ORIGINAL

Kimberly Caswell
Vice President and General Counsel, Southeast
Legal Department

verizon

FLTC0007
201 North Franklin Street (33602)
Post Office Box 110
Tampa, Florida 33601-0110

Phone 813 483-2606
Fax 813 204-8870
kimberly.caswell@verizon.com

May 4, 2001

Ms. Blanca S. Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 991376-TL
Initiation of Show Cause Proceedings against Verizon Florida Inc. for Apparent Violation of Service Standards

Dear Ms. Bayo:

Please find enclosed for filing an original and one copy of Verizon Florida Inc.'s Notice of Service of Responses to Citizens' Fifth Set of Requests for Production of Documents in the above matter. Also enclosed are an original and 15 copies of a Notice of Intent to Seek Confidential Classification. Service has been made as indicated on the Certificate of Service. If there are any questions regarding this matter, please contact me at 813-483-2617.

Sincerely,

Kimberly Caswell

KC:tas
Enclosures

APP
CAF
CMP
COM
CTR
ECR
LEG
OPC
PAI
RGO
SEC 1
SER
OTH

DOCUMENT NUMBER-DATE
05669 MAY-4 a
FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

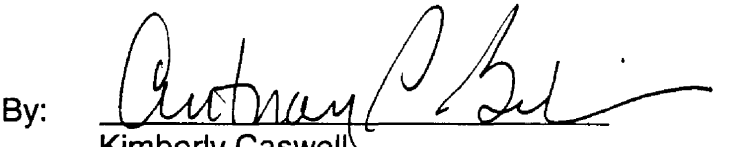
In re: Initiation of Show Cause Proceedings against Verizon Florida Inc. for Apparent Violation of Service Standards	)))))	Docket No. 991376-TL Filed: May 4, 2001

NOTICE OF SERVICE OF VERIZON FLORIDA INC.'S RESPONSES TO CITIZENS' FIFTH SET OF REQUESTS FOR PRODUCTION OF DOCUMENTS

NOTICE IS HEREBY GIVEN that a true and correct copy of Verizon Florida Inc.'s (formerly, GTE Florida Incorporated) Responses to Citizens' Fifth Set of Requests for Production of Documents, which were legally propounded by Citizens on March 30, 2001, were sent via overnight delivery on May 3, 2001, to Charles J. Beck, Deputy Public Counsel, Office of Public Counsel, 111 W. Madison Street, Room 812, Tallahassee, FL 32399-1400.

The original and one copy of this Notice were also sent via overnight delivery on May 3, 2001 to the Director, Division of Records & Reporting, at the Commission. Further service on other parties of record is as set forth on the Certificate of Service, appended hereto.

Respectfully submitted on May 4, 2001.

By: 

Kimberly Caswell
Post Office Box 110, FLTC0007
Tampa, Florida 33601
Telephone: 813-483-2617

Attorney for Verizon Florida Inc.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against Verizon Florida Inc. for apparent violation of service standards	))))	Docket No. 991376-TL

Verizon Florida Inc.'s Responses to Citizens' Fifth Set of Requests for Production of Documents (Nos. 43-50)

43. Please provide all supporting documents and all work papers used to prepare your responses to the Staff's First Set of Interrogatories dated March 29, 2001.

Response:

Please refer to Bates stamped documents 5187 through 5231.

44. Please provide all complaints you received from January 1, 1996, through December 31, 1999, concerning installation or repair of residential or business service.

Response:

See attached complaint details for 1997 through 1999 (Bates stamped documents 5232 through 5555). This detailed information is pulled from the complaint database, which contains the complaint, resolution and root cause. This database information mirrors the individual complaint file. Verizon objects to producing the actual complaints because doing so would be unduly burdensome. If after review of the complaint detail, OPC wishes to review particular complaints, Verizon would be willing to work with OPC to produce those complaints. For 1996, there are no complaint detail records, so the complaints themselves will be produced. Verizon is in the process of reviewing the complaints related to installation and repair and will provide them as soon as available. Verizon must sort through 40 boxes of complaints to produce the responsive information.

45. Please provide all documents analyzing, summarizing, or categorizing complaints you received from January 1, 1996, through December 31, 1999, concerning installation or repair of residential or business service.

Response:

See documents produced in response to item 44.

46. Please provide all documents calculating the number of complaints you received from January 1, 1996, through December 31, 1999, concerning installation or repair of residential or business service.

