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Log #	Date	Description of Issue	Description of Resolution	Date
47599	6/1/01	RO SPELLING ACCURACY	RO COACHED	6/4/01
47623	6/3/01	LINE DISCONNECTED	TECHNICAL ISSUE; RESOLVED	6/3/01
47624	6/2/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/2/01
47627	6/3/01	SUPERVISOR DID NOT ASSIST CUSTOMER	TECHNICAL ISSUE; RESOLVED	6/3/01
47632	6/3/01	RO WAS NOT FAMILIAR WITH VCO PROCEDURE	SUPERVISOR COACHED RO	6/6/01
47635	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/14/01
47636	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/5/01
47637	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/5/01
47638	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/5/01
47639	6/3/01	LINE DISCONNECTED	TECHNICIANS UNABLE TO DUPLICATE	6/5/01
47654	6/4/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/11/01
47656	6/4/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	6/4/01
47657	6/4/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/7/01
47663	6/4/01	ROs ARE TYPING ON HCO CALLS	UNABLE TO IDENTIFY RO	6/4/01
47670	6/5/01	RO HUNG UP ON CUSTOMER	SUPERVISOR COACHED RO	6/11/01
47673	6/5/01	RO DID NOT PROVIDE CALL CONTENT; HUNG UP	UNABLE TO IDENTIFY RO	6/11/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47677	6/5/01	"NOISE" ON A CALL	TECHNICIANS UNABLE TO DUPLICATE	6/11/01
47680	6/5/01	RO HUNG UP	UNABLE TO IDENTIFY RO	6/8/01
47682	6/5/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/7/01
47683	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47684	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47685	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47686	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47687	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47697	6/5/01	RO HUNG UP	SUPERVISOR COACHED RO	6/6/01
47698	6/5/01	SUPERVISOR WAS RUDE	MANAGER COACHED SUPERVISOR	6/12/01
47699	6/5/01	RO DELAYED RETRIEVING VOICE MAIL	RO TERMINATED	6/19/01
47707	6/6/01	FAST BUSY WHEN CALLING STS	TECHNICAL ISSUE; RESOLVED	6/11/01
47709	6/6/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	6/6/01
47713	6/6/01	900 RINGING, NO ANSWER	TECHNICIANS UNABLE TO DUPLICATE	6/6/01
47714	6/6/01	CUSTOMER WAS TRANSFERRED TO C/S	UNABLE TO IDENTIFY RO	6/8/01
47720	6/6/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/115/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47722	6/6/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/12/01
47725	6/6/01	CA WAS RUDE	SUPERVISOR COACHED CA	6/26/01
47727	6/6/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47735	6/7/01	NOT ABLE TO REACH "00" OPR	ALTERNATE NUMBER PROVIDED	6/14/01
47736	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47737	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47739	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47750	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47751	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/7/01
47753	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47759	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47761	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47763	6/7/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/13/01
47764	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47765	6/7/01	RO WAS RUDE; HUNG UP	UNABLE TO IDENTIFY RO	6/11/01
47774	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47779	6/8/01	UNABLE TO BE TRANSFERRED TO C/S	TECHNICAL ISSUE; RESOLVED	6/30/01
47780	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47783	6/8/01	RO HUNG UP	SUPERVISOR COACHED RO	6/13/01
47785	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47788	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47794	6/9/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47795	6/9/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47796	6/9/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	6/13/01
47800	6/9/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47808	6/10/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47815	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47816	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47817	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47818	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47820	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47823	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47824	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47826	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47832	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47833	6/11/01	RO VOICE CLARITY	SUPERVISOR COACHED RO	6/14/01
47834	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47835	6/11/01	RO'S INATTENTIVE	UNABLE TO IDENTIFY RO	6/11/01
47836	6/11/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47837	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47838	6/11/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47843	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47845	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47846	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47851	6/11/01	CA WAS UNABLE TO DIAL OUT	TECHNICAL ISSUE; RESOLVED	6/15/01
