June 28, 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 June 17, 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,

Peter Gose
Director State and Local Government Affairs
Attachments

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

Impacted Area	call_timestamp
#N/A	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
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2900 LAR RT	9/30/2022 17:37:46
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2900 LAR RT	10/1/2022 11:52:36
#N/A	10/4/2022 13:18:37
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#N/A	10/4/2022 17:23:17
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2900 LAR RT	10/5/2022 16:12:10
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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
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2900 LAR RT	10/6/2022 11:42:40
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Depending on the time during the day
The open ticket report is reviewed by

contact_tn	customer_name

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

caller_name	address	account

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
				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
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9/12/2023 14:52:47
9/21/2023 11:32:18
9/22/2023 15:46:08
9/25/2023 16:45:15
9/29/2023 12:24:05
9/29/2023 12:30:49
10/2/2023 15:18:13
10/5/2023 18:00:01
10/7/2023 10:50:42
10/10/2023 16:42:34
10/15/2023 16:29:34
10/16/2023 14:55:43
10/17/2023 15:50:22

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
2/29/2024 15:29
3/1/2024 13:20:31
3/1/2024 13:22:02
3/1/2024 13:41:14

3/1/2024 15:16:25
3/1/2024 15:23:08
3/2/2024 9:38:42
3/2/2024 10:11:11
3/2/2024 11:47:02
3/12/2024 15:44:43

3/12/2024 16:55:45
3/18/2024 12:45:32
3/27/2024 13:48:51

4/1/2024 11:39:55
4/1/2024 11:39:55
4/1/2024 18:37:46
4/15/2024 11:50:57
4/23/2024 14:03:53

5/13/2024 12:55:09
5/13/2024 17:06:38
5/13/2024 17:09:13
5/13/2024 17:21:54
5/13/2024 17:21:54
5/13/2024 17:22:10
5/13/2024 17:22:10
5/13/2024 17:30:40
5/13/2024 17:39:13

5/15/2024 14:40:47
5/15/2024 16:04:04
5/15/2024 16:36:38
5/19/2024 12:30:04
5/19/2024 12:33:14
5/19/2024 12:38:50
5/31/2024 14:47:37

6/7/2024 14:24:15
6/14/2024 20:33:43
6/16/2024 11:16:43
6/16/2024 11:47:07
6/16/2024 12:25:13
6/16/2024 14:34:30
6/16/2024 14:42:52
6/16/2024 17:10:48
6/16/2024 17:10:48
6/16/2024 19:18:42
6/16/2024 19:18:42
6/16/2024 21:13:16
6/16/2024 21:13:16
6/16/2024 22:09:50
6/17/2024 10:25:04
6/17/2024 10:49:55
6/17/2024 11:34:07
6/17/2024 12:40:49

