September 12, 2025

**VIA EMAIL TO:**

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3398

*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.*

Attention Filing Center:

This correspondence contains the following for filing in docket UM 1908:

1. Confidential and redacted call logs for the Protected Customer toll-free, 24/7 dedicated customer support line through August 27, 2025. These call logs have been updated to include the additional columns as previously supplied in call logs submitted prior to August 1, 2024. The call logs also now include calls that were abandoned prior to reaching an agent.

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

Sincerely,

Peter Gose

Peter Gose
Senior Director, Regulatory Affairs

Attachments

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

**REDACTED**

| Call Start | Number Called In | Wire Center | Highest Interaction Level | Times Call Touched by an Agent | Working Telephone Number | Account Number | Caller Name | Customer Name | Circuit Number | Address | Caller Email | Case Number | RK Ticket Number | Ticket Date | Cause of Issue | Disposition | What Issue Was Reported? | What Was the Service Problem? | Specific Issue to Correct Issue? | Date Service Issue Was Resolved |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 7/16/2024 12:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 7/16/2024 12:11 | | | Routed to agent | 1 | | | | | | | | | 89616689 | 0 Wednesday, July 31st 2024 | - | - | billing questions | billing questions | answered questions | 7/31/2024 |
| 7/16/2024 14:16 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89613962 | 7636787383 Wednesday, July 31st 2024 | NDT-OOS | - | ticket issue | included ticket info | cut cable | 8/1/2024 |
| 7/16/2024 14:21 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89613962 | | | | voice and no dialtone | voice and no dialtone | dispatch | |
| 7/16/2024 14:21 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89613962 | | | | voice and no dialtone | voice and no dialtone | dispatch | not listed |
| 7/16/2024 14:21 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89613962 | | | | voice and no dialtone | voice and no dialtone | dispatch | |
| 7/16/2024 16:26 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89613962 | 7636787383 Wednesday, July 31st 2024 | Phone Line No Dial Tone - All Phones | - | voice and no dialtone | voice and no dialtone | dispatch | 8/1/2024 |
| 7/16/2024 16:26 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89626050 | 7636861390 Wednesday, July 31st 2024 | NDT-OOS | - | no dial tone | no Dial Tone | dispatch | 8/4/2024 |
| 7/16/2024 16:26 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89626643 | | | | never spoke to agent | never spoke to agent | never spoke to agent | 7/31/2024 |
| 7/16/2024 17:01 | | KENNAI E-LINCOLN CITY | Routed to agent | 1 | | | | | | | | | 89636179 | 7639864869 Wednesday, July 31st 2024 | Voice No Dial Tone | Dispatch Customer | no dial tone | issued dispatch | refer to cable | 8/3/2024 |
| 7/16/2024 17:01 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89636606 | 7639327886 Wednesday, July 31st 2024 | Phone Line No Dial Tone - All Phones | - | Unknown issue | 0 | Submitted form | 7/31/2024 |
| 7/16/2024 19:01 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89643574 | 0 Wednesday, July 31st 2024 | - | - | no dial tone | no dial tone | OUT AGE (REJECT2) | 1/0/1900 |
| 7/16/2024 19:01 | | JACKSONVILLE | Routed to agent | 1 | | | | | | | | | 89645915 | 0 Wednesday, July 31st 2024 | - | - | no internet | active outage | advised customer about outage | 8/1/2024 |
| 8/1/2024 13:01 | | JACKSONVILLE | Routed to agent | 1 | | | | | | | | | 89649775 | 0 Thursday, August 1st 2024 | - | - | outage update | any decrypt on customer | advised customer on Hughes net | 8/1/2024 |
| 8/1/2024 13:01 | | | Interactive voice recoar | 0 | | | | | | | | | 89649784 | | | | never spoke with agent | never spoke with agent | never spoke with agent | 8/1/2024 |
| 8/1/2024 13:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/1/2024 16:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | 89649712 | 0 Thursday, August 1st 2024 | - | - | wrong number | wrong number | wrong number | 1/0/1900 |
| 8/1/2024 17:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/1/2024 17:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/1/2024 20:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/2/2024 09:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/2/2024 12:01 | | DALP CREEK | Routed to agent | 1 | | | | | | | | | 89629861 | | | | no notes | no notes | 0 | 1/0/1900 |