47856	6/12/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/27/01
47857	6/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47859	6/12/01	RO DID NOT PROVIDE NUMBER OR GENDER	SUPERVISOR COACHED RO	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47863	6/12/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/26/01
47864	6/12/01	DISCONNECT; CRS AND CUSTOMER SERVICE	TECHNICAL ISSUE; RESOLVED	7/3/01
47865	6/12/01	UNABLE TO REACH CUSTOMER SERVICE	TEMPORARILY HIGH CALL VOLUME	6/12/01
47866	6/12/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/12/01
47867	6/12/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/12/01
47875	6/12/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/14/01
47876	6/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47878	6/12/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47880	6/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47883	6/12/01	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	6/14/01
47892	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47893	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47894	6/13/01	REQUESTED CALLER PROFILE UPDATE	PROFILE UPDATED	6/21/01
47897	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47898	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47900	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47902	6/13/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/13/01
47903	6/13/01	CA HUNG UP ON CUST	SUPERVISOR COACHED CA	6/15/01
47904	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47906	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47907	6/13/01	UNABLE TO REACH CUSTOMER SERVICE	TEMPORARILY HIGH CALL VOLUME	6/13/01
47909	6/13/01	SUPERVISOR DID NOT INFORM CUSTOMER PRIOR TO TAKING OVER A CALL	SUPERVISOR COACHED CA	6/13/01
47911	6/13/01	CA DIDN'T FOLLOW INSTRUCTIONS; SPELLING ACCURACY; NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED CA	6/13/01
47934	6/14/01	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	6/18/01
47935	6/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/3/01
47937	6/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/14/01
47938	6/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/14/01
47943	6/14/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	7/2/01
47962	6/15/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/19/01
47977	6/16/01	RO HUNG UP	SUPERVISOR COACHED RO	7/4/01
47983	6/17/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/17/01
47995	6/18/01	RO INTERRUPTED	SUPERVISOR COACHED RO	6/21/01

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48008	6/19/01	UNABLE TO REACH STS	TECHNICAL ISSUE; RESOLVED	7/3/01
48011	6/19/01	CA HUNG UP	SUPERVISOR COACHED CA	6/26/01
48013	6/19/01	VCO PROFILE WAS TURNED OFF	PROFILE UPDATED	6/21/01
48016	6/19/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/21/01
48024	6/19/01	RO HUNG UP; RO PROCEDURE MISUNDERSTANDING	RO COACHED	6/19/01
48025	6/19/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
48048	6/20/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/28/01
48054	6/20/01	RO COULD NOT RETRIEVE VOICE MAIL	UNABLE TO IDENTIFY RO	6/20/01
48058	6/21/01	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	6/21/01
48061	6/21/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
48062	6/21/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/21/01
48063	6/21/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/25/01
48079	6/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/2/01
48083	6/22/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	6/22/01
48093	6/23/01	RO HUNG UP	SUPERVISOR COACHED RO	7/2/01
48096	6/23/01	RO TYPING SPEED	SUPERVISOR COACHED RO	7/2/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48098	6/23/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/27/01
48100	6/23/01	RO WAS NOT FAMILIAR WITH PROCEDURE	UNABLE TO IDENTIFY RO	6/23/01
48101	6/23/01	UNABLE TO REACH 900 RELAY	POSSIBLE 900 BLOCK ON CUSTOMER'S PHONE	6/23/01
48102	6/23/01	CA BECAME INVOLVED IN A CALL	SUPERVISOR COACHED CA	6/26/01
48104	6/23/01	CA DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED CA	6/26/01
48112	6/24/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/28/01
48121	6/25/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/25/01
48122	6/25/01	RO HUNG UP	SUPERVISOR COACHED RO	7/2/01
48124	6/25/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/3/01
48126	6/25/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/27/01
48130	6/26/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/26/01
48133	6/26/01	RO HUNG UP	SUPERVISOR COACHED RO	7/3/01
48136	6/26/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/26/01
48140	6/26/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	6/29/01
48142	6/26/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	6/26/01
48148	6/27/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/29/01