6 PM each day.

sf_case_number	rx_case_number	cause
sf_ticket_null		
44614867		Repair Flow - CSC
sf_ticket_null		
44661675	262847457	Out of Scope.Misdirect
44673450		Out of Scope.Misdirect
44685120	262931762	Subsequent.Missed Commitment(CenturyLink missed)
44703142		No Assistance Provided
44786105	263347533	Phone Line.Can't Call Out
sf_ticket_null	263361848	Phone Line.No Dial Tone - All Phones
44796415		Wireless.Setup/Credentials/Configuration
44847887		Non-Customer Call.No Caller On Line
44850027	263555869	Non-Customer Call.Other Internal
44850125		Repair Flow - CSC
44869181	263709262	Subsequent.Status Only
45100013		
45144432	264855520	ABANDONED_SESSION.Tool Issue
45146711	264862848	Non-Customer Call.Other Internal
45195895	265056015	Phone Line.No Dial Tone - All Phones
45210156		Research Account
45255283	265235715	NDT.OOS
sf_ticket_null		
45256096	265234746	FASTFECTicketV1.FASTFECTicketV1
45256158	265235916	Phone Line.No Dial Tone - All Phones
45256621	265236487	FASTFECTicketV1.FASTFECTicketV1
45258123	265242043	Subsequent.Cancel
45261455	265251032	Phone Line.No Dial Tone - All Phones
sf_ticket_null		
45276704	265306461	Phone Line.No Dial Tone - All Phones
45319112	265483229	Phone Line.Gets Cut Off
45328505	265515462	Phone Line.No Dial Tone - All Phones
sf_ticket_null	265520046	Phone Line.Gets Cut Off
sf_ticket_null	265853926	Non-Customer Call.No Caller On Line
sf_ticket_null		
45506442		Repair Flow - CSC
46344171	269464698	Phone Line.No Dial Tone All Phones
47018496	271889538	Phone Line.No Dial Tone - All Phones
47129768	272262536	Non-Customer Call.Tool Issue
47248940	272674830	Phone Line.Transmission (Noisy Line)
47436570		Out of Scope.Misdirect
47669636	274351175	Phone Line.Transmission(Noisy Line)
47744113		
47744452		
47744587		Status Update.RMA
47794231		Out of Scope.Misdirect
48083787		Subsequent.Status Only
sf_ticket_null	276201862	Phone Line.No Dial Tone - All Phones

sf_ticket_null	277699451	Phone Line.Gets Cut Off
48950185		ABANDONED_SESSION.No Ticketing Options
48954386		
49001098	279861391	Fast Front End Close.CLAS Customer Education
49112066	280284551	Phone Line.Transmission (Noisy Line)
49125248		Status Update.Outage
49174655	280528497	Non-Customer Call.Other Internal
49246974		No Assistance Provided
49543923		Status Update.Outage
50157945	284337537	NDT.OOS
50972789	287732474	Repair Flow - CSC
51068088		
51435184	289512281	Phone Line.No Dial Tone - All Phones
51572868		Out of Scope.Misdirect
52115700	292816903	NDT.OOS
52517624	294720863	NDT.OOS
52554066		No Assistance Provided
52556254	294892708	Phone Line.No Dial Tone All Phones
sf_ticket_null		
52737274	295671180	NDT.OOS
52737349	295671933	Phone Line.No Dial Tone All Phones
sf_ticket_null		
sf_ticket_null	295918383	Non-Customer Call.Other Internal
52820805		Status Update.Outage
52842702		Status Update.Outage
52955616		
52980371	296873805	Referrals.Business Office
53032024		Fast Front End Close.MISC Customer Education
53182716	297680911	Phone Line.Transmission(Noisy Line)
53292336		
54014552		ABANDONED_SESSION.No Ticketing Options
54069911	301768747	Phone Line.No Dial Tone All Phones
54080784	301897893	NDT.OOS
54116142		Repair Flow - CSC
54281713	302719424	Phone Line.No Dial Tone - All Phones
54859734	305190512	NDT.OOS
55050215	305964857	Phone Line.No Dial Tone All Phones
55984838	310078040	NDT.OOS
sf_ticket_null	310349694	Subsequent.Status Only
56957814	314377399	Phone Line.No Dial Tone All Phones
56962700	314396514	Phone Line.No Dial Tone All Phones
sf_ticket_null		
56968435	314415657	Phone Line.No Dial Tone All Phones
56969368		Phone Line.No Dial Tone - All Phones
57998621		Repair Flow - CSC
58376481		Non CenturyLink Customer
58430259		Fast Front End Close.MISC Customer Education

