201862 Phone Line No Dial Tone - All Phones		no dial tone	set up dispatch	tech cut port to clear trouble	
	1/10/2022 12:06:03						f_ticket_null	277699451 Phone Line Gets Cut Off		eets cut off	set up dispatch	tech noted no trouble found	
MN,OA 11	1/16/2022 11:29:38					11/16/2022 11:29:54	48950185	ABANDONED_SESSION No Ticketing Options	Other	internet down	customer hung up when put on hold	n/a	
	1/16/2022 11:51:38 1/16/2022 16:11:07					11/16/2022 11:53:40 11/16/2022 16:11:23	49954386 49001098	279861391 Fast Front End Close CLAS Customer Education	Other	no agent on line no internet connection	customer hung up outage in area	n/a no notes on when resolved	
	U17/2022 16:11:07					11/17/2022 16:11:24	49112066	29029651 Phone Line Transmission (Noisy Line)	Dispatch Customer	oneoine static on line	set up dispatch	tech repaired f2 cable	
	1/17/2022 18:11:95 1/17/2022 18:00:22					11/17/2022 18:00:23	49125248	Status Update Outage	Customer Notified.	internet not working	cutage in area	damage to equipment repaired	
	1/18/2022 11:34:12					11/18/2022 11:34:31	49174655	280528497 Non-Customer Call Other Internal		phone not working	set up dispatch	tech noted no trouble found	
	1/19/2022 10:33:21					11/19/2022 10:33:32	49246974	No Assistance Provided	Call Disconnected	no agent on line	customer hung up	0/9	
	1/23/2022 11:36:47					11/23/2022 11:36:58	49543923	Status Update Outage	Customer Notified Entered Contact Info/Gave ETR	intermittent connection	outage in area	damage to equipment repaired	
MN,OL 2	12/1/2022 15:53:23					12/1/2022 15:53:24	50157945	284337537 NOT.005	Dispatch Customer	no dial tone	set up dispatch	tech fixed buried line-good to box	
	2/12/2022 13:32:09					12/12/2022 13:32:21	50972789	287732474 Regair Flow - CSC	Completed	no dial tone	agent had to check schedule and would call back	n/a	
	2/13/2022 11:53:33					12/13/2022 11:53:39	51068088			no dial tone-check on dispatch scheduled	agent gave info on dispatch currently scheduled	tech noted cable cut -dug pit and spliced in new pedestal	
	2/16/2022 19:11:59					12/16/2022 19:12:00	51435184	289512281 Phone Line No Dial Tone - All Phones	Other Transfer/Refer.	phone dead	set up dispatch	tech short on inside wire	
#N(A 12 2900 LAR RT 1	2/19/2022 17:57:39 12/28/2022 0:20:41					12/19/2022 17:57:41 12/29/2022 0:20:56	51572868 52115700	Out of Scope Mindirect 292816903 NDT-DOS	Transfer/Refer. Dispatched	trying to make payment-can't login phone not working	transfer to customer care set up dispatch	n/a tech out and good to box	
2900 LAR RT	1/2/2021 22:12:01					1/2/2023 23:12:17	52517624	294720863 NOT.OOS	Dispatched	phone not working	set up dispatch	tech out and good to box	
#N/A	10/002111-3646					1/3/2023 11:36:48	52554066	No Assistance Provided	Customer Ended Contact	on dial trops	wanted customer to trobularhoot by calling phone	customer would call back after troubleshooting	
MN_CA	1/3/2023 11:47:55					1/3/2023 11:47:57	52556254	294892708 Phone Line No Dial Tone All Phones	Dispatch Customer	no dial tone	set up dispatch	tech out and no trouble found	
	1/3/2023 18:26:23						f_ticket_null			internet not working	outage in area	cards replaced in dulam	
MN,CA	1/4/2023 20:55:05					1/4/2023 20:55:14	52737274	295671180 NOT.005	Dispatched	ohone not working	set up dispatch	customer cancelled ticket saving it was fixed	
	1/4/2023 21:00:32					1/4/2023 21:00:38	52737349	295671933 Phone Line No Dial Tone All Phones	Dispatch Customer	phone not working	set up dispatch	customer cancelled saying it was fixed	
	1/4/2023 21:56:47						f_ticket_null if ticket null	295918383 Non-Customer Call Other Internal		no info	10	n/a	
MINUTE.	1/5/2023 13:03:40					1/5/2023 15:55:27	f_ticket_null \$2920905	295918383 Non-Customer Call Other Internal Status Update Outage	Issue Resolved Issue Credit	no customer call in no internet connection	n/a cutage in area-agent gave estimated repaired	n/a equipment repaired	
