

March 05, 2024

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 February 29, 2024. 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,

Potu Lose

Peter Gose Director State and Local Government Affairs Attachments

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

Impacted Area	call_timestamp
' #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
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#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
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	#N/A	11/10/2022 12:06:03
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	#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
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2500	#N/A	1/3/2023 11:36:46
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2600		1/10/2023 15:02:50
2000	#N/A	1/11/2023 15:34:27
	UAR RT	1/20/2023 14:53:52
	UAR RT	1/21/2023 20:36:03
	UAR RT	1/22/2023 17:40:40
2600	UAR RT	1/23/2023 10:44:43
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	#N/A	2/2/2023 13:56:23
	#N/A	2/14/2023 19:36:30
	#N/A	2/15/2023 14:07:46
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	#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
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2600	UAR RT	5/19/2023 13:16:18
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	LAR RT	5/28/2023 11:29:14
	LAR RT	5/28/2023 11:32:43
	LAR RT	5/28/2023 14:03:21
	LAR RT	5/28/2023 14:04:31
	UAR RT	5/28/2023 15:11:12
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2500	#N/A	6/6/2023 21:17:19
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2600	UAR RT	6/30/2023 14:56:08
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2000	#N/A	7/10/2023 11:22:35
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2600	UAR RT	7/13/2023 11:45:36
	UAR RT	7/14/2023 10:58:56
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	LAR RT	9/2/2023 21:31:21
	LAR RT	9/2/2023 21:37:22
2900	LAR RT	9/2/2023 21:38:18
	#N/A	9/2/2023 21:50:45
2900	LAR RT	9/2/2023 21:53:50
	#N/A	9/2/2023 22:58:05

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	#N/A	9/3/2023	
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	LAR RT	9/3/2023	
2900	LAR RT	9/3/2023	16:47:07
2600	UAR RT	9/4/2023	12:13:04
2900	LAR RT	9/4/2023	13:03:20
2900	LAR RT	9/5/2023	10:37:20
÷	#N/A	9/5/2023	17:04:49
;	#N/A	9/6/2023	12:57:25
2600	UAR RT	9/6/2023	17:24:01
2600	UAR RT	9/7/2023	
	#N/A	9/7/2023	
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	LAR RT	9/7/2023	
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	#N/A	9/7/2023	
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	#N/A	9/9/2023	
	#N/A	9/12/2023	
	#N/A	9/21/2023	11:32:16
÷	#N/A	9/22/2023	15:46:07
2600	UAR RT	9/25/2023	16:44:59
2900	LAR RT	9/29/2023	12:22:09
2900	LAR RT	9/29/2023	12:30:45
2600	UAR RT	10/2/2023	15:17:56
2900	LAR RT	10/5/2023	17:59:46
2900	LAR RT	10/7/2023	10:46:01
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	#N/A	10/26/2023 11:35:49
2900	LAR RT	10/27/2023 19:51:51
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2900	LAR RT	11/5/2023 16:49:05
	#N/A	11/5/2023 17:31:51
2900	LAR RT	11/6/2023 18:19:37
2600	UAR RT	11/7/2023 14:18:42
2600	UAR RT	11/7/2023 14:52:22
2600	UAR RT	11/7/2023 15:39:12
2900	LAR RT	11/8/2023 12:36:17
2900	LAR RT	11/9/2023 11:47:23
2900	LAR RT	11/11/2023 12:49:15
	#N/A	11/11/2023 12:58:39
	#N/A	11/11/2023 13:00:03
2900	LAR RT	11/11/2023 13:17:26
2900	LAR RT	11/11/2023 16:52:16
2900	LAR RT	11/15/2023 16:33:04
	#N/A	11/29/2023 10:09:00
	#N/A	11/29/2023 10:22:20
	#N/A	11/30/2023 23:40:33
	#N/A	12/1/2023 10:01:16
	#N/A	12/1/2023 11:57:35
2600	UAR RT	12/1/2023 13:41:48
	#N/A	12/1/2023 17:05:35
2900	LAR RT	12/8/2023 7:49:38
2900	LAR RT	1/10/2024 12:28:16
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2900	LAR RT	1/23/2024 16:51:30
2900	LAR RT	1/23/2024 17:04:02
2900	LAR RT	1/23/2024 17:10:31
2900	LAR RT	1/23/2024 17:26:29
2900	LAR RT	1/23/2024 17:49:46
	#N/A	1/24/2024 16:59:49

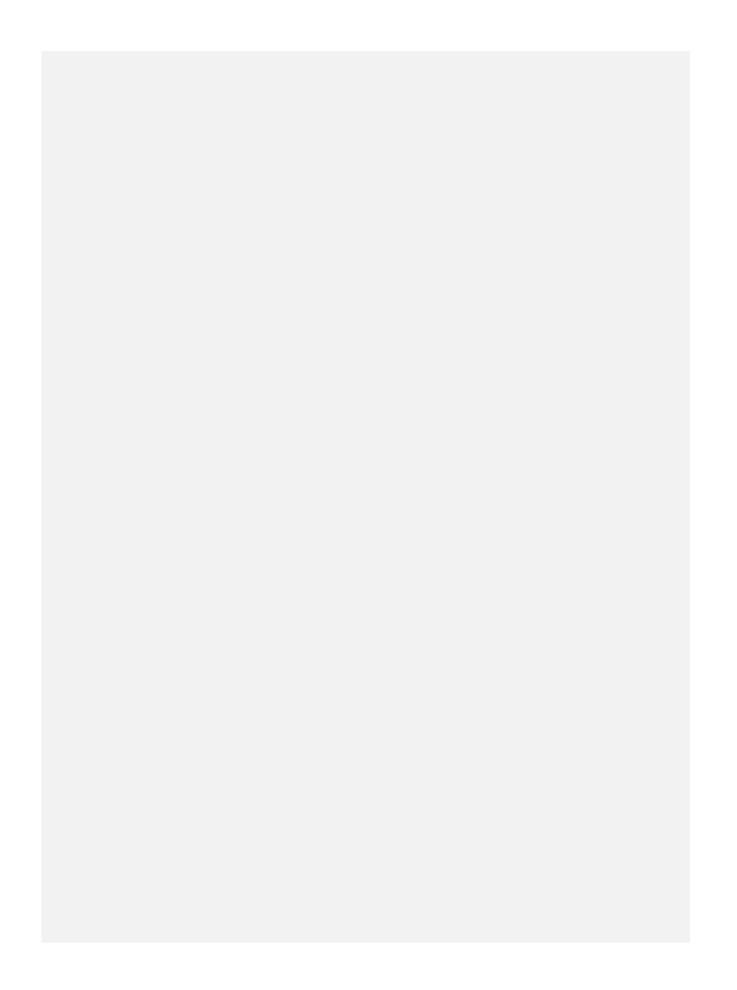
#N/A	1/26/2024 12:54:48
#N/A	1/29/2024 19:15:37
2600 UAR RT	1/30/2024 10:58:36
#N/A	1/31/2024 11:20:29
#N/A	1/31/2024 17:25:43
#N/A	2/1/2024 14:11:43
#N/A	2/13/2024 13:44:52
#N/A	2/20/2024 13:30:48
#N/A	2/22/2024 14:46:48
#N/A	2/24/2024 13:04:27
2600 UAR RT	2/29/2024 12:44:11

Depending on the time during the day The open ticket report is reviewed by contact\_tn

that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a curre field operations management and any open voice grade service tickets not already assigned to a technicia

caller\_name

address



ent day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and an are loaded to the next available technician to be worked.