| 8/2/2024 12:01 | | MACOLA | Routed to agent | 1 | | | | | | | | | 89616582 | 7617722469 Friday, August 2nd 2024 | Connectivity Intermittent | Dispatch Customer | not noted | not noted | INC9665182A | 1/0/1900 |
| 8/2/2024 13:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/2/2024 13:01 | | TILLAMOOK | Routed to agent | 1 | | | | | | | | | 89631996 | | | | no dial tone | created dispatch | defective F2 repaired | 8/2/2024 |
| 8/2/2024 19:01 | | IRVIM SPRINGS | Routed to agent | 1 | | | | | | | | | 89629646 | 0 Friday, August 2nd 2024 | - | - | no dial tone | issued dispatch | SNI issue | 8/6/2024 |
| 8/2/2024 19:01 | | JACKSONVILLE | Routed to agent | 1 | | | | | | | | | 89631671 | 0 Saturday, August 3rd 2024 | - | - | no internet | active outage | advised outage etc | 8/3/2024 |
| 8/3/2024 14:01 | | | Routed to queue | 0 | | | | | | | | | | | | | | | | |
| 8/4/2024 14:01 | | | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/4/2024 14:01 | | | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/4/2024 15:01 | | | Routed to queue | 0 | | | | | | | | | | | | | | | | |
| 8/5/2024 13:01 | | MONUMENT | Routed to agent | 1 | | | | | | | | | 89704514 | 0 Sunday, August 4th 2024 | - | - | phone issues | issued ticket | disabled in switch | 8/6/2024 |
| 8/5/2024 13:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | 89756871 | | | | never spoke to an agent | never spoke to an agent | never spoke to an agent | 8/5/2025 |
| 8/5/2024 15:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | 89756503 | | | | Cancel internet | 0 Order created to cancel internet service | | 1/0/1900 |
| 8/5/2024 16:01 | | | Routed to queue | 0 | | | | | | | | | | | | | | | | |
| 8/5/2024 16:01 | | TAFT | Routed to agent | 1 | | | | | | | | | 89796668 | | 7629065806 Monday, August 5th 2024 | - | noise on line | noise on line | dispatch cancelled | 1/0/1900 |
| 8/5/2024 17:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/6/2024 12:01 | | IRVIM SPRINGS | Routed to agent | 1 | | | | | | | | | 89833229 | | | | ticket status | adtuc customer on en | issue in SNI | 8/6/2024 |
| 8/6/2024 13:01 | | KENNAI E-LINCOLN CITY | Routed to agent | 1 | | | | | | | | | 89845547 | | | | no dial tone | no dial tone | switch was down | 8/7/2024 |
| 8/6/2024 14:01 | | KENNAI E-LINCOLN CITY | Routed to agent | 1 | | | | | | | | | 89846026 | | 7633051714 Tuesday, August 6th 2024 | Voice No Dial Tone | Dispatch Customer | no dial tone | no dial tone | switch was down | 8/7/2024 |
| 8/6/2024 15:01 | | FLORENCE | Routed to agent | 1 | | | | | | | | | 89854051 | | 7633329842 Tuesday, August 6th 2024 | Non-Customer Call Tool Issue | Other | outage update | outage update | no notes | not listed |
| 8/6/2024 17:01 | | VENETA | Routed to agent | 1 | | | | | | | | | 89865750 | 0 Tuesday, August 6th 2024 | - | - | phone issue | active outage | advised on outage | 8/6/2024 |
| 8/6/2024 19:01 | | ISAVER | Routed to agent | 1 | | | | | | | | | 89872758 | 0 Tuesday, August 6th 2024 | - | - | no dial tone | created dispatch | cable repaired | 8/7/2024 |
| 8/7/2024 11:01 | | SENECA | Routed to agent | 1 | | | | | | | | | 89933604 | | | | #ild not working | issued ticket | checked channels working now | 8/13/2024 |
| 8/7/2024 13:01 | | SENECA | Routed to agent | 1 | | | | | | | | | 89933604 | | | | #ild not working | #ild not working | #ild not working | 8/13/2024 |
| 8/8/2024 17:01 | | ISEDONA SOUTH | Routed to agent | 1 | | | | | | | | | 89960736 | | | | ticket status | advised of due date | cable repaired | 8/8/2024 |
| 8/8/2024 17:01 | | TAFT | Routed to agent | 1 | | | | | | | | | 89837372 | | | | wrong queue | OR specialty queue | referred to specialty team | 8/9/2024 |
| 8/9/2024 12:01 | | CANNON BEACH | Routed to agent | 1 | | | | | | | | | 89854742 | | | | never spoke to agent | never spoke to agent | never spoke to agent | 8/9/2024 |
| 8/12/2024 14:01 | | TAFT | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/13/2024 16:01 | | | Routed to agent | 1 | | | | | | | | | 90090185 | | | | techno issue | invalid customer code | installed OTN customer code | 8/13/2024 |
| 8/14/2024 10:01 | | WOODBURN | Routed to agent | 1 | | | | | | | | | 90093932 | | | | checking on dispatch | rescheduled ticket | dispatch update | 8/14/2024 |