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48149	6/27/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/27/01
48152	6/27/01	RO HUNG UP	SUPERVISOR COACHED RO	7/2/01
48153	6/27/01	RO INATTENTIVE	SUPERVISOR COACHED RO	7/2/01
48171	6/28/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/28/01
48185	6/29/01	DELAY IN PLACING VCO TO VCO CALLS	UNABLE TO IDENTIFY RO	6/29/01
48188	6/29/01	RO DID NOT PROVIDE A "GA"	SUPERVISOR COACHED RO	6/29/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48201	7/1/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	7/16/01
48202	7/1/01	RO DID NOT RESPOND TO QUESTION	SUPERVISOR COACHED RO	7/5/01
48214	7/2/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/3/01
48216	7/2/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/19/01
48217	7/2/01	RO DID NOT REPEAT CALL INFORMATION	UNABLE TO IDENTIFY RO	7/2/01
48218	7/2/01	ROs ARE NOT FOLLOWING PROFILE	UNABLE TO IDENTIFY RO	7/2/01
48219	7/2/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	7/4/01
48225	7/2/01	RO DID NOT LEAVE MSG ON ANSWERING MACHINE	UNABLE TO IDENTIFY RO	7/2/01
48228	7/2/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/2/01
48230	7/2/01	ROs ARE NOT HONORING CUSTMER'S REQUEST	UNABLE TO IDENTIFY RO	7/2/01
48234	7/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/01
48235	7/3/01	ROs ARE NOT FOLLOWING PROFILE	UNABLE TO IDENTIFY RO	7/3/01
48238	7/3/01	RO HUNG UP	SUPERVISOR COACHED RO	7/8/01
48240	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/12/01
48241	7/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/18/01
48242	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/12/01

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48245	7/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/12/01
48246	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/3/01
48247	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/17/01
48264	7/5/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/01
48267	7/5/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/12/01
48282	7/6/01	SUPERVISOR WAS RUDE	MANAGER COACHED SUPERVISOR	7/16/01
48283	7/6/01	RO HUNG UP	UNABLE TO IDENTIFY RO	7/6/01
48294	7/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	7/18/01
48302	7/8/01	RO COULD NOT PROCESS VCO-TO-TTY CALL	UNABLE TO IDENTIFY RO	8/4/01
48303	7/8/01	RO COULD NOT PROCESS VCO-TO-TTY CALL	UNABLE TO IDENTIFY RO	7/17/01
48315	7/9/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	7/9/01
48332	7/10/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/13/01
48345	7/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/17/01
48351	7/12/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/16/01
48353	7/12/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/19/01
48354	7/12/01	NO CONNECTION THROUGH HCO	PROPER PROCEDURE EXPLAINED	7/12/01

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48356	7/12/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/18/01
48357	7/12/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/12/01
48361	7/12/01	ROs REFUSE TO PLACE CALLS TO CUSTOMER	UNABLE TO IDENTIFY RO	7/17/01
48374	7/13/01	FEMALE ROs DO NOT VOICE LOUDLY ENOUGH	UNABLE TO IDENTIFY RO	7/16/01
48383	7/14/01	PROBLEM DIALING AT&T THROUGH STS	CUSTOMER STATED EVERYTHING IS FINE NOW	7/16/01
48384	7/14/01	RO DID NOT TYPE ENTIRE ANS MACHINE MESSAGE	SUPERVISOR COACHED RO	7/17/01
48385	7/14/01	RO VOICING AND TYPING SPEED	SUPERVISOR COACHED RO	8/1/01
48408	7/16/01	NO ANSWER AT CUSTOMER SERVICE NUMBER	TEMPORARILY HIGH CALL VOLUME	7/16/01
48409	7/16/01	RO IS NOT FAMILIAR WITH VCO PROCEDURE	SUPERVISOR COACHED RO	7/19/01
48413	7/16/01	RO HUNG UP	SUPERVISOR COACHED RO	7/18/01
48418	7/17/01	RO SPELLING	SUPERVISOR COACHED RO	7/22/01
48427	7/17/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/23/01
48428	7/17/01	"NOISE" WHEN ON STS LINE	CUSTOMER REDIALED; CALL WENT THRROUGH FINE	7/31/01
48430	7/17/01	CA TOOK CONTROL OF CALL	SUPERVISOR COACHED CA	7/26/01
48432	7/17/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	7/17/01
48438	7/18/01	DISCONNECTED WHEN TRANSFERRED TO C/S	TECHNICIANS UNABLE TO DUPLICATE	7/18/01

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48441	7/18/01	RO DID NOT EXPLAIN PRIVACY FEATURE	PROFILED FOR NO EXPLANATION OF SERVICE	7/19/01
48445	7/18/01	RO WAS IMPATIENT	SUPERVISOR COACHED RO	7/30/01
48447	7/18/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/22/01
48467	7/19/01	SPANISH RELAY RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/19/01
48477	7/19/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/30/01
48486	7/20/01	RO VOICE WAS NOT CLEAR ON ANS MACHINE	SUPERVISOR COACHED RO	7/29/01
48487	7/20/01	UNABLE TO MAKE LD RELAY CALLS	PROPERTY RECORD UPDATED	7/31/01
48488	7/20/01	RO HUNG UP	SUPERVISOR COACHED RO	7/25/01
48490	7/20/01	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	7/26/01
48494	7/20/01	RO RELAY PACE	SUPERVISOR COACHED RO	7/23/01
48509	7/21/01	RO DID NOT PROVIDE REQUESTED INFORMATION	SUPERVISOR COACHED RO	7/23/01