	59863864	Research Account
	59906116	No Assistance Provided
sf_ticket_null		
sf_ticket_null		
sf_ticket_null		
sf_ticket_null		
	60006024	Repair Flow - CSC
sf_ticket_null		
sf_ticket_null		
	60782663	Out of Scope.Misdirect
	60782683	330701978 NDT.OOS
	61680643	Out of Scope.Misdirect
	62815075	341217979 Phone Line.Transmission (Noisy Line)
	63363242	344045500 Phone Line.No Dial Tone All Phones
	63363255	344044996 NDT.OOS
	63363273	344045024 NDT.OOS
	63363314	344045712 NDT.OOS
	63365173	344065826 Phone Line.No Dial Tone All Phones
	63365187	344065397 NDT.OOS
	63366004	344073497 NDT.OOS
	63367226	Resolved On the Call/Chat
	63540311	344993851 Phone Line.No Dial Tone All Phones
	63998685	347389511 Repair Flow - CSC
	64795996	Not Resolved On the Call/Chat
	65191299	353781265 Phone Line.Transmission(Noisy Line)
	65713468	
	65713917	356548362 NDT.OOS
	66267004	Not Resolved On the Call/Chat
	66267534	359839183 Phone Line.No Dial Tone All Phones
	66526413	361037031 Phone Line.Transmission(Noisy Line)
	66571605	Not Resolved On the Call/Chat
	66657765	361800888 NDT.OOS
	67145236	364348696 Not Resolved On the Call/Chat
	67769773	Not Resolved On the Call/Chat
	69294322	Not Resolved On the Call/Chat
sf_ticket_null		
	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
	70331829	382116384 NDT.OOS
	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		Not Resolved On the Call/Chat

sf_ticket_null

70338702	382200954	Not Resolved On the Call/Chat
70339319	382207468	Not Resolved On the Call/Chat
70340491	382221157	NDT.OOS
70353058	382344492	NDT.OOS
70354485	382356043	NDT.OOS
70389550	382593728	Not Resolved On the Call/Chat
70452861		Not Resolved On the Call/Chat
70512100		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	383664075	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	394410043	Phone Line.No Dial Tone - All Phones
72712043	394981053	NDT.OOS
72901084	396014243	Phone Line.No Dial Tone - All Phones
73204204	397719588	Phone Line.No Dial Tone - All Phones
73270573	398077554	Subsequent.Customer requests appointment / access hour cha
73367719		Not Resolved On the Call/Chat

73739415		Resolved On the Call/Chat
73801817	400863012	Not Resolved On the Call/Chat
73973416		
74112116	402491337	Phone Line.No Dial Tone All Phones
74112131	402490531	NDT.OOS
74112416		Not Resolved On the Call/Chat
74613476	405256770	Phone Line.No Dial Tone All Phones
74613747	405260669	Phone Line.No Dial Tone - All Phones
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
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
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 cha
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
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
79074147		Not Resolved On the Call/Chat
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
81105403	656022315	NDT.OOS
81160664	656402553	Phone Line.No Dial Tone - All Phones
81160817	656413938	NDT.OOS
81162795		
sf_ticket_null	656427072	Phone Line.No Dial Tone - All Phones
81172333	656477988	NDT.OOS
81173029	656484649	Non-Customer Call.Tool Issue
81194638		Not Resolved On the Call/Chat
81195393		Not Resolved On the Call/Chat
81197620	656731624	NDT.OOS
81716777		Not Resolved On the Call/Chat
sf_ticket_null		
sf_ticket_null		
sf_ticket_null		
sf_ticket_null		
81723686		Not Resolved On the Call/Chat
81989758	662656110	Repair Flow - CSC
82509159	666322356	Repair Flow - CSC
sf_ticket_null	667914707	Out of Scope.Misdirect
sf_ticket_null		
82709125	667918828	NDT.OOS
82709125		Research Account
82758932	668249186	NDT.OOS
83459998	673618717	Repair Flow - CSC
83923700	676804620	NDT.OOS
sf_ticket_null	684267458	Phone Line.Transmission (Noisy Line)
84987576	684359825	Phone Line.No Dial Tone - All Phones
85017709	684507976	NDT.OOS
85017945		Not Resolved On the Call/Chat
85019099	684515829	NDT.OOS
85019099		Repair Flow - CSC
85019114	684516176	NDT.OOS
85019114		Repair Flow - CSC
85019861		Repair Flow - CSC
85020560	684525314	Phone Line.No Dial Tone - All Phones