circuit_tn	alt_contact_tn	caller sms	caller_email	ticket_timestamp
en curt_en		caner_onio	canel_entan	
				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
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				10/8/2022 13:26:46 10/18/2022 12:43:08
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				11/3/2022 11:50:04
				11/7/2022 12:40:15
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10/23/2023 15:37:10 10/24/2023 12:39:02 10/26/2023 11:35:52 10/27/2023 19:52:07 10/27/2023 19:52:41 10/27/2023 20:06:52 11/5/2023 16:24:26 11/5/2023 16:46:01 11/5/2023 16:46:07 11/5/2023 16:49:07 11/5/2023 17:31:54 11/6/2023 18:19:40 11/7/2023 14:18:49 11/7/2023 14:52:39 11/7/2023 15:39:16 11/8/2023 12:36:32 11/9/2023 11:47:25 11/11/2023 12:49:23 11/11/2023 12:58:40 11/11/2023 13:00:10 11/11/2023 13:17:41 11/11/2023 16:52:36 11/15/2023 16:33:07 11/29/2023 10:09:05 11/29/2023 10:22:23 11/30/2023 23:40:43 12/1/2023 10:01:19 12/1/2023 11:57:38 12/1/2023 13:41:51 12/1/2023 17:05:38 12/8/2023 7:49:49 1/10/2024 12:28:17 1/10/2024 14:44:42 1/11/2024 13:25:47 1/11/2024 14:32:21 1/15/2024 16:19:47 1/17/2024 10:01:19 1/23/2024 15:15:47 1/23/2024 15:51:32 1/23/2024 16:01:10 1/23/2024 16:51:33 1/23/2024 17:26:30 1/23/2024 17:49:48

1/24/2024 16:59:52

1/26/2024 12:54:50 1/29/2024 19:15:39 1/30/2024 10:58:39

2/1/2024 14:11:45 2/13/2024 13:44:56 2/20/2024 13:30:52 2/22/2024 14:46:50 2/24/2024 13:04:34 2/29/2024 12:44:13

6 PM each day.

sf_case_number	rx_case_number	cause
sf_ticket_null 44614867		Repair Flow - CSC
sf_ticket_null		Repair now - ese
44661675	262847457	Out of Scope.Misdirect
44673450		Out of Scope.Misdirect
44685120		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		ABANDONED_SESSION.Tool Issue
45146711		Non-Customer Call.Other Internal
45195895		Phone Line.No Dial Tone - All Phones
45210156		Research Account
45255283	265235715	ND1.00S
sf_ticket_null	265224746	FASTFECTicketV1.FASTFECTicketV1
45256096 45256158		Phone Line.No Dial Tone - All Phones
45256621		FASTFECTicketV1.FASTFECTicketV1
45258123		Subsequent.Cancel
45261455		Phone Line.No Dial Tone - All Phones
sf_ticket_null	200201002	
45276704	265306461	Phone Line.No Dial Tone - All Phones
45319112		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		C
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	
50972789	287732474	Repair Flow - CSC
51068088	200542204	
51435184	289512281	Phone Line.No Dial Tone - All Phones
51572868	20204 0002	Out of Scope.Misdirect
52115700	292816903	
52517624	294720863	ND1:00S No Assistance Provided
52554066 52556254	201002200	Phone Line.No Dial Tone All Phones
sf_ticket_null	294892708	Phone Line.No Dial Tone All Phones
52737274	295671180	
52737349		Phone Line.No Dial Tone All Phones
sf_ticket_null	255071555	Those Eliterity Dia Fone All Fiones
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		Phone Line.No Dial Tone All Phones
55984838	310078040	
sf_ticket_null		Subsequent.Status Only
56957814		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