48510	7/21/01	RO ACCURACY, SPELLING, SPEED	SUPERVISOR COACHED RO	7/24/01
48511	7/21/01	CoC OPTION WAS NOT OFFERED TO CUSTOMER	EXPLAINED CoC PROCEDURE	7/24/01
48531	7/23/01	CRS FAST BUSY	TECHNICIANS UNABLE TO DUPLICATE	7/29/01
48532	7/23/01	CA WAS RUDE	UNABLE TO IDENTIFY CA	7/26/01
48534	7/23/01	BILLED BY MCI, NOT PREFERRED IXC	CALLER PROFILE CREATED	7/23/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48536	7/23/01	RO ACCURACY, SPELLING, SPEED	SUPERVISOR COACHED RO	7/25/01
48537	7/23/01	VCO PROFILE NOT WORKING	PROFILE UPDATED	7/27/01
48540	7/23/01	RO SPELLING	SUPERVISOR COACHED RO	7/30/01
48541	7/23/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01
48543	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48544	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48545	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/1/01
48546	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48547	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48548	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/1/01
48549	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48552	7/23/01	RO WAS UNRESPONSIVE	SUPERVISOR COACHED RO	7/25/01
48553	7/23/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01
48554	7/23/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/31/01
48555	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48560	7/24/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01

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48561	7/24/01	VCO NOT WORKING	PROFILE UPDATED	8/1/01
48562	7/24/01	VCO NOT WORKING	PROFILE UPDATED	7/24/01
48563	7/24/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48565	7/24/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01
48569	7/24/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	7/24/01
48571	7/24/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/26/01
48574	7/24/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/24/01
48579	7/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/24/01
48580	7/24/01	RO VOICE CLARITY	SUPERVISOR COACHED RO	7/31/01
48587	7/25/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/3/01
48604	7/25/01	RO HUNG UP	SUPERVISOR COACHED RO	7/31/01
48607	7/25/01	RO VOICE CLARITY	SUPERVISOR COACHED RO	7/31/01
48608	7/25/01	RO TRANSPARENCY	SUPERVISOR COACHED RO	7/31/01
48609	7/25/01	"NOISE" ON STS LINE	TECHNICIANS UNABLE TO DUPLICATE	7/28/01
48610	7/25/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/28/01
48611	7/25/01	VCO NOT WORKING	PROFILE UPDATED	7/31/01

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48613	7/25/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/28/01
48614	7/25/01	CUSTOMER COULD NOT UNDERSTAND CA	SUPERVISOR COACHED CA	7/27/01
48635	7/26/01	"NOISE" ON STS LINE	TECHNICIANS UNABLE TO DUPLICATE	7/26/01
48639	7/26/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/26/01
48642	7/26/01	RO INTERRUPTED DURING A CALL	UNABLE TO IDENTIFY RO	7/31/01
48649	7/27/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/2/01
48651	7/27/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/27/01
48655	7/27/01	RO WAS RUDE	UNABLE TO IDENTIFY CA	7/27/01
48656	7/27/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/27/01
48660	7/27/01	CAs ARE RUDE AND HANG UP	UNABLE TO IDENTIFY CA	7/27/01
48662	7/27/01	VCO NOT WORKING	PROFILE UPDATED	8/2/01
48663	7/27/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/3/01
48674	7/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/31/01
48675	7/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/5/01
48683	7/29/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	7/31/01
48684	7/29/01	SUPERVISOR COULD NOT RETRIEVE VOICE MAIL	MANAGER COACHED SUPERVISOR	8/4/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48685	7/29/01	VCO NOT WORKING	PROFILE UPDATED	7/29/01
48691	7/30/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	7/30/01
48699	7/30/01	RO WAS RUDE	RO TERMINATED	7/31/01
48700	7/30/01	ECHO AND GARBLING	TECHNICIANS UNABLE TO DUPLICATE	7/30/01
48702	7/30/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/5/01
48708	7/31/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	8/2/01
48709	7/31/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	7/31/01
48727	7/31/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/31/01

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48734	8/1/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/9/01
48742	8/1/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/9/01
48747	8/1/01	RO HUNG UP	SUPERVISOR COACHED RO	8/8/01
48748	8/1/01	RO IS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	8/3/01
48760	8/2/01	RO DID NOT EXPLAIN RELAY	SUPERVISOR COACHED RO	8/7/01
48762	8/2/01	900 RELAY ACCESS NUMBER RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/15/01
48763	8/2/01	CA SPOKE TO OTHER CA WHILE PROCESSING CALL	SUPERVISOR COACHED CA	8/14/01
48766	8/2/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/7/01
48771	8/2/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/7/01