Response:

These documents have already been produced; see Bates stamped documents 2133 through 2372 and 4485 through 4539. The data is categorized in the following categories:

Installation For 1996-1998

Upgrade denied/delayed	Topic code 03A
Primary Denied/ Delayed	Topic code 03B
Additional Line Denied	Topic code 03C
Unsatisfactory Commitment Date	Topic code 04A
Missed Commitment	Topic code 04B

Installation For 1999

Missed Commitment	Topic code D02A
Not Satisfied with Commitment date	Topic code D02C
Took Too long to Install	Topic code D03C
Order delayed-no facilities	Topic code D04

Repair For 1996-1998

Missed Commitment	Topic code 05C
Unsatisfactory Commitment Repair	Topic code 05D

Repair For 1999

Missed Commitment	Topic code D02B
Not Satisfied with Commitment date	Topic code D02D

47. Please provide all documents discussing actions you might take in response to complaints you received from January 1, 1996, through December 31, 1999, concerning installation or repair of residential or business service.

Response:

Verizon provided information on resolution of individual complaints in response to request 44, above. Other than that, there are no responsive documents.

48. Please provide all comments regarding failure to provide timely installation service that were recorded in the process of performing customer surveys taken during the period January 1, 1999, through December 31, 1999.

Response:

See Bates stamped documents 5556 through 5562, which include comments that were recorded during consumer installation and repair surveys for November and December, 1999. Please refer to previously produced Bates stamped documents 4623-4639 and 4680-4699 for January through October, 1999 comments.

49. Please provide all comments regarding failure to provide timely repair service that were recorded in the process of performing customer surveys taken during the period January 1, 1999, through December 31, 1999.

Response:

See response to number 48.

50. Please provide all documents pertaining to the inability of your personnel organization to satisfy requests from Verizon operational entities in Florida for new hires between January 1, 1996, and December 31, l999.

Response:

There are no responsive documents concerning the inability of Verizon's "personnel organization" to satisfy such requests. Verizon witness Ferrell discusses the difficulty of attracting and retaining qualified workers in his Rebuttal Testimony, at 25-26.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of Verizon Florida Inc.'s Notice of Service and Responses to Citizens' Fifth Set of Requests for Production of Documents in Docket No. 991376-TL were sent via overnight delivery on May 3, 2001 to:

Lee Fordham, Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Charles J. Beck, Deputy Public Counsel
Office of Public Counsel
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400

for Kimberly Caswell

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

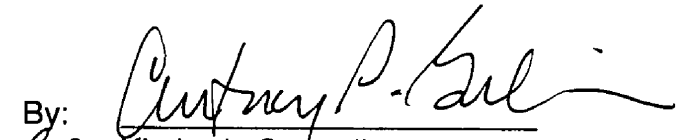
In re: Initiation of Show-Cause Proceedings against Verizon Florida Inc. for Apparent Violation of Service Standards	))))	Docket No. 991376-TL Filed: May 4, 2001

VERIZON FLORIDA INC.'S NOTICE OF INTENT TO SEEK CONFIDENTIAL CLASSIFICATION

Verizon Florida Inc. (Verizon) (formerly, GTE Florida Incorporated) hereby gives notice of its intent to seek confidential classification of material included in Verizon's responses to Citizens' Fifth Set of Interrogatories and Fifth Set of Requests for Production of Documents in this proceeding. Verizon will file a request for permanent confidential classification at the appropriate time, in accordance with Commission Rules.

This Notice exempts this material from §119.07(1) of the Florida Statutes and §24(a), Art. 1 of the State Constitution and protects it from public disclosure. The claimed confidential information falls within Florida Statutes §364.183(3)(e), which defines the term "proprietary confidential business information" to include "information relating to competitive interests, the disclosure of which would impair the competitive business of the provider of that information."

Respectfully submitted on May 4, 2001.

By: 

Kimberly Caswell
P. O. Box 110, FLTC0007
Tampa, Florida 33601
Telephone: 813-483-2617

Attorney for Verizon Florida Inc.

REDACTED

5/1/01
D:\RICKI00\2000\psc\[hcpsc.xls]special

Region Operations
Florida Employee
YE '96 thru '99 & September 2000

Total Employee Labor Group	1996	1997	1998	1999	2000 YTD
011					
021					
031					
101					
111					
121					
201					
211					
221					
231					
241					
251					
261					
301					
341					
HRY					
MGT					

DOCUMENT NUMBER-DATE
05669 MAY-4 a
FPSC-RECORDS/REPORTING

5/1/01 12:05 D:\RICKI00\2000\psc\[hcpsc.xls]1996

Region Operations
Actual Headcount Trends - 1996

Labor Group	Jan-96	Feb-96	Mar-96	Apr-96	May-96	Jun-96	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96
011												
021												
031												
101												
111												
121												
201												
211												
221												
231												
241												
251												
261												
301												
341												
HRY												
MGT												

REDACTED

5/1/01 12:03 D:\RICKI00\2000\psc\[hcpsc.xls]1997

Region Operations
Actual Headcount Trends - 1997

Labor Group	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97
011												
021												
031												
101												
111												
121												
201												
211												
221												
231												
241												
251												
261												
301												
341												
HRY												
MGT												