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62815075     341217979     Phone Line. Transmission (Noisy Line)       63363242     344045500     Phone Line. No Dial Tone All Phones       63363255     344044996     NDT.OOS       63363273     344045024     NDT.OOS       63363273     344045712     NDT.OOS       6336314     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       6336726     Resolved On the Call/Chat       6336726     Not Resolved On the Call/Chat       63798685     347389511     Repair Flow - CSC       64795996     Not Resolved On the Call/Chat       655191299     353781265     Phone Line. Transmission(Noisy Line)       65713648     NDT.OOS     66267004       66267054     359839183     Phone Line.No Dial Tone All Phones       66571605     Not Resolved On the Call/Chat     66571605       665765     361800888     NDT.OOS       67145236     364348696     Not Resolved On the Call/Chat       67031223     3	60782683	330701978	NDT.OOS
63363242     344045500     Phone Line.No Dial Tone All Phones       63363255     344044996     NDT.OOS       63363273     344045024     NDT.OOS       6336314     344045712     NDT.OOS       63363173     344065826     Phone Line.No Dial Tone All Phones       63365173     344065397     NDT.OOS       63366004     344073497     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       65713917     356548362     NDT.OOS       66267004     Not Resolved On the Call/Chat       6626704     Not Resolved On the Call/Chat       6626705     361800888     NDT.OOS       66571605     Not Resolved On the Call/Chat       6657765     361800888     NDT.OOS       67145236     364348696     Not Resolved On the Call/Chat       6920422     Not Resolved On the Call/Chat     69204322       69306758     Not Resolved On the Call/Chat     69306758	61680643		Out of Scope.Misdirect
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63363314     344045712 NDT.OOS       63365173     344065826 Phone Line.No Dial Tone All Phones       63365187     344065397 NDT.OOS       63366004     344073497 NDT.OOS       63366004     344073497 NDT.OOS       63367226     Resolved On the Call/Chat       6336726     Not 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       655191299     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.No Dial Tone All Phones       66571605     Not Resolved On the Call/Chat       66657765     361800888 NDT.OOS       67145236     364348696 Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107803 Phone Line.No Dial Tone All Phones       70331236     3821107803 Phone Line.No Dial Tone All Phones	63363255	344044996	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       63367226     Not Resolved On the Call/Chat       63398885     347389511     Repair Flow - CSC       64795996     Not Resolved On the Call/Chat       65713468	63363273	344045024	NDT.OOS
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)       65713917     356548362     NDT.OOS       66267004     Not Resolved On the Call/Chat       66267004     Not Resolved On the Call/Chat       66267034     359839183       66526413     361037031       66571605     Not Resolved On the Call/Chat       6657765     361800888       66571605     Not Resolved On the Call/Chat       6657765     361800888       67145236     364348696       67145236     364348696       6769773     Not Resolved On the Call/Chat       69294322     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331236     382107803     Phone Line.No Dial Tone All Phones       70331557     382112698     NDT.OOS       70	63363314	344045712	NDT.OOS
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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     Not Resolved On the Call/Chat       65713917     356548362     NDT.OOS       66267004     Not Resolved On the Call/Chat       66267534     359839183     Phone Line.No Dial Tone All Phones       66526413     361037031     Phone Line.No Dial Tone All Phones       66571605     Not Resolved On the Call/Chat       6657765     361800888     NDT.OOS       67145236     364348696     Not Resolved On the Call/Chat       6769773     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107803     Phone Line.No Dial Tone All Phones       7033157     382107803     Phone Line.No Dial Tone All Phones       7033157     3821107803     Phone Line.No Dial Tone All Phones       70331592     382113182     NDT.OOS       70331666     Not Resolved On the Call/Chat       7033	63365187	344065397	NDT.OOS
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64795996       Not Resolved On the Call/Chat         65191299       353781265       Phone Line.Transmission(Noisy Line)         65713468	63540311	344993851	Phone Line.No Dial Tone All Phones
65191299     353781265 Phone Line.Transmission(Noisy Line)       65713468	63998685	347389511	Repair Flow - CSC
65713468	64795996		Not Resolved On the Call/Chat
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       69294322     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836 NDT.OOS       70331236     382107803 Phone Line.No Dial Tone All Phones       70331557     3821107803 Phone Line.No Dial Tone All Phones       70331592     382114738 Phone Line.No Dial Tone All Phones       70331708     382114738 Phone Line.No Dial Tone All Phones       70331704     382114738 Phone Line.No Dial Tone All Phones       70331704     382114738 Phone Line.No Dial Tone All Phones       70331803     382116018 NDT.OOS	65191299	353781265	Phone Line.Transmission(Noisy Line)
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         6769773       Not Resolved On the Call/Chat         69294322       Not Resolved On the Call/Chat         69306758       Not Resolved On the Call/Chat         70331223       382107803         70331236       382107803         70331557       382112698         70331592       382113182         70331666       Not Resolved On the Call/Chat         70331708       382114738         70331714       382114950         70331803       382116018	65713468		
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       69294322     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836     NDT.OOS       70331236     382107803     Phone Line.No Dial Tone All Phones       70331557     3821107803     Phone Line.No Dial Cone All Phones       70331592     382113182     NDT.OOS       70331666     Not Resolved On the Call/Chat       70331708     382114738     Phone Line.No Dial Tone All Phones       70331708     382114738     Phone Line.No Dial Tone All Phones       70331708     382114738     Phone Line.No Dial Tone All Phones       70331714     382114950     NDT.OOS       70331803     382116018     NDT.OOS	65713917	356548362	NDT.OOS
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       679294322     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836 NDT.OOS       70331236     382107803 Phone Line.No Dial Tone All Phones       70331592     382112698 NDT.OOS       70331592     382112698 NDT.OOS       70331592     382112698 NDT.OOS       70331592     382112698 NDT.OOS       70331592     382114738 Phone Line.No Dial Tone All Phones       70331708     382114738 Phone Line.No Dial Tone All Phones       70331708     382114950 NDT.OOS       70331714     382114950 NDT.OOS       70331803     382116018 NDT.OOS	66267004		Not Resolved On the Call/Chat
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         69294322       Not Resolved On the Call/Chat         sf_ticket_null       Not Resolved On the Call/Chat         69306758       Not Resolved On the Call/Chat         70331223       382107836 NDT.OOS         70331236       382107803 Phone Line.No Dial Tone All Phones         70331557       382112698 NDT.OOS         70331557       382112698 NDT.OOS         70331592       382113182 NDT.OOS         70331666       Not Resolved On the Call/Chat         70331708       382114738 Phone Line.No Dial Tone All Phones         70331708       382114950 NDT.OOS         70331714       382114950 NDT.OOS         70331714       382114950 NDT.OOS	66267534	359839183	Phone Line.No Dial Tone All Phones
66657765     361800888 NDT.OOS       67145236     364348696 Not Resolved On the Call/Chat       67769773     Not Resolved On the Call/Chat       69294322     Not Resolved On the Call/Chat       sf_ticket_null     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836 NDT.OOS       70331236     382107803 Phone Line.No Dial Tone All Phones       70331557     382112698 NDT.OOS       70331592     382113182 NDT.OOS       70331666     Not Resolved On the Call/Chat       70331708     382114738 Phone Line.No Dial Tone All Phones       70331714     382114950 NDT.OOS       70331803     382116018 NDT.OOS	66526413	361037031	Phone Line.Transmission(Noisy Line)
67145236     364348696     Not Resolved On the Call/Chat       67769773     Not Resolved On the Call/Chat       69294322     Not Resolved On the Call/Chat       sf_ticket_null     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836       70331236     382107803       70331557     382112698       70331592     382113182       70331666     Not Resolved On the Call/Chat       70331708     382114738       70331714     382114950       70331803     382116018	66571605		Not Resolved On the Call/Chat
67769773     Not Resolved On the Call/Chat       69294322     Not Resolved On the Call/Chat       sf_ticket_null        69306758     Not Resolved On the Call/Chat       70331223     382107836       70331236     382107803       70331557     382112698       70331592     382112698       70331666     Not Resolved On the Call/Chat       70331708     382114738       70331714     382114950       70331803     382116018	66657765		
69294322     Not Resolved On the Call/Chat       sf_ticket_null     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836       70331236     382107803       70331557     382112698       70331592     382113182       70331666     Not Resolved On the Call/Chat       70331708     382114738       70331714     382114950       70331803     382116018	67145236	364348696	
sf_ticket_null     Not Resolved On the Call/Chat       69306758     Not Resolved On the Call/Chat       70331223     382107836 NDT.OOS       70331236     382107803 Phone Line.No Dial Tone All Phones       70331557     382112698 NDT.OOS       70331592     382113182 NDT.OOS       70331666     Not Resolved On the Call/Chat       70331708     382114738 Phone Line.No Dial Tone All Phones       70331714     382114950 NDT.OOS       70331803     382116018 NDT.OOS	67769773		Not Resolved On the Call/Chat
69306758     Not Resolved On the Call/Chat       70331223     382107836 NDT.OOS       70331236     382107803 Phone Line.No Dial Tone All Phones       70331557     382112698 NDT.OOS       70331592     382113182 NDT.OOS       70331666     Not Resolved On the Call/Chat       70331708     382114738 Phone Line.No Dial Tone All Phones       70331714     382114950 NDT.OOS       70331803     382116018 NDT.OOS			Not Resolved On the Call/Chat
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70331236     382107803     Phone Line.No Dial Tone All Phones       70331557     382112698     NDT.OOS       70331592     382113182     NDT.OOS       70331666     Not Resolved On the Call/Chat       70331708     382114738     Phone Line.No Dial Tone All Phones       70331714     382114950     NDT.OOS       70331803     382116018     NDT.OOS	69306758		
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	70331829	382116384	
70332167 Not Resolved On the Call/Chat	70332167		Not Resolved On the Call/Chat