MIN.CA.	1/5/2023 19:17:29					1/5/2023 19:17:45	52942702	Status Update. Outage Status Update. Outage	Customer Notified.	no internet connection	cutage in area-agent gave estimated repaired cutage in area-agent gave estimated repaired	equipment repaired	
MN,OL	1/7/2023 10:48:34					1/7/2023 10:48:37	52955636			no agent on line	n/a	n/a	n/a
	1/8/2023 18:43:27					1/8/2023 18:43:35	52980371	296873805 Referrals Business Office	Transfer/Refer.	voicemail not working	voicemail was removed from account-save cus servi-	eave customer service number to call when open	
	1/9/2023 12:00:08					1/9/2023 12:00:10	53032024	Fast Front End Close MISC Customer Education	Other	internet not working	cutage in area	equipment repaired	
	1/99/2023 15:02:50					1/10/2023 15:03:04	53182716	297680911 Phone Line. Transmission (Noisy Line)	Dispatch Customer	line not working	set up dispatch	tech out and noted good to box no trouble found	-
#N,(A 2	L/11/2023 15:34:27 1/31/2023 14:52:52					1/11/2023 15:34:43 1/20/2023 14:52:55	53292336 54014552	ABANDONED_SESSION No Ticketing Options	Other	centurylink rep testine dedicated line phone line dead	n/a customer just wanted to note it-no ticket created	n/a	
	1/11/2023 20:36:03					1/20/2024 14:54:55	54059911	201768747 Phone Line No Dial Tone All Phones	Dispatch Customer	phone line dead ohone line dead	customer just wanted to note it no ticket created ust up dispatch	agent said it was noted but no other ticket created tuch out and renaised E1 rable	
						1/22/2023 17:42:53	54080784	301897893 NOT.OOS	Dispatched	no info found	0/8	n/a	n/a
2600 UAR RT 2	1/22/2023 17:40:40					1/23/2023 10:44:59	54116342	Regair Flow - CSC	Completed	customer calling to cancel ticket	service was working	agent cancelled ticket	
2600 UAR RT 1 2600 UAR RT 1 2600 UAR RT 1	1/22/2023 17:40:40 1/23/2023 10:44:43					1/24/2023 15:15:18	54281713	302719424 Phone Line No Dial Tone - All Phones	Other	no internet connection	was going to check some things and call back if need	customer will call back	
2600 UAR RT 1 2600 UAR RT 1 2600 UAR RT 1 8N/A 1	1/22/2023 17:40:40 1/23/2023 10:46:43 1/34/2023 10:15:14						54859734	305190512 NOT.005	Dispatched	phone down	created dispatch	customer cancelled ticket working	
2600 LIAR RT 2 2600 LIAR RT 2 2600 LIAR RT 2 8N,(A 2 8N,(A 2	1,727,7323 17-40-40 1,727,7232 10-4-43 1,724,7232 10-45-43 1,724,7232 10-55-23					1/31/2023 16:55:25		305964857 Phone Line No Dial Tone All Phones	Dispatch Customer	no dial tone on 2nd line	set up dispatch	tech repaired line-cut to a different pair	
2600 LIAR RT 1 2600 LIAR RT 1 2600 LIAR RT 1 8N,OL 1 8N,OL 1 8N,OL 1	(72)/32311740x0 (73)/3232104ex8 (74)/3232104ex8 (74)/3231161514 (74)/3231145623					2/2/2023 13:56:39	55050215						
TRANSCORE T T TRANSCORE T T TR	127  2033  74-000  127  2033  2044-43  127  2033  2054-443  127  2033  45-523  72  2033  31-56-23  72  2033  31-56-23					2/2/2023 13:56:39 2/14/2023 19:36:32	55984838	320078040 NOT.OOS	Dispatched	no dial tone	set up dispatch	was part of outsee cleaned 2/15-required pair gain	
2600 LIAR RT 1 2600 LIAR RT 1 2600 LIAR RT 1 8NLOL 1 8NLOL 1 8NLOL 1 8NLOL 1	20  20  20  20  20  20  20  20  20  2					2/2/2023 13:56:39 2/14/2023 19:36:32	SS984838 if ticket null	332349694 Subsequent Status Only		n/a	n/a	n/a	n/a
2600 LIAR RT 1 2600 LIAR RT 1 2600 LIAR RT 1 850,0 850,0 850,0 850,0 850,0 850,0 850,0 2500 LIAR RT 2	127  2033  74-000  127  2033  2044-43  127  2033  2054-443  127  2033  45-523  72  2033  31-56-23  72  2033  31-56-23					2/2/2023 13:56:39 2/14/2023 19:36:32 2/28/2023 10:12:20	55984838	39349694 Subsequent Status Only 334377399 Phone Line No Dial Tone All Phones	Dispatch.Customer	n/a no dial tone	n/a created dispatch	n/s part of outage cleared 3/1/23-replaced repeater	n/a
2600 LIAR RT 2600	(17)(2033) 17-88-00 (17)(2033) 164-64 (17)(2033) 151-164 (17)(2033) 165-523 (17)(2033) 165-523 (17)(2033) 165-523 (17)(2033) 165-520 (17)(2033) 165-540					2/2/2023 12:56:39 2/14/2023 19:36:32 2/28/2023 10:12:20 2/28/2023 10:41:26	55984838 if_ticket_null 56957814 56962700	333346694 Subsequent Status Only 334377399 Phone Line No Ciall Tone All Phones 334396514 Phone Line No Cial Tone All Phones		n/a	n/a	n/a	nia