48775	8/2/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	8/9/01
48776	8/2/01	SUPERVISOR WOULD NOT RETRIEVE VOICE MAIL	MANAGER COACHED SUPERVISOR	8/9/01
48785	8/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/21/01
48788	8/3/01	RO HUNG UP	SUPERVISOR COACHED RO	8/8/01
48790	8/3/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/15/01
48793	8/3/01	RO COULD NOT RETRIEVE MESSAGES	SUPERVISOR COACHED RO	8/9/01
48795	8/3/01	VCO FEATURE NOT ACTIVE	UNABLE TO PROFILE THIS ANI	8/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48796	8/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/21/01
48807	8/5/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/18/01
48810	8/5/01	SUPERVISOR COULD NOT RETRIEVE VOICE MAIL	MANAGER COACHED SUPERVISOR	8/9/01
48811	8/5/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	8/14/01
48812	8/5/01	RO SPELLING; NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	8/14/01
48818	8/6/01	RO PROCEDURE MISUNDERSTANDING; HUNG UP	SUPERVISOR COACHED RO	8/14/01
48823	8/6/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/9/01
48824	8/6/01	RO HUNG UP	SUPERVISOR COACHED RO	8/8/01
48826	8/6/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/8/01
48827	8/6/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/9/01
48829	8/6/01	VCO TO TTY CALLS NOT PROCESSED TIMELY	TEMPORARILY HIGH CALL VOLUME	8/6/01
48831	8/6/01	RO SPOKE TOO FAST	SUPERVISOR COACHED RO	8/12/01
48833	8/6/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/28/01
48834	8/6/01	RO DID NOT HONOR REQUEST	SUPERVISOR COACHED RO	8/8/01
48841	8/6/01	RO RELAY PACE	SUPERVISOR COACHED RO	8/12/01
48850	8/7/01	RO SPELLING	SUPERVISOR COACHED RO	8/8/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48851	8/7/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/14/01
48855	8/7/01	CA HUNG UP	SUPERVISOR COACHED CA	8/14/01
48857	8/7/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/21/01
48862	8/7/01	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	8/12/01
48863	8/7/01	"NOISES" ON STS LINE	TECHNICIANS UNABLE TO DUPLICATE	8/14/01
48869	8/8/01	RO HUNG UP	SUPERVISOR COACHED RO	8/22/01
48874	8/8/01	CA HUNG UP	SUPERVISOR COACHED CA	8/8/01
48876	8/8/01	"NOISES" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/22/01
48878	8/8/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	8/14/01
48879	8/8/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	8/8/01
48881	8/8/01	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	8/21/01
48883	8/8/01	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	8/22/01
48892	8/9/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/23/01
48894	8/9/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	8/16/01
48895	8/9/01	RO HUNG UP	UNABLE TO IDENTIFY RO	8/15/01
48896	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/21/01

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48899	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/12/01
48900	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/12/01
48901	8/9/01	RO HUNG UP	UNABLE TO IDENTIFY RO	8/9/01
48902	8/9/01	RO HUNG UP	RO TERMINATED	8/14/01
48904	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/10/01
48905	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/13/01
48906	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/13/01
48912	8/9/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/14/01
48914	8/9/01	UNABLE TO MAKE LONG DISTANCE RELAY CALLS	PROPERTY RECORD UPDATED	8/22/01
48916	8/9/01	RO IS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	8/14/01
48922	8/10/01	CAN NOT RECEIVE RELAY CALLS	CUSTOMER HAS "ANONYMOUS CALL REJECTION"	8/15/01
48926	8/10/01	RO HUNG UP	SUPERVISOR COACHED RO	8/14/01
48944	8/11/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	8/20/01
48945	8/11/01	SUPERVISOR WAS RUDE	MANAGER COACHED SUPERVISOR	8/20/01
48946	8/11/01	RO TYPING ACCURACY, SPELLING	SUPERVISOR COACHED RO	8/16/01
48947	8/11/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	8/15/01

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48948	8/11/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/19/01
48952	8/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/20/01
48958	8/12/01	CRS RINGING, NO ANSWER	EXPERIENCING HIGH CALL VOLUME	8/12/01
48960	8/12/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/14/01
48974	8/13/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/13/01
48979	8/13/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/16/01
48986	8/13/01	ROs ARE INATTENTATIVE	UNABLE TO IDENTIFY RO	8/13/01
48987	8/13/01	CUSTOMER MIS-PROFILED	PROFILE UPDATED	8/15/01
48993	8/13/01	SUPERVISOR WAS INATTENTIVE	MANAGER COACHED SUPERVISOR	8/18/01
48994	8/13/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/17/01
48995	8/13/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/14/01
49000	8/13/01	C/S REP DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED C/S REP	8/20/01
49001	8/13/01	RO DID NOT ANNOUNCE CALL	SUPERVISOR COACHED RO	8/16/01