70332178	382121823	NDT.OOS
70332282	382123971	Phone Line.No Dial Tone All Phones
70332390	382125837	Not Resolved On the Call/Chat
70334408	382153915	Phone Line.No Dial Tone All Phones
70335223	382162487	NDT.OOS
70335345		Not Resolved On the Call/Chat
70336347	382174131	Not Resolved On the Call/Chat
70336662	0021/1101	Not Resolved On the Call/Chat
sf_ticket_null		
70338702	382200954	Not Resolved On the Call/Chat
70339319		Not Resolved On the Call/Chat
70330313	382221157	-
70353058	382344492	
70354485	382344492	
70389550	382393728	Not Resolved On the Call/Chat
70452861		Not Resolved On the Call/Chat
70512100	202244475	Not Resolved On the Call/Chat
70548787	383341175	Phone Line.No Dial Tone All Phones
70598952		Resolved On the Call/Chat
70604547	383660249	Phone Line.No Dial Tone All Phones
70605175		Repair Flow - CSC
70605479		Phone Line.No Dial Tone All Phones
70605893	383666037	Phone Line.No Dial Tone All Phones
70606832		Not Resolved On the Call/Chat
70607240	383670111	Phone Line.No Dial Tone All Phones
70607967		Not Resolved On the Call/Chat
70609311		Not Resolved On the Call/Chat
70609472		Not Resolved On the Call/Chat
70609697	383702224	NDT.OOS
70610367	383685005	Phone Line.No Dial Tone All Phones
70611608	383666870	Phone Line.No Dial Tone - All Phones
70622352		Not Resolved On the Call/Chat
70626274	383755959	NDT.OOS
70759061		
70946666		Not Resolved On the Call/Chat
71581822		Research Account
71696682	389500234	Phone Line.No Dial Tone - All Phones
71832184		Resolved On the Call/Chat
72167886		Not Resolved On the Call/Chat
72168814	392041575	Phone Line.No Dial Tone All Phones
72320377	392948374	Not Resolved On the Call/Chat
72611147		Phone Line.No Dial Tone - All Phones
72712043	394981053	
72901084		Phone Line.No Dial Tone - All Phones
73204204		Phone Line.No Dial Tone - All Phones
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73801817     400863012 Not Resolved On the Call/Chat       73973416     402490531 NDT.OOS       74112116     402490531 NDT.OOS       74112131     402490531 NDT.OOS       741121416     Not Resolved On the Call/Chat       74613476     405256770 Phone Line.No Dial Tone All Phones       74613747     405260669 Phone Line.No Dial Tone - All Phones       74613788     405260117 NDT.OOS       74613784     405260128 NDT.OOS       74613785     405703663 Phone Line.No Dial Tone - All Phones       74613786     40526128 NDT.OOS       74705575     405703663 Phone Line.No Dial Tone All Phones       74762589     Resolved On the Call/Chat       74762640     406639032 NDT.OOS       74833070     40639043 Phone Line.No Dial Tone - All Phones       7472804     40639032 NDT.OOS       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 NDT.OOS       76015187     412928552 NDT.OOS       76015187     412928552 NDT.OOS       76015187     412928552 NDT.OOS       760163		73739415	Resolved On the Call/Chat	F	
73973416       74112116     40249137       74112111     402490531       74112416     Not Resolved On the Call/Chat       74613747     405256770       74613748     4052560171       74613748     405260171       74613748     405260171       74613748     405260171       74613748     405260171       74613748     405260171       74613748     405260218       74613746     405703663       74613786     405703663       74613786     405703663       74613786     405703663       74613786     405703663       74613786     405703663       74614247     405268218       74762589     Resolved On the Call/Chat       74762589     Resolved On the Call/Chat       7477284     40639023     NDT.OOS       74833070     406390643     Phone Line.No Dial Tone All Phones       75041711     4074782820     Phone Line.No Dial Tone All Phones       75042033     Not Resolved On the Call/Chat       75042033     Not Resolved On the Call/Chat       75042047     Not Resolved On the Call/Chat					
74112116     402491337 Phone Line.No Dial Tone All Phones       74112141     Not Resolved On the Call/Chat       74613747     405256770 Phone Line.No Dial Tone - All Phones       74613747     405260569 Phone Line.No Dial Tone - All Phones       74613747     4052605215 Phone Line.No Dial Tone - All Phones       74613748     405261526 Phone Line.No Dial Tone - All Phones       74613755     405265218 NDT.OOS       74613747     405268218 NDT.OOS       74705575     405703663 Phone Line.No Dial Tone - All Phones       74765890     Resolved On the Call/Chat       74766940     406014560 Phone Line.No Dial Tone - All Phones       74772804     406390643 Phone Line.No Dial Tone - All Phones       74833070     406390643 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482891 NDT.OOS       75041741     407482891 NDT.OOS       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 Not Resolved On the Call/Chat       75042667     Not Resolved On the Call/Chat       7504706     407529232 Not Resolved On the Call/Chat       7504706     407529252 NDT.OOS       76016937     412928551			·····		
74112131     402490531 NDT.OOS       74112416     Not Resolved On the Call/Chat       74613476     405250670 Phone Line.No Dial Tone - All Phones       7461374     405250669 Phone Line.No Dial Tone - All Phones       74613786     405261526 Phone Line.No Dial Tone - All Phones       74613786     405261526 Phone Line.No Dial Tone - All Phones       74613786     405261526 Phone Line.No Dial Tone - All Phones       74614247     405268218 NDT.OOS       74705557     405703663 Phone Line.No Dial Tone - All Phones       74762589     Resolved On the Call/Chat       74762580     A05014560 Phone Line.No Dial Tone - All Phones       74772804     406039032 NDT.OOS       74833070     4063290643 Phone Line.No Dial Tone - All Phones       7504701     40742820 Phone Line.No Dial Tone All Phones       75041741     40742820 Phone Line.No Dial Tone All Phones       75042033     Not Resolved On the Call/Chat       75042033     Not Resolved On the Call/Chat       7504206     407529232 Not Resolved On the Call/Chat       7504207     412933739 Subsequent.Customer requests appointment / access hour chai       7617508     4132933739 Subsequent.Customer requests appointment / access hour chai       761750867     613405302 Not Resol			402491337 Phone Line.No Dial Tone All Phones	402491337 F	
74112416     Not Resolved On the Call/Chat       74613476     405256770       74613747     40526069       74613748     40526117       74613748     40526117       74613746     40526126       74613746     40526117       74613746     40526128       74705575     40526128       74705575     40570363       74705575     40503063       74765940     406039032       74772804     406039032       74833070     40639063       74833070     40639063       74833070     40639063       74833070     40639063       74833070     40639063       74833070     406390643       74907297     406772188       75041741     40748820       75041741     40748820       75041741     40748820       75042033     Not Resolved On the Call/Chat       75042034     Not Resolved On the Call/Chat       7504706     407529232     Not Resolved On the Call/Chat       7504706     412928552     NDT.OOS       76015187     41292852     NDT.OOS					
74613476     405256770     Phone Line. No Dial Tone - All Phones       74613747     405260669     Phone Line. No Dial Tone - All Phones       74613748     405260117     NDT.OOS       74613747     405268218     NDT.OOS       74613747     405268218     NDT.OOS       74614247     405268218     NDT.OOS       74705575     405703663     Phone Line. No Dial Tone - All Phones       7476940     406014560     Phone Line. No Dial Tone - All Phones       74772804     406039032     NDT.OOS       74833070     406390643     Phone Line. No Dial Tone - All Phones       74907297     406772188     Phone Line. No Dial Tone - All Phones       75041741     407482820     Phone Line. No Dial Tone All Phones       75041741     407482820     Phone Line. No Dial Tone All Phones       75042033     Not Resolved On the Call/Chat       75042034     Not Resolved On the Call/Chat       75042035     Not Resolved On the Call/Chat       75047006     407529232     Not Resolved On the Call/Chat       75047036     412928552     Not Resolved On the Call/Chat       76015187     41292852     Not Resolved On the Call/Chat					
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74613748     405260117 NDT.OOS       74613786     405261526 Phone Line.No Dial Tone - All Phones       74614247     405268218 NDT.OOS       74705575     405703663 Phone Line.No Dial Tone All Phones       74762589     Resolved On the Call/Chat       74765940     406014560 Phone Line.No Dial Tone - All Phones       74772804     406039032 NDT.OOS       74333070     406390643 Phone Line.No Dial Tone - All Phones       74907297     406772188 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75042033     Not Resolved On the Call/Chat       7504206     407529232 Not Resolved On the Call/Chat       7504267     Not Resolved On the Call/Chat       75047006     407529232 Not Resolved On the Call/Chat       7504707     412933739 Subsequent.Customer requests appointment / access hour chai       761586     413608302 Not Resolved On the Call/Chat       7617108     41372328 Phone Line.Cant Be Called       7618567     413795757 Phone Line.Cant Be Called       7618568     413608302 Not Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones					