| 8/14/2024 15:01 | | NORTH HARNEY CO | Routed to agent | 1 | | | | | | | | | 90092092 | | | | Possible phone issue | Caller is going to check CPE first | Possible fault-Cant phone | 8/14/2024 |
| 8/15/2024 13:01 | | ISAVER | Routed to agent | 1 | | | | | | | | | 90118871 | | | | no dial tone | outage affected | educated customer on outage etc | 8/15/2024 |
| 8/15/2024 16:01 | | MACOLA | Routed to agent | 1 | | | | | | | | | 90115324 | | | | did not speak to agent | did not speak to agent | did not speak to agent | 8/15/2024 |
| 8/16/2024 16:01 | | | Routed to agent | 1 | | | | | | | | | 90163224 | | | | did not speak to agent | did not speak to agent | did not speak to agent | 8/16/2024 |
| 8/16/2024 18:01 | | TILLAMOOK | Routed to agent | 1 | | | | | | | | | 90154868 | | | | no dial tone | created dispatch | defective F2 repaired | 8/20/2024 |
| 8/16/2024 19:01 | | KENNAI E-LINCOLN CITY | Routed to agent | 1 | | | | | | | | | 90139658 | | | | no dial tone | issued dispatch | no closing remarks | 8/19/2024 |
| 8/18/2024 20:01 | | ST HELENS | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/18/2024 20:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | 90167522 | | | | no dial tone | created dispatch | no technician roster on closed ticket | 8/21/2024 |
| 8/19/2024 10:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/19/2024 10:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/19/2024 12:01 | | PAULINA | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/19/2024 12:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/19/2024 12:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/19/2024 12:01 | | NORTHFIELD | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/19/2024 16:01 | | TAFT | Routed to agent | 1 | | | | | | | | | 90250689 | | | | no dial tone | agent not in OR specialty queue | transferred to OR queue | 8/19/2024 |
| 8/20/2024 11:01 | | DUNDEE | Routed to agent | 1 | | | | | | | | | 90273916 | | | | call dropped | call dropped | call dropped | 1/0/1900 |
| 8/20/2024 11:01 | | CARLBALDI | Routed to agent | 1 | | | | | | | | | 90273603 | | | | phone not ringing | dispatch issued | defective BGW_placed temp | 8/22/2024 |
| 8/20/2024 12:01 | | | Routed to agent | 1 | | | | | | | | | 90273763 | 0 Tuesday, August 20th 2024 | - | - | wrong account | wrong account | wrong account | 8/20/2024 |
| 8/21/2024 13:01 | | FLORENCE | Routed to agent | 1 | | | | | | | | | 90275336 | 7636823376 Wednesday, August 21st 2024 | Phone Line Can't Call Out | - | Cannot make calls | Cannot call out | dispatch | 8/23/2024 |
| 8/21/2024 13:01 | | MERRELL | Routed to agent | 1 | | | | | | | | | 90296614 | 0 Wednesday, August 21st 2024 | - | - | no dial tone | issued dispatch | was a temp | 8/23/2024 |
| 8/21/2024 14:01 | | | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/21/2024 15:01 | | | Routed to agent | 1 | | | | | | | | | 90275809 | | | | | | | 1/0/1900 |
| 8/21/2024 16:01 | | | Routed to agent | 1 | | | | | | | | | 90273570 | | | | | | | 8/23/2024 |
| 8/21/2024 16:01 | | TILLAMOOK | Routed to agent | 1 | | | | | | | | | 90280731 | 7636623416 Wednesday, August 21st 2024 | Voice No Dial Tone | Dispatch Customer | 0 | 0 | 0 | 1/0/1900 |
| 8/21/2024 16:01 | | PAULINA | Routed to agent | 1 | | | | | | | | | 90286102 | | | | phone bill payment | phone bill payment | 0 | 1/0/1900 |
| 8/21/2024 18:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | 90291269 | | | | req to remove forwarding | calls being forwarded | forwarding removed | 8/27/2024 |
| 8/21/2024 19:01 | | SCAPPOOSE | Routed to agent | 1 | | | | | | | | | 90292506 | 0 Wednesday, August 21st 2024 | - | - | req to remove forwarding | calls being forwarded | forwarding removed | 8/27/2024 |
| 8/22/2024 13:01 | | JACKSONVILLE | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/22/2024 13:01 | | | Routed to agent | 1 | | | | | | | | | 90314451 | 7703366052 Thursday, August 22nd 2024 | Voice No Dial Tone | Dispatch Customer | no dial tone | no dial tone | outage due to radio site being taken down, all has been restored | 8/23/2024 |
| 8/22/2024 13:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/22/2024 13:01 | | JACKSONVILLE | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/22/2024 13:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/22/2024 13:01 | | | Interactive voice recoar | 0 | | | | | | | | | | | | | | | | |
| 8/22/2024 13:01 | | | Routed to agent | 1 | | | | | | | | | | | | | | | | |
| 8/22/2024 13:01 | | | Interactive voice recoar | 0