49015	8/14/01	BUSY SIGNAL WHEN DIALING CUSTOMER SERVICE	TECHNICIANS UNABLE TO DUPLICATE	8/29/01
49026	8/14/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	8/15/01
49032	8/15/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/18/01

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49035	8/15/01	UNABLE TO PROCESS VCO CALL	TEMPORARY TECHNICAL DIFFICULTY	8/15/01
49036	8/15/01	RO WOULD NOT PROCESS A CALL	SUPERVISOR COACHED RO	8/20/01
49038	8/15/01	RO DID NOT FOLLOW DIRECTIONS	SUPERVISOR COACHED RO	8/17/01
49056	8/16/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/18/01
49058	8/16/01	CA HAS A BAD ATTITUDE	SUPERVISOR COACHED CA	8/16/01
49059	8/16/01	UNABLE TO CALL 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/22/01
49062	8/16/01	"NOISES" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/22/01
49070	8/17/01	SPANISH CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/17/01
49071	8/17/01	RO DIDN'T FOLLOW PROCEDURES; VOICE CLARITY	SUPERVISOR COACHED RO	8/30/01
49074	8/17/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/30/01
49077	8/17/01	TERM PARTY COULD NOT HEAR VCO USER	TECHNICAL ISSUE; RESOLVED	8/29/01
49078	8/17/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/17/01
49081	8/17/01	RO DID NOT EXPLAIN SERVICE	SUPERVISOR COACHED RO	8/23/01
49086	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/22/01
49088	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/20/01
49089	8/18/01	UNABLE TO RECEIVE CRS CALLS	CUSTOMER REFERRED TO LEC	8/22/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49091	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/21/01
49094	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/21/01
49104	8/19/01	VCO FEATURE DELAYED	TECHNICIANS UNABLE TO DUPLICATE	8/19/01
49107	8/19/01	RO HUNG UP	SUPERVISOR COACHED RO	8/23/01
49109	8/19/01	RO HUNG UP	SUPERVISOR COACHED RO	8/23/01
49110	8/19/01	RO DID NOT LEAVE ID OR GENDER	UNABLE TO IDENTIFY RO	8/19/01
49113	8/19/01	CA WAS NOT HELPFUL	SUPERVISOR COACHED CA	8/28/01
49121	8/20/01	RO SPELLING ACCURACY, SPEED	SUPERVISOR COACHED RO	8/22/01
49125	8/20/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/28/01
49131	8/20/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	8/21/01
49132	8/20/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/22/01
49145	8/21/01	ROs ARE NOT PROVIDING ID NUMBERS	UNABLE TO IDENTIFY RO	8/21/01
49148	8/21/01	RO SPELLING ACCURACY, SPEED	SUPERVISOR COACHED RO	8/23/01
49149	8/21/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/29/01
49151	8/21/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/28/01
49157	8/21/01	VOLUME FADING IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/29/01

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49165	8/22/01	RO DELAYED ANSWERING A CALL	SUPERVISOR COACHED RO	8/27/01
49166	8/22/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/29/01
49167	8/22/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/28/01
49173	8/22/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/29/01
49179	8/23/01	RO WAS UNABLE TO RETRIEVE VOICE MAIL	CUSTOMER EQUIPMENT ISSUE	8/23/01
49181	8/23/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49182	8/23/01	BUSY SIGNAL WHEN DIALING STS	TECHNICAL ISSUE; RESOLVED	8/28/01
49183	8/23/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49185	8/23/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49186	8/23/01	VOLUME FADING IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/26/01
49192	8/23/01	UNABLE TO REACH 661 NUMBER	TECHNICAL ISSUE; RESOLVED	8/28/01
49199	8/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49201	8/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49202	8/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49203	8/24/01	UNABLE TO MAKE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	8/24/01
49204	8/24/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/29/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49206	8/24/01	CA PROVIDED WRONG INFORMATION	SUPERVISOR COACHED CA	8/24/01
49207	8/24/01	RO DID NOT EXPLAIN RELAY	UNABLE TO IDENTIFY RO	8/29/01
49208	8/24/01	UNABLE TO REACH CUSTOMER SERVICE	TEMPORARILY HIGH CALL VOLUME	8/25/01
49209	8/24/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/31/01
49211	8/24/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	8/29/01
49218	8/25/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49226	8/25/01	RO WAS SLOW RETREIVING VOICE MAIL	SUPERVISOR COACHED RO	8/28/01
49233	8/26/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	8/31/01
49253	8/27/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/29/01
49255	8/27/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/29/01
49259	8/27/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/29/01
49269	8/27/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/2/01
49270	8/27/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/30/01
49271	8/27/01	SLOW TYPING SPEED	UNABLE TO IDENTIFY RO	8/29/01
49277	8/28/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	8/30/01