74613786     405261526 Phone Line.No Dial Tone - All Phones       74614247     405268218 NDT.OOS       74705575     405703663 Phone Line.No Dial Tone All Phones       74766540     406014560 Phone Line.No Dial Tone - All Phones       74765940     406039032 NDT.OOS       74833070     406390643 Phone Line.No Dial Tone - All Phones       74907297     406772188 Phone Line.No Dial Tone - All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75047031     407482801 NDT.OOS       75047041     407482801 NDT.OOS       75047054     407529232 Not Resolved On the Call/Chat       75047066     407529232 Not Resolved On the Call/Chat       7504707     412928552 NDT.OOS       76015187     412928552 NDT.OOS       76015187     41292852 NDT.OOS       76015187     41292852 NDT.OOS       76015187     413293739 Subsequent.Customer requests appointment / access hour chai       76155686     413608302 Not Resolved On the Call/Chat       7615187     413273238 Phone Line.Cant Be Called       76185672     413793737 Phone Line.No Dial Tone - All Phones       7830103     63854831 NDT.OOS <t< td=""><td></td><td></td><td></td><td></td><td></td></t<>					
74614247     405268218 NDT.OOS       74705575     405703663 Phone Line.No Dial Tone All Phones       74762589     Resolved On the Call/Chat       74766540     406014500 Phone Line.No Dial Tone - All Phones       74772804     40603903 NDT.OS       74833070     406390643 Phone Line.No Dial Tone - All Phones       74907297     406772188 Phone Line.No Dial Tone All Phones       75041711     40748280 Phone Line.No Dial Tone All Phones       75041991     40748280 Phone Line.No Dial Tone All Phones       75041701     40748280 Phone Line.No Dial Tone All Phones       75041701     407425891 NDT.OOS       75047006     40752923 Not Resolved On the Call/Chat       7503912     408856690 NDT.OOS       76015187     412928552 NDT.OOS       76015187     412928552 NDT.OOS       76016937     41393338 Phone Line.Cant Be Called       7615568     413608302 Not Resolved On the Call/Chat       76198592     413856318 Phone Line.Cant Call Out       76198592     413856318 Phone Line.No Dial Tone All Phones </td <td></td> <td></td> <td></td> <td></td> <td></td>					
74705575     405703663 Phone Line. No Dial Tone All Phones       74762589     Resolved On the Call/Chat       74762540     406014560 Phone Line. No Dial Tone - All Phones       74772804     406039032 NDT.OOS       74833070     406390643 Phone Line. No Dial Tone - All Phones       74833070     406390643 Phone Line. No Dial Tone - All Phones       74907297     406772188 Phone Line. No Dial Tone All Phones       7504191     407485891 NDT.OOS       75042033     Not Resolved On the Call/Chat       75042045     Not Resolved On the Call/Chat       7504205     Not Resolved On the Call/Chat       7504206     407529232 Not Resolved On the Call/Chat       75047006     407529232 Not Resolved On the Call/Chat       7504191     412928552 NDT.OOS       76015187     412928552 NDT.OOS       76015187     412928552 NDT.OOS       76015187     41305373 Phone Line.Cant Be Called       76155686     413608302 Not Resolved On the Call/Chat       7615187     41397577 Phone Line.Cant Be Called       76185672     413856318 Phone Line.No Dial Tone - All Phones       78340103     638548311 NDT.OOS       78340103     638248311 NDT.OOS       78357370     63806					
74762589       Resolved On the Call/Chat         74762640       406014560       Phone Line.No Dial Tone - All Phones         74772804       406039023       NDT-OS         74833070       406390643       Phone Line.No Dial Tone - All Phones         74907279       406772188       Phone Line.No Dial Tone All Phones         75041741       407482820       Phone Line.No Dial Tone All Phones         75042033       Not Resolved On the Call/Chat         750420467       Not Resolved On the Call/Chat         75042051       407529232       Not Resolved On the Call/Chat         75042064       407529232       Not Resolved On the Call/Chat         75047005       407529232       Not Resolved On the Call/Chat         75047006       407529232       Not Resolved On the Call/Chat         75047006       407529232       Not Resolved On the Call/Chat         75015187       412928552       NDT-OS         76016937       412933739       Subsequent.Customer requests appointment / access hour chai         7615586       41360302       Not Resolved On the Call/Chat         76158572       41375757       Phone Line.Cant Ealled         76158567       627497379       Phone Line.No Dial Tone - All Pho					
74766940     406014560     Phone Line.No Dial Tone - All Phones       74772804     406039032     NDT.OOS       74833070     406390643     Phone Line.No Dial Tone - All Phones       74907297     406772188     Phone Line.No Dial Tone All Phones       75041741     407482820     Phone Line.No Dial Tone All Phones       75041991     407485891     NDT.OOS       75042033     Not Resolved On the Call/Chat       75047006     407529232     Not Resolved On the Call/Chat       7503912     40886606     NDT.OOS       76015187     41292852     NDT.OOS       76015187     41292852     NDT.OOS       76016937     412933739     Subsequent.Customer requests appointment / access hour chai       76155686     413608302     Not Resolved On the Call/Chat       7615676     627497379     Phone Line.Cant Be Called       7618572     413375375     Phone Line.Cant Call Out       7633010     638548311     NDT.OOS       78340103     638548311     NDT.OOS       7835636     627497379     Phone Line.No Dial Tone - All Phones       78357370     638624538     Repair Flow - CSC       7835636					
74772804     406039032 NDT.OOS       74833070     406390643 Phone Line.No Dial Tone - All Phones       74907297     406772188 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041991     407485891 NDT.OOS       75042033     Not Resolved On the Call/Chat       75042467     Not Resolved On the Call/Chat       7504706     407529232 Not Resolved On the Call/Chat       7504707     412928552 NDT.OOS       76015187     412928552 NDT.OOS       76016937     412933739 Subsequent.Customer requests appointment / access hour chai       7615566     413608302 Not Resolved On the Call/Chat       7615567     413795757 Phone Line.Cant Be Called       76158592     413856318 Phone Line.Cant Be Called       76158592     413856318 Phone Line.No Dial Tone - All Phones       78340103     638648311 NDT.OOS       7834013     63864831 NDT.OOS       7834013     63864831 NDT.OOS       7834013     639041134 Phone Line.No Dial Tone - All Phones       7834013     63864831 NDT.OOS       7834013     639041134 Phone Line.No Dial Tone All Phones       7858			-		
74833070     406390643     Phone Line.No Dial Tone All Phones       74907297     406772188     Phone Line.No Dial Tone All Phones       75041741     407482820     Phone Line.No Dial Tone All Phones       75041901     407485891     NDT.OOS       75042033     Not Resolved On the Call/Chat       75047006     407529232     Not Resolved On the Call/Chat       75047015     402552     NDT.OOS       76015187     412928552     NDT.OOS       76015087     412933739     Subsequent.Customer requests appointment / access hour chan       76155686     413608302     Not Resolved On the Call/Chat       76155686     413608302     Not Resolved On the Call/Chat       761585672     413795757     Phone Line.Cant Be Called       761585686     413608302     Not Resolved On the Call/Chat       761585672     413856318     Phone Line.Cant Call Out       76185672     413856318     Phone Line.No Dial Tone All Phones       76393730     638624533     Repair Flow - CSC       78340103     638244531     NDT.OOS       78357370     643063101     Phone Line.No Dial Tone All Phones       7856487     640263360     Repair Flow					
74907297     406772188 Phone Line.No Dial Tone All Phones       75041741     407482820 Phone Line.No Dial Tone All Phones       75041991     407485891 NDT.OOS       75042033     Not Resolved On the Call/Chat       75042467     Not Resolved On the Call/Chat       75047006     407529322 Not Resolved On the Call/Chat       75303912     408856690 NDT.OOS       76015187     412928552 NDT.OOS       76016937     412933739 Subsequent.Customer requests appointment / access hour chai       76155686     413608302 Not Resolved On the Call/Chat       76155686     413608302 Not Resolved On the Call/Chat       76171008     41372328 Phone Line.Cant Be Called       76185672     413795757 Phone Line.Cant Be Called       76198592     413856318 Phone Line.Cant Call Out       7621445     Resolved On the Call/Chat       76390676     627497379 Phone Line.No Dial Tone - All Phones       78340103     63854831 NDT.OOS       78357370     638624583 Repair Flow - CSC       7845848     Not Resolved On the Call/Chat       7845384     640263300 Repair Flow - CSC       78691851     Resolved On the Call/Chat       7905327     64308321 NDT.OOS       79063375					