sf_ticket_null		
85147269	685365759	NDT.OOS
85156291	685413788	ABANDONED_SESSION.No Ticketing Options
85159580		Repair Flow - CSC
85330413		
85330473		Not Resolved On the Call/Chat
85330570	686773703	NDT.OOS
86065712		
sf_ticket_null		
86485020	740181051	Phone Line.Transmission (Noisy Line)
86897990	743085584	Repair Flow - CSC
86917281		Not Resolved On the Call/Chat
86917610	743392066	NDT.OOS
86918101	743398709	NDT.OOS
86919628		
86919719		Not Resolved On the Call/Chat
86921204	743452713	Not Resolved On the Call/Chat
86921204		Not Resolved On the Call/Chat
86922195	743470553	Not Resolved On the Call/Chat
86922195		Not Resolved On the Call/Chat
86922925	743487845	Not Resolved On the Call/Chat
86922925		Not Resolved On the Call/Chat
86923198		
86940853		Not Resolved On the Call/Chat
86943931	743642326	Not Resolved On the Call/Chat
86949688	743669216	Phone Line.No Dial Tone - All Phones
86958485	743712597	Phone Line.No Dial Tone - All Phones

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

	gets cut off
Other	internet down
	no agent on line
Other	no internet connection
Dispatch.Customer	ongoing static on line
Customer Notified.	internet not working
	phone not working
Call Disconnected	no agent on line
Customer Notified.Entered Contact Info/Gave ETR	intermittent connection
Dispatch.Customer	no dial tone
Completed	no dial tone
	no dial tone-check on dispatch scheduled
Other	phone dead
Transfer/Refer.	trying to make payment-can't login
Dispatched	phone not working
Dispatched	phone not working
Customer Ended Contact	no dial tone
Dispatch.Customer	no dial tone
	internet not working
Dispatched	phone not working
Dispatch.Customer	phone not working
	no info
	no customer call in
Issue Resolved.Issue Credit	no internet connection
Customer Notified.	no internet connection
	no agent on line
Transfer/Refer.	voicemail not working
Other	internet not working
Dispatch.Customer	line not working
	centurylink rep testing dedicated line
Other	phone line dead
Dispatch.Customer	phone line dead
Dispatched	no info found
Completed	customer calling to cancel ticket
Other	no internet connection
Dispatched	phone down
Dispatch.Customer	no dial tone on 2nd line
Dispatched	no dial tone
	n/a
Dispatch.Customer	no dial tone
Dispatch.Customer	no dial tone
	n/a
Dispatch.Customer	no dial tone
Other	no dial tone
Completed	test call from manager
	test call from manager
Other	called about billing

Research	dropped calls-hum on line
QA/Account Research	no call-agent accessed to research
	n/a
	n/a
	n/a
	n/a
Completed	no internet connection
	n/a
	n/a
Transfer/Refer.Tier 1.0 HSI/Market	Internet Down
Completed	Phone and Internet Down
Transfer/Refer.	email noting payment failed to process
Dispatched	static on line
Dispatch.Customer	phone down
Dispatched	phone down
Not Resolved: Dispatch	phone down
Dispatched	phone down
Dispatch.Customer	phone not working
Dispatched	phone down
Dispatched	no dial tone
Resolved: Educated Customer	no dial tone
Dispatch.Customer	no dial tone
Dispatched	static on line
Not Resolved: Transfer Care	trouble with internet
Dispatch.Customer	trouble with phone
	trouble with box in area
Not Resolved: Dispatch	trouble with phone
Not Resolved: Status	Phone Service Issue
Dispatch.Customer	Phone Service Issue
Dispatch.Customer	Phone Service Issue
Not Resolved: Troubleshooting, call dropped	VOICE
Dispatched	Phone Service Issue
Not Resolved: Transfer Care	Phone Service Issue
Not Resolved: Transfer Care	Internet not working
Not Resolved: Status	intermittent service issues
	added cll frwrd for calls
Not Resolved: Troubleshooting, call dropped	hung up
Not Resolved: Escalation	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Ghost Caller (no one on the line)	no on one the line
Dispatch.Customer	no dial tone
Not Resolved: Status	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Troubleshooting, call dropped	customer hung up on recording