| | | |

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| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 7/16/2025 14:43 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | outage status | advised of outage ETR | outage ETR 7/16 | 7/16/2025 |
| 7/16/2025 15:05 | [redacted] | CARLTON | Routed to queue | 1 | [redacted] | charge inquiry | advised of charge | cust will check with credit card company | 7/16/2025 |
| 7/16/2025 16:11 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no dial tone | issued dispatch | called down waiting for techs | 8/1/2025 |
| 7/16/2025 16:26 | [redacted] | | Interactive voice recognition | 1 | [redacted] | no dial tone | issued dispatch | replace runner at pbx | 8/1/2025 |
| 7/16/2025 17:49 | [redacted] | | Interactive voice recognition | 1 | [redacted] | no dial tone | advised to wait to assi | replace runner at pbx | 7/16/2025 |
| 7/16/2025 18:45 | [redacted] | ASHVILLE-LINCOLN CITY | Routed to queue | 1 | [redacted] | ticket status | issued new ticket | replaced ramper at cross box | 8/4/2025 |
| 7/16/2025 19:12 | [redacted] | | Interactive voice recognition | 1 | [redacted] | outage status | dsp was a drop | customer left chat | 7/16/2025 |
| 7/16/2025 19:13 | [redacted] | MORTH WARNEY CO | Routed to queue | 1 | [redacted] | ticket status | left voicemail for tech | replaced ramper card | 8/7/2025 |
| 7/16/2025 20:27 | [redacted] | MITCHELL | Routed to queue | 1 | [redacted] | no dial tone | issued dispatch | no closing tech notes | 8/1/2025 |
| 7/16/2025 20:28 | [redacted] | | Routed to queue | 1 | [redacted] | no dial tone | issued dispatch | no closing tech notes | 8/1/2025 |
| 7/16/2025 21:21 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no dial tone | issued dispatch | cabinet open outage | 8/5/2025 |
| 7/16/2025 23:43 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | call dropped | call disconnected | call disconnected | 7/31/2025 |
| 7/16/2025 23:47 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | call dropped | call disconnected | call disconnected | 7/31/2025 |
| 8/1/2025 8:01 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no dial tone | issued dispatch | no closing tech notes | 8/1/2025 |
| 8/1/2025 8:02 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/1/2025 |
| 8/1/2025 8:03 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/1/2025 |
| 8/1/2025 8:04 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/1/2025 |
| 8/1/2025 8:05 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/1/2025 |
| 8/1/2025 8:06 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/1/2025 |
| 8/1/2025 9:07 | [redacted] | ADAIR | Routed to queue | 1 | [redacted] | phone not working now | advised of status | call fail | 8/1/2025 |
| 8/1/2025 9:08 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no dial tone | issued dispatch | no closing notes | 8/1/2025 |
| 8/4/2025 11:52 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | ticket status | advised of status | solicid cable | 8/1/2025 |
| 8/4/2025 12:27 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no service | outage active | advised of outage-er | 8/1/2025 |
| 8/4/2025 12:28 | [redacted] | BEAVER | Routed to queue | 1 | [redacted] | phone not working | issued dispatch | no closing notes | 8/3/2025 |
| 8/4/2025 13:08 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no internet | outage in place | advised of outage-er | 8/4/2025 |
| 8/4/2025 14:38 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | billing question | billing charge | advised to wait for mod bill | 8/1/2025 |
| 8/4/2025 15:08 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | internet issues | active outage | advised of outage ETR | 8/4/2025 |
| 8/4/2025 15:09 | [redacted] | | Routed to queue | 1 | [redacted] | no service found on 8/1 | advised of outage in event | advised of outage | 8/1/2025 |
| 8/4/2025 15:23 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no internet | active outage | advised of outage-ETR | 8/2/2025 |
| 8/4/2025 15:24 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no internet | active outage | advised of outage-ETR | 8/2/2025 |
| 8/4/2025 16:45 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no internet | active outage | advised of outage-ETR | 8/2/2025 |
| 8/4/2025 17:10 | [redacted] | | Routed to queue | 1 | [redacted] | wants to cancel ticket | issue resolved | Ticket cancelled | 8/4/2025 |
| 8/4/2025 18:02 | [redacted] | BEAVER | Routed to queue | 1 | [redacted] | wants to cancel ticket | issue resolved | Ticket cancelled | 8/4/2025 |