49279	8/28/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/4/01

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49281	8/28/01	VARIOUS DIFFICULTIES USING STS	TECHNICIANS UNABLE TO DUPLICATE	9/4/01
49284	8/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/31/01
49289	8/29/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/31/01
49292	8/29/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49293	8/29/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	8/31/01
49294	8/29/01	RO HUNG UP	UNABLE TO IDENTIFY RO	8/29/01
49300	8/29/01	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED CUSTOMER TO LOCAL PHONE COMPANY	8/29/01
49301	8/29/01	CA RELIEF WAS NOT TRANSPARENT	SUPERVISOR COACHED CA	8/29/01
49302	8/29/01	RO HUNG UP	SUPERVISOR COACHED RO	8/30/01
49308	8/29/01	"NOISES" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/29/01
49314	8/30/01	CA CAN NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	8/30/01
49315	8/30/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49319	8/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/30/01
49320	8/30/01	RO DID NOT INFORM CUSTOMER THAT VCO WAS ON	SUPERVISOR COACHED RO	8/31/01
49323	8/30/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/5/01
49324	8/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/30/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49343	8/31/01	VOLUME FADING IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/31/01
49345	8/31/01	RO HUNG UP	UNABLE TO IDENTIFY RO	9/4/01
49346	8/31/01	RO HUNG UP	UNABLE TO IDENTIFY RO	9/4/01
49347	8/31/01	RO DID NOT KEEP CUSTOMER INFORMED	SUPERVISOR COACHED RO	9/4/01
49350	8/31/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/31/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
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Log #	Date	Description of Issue	Description of Resolution	Date
49367	9/1/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/1/01
49368	9/1/01	C/S RREPRESENTATIVE WAS RUDE	SUPERVISOR COACHED C/S REP	9/5/01
49378	9/2/01	RO WAS RUDE	SUPERVISOR COACHED RO	9/7/01
49380	9/2/01	ROs ARE NOT PROVIDING ID NUMBERS	UNABLE TO IDENTIFY RO	9/2/01
49383	9/2/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	9/10/01
49389	9/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/5/01
49393	9/3/01	RO WAS YAWNING DURING A CALL	UNABLE TO IDENTIFY RO	9/5/01
49394	9/3/01	DIFFICULTY HEARING C/S REPRESENTATIVE	HEADSET REPLACED; RESOLVED	9/19/01
49406	9/4/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/4/01
49412	9/4/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	9/13/01
49420	9/4/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	9/25/01
49428	9/5/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/5/01
49429	9/5/01	RO SPELLNG ACCURACY	SUPERVISOR COACHED RO	9/7/01
49430	9/5/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/5/01
49431	9/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/7/01
49434	9/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/6/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49445	9/5/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	9/25/01
49449	9/5/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/14/01
49454	9/6/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/6/01
49457	9/6/01	RO DID NOT FOLLOW DIRECTIONS	SUPERVISOR COACHED RO	9/10/01
49464	9/6/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	9/25/01
49465	9/6/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/25/01
49472	9/7/01	ASCII CONNECTION NOT SUCCESSFUL	TECHNICIANS UNABLE TO DUPLICATE	9/14/01
49473	9/7/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/7/01
49475	9/7/01	ASCII CONNECTION NOT SUCCESSFUL	TECHNICIANS UNABLE TO DUPLICATE	9/14/01
49476	9/7/01	PROFILED FOR AT&T, RECEIVED MCI BILL	PROFILE UPDATED	9/11/01
49481	9/7/01	RO SPELLNG ACCURACY	SUPERVISOR COACHED RO	9/11/01
49490	9/8/01	RO HUNG UP	SUPERVISOR COACHED RO	9/11/01
49491	9/8/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/8/01
49501	9/9/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/9/01
49505	9/9/01	VCO PROFILE NOT WORKING	PROFILE UPDATED	9/12/01
49513	9/10/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/10/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49517	9/10/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/10/01
49538	9/12/01	RO WAS RUDE	SUPERVISOR COACHED RO	9/29/01
49539	9/12/01	RO ACCURACY	SUPERVISOR COACHED RO	9/12/01
49547	9/12/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/25/01
49558	9/13/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/13/01
49560	9/13/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	9/25/01
49561	9/13/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/29/01
49564	9/13/01	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	9/17/01
49566	9/13/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	9/26/01
49567	9/13/01	CUSTOMER COULD NOT UNDERSTAND CA	SUPERVISOR COACHED CA	9/27/01
49585	9/14/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/20/01
49588	9/14/01	CA HAS A BAD ATTITUDE	SUPERVISOR COACHED CA	9/27/01