75041741     407482820     Phone Line. No Dial Tone All Phones       75041991     407485891     NDT.OOS       75042033     Not Resolved On the Call/Chat       7504267     Not Resolved On the Call/Chat       7504706     407529232     Not Resolved On the Call/Chat       7504706     407529232     Not Resolved On the Call/Chat       7504706     407529232     Not Resolved On the Call/Chat       7501706     40252852     NDT.OOS       76016937     412938739     Subsequent.Customer requests appointment / access hour chai       76155686     413608302     Not Resolved On the Call/Chat       76171008     413723238     Phone Line.Cant Be Called       761785672     413795757     Phone Line.Cant Be Called       76198592     413856318     Phone Line.Cant Call Out       7621445     Resolved On the Call/Chat     Resolved On the Call/Chat       76590676     627497379     Phone Line.No Dial Tone - All Phones       78340103     63854831     NDT.OOS       7834301     639041134     Phone Line.No Dial Tone All Phones       7859370     638624583     Repair Flow - CSC       78691851     Resolved On the Call/Chat <t< td=""><td></td><td></td><td></td><td></td><td></td></t<>					
75041991       407485891 NDT.OOS         75042033       Not Resolved On the Call/Chat         75042467       Not Resolved On the Call/Chat         75042467       Not Resolved On the Call/Chat         75047006       407529232 Not Resolved On the Call/Chat         75030312       408856690 NDT.OOS         76015187       412928552 NDT.OOS         76016937       41293379 Subsequent.Customer requests appointment / access hour chai         7615568       413608302 Not Resolved On the Call/Chat         76171008       413723238 Phone Line.Cant Be Called         76185672       413795757 Phone Line.Cant Be Called         76221445       Resolved On the Call/Chat         76590676       627497379 Phone Line.No Dial Tone - All Phones         78357370       638624583 Repair Flow - CSC         78340103       639041134 Phone Line.No Dial Tone All Phones         78586487       640263360 Repair Flow - CSC         78691851       Resolved On the Call/Chat         79058379       643063101 Phone Line.No Dial Tone All Phones         79058379       643063101 Phone Line.No Dial Tone All Phones         79069375       64318113 Phone Line.No Dial Tone All Phones         79069375       643118113 Phone Line.No Dial Tone All Phones					
75042033       Not Resolved On the Call/Chat         75042467       Not Resolved On the Call/Chat         75047006       407529232       Not Resolved On the Call/Chat         75033912       408856690       NDT.OOS         76015187       412928552       NDT.OOS         76016937       412933739       Subsequent.Customer requests appointment / access hour chai         7615586       413608302       Not Resolved On the Call/Chat         76171008       413723238       Phone Line.Cant Be Called         7617108       4137577       Phone Line.Cant Be Called         7618567       41385618       Phone Line.Cant Call Out         76198592       41385618       Phone Line.Cant Call Out         76221445       Resolved On the Call/Chat         76590676       627497379       Phone Line.No Dial Tone - All Phones         78340103       638548311       NDT.OOS         78357370       638624583       Repair Flow - CSC         78425884       Not Resolved On the Call/Chat         78691851       Resolved On the Call/Chat         79058379       643063101       Phone Line.No Dial Tone All Phones         79062785       643087195       Phone Line.No Dial Tone All Phon					
75042467       Not Resolved On the Call/Chat         75047006       407529232       Not Resolved On the Call/Chat         75303912       408856690       NDT.OOS         76015187       412928552       NDT.OOS         76016937       412933739       Subsequent.Customer requests appointment / access hour chai         7615586       413608302       Not Resolved On the Call/Chat         76171008       413723238       Phone Line.Cant Be Called         76185672       413795757       Phone Line.Cant Be Called         76198592       413856318       Phone Line.Cant Be Called         76198592       413856318       Phone Line.Cant Be Called         76221445       Resolved On the Call/Chat         76590676       627497379       Phone Line.No Dial Tone - All Phones         78357370       638624583       Repair Flow - CSC         7842584       Not Resolved On the Call/Chat         78691851       Resolved On the Call/Chat         79058379       64306310       Phone Line.No Dial Tone All Phones         79058379       643063310       Phone Line.No Dial Tone All Phones         79062785       64308321       NDT.OOS         79063920       643083121					
75047006     407529232 Not Resolved On the Call/Chat       75303912     408856690 NDT.OOS       76015187     412928552 NDT.OOS       76016937     412933739 Subsequent.Customer requests appointment / access hour chai       76155686     413608302 Not Resolved On the Call/Chat       76171008     413723238 Phone Line.Cant Be Called       76185672     413795757 Phone Line.Cant Be Called       76198592     413856318 Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones       78357370     638624583 Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       78586487     6400263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       78586487     643063101 Phone Line.No Dial Tone All Phones       79058379     643063101 Phone Line.No Dial Tone All Phones       7906375     643083321 NDT.OOS       7906375     643083121 NDT.OOS       7906375     64308321 NDT.OOS       7906375     64308321 NDT.OOS       7906375     64308321 NDT.OOS       7906375     643118113 Phone Line.No Dial Tone All Phones       7906375     64311824 Phone Line.N					
75303912     408856690 NDT.OOS       76015187     412928552 NDT.OOS       76016937     412933739 Subsequent.Customer requests appointment / access hour chai       76155686     413608302 Not Resolved On the Call/Chat       76171008     413723238 Phone Line.Cant Be Called       76185672     413795757 Phone Line.Cant Be Called       76198592     413856318 Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones       78340103     638548311 NDT.OOS       783457370     638624583 Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       785061851     Resolved On the Call/Chat       78691851     Resolved On the Call/Chat       78458647     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       7905879     643063101 Phone Line.No Dial Tone All Phones       7906375     64308321 NDT.OOS       7906375     64308321 NDT.OOS       7906375     643083719 Phone Line.No Dial Tone All Phones       7906375     643113524 Phone Line.No Dial Tone All Phones       7906375     643118113 Phone Line.No Dial Tone All Phones       7906375 <t< td=""><td></td><td></td><td></td><td></td><td></td></t<>					
76016937     412933739     Subsequent.Customer requests appointment / access hour chai       76155686     413608302     Not Resolved On the Call/Chat       76171008     413723238     Phone Line.Cant Be Called       76185672     41379575     Phone Line.Cant Be Called       76198592     413856318     Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379     Phone Line.No Dial Tone - All Phones       78340103     638548311     NDT.OOS       78357370     638624583     Repair Flow - CSC       7842584     Not Resolved On the Call/Chat       78591851     640263360     Repair Flow - CSC       78691851     Resolved On the Call/Chat       78059379     643063101     Phone Line.No Dial Tone All Phones       79058379     643063101     Phone Line.No Dial Tone All Phones       7906375     64308321     NDT.OOS       7906375     643083121     NDT.OOS       7906375     643083121     NDT.OOS       7906375     64308321     NDT.OOS       7906375     643083121     NDT.OOS       7906375     643113524     Phone Line.No Dial Tone All Phones					
76155686     413608302 Not Resolved On the Call/Chat       76171008     413723238 Phone Line.Cant Be Called       76185672     413795757 Phone Line.Cant Be Called       76198592     413856318 Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones       78340103     638548311 NDT.OOS       78357370     638624583 Repair Flow - CSC       7842584     Not Resolved On the Call/Chat       7843301     639041134 Phone Line.No Dial Tone All Phones       78586487     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     64308321 NDT.OOS       79063920     64308311 Phone Line.No Dial Tone All Phones       79063920     64308311 Phone Line.No Dial Tone All Phones       79069375     643113524 Phone Line.No Dial Tone All Phones       79069375     643113524 Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113 Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone       79072522     643128915 Phone Line.No Dial		76015187	412928552 NDT.OOS	412928552 №	