| 8/5/2025 5:27 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/5/2025 |
| 8/5/2025 8:28 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/5/2025 |
| 8/5/2025 8:29 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/5/2025 |
| 8/4/2025 12:55 | [redacted] | | Interactive voice recognition | 1 | [redacted] | sole account referenced was in Utah | Utah account | Utah account | 8/4/2025 |
| 8/4/2025 12:56 | [redacted] | | Interactive voice recognition | 1 | [redacted] | account referenced is Colorado | Colorado account | Colorado account | 8/4/2025 |
| 8/4/2025 13:00 | [redacted] | | Interactive voice recognition | 1 | [redacted] | Chat for a Minnesota account | Chat for a Minnesota account | Chat for a Minnesota account | 8/4/2025 |
| 8/4/2025 13:16 | [redacted] | ASHVILLE-LINCOLN CITY | Routed to queue | 1 | [redacted] | ticket status | advised of status | replaced ramper at xbox | 8/4/2025 |
| 8/4/2025 14:04 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | intermittent data | wrong queue | transferred to correct queue | 8/4/2025 |
| 8/4/2025 15:21 | [redacted] | | Interactive voice recognition | 1 | [redacted] | intermittent data | had CP ips | transferred to CP queue | 8/4/2025 |
| 8/4/2025 15:22 | [redacted] | | Interactive voice recognition | 1 | [redacted] | account ref of 413 call | advised of | no action | 8/4/2025 |
| 8/4/2025 16:13 | [redacted] | | Routed to queue | 1 | [redacted] | ticket status | advised of status | ticket found | 8/4/2025 |
| 8/4/2025 20:02 | [redacted] | | Routed to queue | 1 | [redacted] | services down | active outage | advised of outage-ETR | 8/4/2025 |
| 8/4/2025 20:03 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no service | outage active | advised of outage-ETR | 8/4/2025 |
| 8/4/2025 20:05 | [redacted] | | Routed to queue | 1 | [redacted] | no interaction found for 814 | not found | not found | 8/4/2025 |
| 8/5/2025 5:27 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/5/2025 |
| 8/5/2025 8:01 | [redacted] | | Routed to queue | 1 | [redacted] | did not speak to agent | customer unresponsive | call ended | 8/5/2025 |
| 8/5/2025 10:28 | [redacted] | STEVENSON | Routed to queue | 1 | [redacted] | no internet | outage | advised of outage-er | 8/5/2025 |
| 8/5/2025 12:25 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | phone and internet down | outage | advised of outage-er | 8/5/2025 |
| 8/5/2025 12:26 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | zoom/dsm/ internet access | outage | advised of outage-SSID/SID-er | 8/5/2025 |
| 8/5/2025 13:57 | [redacted] | ADAIR | Routed to queue | 1 | [redacted] | no dial tone and static | no dial tone and static | Ticket sent to make line idle in switch | 8/13/2025 |
| 8/5/2025 14:05 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | call dropped | call disconnected | call disconnected | 8/5/2025 |
| 8/5/2025 14:06 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | call dropped | call disconnected | call disconnected | 8/5/2025 |
| 8/5/2025 14:52 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | Phone and internet down | outage | advised of outage-er | 8/5/2025 |
| 8/5/2025 15:01 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | Phone and internet down | outage | advised of outage-er | 8/5/2025 |
| 8/5/2025 16:23 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | Phone and internet down | outage | advised of outage-er | 8/5/2025 |
| 8/5/2025 16:24 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | Phone and internet down | outage | advised of outage-er | 8/5/2025 |
| 8/6/2025 9:47 | [redacted] | ASHVILLE-LINCOLN CITY | Routed to queue | 1 | [redacted] | no dial tone | checkbox on dispatch | Replaced ramper at 08/04 | 8/4/2025 |
| 8/6/2025 14:20 | [redacted] | BLACK BUTTE | Routed to queue | 1 | [redacted] | caller ID not working | caller ID not working | referred to solutions to have caller ID removed | 8/6/2025 |
| 8/6/2025 14:22 | [redacted] | NEWPORT | Routed to queue | 1 | [redacted] | email | not suspected | referred to email provider | 8/6/2025 |
| 8/6/2025 17:17 | [redacted] | NEWPORT | Routed to queue | 1 | [redacted] | ayoolde duplicate of 9/6 @ 09 | [redacted] | [redacted] | [redacted] |
| 8/7/2025 5:27 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | outage status | outage | advised of outage-er | 8/7/2025 |
| 8/7/2025 12:29 | [redacted] | MERLIN | Routed to queue | 1 | [redacted] | disconnected internet | [redacted] | [redacted] | 8/7/2025 |
| 8/7/2025 14:27 | [redacted] | SEASIDE | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | dispatch completed- no trouble found | 8/8/2025 |