49591	9/14/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/25/01
49592	9/14/01	RO WAS NOT PROFESSIONAL	SUPERVISOR COACHED RO	9/17/01
49597	9/14/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/25/01
49598	9/14/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49606	9/15/01	RO INTERRUPTED	SUPERVISOR COACHED RO	9/20/01
49611	9/15/01	RO TYPING SPEED	SUPERVISOR COACHED RO	9/20/01
49612	9/15/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	9/25/01
49613	9/15/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	9/15/01
49614	9/15/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	9/18/01
49615	9/15/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/15/01
49624	9/16/01	RO WAS RUDE; HUNG UP	SUPERVISOR COACHED RO	9/25/01
49627	9/16/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	9/20/01
49628	9/16/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	9/20/01
49629	9/16/01	CA DOESN'T UNDERSTAND CUST	SUPERVISOR COACHED CA	9/16/01
49630	9/16/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	9/20/01
49631	9/16/01	RO PROVIDED POOR SERVICE	SUPERVISOR COACHED RO	9/28/01
49632	9/16/01	RO DIDN'T FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/26/01
49633	9/16/01	RO HUNG UP	SUPERVISOR COACHED RO	9/19/01
49635	9/16/01	RO HUNG UP	SUPERVISOR COACHED RO	9/22/01
49646	9/17/01	"ALL CIRCUITS BUSY" ON STS NUMBER	LEC ISSUE	9/19/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49648	9/17/01	RO SPELLING; TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	9/20/01
49651	9/17/01	RO SPELLING	UNABLE TO IDENTIFY RO	9/17/01
49657	9/18/01	UNABLE TO REACH CRS 900 NUMBER	TECHNICIANS UNABLE TO DUPLICATE	10/3/01
49659	9/18/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	9/20/01
49668	9/18/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/18/01
49671	9/18/01	RO DID NOT SPELL A NAME CORRECTLY	SUPERVISOR COACHED RO	9/20/01
49680	9/18/01	RO PROVIDED DIFFERENT TERM NAME	SUPERVISOR COACHED RO	9/20/01
49682	9/18/01	ROs SPELLING; DO NOT TRANSLATE ASL	UNABLE TO IDENTIFY RO	9/20/01
49683	9/18/01	OVERCHARGED FOR LOCAL CALLS	REFERRED TO LEC	9/20/01
49684	9/19/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	9/27/01
49689	9/19/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/19/01
49699	9/19/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	9/27/01
49706	9/19/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/01
49708	9/19/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/01
49710	9/19/01	CUSTOMER UNHAPPY WITH CA	UNABLE TO IDENTIFY CA	9/28/01
49717	9/20/01	CA WAS RUDE	SUPERVISOR COACHED CA	9/26/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49721	9/20/01	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	9/27/01
49723	9/20/01	UNABLE TO REACH CRS 900 NUMBER	TECHNICIANS UNABLE TO DUPLICATE	9/29/01
49727	9/20/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/20/01
49731	9/20/01	CA VOICE CLARITY	SUPERVISOR COACHED CA	9/25/01
49733	9/20/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/20/01
49735	9/20/01	C/S REPRESENTATIVE WAS RUDE	SUPERVISOR COACHED C/S REP	9/21/01
49740	9/20/01	C/S REPS GAVE INCORRECT INFORMATION	SUPERVISOR COACHED C/S REPS	9/21/01
49741	9/20/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	10/3/01
49743	9/20/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	9/20/01
49750	9/21/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/21/01
49752	9/21/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/26/01
49759	9/21/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/1/01
49768	9/21/01	RO DID NOT PROVIDE INFO FROM A CALL	SUPERVISOR COACHED RO	10/1/01
49772	9/22/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/1/01
49773	9/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/30/01
49774	9/22/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/4/01

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49783	9/23/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/28/01
49788	9/24/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/1/01
49794	9/24/01	RO ACCURACY SPELLING	SUPERVISOR COACHED RO	9/26/01
49800	9/24/01	RO DID NOT FOLLOW DIRECTIONS; RUDE	SUPERVISOR COACHED RO	10/3/01
49802	9/24/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/3/01
49814	9/25/01	RO HUNG UP	UNABLE TO IDENTIFY RO	9/26/01
49818	9/25/01	RO ACCURACY SPELLING	SUPERVISOR COACHED RO	9/28/01
49844	9/26/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	9/27/01
49845	9/26/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	9/26/01
49868	9/27/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/1/01
49869	9/27/01	RO HUNG UP	SUPERVISOR COACHED RO	10/4/01
49892	9/28/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	9/28/01
49907	9/28/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/3/01
49911	9/28/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	10/3/01
49923	9/29/01	RO EPSLLING ACCURACY; SPEED	UNABLE TO IDENTIFY RO	10/3/01
49944	9/30/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/3/01