76155686     413608302 Not Resolved On the Call/Chat       76171008     413723238 Phone Line.Cant Be Called       76185672     413795757 Phone Line.Cant Be Called       76198592     413856318 Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones       78340103     638548311 NDT.OOS       78357370     638624583 Repair Flow - CSC       7842584     Not Resolved On the Call/Chat       7843301     639041134 Phone Line.No Dial Tone All Phones       78586487     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     64308321 NDT.OOS       79063920     64308311 Phone Line.No Dial Tone All Phones       79063920     64308311 Phone Line.No Dial Tone All Phones       79069375     643113524 Phone Line.No Dial Tone All Phones       79069375     643113524 Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113 Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone       79072522     643128915 Phone Line.No Dial		76016937	412933739 Subsequent.Customer requests appointment / access hour chai	412933739 S	1
76185672     413795757 Phone Line.Cant Be Called       76198592     413856318 Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones       78340103     638548311 NDT.OOS       78357370     638624583 Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       7843301     639041134 Phone Line.No Dial Tone All Phones       78586487     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     643063101 Phone Line.No Dial Tone All Phones       7906375     64308321 NDT.OOS       79063920     643087195 Phone Line.No Dial Tone All Phones       79063920     643087195 Phone Line.No Dial Tone All Phones       5f_ticket_null     643118113 Phone Line.No Dial Tone All Phones       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone All Phones       79072522     643128915 Phone Line.No Dial Tone All Phones       79072522     643128915 Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		76155686	413608302 Not Resolved On the Call/Chat	413608302 N	
76198592     413856318 Phone Line.Cant Call Out       76221445     Resolved On the Call/Chat       76590676     627497379 Phone Line.No Dial Tone - All Phones       78340103     638548311 NDT.OOS       78357370     638624583 Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       78433301     639041134 Phone Line.No Dial Tone All Phones       78586487     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     64308321 NDT.OOS       79063920     64308321 NDT.OOS       79063920     643087195 Phone Line.No Dial Tone All Phones       79063920     643087195 Phone Line.No Dial Tone All Phones       79063920     643113524 Phone Line.No Dial Tone All Phones       5f_ticket_null     643118113 Phone Line.No Dial Tone All Phones       sf_ticket_null     64312824 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone - All Phones       79072522     643128915 Phone Line.No Dial Tone       79072522     643128915 Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		76171008	413723238 Phone Line.Cant Be Called	413723238 P	
76221445     Resolved On the Call/Chat       76590676     627497379     Phone Line.No Dial Tone - All Phones       78340103     638548311     NDT.OOS       78357370     638624583     Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       78433301     639041134     Phone Line.No Dial Tone All Phones       78586487     640263360     Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101     Phone Line.No Dial Tone All Phones       79062785     64308321     NDT.OOS       79063920     643083121     NDT.OOS       79063920     643083121     NDT.OOS       79063920     643087195     Phone Line.No Dial Tone All Phones       79069375     643113524     Phone Line.No Dial Tone All Phones       79069375     64311813     Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113     Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624     NDT.OOS       79072522     643128915     Phone Line.No Dial Tone - All Phones       79072522     643128915     Phone Line.No Dial Tone       79072522     643128915 </td <td></td> <td>76185672</td> <td>413795757 Phone Line.Cant Be Called</td> <td>413795757 P</td> <td></td>		76185672	413795757 Phone Line.Cant Be Called	413795757 P	
76590676     627497379     Phone Line.No Dial Tone - All Phones       78340103     638548311     NDT.OOS       78357370     638624583     Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       78433301     639041134     Phone Line.No Dial Tone All Phones       78586487     640263360     Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101     Phone Line.No Dial Tone All Phones       79062785     64308321     NDT.OOS       79063920     643087195     Phone Line.No Dial Tone All Phones       79063920     643087195     Phone Line.No Dial Tone All Phones       7906375     643113524     Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113     Phone Line.No Dial Tone All Phones       sf_ticket_null     643123624     NDT.OOS       79072522     643128915     Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624     NDT.OOS       79072522     643128915     Phone Line.No Dial Tone       79072522     643128915     Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		76198592	413856318 Phone Line.Cant Call Out	413856318 P	
78340103     638548311 NDT.OOS       78357370     638624583 Repair Flow - CSC       78425884     Not Resolved On the Call/Chat       78433301     639041134 Phone Line.No Dial Tone All Phones       78586487     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     64308321 NDT.OOS       79063920     643087195 Phone Line.No Dial Tone All Phones       79063920     643113524 Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113 Phone Line.No Dial Tone All Phones       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone - All Phones       79072522     643128915 Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		76221445	Resolved On the Call/Chat	F	
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78425884     Not Resolved On the Call/Chat       78433301     639041134     Phone Line.No Dial Tone All Phones       78586487     640263360     Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101     Phone Line.No Dial Tone All Phones       79062785     643083321     NDT.OOS       79063920     643087195     Phone Line.No Dial Tone All Phones       79069375     643113524     Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113     Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624     NDT.OOS       79072522     643128915     Phone Line.No Dial Tone - All Phones       79072522     643128915     Phone Line.No Dial Tone - All Phones       79072522     643128915     Phone Line.No Dial Tone - All Phones       79072522     643128915     Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		78340103	638548311 NDT.OOS	638548311 N	
78433301     639041134     Phone Line.No Dial Tone All Phones       78586487     640263360     Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101     Phone Line.No Dial Tone All Phones       79062785     64308321     NDT.OOS       79063920     643087195     Phone Line.No Dial Tone All Phones       79069375     643113524     Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113     Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624     NDT.OOS       79072522     643128915     Phone Line.No Dial Tone - All Phones       79072522     643128915     Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		78357370	638624583 Repair Flow - CSC	638624583 R	
78586487     640263360 Repair Flow - CSC       78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     643083321 NDT.OOS       79063920     643087195 Phone Line.No Dial Tone All Phones       79063920     643113524 Phone Line.No Dial Tone All Phones       79069375     643118113 Phone Line.No Dial Tone All Phones       sf_ticket_null     643123624 NDT.OOS       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone - All Phones       79072522     643128915 Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		78425884	Not Resolved On the Call/Chat	Ν	
78691851     Resolved On the Call/Chat       79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     643083321 NDT.OOS       79063920     643087195 Phone Line.No Dial Tone All Phones       79069375     643113524 Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113 Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone - All Phones       79072522     643128915 Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		78433301	639041134 Phone Line.No Dial Tone All Phones	639041134 P	
79058379     643063101 Phone Line.No Dial Tone All Phones       79062785     643083321 NDT.OOS       79063920     643087195 Phone Line.No Dial Tone All Phones       79069375     643113524 Phone Line.No Dial Tone All Phones       sf_ticket_null     643118113 Phone Line.No Dial Tone - All Phones       sf_ticket_null     643123624 NDT.OOS       79072522     643128915 Phone Line.No Dial Tone       79074147     Not Resolved On the Call/Chat		78586487	640263360 Repair Flow - CSC	640263360 R	
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79072522643128915 Phone Line.No Dial Tone79074147Not Resolved On the Call/Chat	sf_ti	cket_null	643118113 Phone Line.No Dial Tone - All Phones	643118113 P	
79074147 Not Resolved On the Call/Chat	sf_ti	cket_null	643123624 NDT.OOS	643123624 N	
		79072522	643128915 Phone Line.No Dial Tone	643128915 P	
79143644		79074147	Not Resolved On the Call/Chat	Ν	
		79143644			