Not Resolved: Dispatch	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Status	no dial tone
Dispatch.Customer	no dial tone
Dispatched	no dial tone
Not Resolved: Status	status on outage
Not Resolved: Outage	no dial tone
Not Resolved: Dispatch	no dial tone
	n/a
Not Resolved: Status	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Status	no dial tone
Not Resolved: Ghost Caller (no one on the line)	CenturyLink employee test call
Not Resolved: Outage	no dial tone
Dispatch.Customer	trouble with voice mail
Resolved: Educated Customer	no dial tone
Dispatch.Customer	no dial tone
Dispatched	no dial tone
Dispatch.Customer	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Outage	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Troubleshooting, call dropped	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Dispatch	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
	no internet connection
Not Resolved: Status	no dial tone
Research	NOT A CTL ACCT
Not Resolved: Dispatch	no dial tone
Resolved: Educated Customer	static on line
Not Resolved: Troubleshooting, call dropped	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Transfer Care	wanted to make payment
	no dial tone
Dispatched	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Dispatch	no dial tone
Not Resolved: Dispatch	checking on dispatch
Not Resolved: Status	wrong account pulled up

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

Dispatch.Customer	no dial tone
Resolved: Cleared via Troubleshooting	cant access vm
Dispatch.Customer	cant call out
	can't find info
	can't find info
Dispatch.Customer	no dial tone
Dispatch.Customer	no dial tone
Not Resolved: Ghost Caller (no one on the line)	incorrect account
Not Resolved: Transfer Care	wants to know if better deals
	customer wanted to disconnect
Not Resolved: Chronic Transfer to Retention	question about new rates
Dispatched	no dial tone
Not Resolved: Escalation	no dial tone
Dispatched	no dial tone
	no dial tone
	no customer call in
Dispatched	no dial tone
Not Resolved: Dispatch	no notes on call
Not Resolved: Status	check status of dispatch
Not Resolved: Dispatch	check status of dispatch
Dispatched	no dial tone
Not Resolved: Transfer Care	customer wanted to order new modem
	customer wanted to cancel service
	same customer cancel service
	same customer cancel service
	same customer cancel service
Not Resolved: Transfer Care	customer wanted to cancel service
Dispatched	hum on line-
Dispatched	
Transfer/Refer.Tier 1.0 Voice/Product Support	trasferred to specialty group
	duplicate
Research	no dial tone-
Research	agent checked account-no action
Dispatched	no dial tone
Dispatched	hum on line-comes and goes
Dispatched	no dial tone-all troublshooting done
	no agent answered
Not Resolved: Dispatch	no dial tone
Dispatched	no dial tone
Not Resolved: Transfer Care	call in to get help
Dispatched	no dial tone
Dispatched	duplicate as above
Dispatched	no dial tone
Dispatched	duplicate as above
Dispatched	customer hung up on recording
Not Resolved: Outage	ndt

	no data
Dispatched	no dial tone
Not Resolved: Status	duplicate as above
Completed	check status of outage
	didn't connect to agent
Not Resolved: Outage	no dial tone
Not Resolved: Dispatch	no dial tone
	agent calling special number that account says to call
	no info
Not Resolved: Dispatch	cannot call out
Dispatched	no dial tone
Not Resolved: Troubleshooting, call dropped	no dial tone
Dispatched	no dial tone from power surge
Dispatched	no dial tone
	no notes from call
Not Resolved: Dispatch	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
Not Resolved: Outage	duplicate
	no notes
Not Resolved: Outage	no dial tone
Not Resolved: Outage	no dial tone
	no notes
Not Resolved: Dispatch	no dial tone