| 8/8/2025 13:57 | [redacted] | ADAIR | Routed to queue | 1 | [redacted] | unable to receive calls | unable to receive calls | dispatch change feeder port, resolved, removed | 8/12/2025 |
| 8/8/2025 14:48 | [redacted] | CULP CREEK | Routed to queue | 1 | [redacted] | dispatch status | no dial tone | slave dispatch status/treated-cable or | 8/8/2025 |
| 8/8/2025 15:17 | [redacted] | [redacted] | Interactive voice recognition | 1 | [redacted] | dispatch status | new connection | slave update | 8/8/2025 |
| 8/8/2025 16:25 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | Outage | not listed | slave credit | 8/8/2025 |
| 8/8/2025 16:26 | [redacted] | SILETZ | Routed to queue | 1 | [redacted] | phone not working | issued dispatch | ticket not found | 8/8/2025 |
| 8/9/2025 20:00 | [redacted] | | Routed to queue | 1 | [redacted] | no notes | no notes | no notes | 8/9/2025 |
| 8/10/2025 14:08 | [redacted] | | Routed to queue | 1 | [redacted] | line detached from wall | service effected | dispatch | 8/12/2025 |
| 8/10/2025 14:09 | [redacted] | | Routed to queue | 1 | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| 8/10/2025 14:46 | [redacted] | | Routed to queue | 1 | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| 8/11/2025 12:38 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | no dialtone | service down | dispatch | 8/12/2025 |
| 8/11/2025 16:50 | [redacted] | | Interactive voice recognition | 1 | [redacted] | voice / fax issue | service issue- jitter and static | dispatch | 8/13/2025 |
| 8/12/2025 11:09 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | dispatch created. Due date provided | [redacted] |
| 8/12/2025 12:52 | [redacted] | PORTLAND ATLANTIC 12 | Routed to queue | 1 | [redacted] | no dial tone | outage | area outage ar 8/12 5am | 8/13/2025 |
| 8/12/2025 13:04 | [redacted] | CASTAIA GROVE | Routed to queue | 1 | [redacted] | phone down | no dial tone | dispatch | 8/13/2025 |
| 8/12/2025 16:21 | [redacted] | PROSPECT | Routed to queue | 1 | [redacted] | service down | service wire disconnected for sewer company | dispatch | 8/13/2025 |
| 8/12/2025 16:22 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | dispatch- channel port | 8/13/2025 |
| 8/12/2025 16:23 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/12/2025 |
| 8/13/2025 13:45 | [redacted] | BEND | Routed to queue | 1 | [redacted] | no service | reinstall disc service | dispatch | 8/13/2025 |
| 8/13/2025 14:03 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | issues with voice mail | questions on using Vid | advised how to access, offered email instructions, refused | 8/13/2025 |
| 8/13/2025 16:40 | [redacted] | SILETZ | Routed to queue | 1 | [redacted] | unable to make toll free calls | unable to make toll free calls | tested toll from office sub-cancelled over phone ttbl | 8/14/2025 |
| 8/13/2025 16:42 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | can't call out | can't call out | dispatch cancelled | 8/13/2025 |
| 8/13/2025 16:55 | [redacted] | MAPLCOLA | Routed to queue | 1 | [redacted] | can't call out | can't call out | heat coil ordered | 8/15/2025 |
| 8/13/2025 16:56 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | can't call out | can't call out/20240 | dispatch created for | System to still down |
| 8/13/2025 17:00 | [redacted] | | Routed to queue | 1 | [redacted] | can't call out | can't call out | dispatch not found | [redacted] |
| 8/13/2025 20:05 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | can't call out | issued dispatch | no closing remarks | 8/14/2025 |
| 8/14/2025 5:05 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/14/2025 |
| 8/14/2025 5:06 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/14/2025 |
| 8/14/2025 5:07 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/14/2025 |
| 8/14/2025 5:08 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/14/2025 |
| 8/14/2025 5:09 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/14/2025 |
| 8/14/2025 19:05 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | no dial tone frequency update | outage | System is still down | System is still down |
| 8/14/2025 19:06 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | no dial tone frequency update | outage | System is still down | [redacted] |
| 8/14/2025 19:08 | [redacted] | SAMLETON | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | no closing remarks | 8/23/2025 |
| 8/15/2025 10:31 | [redacted] | CULP CREEK | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | dispatch cancelled no reason given | [redacted] |