2600 LIAR RT 2600	(2)(2)(2)(2)(1)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)					2/2/2023 12:56:29 2/24/2023 19:36:22 2/28/2023 10:12:20 2/28/2023 10:41:26 2/28/2023 11:16:33	\$5004838 if_ticket_null \$50957814 \$5095790 if_ticket_null \$50958435	193349694 Subsequent Status Only 184377399 Phone Like No Diali Tone All Phones 184396514 Phone Like No Diali Tone All Phones 18449657 Phone Like No Diali Tone All Phones	Dispatch.Customer	n/a no dial tone	n/a created dispatch	n/s part of outage cleared 3/1/23-replaced repeater	n/a
2600 LIAR RT 2600	(2)(2)(2)(2)(3)(3)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)					2/3/2023 12:56:39 2/34/2023 19:36:32 2/28/2023 10:12:30 2/28/2023 10:41:26 2/28/2023 11:16:33 2/28/2023 11:22:36	55084838 if_ticket_null 50957814 50962700 if_ticket_null 50968435 50969368	303340694 Subsequent, Satous Cinly 34477399 Phone Line, No Dial Tore All Phones 344396514 Phone Line, No Dial Tore All Phones 34436657 Phone Line, No Dial Tore All Phones Phone Line, No Dial Tore - All Phones	Dispatch.Customer Dispatch.Customer Dispatch.Customer Other	n/s no dal tone no dal tone n/s	n/a created dispatch	n/s part of outage cleared 3/1/22-replaced repeater part of outage cleared 3/1/22-replaced repeater n/s	nia nia
2600 LIAR RT 2600 LAR RT	(2)(2)(2)(2)(2)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)					2/2/2023 12:56:39 2/14/2023 19:36:32 2/28/2023 10:12:20 2/28/2023 10:12:50 2/28/2023 11:10:33 2/28/2023 11:22:36 3/14/2023 92:55:5	55084838 if_ticket_null 56957814 56962700 if_ticket_null 56968425 56969368 57998621	30314004 Subsequent Status City 314177399 Phone Line Alo Dall Tone All Phones 3447604 Phone Line Alo Dall Tone All Phones 34476044 Phone Line Alo Dall Tone All Phones Phone Line Alo Dall Tone All Phones Regal Flow - CCC	Dispatch.Customer Dispatch.Customer	o/b no dial tone no dial tone no dial tone o/b no dial tone no dial tone no dial tone no dial tone	n/a Created Giogatch Created Giogatch s/a Created Giogatch	n/s part of outage cleared 1/1/22-replaced repeater part of outage cleared 1/1/22-replaced repeater n/s part of outage cleared 1/1/22-replaced repeater	nia nia
2000 LIAR RT 2000	(2)(2)(2)(2)(2)(2)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)(4)					2/2/2023 12:56:39 2/14/2023 10:36:32 2/28/2023 10:12:30 2/28/2023 10:12:30 2/28/2023 11:16:33 2/28/2023 11:22:36 3/14/2023 25:55 3/20/2023 0:36:21	55084838 d_ticket_null 56957814 56962700 d_ticket_null 56968425 56968425 57998621 58376481	1933/8009 Subrequent Status Civily 134177309 Proces Liva Mo Call Toro All Phones 134178050 Proces Liva Mo Call Toro All Phones 1341850514 Phone Liva Mo Call Toro All Phones 134415657 Phone Liva Mo Call Toro All Phones Regali Filow - CCC Non Century Livil Coutomer  From Continue Call Coutomer  Regali Filow - CCC Non Century Livil Coutomer	Dispatch Customer Dispatch Customer Dispatch Customer Dispatch Customer Other Completed	note no dial tone neci call from manager test call from manager	E/s created dispatch created dispatch in the control of the control of the created dispatch created dispatch di	Lift part of outage cleared 3/1/22-replaced repeater part of outage cleared 3/1/23-replaced repeater nits part of outage cleared 3/1/23-replaced repeater part of outage cleared 3/1/23-replaced repeater part of outage cleared 3/1/23-replaced repeater nits nits	nia nia nia
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Depending on the time thring the day that fectors are generated through incensing calls to the dedicated repair line, a felset will receive a current day or next business day that date. Dispatch operations generate an open felset report at 6 AM and 6 PM each day. The open felset report in reviewed by field operations management and any open voice grade survices felsets not altready assigned to a technicism are loaded to the next available technicism to be werked.