What Was the Service Problem?	Specific Steps to Correct Issue?
Never spoke with agent-IVR	Never spoke with agent
Agent transferred to repair	Agent transferred to repair
Same customer transferred	Same customer transferred
customer was midrected-no issue reported	customer was midrected-no issue reported
customer was midrected-no issue reported	customer was midrected-no issue reported
line going down-create dispatch	tech was dispatched-no notes found
agent didn't handle circuit	transfererred to correct department
no service problem at time	agent gave information they had
get line connected after buried	agent advised would create ticket
was helping customer resolve issue-got disconnected	call was disconnected
no caller on line when agent picked up	no caller on line when agent picked up
no caller on line when agent picked up	no caller on line when agent picked up
danielle from puc checking if repair line working	danielle from puc checking if repair line working
needed order to correct	customer service not open-agent gave information
refer to customer service	refer to customer service
created dispatch	tech was dispatched-no trouble found
agent gaave ticket number	agent gave ticket number
agent had customer check cords	determined was bad jack-working now
had outage checking on when will be fixed	gave information repair by 7pm
created dispatch	tech went out and no trouble found
didn't speak with agent	didn't speak with agent
current outage-	added ticket to outage-notes show no trouble found
created dispatch	customer cancelled ticket
had unplug phone and back in-working	agent fixed by unplugging and back in
dial tone came back	dial tone came back up
created dispatch	tech repaired issue at central office
n/a	n/a
set up dispatch	tech repaired pair gain
set up dispatch	tech reload controllers in central office
set up dispatch	tech recovered short pair-good to terminal
set up dispatch	tech reload controllers in central office
n/a	n/a
n/a	n/a
created dispatch	customer cancelled ticket
created dispatch	tech noted good to box
set up dispatch	tech out and good to box
agent put on hold-customer hung up	n/a
set up dispatch	tech good to box-no trouble found
transfer to customer care	customer care
set up dispatch	tech out and good to box-no trouble found
customer hung up	n/a
customer hung up	n/a
agent sent instructions on how to return	sent email to return
cordless phone issue not at location to troubleshoot	will check when gets to location
agent helped reset phone lines	customer reset phone lines by unplugging and plug b
set up dispatch	tech cut port to clear trouble

set up dispatch	tech noted no trouble found
customer hung up when put on hold	n/a
customer hung up	n/a
outage in area	no notes on when resolved
set up dispatch	tech repaired f2 cable
outage in area	damage to equipment repaired
set up dispatch	tech noted no trouble found
customer hung up	n/a
outage in area	damage to equipment repaired
set up dispatch	tech fixed buried line-good to box
agent had to check schedule and would call back	n/a
agent gave info on dispatch currently scheduled	tech noted cable cut -dug pit and spliced in new pede
set up dispatch	tech short on inside wire
transfer to customer care	n/a
set up dispatch	tech out and good to box
set up dispatch	tech out and good to box
wanted customer to trobuleshoot by calling phone	customer would call back after troubleshooting
set up dispatch	tech out and no trouble found
outage in area	cards replaced in dslam
set up dispatch	customer cancelled ticket saying it was fixed
set up dispatch	customer cancelled saying it was fixed
n/a	n/a
n/a	n/a
outage in area-agent gave estimated repaired	equipment repaired
outage in area-agent gave estimated repaired	equipment repaired
n/a	n/a
voicemail was removed from account-gave cus servic	gave customer service number to call when open
outage in area	equipment repaired
set up dispatch	tech out and noted good to box no trouble found
n/a	n/a
customer just wanted to note it-no ticket created	agent said it was noted but no other ticket created
set up dispatch	tech out and repaired F1 cable
n/a	n/a
service was working	agent cancelled ticket
was going to check some things and call back if need	customer will call back
created dispatch	customer cancelled ticket working
set up dispatch	tech repaired line-cut to a different pair
set up dispatch	was part of outage cleared 2/15-repaired pair gain
n/a	n/a
created dispatch	part of outage cleared 3/1/23-replaced repeater
created dispatch	part of outage cleared 3/1/23-replaced repeater
n/a	n/a
created dispatch	part of outage cleared 3/1/23-replaced repeater
created dispatch	part of outage cleared 3/1/23-replaced repeater
n/a	n/a
n/a	n/a
gave info to customer	gave info to customer