| 8/15/2025 11:24 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | callins on behalf of neighbor | wrong queue | transferred to CP queue | 8/15/2025 |
| 8/15/2025 11:27 | [redacted] | | Routed to queue | 1 | [redacted] | duplicate of above | duplicate | duplicate | 8/15/2025 |
| 8/15/2025 12:26 | [redacted] | ADAIR | Routed to queue | 1 | [redacted] | No dial tone | Line busy in loop h | set line to idle in switch | 8/15/2025 |
| 8/15/2025 13:04 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | no dial tone | still down | System still down | System still down |
| 8/15/2025 13:05 | [redacted] | | Interactive voice recognition | 1 | [redacted] | solicitations | solicitations | dispatch not found | Current status |
| 8/15/2025 13:06 | [redacted] | | Interactive voice recognition | 1 | [redacted] | disconnected referenced by CAD | advised dispatch | dispatch not found | [redacted] |
| 8/15/2025 13:07 | [redacted] | | Interactive voice recognition | 1 | [redacted] | unable to locate any interaction | contact not found | contact not found | 8/15/2025 |
| 8/15/2025 15:05 | [redacted] | | Interactive voice recognition | 1 | [redacted] | no notes | no notes | no notes | [redacted] |
| 8/15/2025 15:21 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | request credit | outage | credited account | System is still down |
| 8/16/2025 16:30 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | no dial tone. frequency update | outage | system still down | System is still down |
| 8/18/2025 10:21 | [redacted] | MORTH WARNEY CO | Routed to queue | 1 | [redacted] | wrong queue | wrong queue | transferred to CR queue | 8/18/2025 |
| 8/18/2025 10:23 | [redacted] | MORTH WARNEY CO | Routed to queue | 1 | [redacted] | no dial tone frequency update | issued dispatch | no closing remarks | 8/22/2025 |
| 8/18/2025 10:24 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | no dial tone frequency update | outage | System is still down | System is still down |
| 8/18/2025 10:25 | [redacted] | NEWPORT | Routed to queue | 1 | [redacted] | static on phone | issued dispatch | connect pair pair | 8/19/2025 |
| 8/18/2025 9:35 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/19/2025 |
| 8/19/2025 11:25 | [redacted] | SAMLETON | Routed to queue | 1 | [redacted] | contact number updated | contact number updated | info updated | 8/19/2025 |
| 8/19/2025 12:40 | [redacted] | SENECA | Routed to queue | 1 | [redacted] | caller ID not working | caller ID not working | Troubleshoot steps provided | 8/26/2025 |
| 8/19/2025 13:31 | [redacted] | | Routed to queue | 1 | [redacted] | can't call out | issued dispatch | no trouble found | 8/19/2025 |
| 8/20/2025 9:30 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/20/2025 |
| 8/20/2025 9:31 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/20/2025 |
| 8/20/2025 9:32 | [redacted] | ADAIR | Routed to queue | 1 | [redacted] | ticket status | advised on status | no closing remarks | 8/20/2025 |
| 8/20/2025 12:25 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | loop questions | loop issues | transferred to CP queue | 8/20/2025 |
| 8/20/2025 13:58 | [redacted] | | Routed to queue | 1 | [redacted] | never spoke to agent | abort call | abort call | 8/20/2025 |
| 8/20/2025 14:45 | [redacted] | | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | dispatch/none | 8/21/2025 |
| 8/20/2025 16:27 | [redacted] | | Routed to queue | 1 | [redacted] | wrong account | wrong account | wrong account | 8/20/2025 |
| 8/21/2025 9:30 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/21/2025 |
| 8/21/2025 9:31 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/21/2025 |
| 8/21/2025 9:32 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | issue | issue | left voice if may/tc needed | 8/21/2025 |
| 8/20/2025 9:33 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/22/2025 |
| 8/20/2025 9:34 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/22/2025 |
| 8/22/2025 10:48 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | no dial tone | no dial tone | created dispatch | 8/23/2025 |
| 8/22/2025 11:03 | [redacted] | DURHAM SPRINGS | Routed to queue | 1 | [redacted] | dispatch status | status | updated on dispatch status | 8/26/2025 |
| 8/22/2025 11:05 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | no notes | no notes | no notes | 8/22/2025 |
| 8/22/2025 11:06 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | phone issues | issued dispatch | no closing remarks | 8/22/2025 |
| 8/22/2025 11:07 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | No Dial Tone | issued dispatch | sar- pair trouble cleared | 8/22/2025 |