79255328	644187362 Phone Line.No Dial Tone All Phones
79402406	645149052 Resolved On the Call/Chat
79426935	645305794 Phone Line.No Dial Tone All Phones
sf_ticket_null	
sf_ticket_null	
79600027	646272948 Phone Line.No Dial Tone All Phones
80225319	650325652 Phone Line.Transmission(Noisy Line)
80582760	Not Resolved On the Call/Chat
80726838	Not Resolved On the Call/Chat
80820648	
81088244	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
0	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
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: 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 frwrd for calls
hung up
no dial tone
no on one the line
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** Not Resolved: Troubleshooting, call dropped **Dispatch.Customer** Not Resolved: Transfer Care

Dispatched Not Resolved: Dispatch Not Resolved: Dispatch Not Resolved: Dispatch Not Resolved: Status

no dial tone
no dial tone
status on outage
no dial tone
no dial tone
n/a
no dial tone
CenturyLink employee test call
no dial tone
trouble with voice mail
no dial tone
no internet connection
no dial tone
NOT A CTL ACCT
no dial tone
static on line
no dial tone
no dial tone
wanted to make payment
no dial tone
checking on dispatch
wrong account pulled up

Resolved: Cleared via Troubleshooting Not Resolved: Transfer Care

Dispatch.Customer Dispatched Not Resolved: Dispatch Dispatch.Customer Not Resolved: Dispatch Dispatched Not Resolved: Troubleshooting, call dropped Not Resolved: Dispatch **Dispatch.Customer Resolved: Educated Customer** Not Resolved: Dispatch Dispatched Not Resolved: Dispatch Dispatch.Customer **Dispatch.Customer** Not Resolved: Dispatch Not Resolved: Status Not Resolved: Escalation Not Resolved: Status Dispatched Dispatched **Resolved: Educated Customer** Not Resolved: Outage Dispatch.Customer **Dispatch.Customer Dispatch.Customer** Resolved: Cleared via Troubleshooting Not Resolved: Escalation **Resolved: Educated Customer** Dispatched Not Resolved: Dispatch Dispatch.Customer Dispatched **Resolved: Educated Customer Dispatch.Customer** Dispatched **Dispatch.Customer** Dispatch.Customer

Dispatch.COFAIL Not Resolved: Escalation cust called but phone srvice now wrks properly called to make sure bill was paid test call to make sure routing correctly no dial tone called to say over 24 hrs since fixed-ddn't wnt ticket no dial tone no account pulled up no dial tone customer checked status of ticket no dial tone no dial tone wanted to change due date no dial tone no dial tone no dial tone no dial tone had questons about features no dial tone CenturyLink employee test call no dial tone no dial tone no dial tone no dial tone receiving telemarketing calls no dial tone no notes and no call found

Dispatch.Customer Resolved: Cleared via Troubleshooting Dispatch.Customer

Dispatch.Customer Dispatch.Customer Not Resolved: Ghost Caller (no one on the line) Not Resolved: Transfer Care

Not Resolved: Chronic Transfer to Retention

no dial tone	
cant access vm	
cant call out	
can't find info	
can't find info	
no dial tone	
no dial tone	
incorrect account	
wants to know if better deals	
customer wanted to disconnect	
question about new rates	

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	
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	
contractor priorie issue not at location to troubleshoot	will check when gets to location
agent helped reset phone lines	will check when gets to location customer reset phone lines by unplugging and plug b

set up dispatchtechoutage in areadamset up dispatchtechcustomer hung upn/aoutage in areadamset up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtech	a notes on when resolved ch repaired f2 cable mage to equipment repaired ch noted no trouble found a mage to equipment repaired ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
outage in areano nset up dispatchtechoutage in areadamset up dispatchtechcustomer hung upn/aoutage in areadamset up dispatchtechcustomer hung upn/aoutage in areadamset up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	notes on when resolved ch repaired f2 cable mage to equipment repaired ch noted no trouble found a mage to equipment repaired ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
set up dispatchtechoutage in areadamset up dispatchtechcustomer hung upn/aoutage in areadamset up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	ch repaired f2 cable mage to equipment repaired ch noted no trouble found a mage to equipment repaired ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
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set up dispatchtechcustomer hung upn/aoutage in areadamset up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	ch noted no trouble found a mage to equipment repaired ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
customer hung upn/aoutage in areadamset up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	a mage to equipment repaired ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
outage in areadamset up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	mage to equipment repaired ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
set up dispatchtechagent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	ch fixed buried line-good to box a ch noted cable cut -dug pit and spliced in new pede
agent had to check schedule and would call backn/aagent gave info on dispatch currently scheduledtechset up dispatchtech	a ch noted cable cut -dug pit and spliced in new pede
agent gave info on dispatch currently scheduled tech set up dispatch tech	ch noted cable cut -dug pit and spliced in new pede
set up dispatch tech	
transfer to customer care n/a	ch short on inside wire
	a
set up dispatch tech	ch out and good to box
set up dispatch tech	ch out and good to box
wanted customer to trobuleshoot by calling phone cust	stomer would call back after troubleshooting
set up dispatch tech	ch out and no trouble found
outage in area card	rds replaced in dslam
set up dispatch cust	stomer cancelled ticket saying it was fixed
set up dispatch cust	stomer cancelled saying it was fixed
n/a n/a	a
n/a n/a	a
outage in area-agent gave estimated repaired equi	uipment repaired
outage in area-agent gave estimated repaired equi	uipment repaired
n/a n/a	a
voicemail was removed from account-gave cus servidgave	ve customer service number to call when open
outage in area equi	uipment repaired
set up dispatch tech	ch out and noted good to box no trouble found
n/a n/a	a
customer just wanted to note it-no ticket created ager	ent said it was noted but no other ticket created
set up dispatch tech	ch out and repaired F1 cable
n/a n/a	a
service was working ager	ent cancelled ticket
was going to check some things and call back if need cust	stomer will call back
created dispatch cust	stomer cancelled ticket working
set up dispatch tech	ch repaired line-cut to a different pair
set up dispatch was	as part of outage cleared 2/15-repaired pair gain
n/a n/a	a
created dispatch part	rt of outage cleared 3/1/23-replaced repeater
created dispatch part	rt of outage cleared 3/1/23-replaced repeater
n/a n/a	a
created dispatch part	rt of outage cleared 3/1/23-replaced repeater
created dispatch part	rt of outage cleared 3/1/23-replaced repeater
n/a n/a	a
n/a n/a	a
gave info to customer gave	ve 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
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 of
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	•
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 neigbor-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
n/a	customer hung up while agent checking
created dispatch	customer cancelled dispatch saying it was fixed
transfer to customer care	transferred to care to make payment
created dispatch	tech out and noted good to phone-jumper broken at
created dispatch	
	tech noted trouble cleared-talked to mrs
created dispatch	
created dispatch created dispatch	tech noted trouble cleared-talked to mrs tech noted pair gain down-restored tech noted restored outage at pair gain
•	tech noted trouble cleared-talked to mrs tech noted pair gain down-restored

n/a	n/a
referred to care	referred to care
test call	test call
created dispatch	tech out and noted good to sub ok mrs
created dispatch	customer cancelled dispatch
created dispatch	part of outage/restored
created dispatch	tech repaired f1
created dispatch	tech repaired cable
created dispatch	part of outage-repaired cable
created dispatch	part of outage-repaired cable
created dispatch	tech out and repaired F1 cable
created dispatch	tech cut to clear f1 left message for customer
no ticket created per customer	n/a
created dispatch	part of outage-repaired cable
created dispatch	part of outage-repaired cable
created dispatch	tech replaced faulty wire
created dispatch	tech noted test good
tech cut to different pair-cleared-repaired	tech dispatched to restored dial tone
tech cut to different pair-cleared-repaired	tech dispatch to resolve no dial tone
agent closed ticket no account	n/a
tech restored pair gain	tech dispatched and restored pair gain
checking status of ticket	resolved 11/11/23
pair gain went down-restored	tech dispatched to restore pair gain
tech out and good to nid per 301	tech dispatched and tested good
needed to change repair appt	agent changed due date
outage in area	outage was resolved and cus verified wrking
part of outage	outage was resolved and cus verified wrking
was part of outage	outage was resolved and cus verified wrking
cust was on temp suspend for non pay	tech went out and was on temp suspend for nonpay
agent answered questions	agent answered questions about features
tech was dispatched but ntf	there was no trouble found when tech went out
CenturyLink employee test call	CenturyLink employee test call
ticket created for dispatch but was outage	outage was resolved and cus verified wrking
phone not plugged into jack	customer plugged into jack
dispatched tech	tech noted customer caused outage with phone equi
tech dispatched and no access to property	ticket closed due to no contact and no access
referred to do not call registry-declined no solictiatic	declined no solicitation service
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
interruption switch / remote term. connection	switch / remote term. connection reset at CO
n/a	n/a

	tech noted good to ni hearing impaired phone
ticket created for dispatch	plugged into lan port
agent reset pin	customer able to access vm
set up dispatch	had non pay suspension on account ws removed
n/a	n/a
n/a	n/a
troubleshoot and dispatch tech	tech got it good to network interface
agent dispatched tech for ndt	tech cleard pair gain trouble and ver with mr
agent pulled up wrong account	no action taken
transfer to customer care	no other issues
transfer to get disconncected	no other issues
transfer to solutions	no other issues

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
	10/4/2022
	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
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