customer will call back to trblshoot	customer calling back later
no call-agent accessed to research	no call-agent accessed to research
n/a	n/a
n/a	n/a
n/a	n/a
n/a	n/a
troubleshoot issue-power cycled	ethernet connection on customer end-now working
n/a	n/a
n/a	n/a
No internet connection	Transferred call to Internet Group: agent transferred
No dialtone/No internet conenction	Internet/Phone connection/wiring check. MLT test o
credit card expired	transferred to billing
created dispatch	defective line card-carrier replaced
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
T1 span down causing outage	T1s stopped and started via switch restoration
part of outage	restored switch
created dispatch	repair bsw talk to mr
created dispatch	tech out and no trouble found
created dispatch	trouble beyound ni-good to ni
created dispatch	no trouble found
created dispatch	came clear while testing
created dispatch	clear while testing-test all spans good
static noise	Call got dsc, another call came in, called cx back, ever
No dial Tone	Disptch created OUTSIDE PLANT ELECTRONICS MULT
static noise	Dispatch created ANALOG PAIR GAIN
NO CALLER ON LINE	Not Resolved: Troubleshooting, call dropped
NDT:OOS	Dispatch created ANALOG PAIR GAIN
cx would like to get a port transfer pin to change pho	Not Resolved: Transfer Care
Order to disconnect issued on 7/23/2023	Transferred to care for reinstatement
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	tech noted pair gain down-restored
created dispatch	tech noted restored outage at pair gain
verified dispatch	tech noted restored outage at pair gain
n/a	n/a

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 solictiatio	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

ticket created for dispatch	tech noted good to ni hearing impaired phone 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
dispatched tech out	tech noted line cancelled needs service order
tech dispatched to isolate	pair gain trouble repaired
tech dispatched	tech noted call out test was good
part of outage	noted resolved cdt
was oregon puc test call	n/a
part of outage	tech noted resolved per CDT
no notes and no dispatches	n/a
tech dispatched	pair gain trouble repaired
was part of outage	pair gain trouble weather related
tech dispatched	tech repaired pair gain
transferred to solutions	n/a
transferred to care	n/a
transferred to care	n/a
transferred to care	n/a
transferred to care	n/a
transferred to care	n/a
dispatched tech out	tech repaired bonding every ped from cross box to h
transferred to specialty group	transferred
duplicate	duplicate
dispatched tech for no dial tone	customer cancelled to tech when on way out
no action	no action taken
set up dispatch	customer cancelled noting fixed
tech was dispatched	tech was dispatched but no trouble found when arriv
set up tech dispatch	tech cleard cross battery and in balance-good to cust
n/a	n/a
was part of outage	tech noted old equipment and repaired
was part of outage	tech noted old equipment and repaired
transferred to correct team	call ended
part of outage	tech repaired
duplicate of above	duplicate of above
part of outage	tech noted old equipment and repaired
duplicate of above	n/a
hung up	n/a
part of outage	tech noted equipment old and repaired