| 8/22/2025 11:08 | [redacted] | [redacted] | Routed to queue | 1 | [redacted] | hung up on agent | hung up | transferred to CP queue | 8/22/2025 |
| 8/22/2025 11:09 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | ticket status | advised on status | worked with COT to restore | 8/22/2025 |
| 8/22/2025 11:10 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | can't call out | issued dispatch | resolved | 8/22/2025 |
| 8/22/2025 11:11 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | no internet | active outage | advised on outage status | 8/22/2025 |
| 8/22/2025 12:52 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | No Dial Tone | issued dispatch | restored | 8/22/2025 |
| 8/22/2025 13:03 | [redacted] | NORTH UMPQUA | Routed to queue | 1 | [redacted] | modem issue | put on a loop | transferred to Solutions | 8/22/2025 |
| 8/22/2025 13:51 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | credit inquiry | no service | issued adjustment | 8/22/2025 |
| 8/22/2025 14:01 | [redacted] | SANTA LUMPQUA | Routed to queue | 1 | [redacted] | no dial tone | service issue | transferred to Solutions | 8/22/2025 |
| 8/22/2025 17:11 | [redacted] | ASHVILLE-LINCOLN CITY | Routed to queue | 1 | [redacted] | service issue | outage | transferred to CW queue | 8/22/2025 |
| 8/22/2025 18:21 | [redacted] | DURHAM SPRINGS | Routed to queue | 1 | [redacted] | ticket status | advised on status | MCT complete | 8/26/2025 |
| 8/23/2025 5:26 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/23/2025 |
| 8/24/2025 15:05 | [redacted] | | Routed to queue | 1 | [redacted] | nothing found on that date | nothing found on that date | nothing found on that date | 8/24/2025 |
| 8/25/2025 5:26 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/25/2025 |
| 8/25/2025 11:12 | [redacted] | | Routed to queue | 1 | [redacted] | billing issue | account status | transferred to Solutions | 8/25/2025 |
| 8/25/2025 11:13 | [redacted] | COTTAGE GROVE | Routed to queue | 1 | [redacted] | close out ticket | issued dispatch | request service wire | 8/26/2025 |
| 8/25/2025 14:02 | [redacted] | DUPOE BAY | Routed to queue | 1 | [redacted] | ticket issue | wrong account | transferred to CP queue | 8/26/2025 |
| 8/25/2025 14:03 | [redacted] | DURHAM SPRINGS | Routed to queue | 1 | [redacted] | ticket issue | advised on status | tech complete | 8/26/2025 |
| 8/25/2025 15:25 | [redacted] | JUNCTION CITY | Routed to queue | 1 | [redacted] | phone issues | issued dispatch | sar- pair battery /active issue | 8/26/2025 |
| 8/25/2025 16:25 | [redacted] | SENECA | Routed to queue | 1 | [redacted] | short call | short call | short call | 8/25/2025 |
| 8/25/2025 16:26 | [redacted] | SCAPPOOSE | Routed to queue | 1 | [redacted] | no internet | issued dispatch | troubled port service restored | 8/26/2025 |
| 8/26/2025 8:22 | [redacted] | | Routed to queue | 1 | [redacted] | never spoke to agent | interaction not found | interaction not found | 8/26/2025 |
| 8/26/2025 9:23 | [redacted] | NORTH UMPQUA | Routed to queue | 1 | [redacted] | checking on service | pending order | advised of due date of pending order | 8/27/2025 |
| 8/26/2025 9:24 | [redacted] | [redacted] | Interactive voice recognition | 1 | [redacted] | site call | site call | site call | [redacted] |
| 8/26/2025 9:25 | [redacted] | [redacted] | Interactive voice recognition | 1 | [redacted] | site call | site call | site call | [redacted] |
| 8/26/2025 12:10 | [redacted] | TILLAMOOK | Routed to queue | 1 | [redacted] | close ticket | does not want to continue with CMPLX ticket | closed ticket | 8/26/2025 |
| 8/26/2025 13:05 | [redacted] | | Routed to queue | 1 | [redacted] | status of repair | wf to cable recovery | advised of due date | 8/26/2025 |
| 8/26/2025 13:06 | [redacted] | UMPCOLA | Routed to queue | 1 | [redacted] | status of repair | no open repair | call disconnected | 8/26/2025 |
| 8/26/2025 17:45 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | No Dial Tone | no service | Dispatch | 8/29/2025 |
| 8/26/2025 17:46 | [redacted] | | Interactive voice recognition | 1 | [redacted] | no notes | no notes | [redacted] | 8/26/2025 |
| 8/26/2025 17:47 | [redacted] | | Routed to queue | 1 | [redacted] | no notes | no notes | [redacted] | 8/26/2025 |
| 8/27/2025 5:26 | [redacted] | | Routed to queue | 1 | [redacted] | Test account | Test account | Test account | 8/27/2025 |
| 8/27/2025 8:45 | [redacted] | JACKSONVILLE | Routed to queue | 1 | [redacted] | No Dial Tone | service effected by cable cut | referred to cable | 8/29/2025 |