no data	n/a
part of outage	tech noted equipment old and repaired
duplicate as above	duplicate as above
status of outage	gave new info on outage
n/a	n/a
gave customer correct number to call	gave correct number to call
set up dispatch	tech noted was working but customer frustrated kee
no work done	n/a
n/a	n/a
set up dispatch	reterminate jumper at sni and now good to phone
set up disaptch	tech out and good to sni
call dropped-tried calling back no answer	n/a
set up dispatch	was part of outage 2900 ipg down reset
set up dispatch	was part of outage repair pg and dslam
nothing setup	n/a
set up dispatch	part of outage 2900 ipg down reset
gave update of outage	part of outage 2900 ipg down reset
gave update of outage	part of outage 2900 ipg down reset
gave update of outage	part of outage 2900 ipg down reset
gave update of outage	part of outage 2900 ipg down reset
outage update	part of outage 2900 ipg down reset
duplicate	duplicate
no notes and no dispatches	no notes
part of outage	repair pair gain and dslam
part of outage	repair pair gain and dslam
n/a	n/a
part of outage	part of outage 2900 ipg down reset

Date Service Issue Was Resolved
Never spoke with agent
Agent transferred to repair
Same customer transferred
customer was midrected-no issue reported
customer was midrected-no issue reported
10/1/2022
9/29/2023
9/30/2023
no ticket made
9/30/2022
9/30/2022
9/30/2022
9/30/2022
10/1/2022
10/4/2022
10/5/2022
10/4/2022
10/5/2022
10/5/2022
10/5/2022
10/5/2022
10/9/2022
10/5/2022
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10/8/2022
10/18/2022
10/26/2022
10/26/2022
10/28/2022
10/31/2022
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12/12/2022
12/15/2022
12/16/2022
12/19/2022
12/29/2022
1/3/2023
1/3/2023
1/4/2023
1/10/2023
1/5/2023
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1/4/2023
1/5/2023
1/10/2023
1/10/2023
n/a
1/8/2023
1/10/2023
1/10/2023
1/11/2023
1/20/2023
1/22/2023
n/a
1/23/2023
1/24/2023
2/1/2023
2/2/2023
2/15/2023
n/a
3/1/2023
3/1/2023
n/a
3/1/2023
3/1/2023
n/a
n/a
3/20/2023

n/a
no call-agent accessed to research
n/a
n/a
n/a
n/a
4/10/2023
n/a
n/a
4/21/2023
4/21/2023
5/3/2023
5/19/2023
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7/14/2023
7/20/2023
7/28/2023
8/18/2023
8/18/2023
8/18/2023
9/11/2023
9/8/2023
9/4/2023
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9/5/2023
9/4/2023
9/5/2023
9/5/2023
CenturyLink employee test call
9/5/2023
9/6/2023
n/a
9/11/2023
9/8/2023
9/8/2023
9/8/2023
9/8/2023
9/8/2023
9/8/2023
9/7/2023
9/8/2023
9/11/2023
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9/8/2023
9/8/2023
n/a
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N/A
9/22/2023
9/25/2023
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11/8/2023
11/8/2023
n/a
11/8/203
11/8/2023
11/8/2023
11/9/2023
11/13/2023
11/11/2023
n/a
11/11/2023
11/11/2023
11/17/2023
11/29/2023
11/29/2023
12/1/2023
12/1/2023
12/1/2023
12/5/2023
12/1/2023
12/12/2023
CenturyLink employee test call
1/10/2024
1/11/2024
1/11/2024
1/17/2024
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1/29/2024
2/2/2024
n/a
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2/1/2024
2/15/204
n/a
2/22/2024
2/24/2022
2/29/2024
3/1/2024
3/2/2024
3/1/2024
3/1/2024
n/a
3/1/2024
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3/2/2024
3/2/2024
3/5/2024
n/a
n/a
n/a
n/a
n/a
n/a
3/20/2024
4/1/2024
duplicate
4/2/2024
4/1/2024
4/1/2024
4/17/2024
4/23/2024
n/a
5/13/2024
5/13/2024
5/13/2024
5/13/2024
5/13/2024
5/13/2024
n/a
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5/13/2024

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5/15/2024
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5/15/2024
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5/19/2024
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