REDACTED

5/1/01 12:03 D:\RICKI00\2000\psc\[hcpsc.xls]1998

Region Operations
Actual Headcount Trends - 1998

Labor Group	Jan-98	Feb-98	Mar-98	Apr-98*	May-98*	Jun-98*	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98
011												
021												
031												
101												
111												
121												
201												
211												
221												
231												
241												
251												
261												
301												
341												
HRY												
MGT												

REDACTED

5/1/01 12:03 D:\RICKI00\2000\psc\[hcpsc.xls]1999

Region Operations
Actual Headcount Trends - 1999

Labor Group	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99
011												
021												
031												
101												
111												
121												
201												
211												
221												
231												
241												
251												
261												
301												
341												
HRY												
MGT												

REDACTED

SERVICE EMERGENCY DAYS
1997

April 29
April 30

July 14
July 15
July 16

Aug 13
Aug 14
Aug 15

Sept 29
Sept 30

Oct 1
Oct 2
Oct 3
Oct 4 - Coastal
Oct 28
Oct 29

Nov 1
Nov 2
Nov 3
Nov 4
Nov 14
Nov 15
Nov 16

Dec 12
Dec 13
Dec 14
Dec 15
Dec 16
Dec 17
Dec 18
Dec 19
Dec 20
Dec 27 - St Pete Area Only
Dec 28 - St Pete Area Only
Dec 29 - Region Wide
Dec 30
Dec 31- Coastal

DATES TROUBLE WAS CREATED					
	COSATAL	INLAND	FLORIDA		
4/1/97	1527	1401	2928		
4/2/97	1445	1474	2919		
4/3/97	1402	1331	2733		
4/4/97	1488	1248	2736		
4/5/97	743	636	1379		
4/6/97	356	339	695		
4/7/97	1828	1706	3534		
4/8/97	1601	1542	3143		
4/9/97	1453	1384	2837		
4/10/97	1345	1437	2782		
4/11/97	1373	1278	2651		
4/12/97	934	840	1774		
4/13/97	403	417	820		
4/14/97	1953	1909	3862		
4/15/97	2112	2080	4192		
4/16/97	1753	1679	3432		
4/17/97	1509	1532	3041		
4/18/97	1403	1273	2676		
4/19/97	739	634	1373		
4/20/97	375	290	665		
4/21/97	1707	1562	3269		
4/22/97	1509	1376	2885		
4/23/97	2411	2186	4597		
4/24/97	2168	1753	3921		
4/25/97	1654	1554	3208		
4/26/97	2167	1704	3871		
4/27/97	1121	954	2075		
4/28/97	3359	3043	6402		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
TOTAL	46,090	42,603	88,693	77	88,770

005193

	COASTAL	INLAND	FLORIDA		
7/1/97	1762	2157	3919		
7/2/97	1867	2036	3903		
7/3/97	1567	1879	3446		
7/4/97	437	702	1139		
7/5/97	800	1533	2333		
7/6/97	816	1014	1830		
7/7/97	2365	2803	5168		
7/8/97	2010	2386	4396		
7/9/97	1921	2272	4193		
7/10/97	1746	1996	3742		
7/11/97	2065	2750	4815		
7/12/97	1489	1546	3035		
7/13/97	757	686	1443		
[illegible]	[illegible]	[illegible]	[illegible]		
[illegible]	[illegible]	[illegible]	[illegible]		
[illegible]	[illegible]	[illegible]	[illegible]		
7/17/97	1800	2580	4380		
7/18/97	1652	2048	3700		
7/19/97	994	1055	2049		
7/20/97	692	766	1458		
7/21/97	2349	2581	4930		
7/22/97	1925	2358	4283		
7/23/97	2052	2140	4192		
7/24/97	1783	2059	3842		
7/25/97	2050	2000	4050		
7/26/97	1002	929	1931		
7/27/97	563	650	1213		
7/28/97	2031	2336	4367		
7/29/97	1818	2067	3885		
7/30/97	1781	2028	3809		
7/31/97	1667	1753	3420		
TOTAL	50,654	58,860	109,514	90	109,604

005194

	COASTAL	INLAND	FLORIDA		
8/1/97	1602	1820	3422		
8/2/97	906	986	1892		
8/3/97	513	730	1243		
8/4/97	2123	2686	4809		
8/5/97	1901	2126	4027		
8/6/97	1636	1976	3612		
8/7/97	1552	1998	3550		
8/8/97	1457	1796	3253		
8/9/97	726	930	1656		
8/10/97	408	851	1259		
8/11/97	2278	2979	5257		
8/12/97	1734	2357	4091		
[illegible]	[illegible]	[illegible]	[illegible]		
8/16/97	864	1038	1902		
8/17/97	585	795	1380		
8/18/97	1723	2220	3943		
8/19/97	1459	1724	3183		
8/20/97	1479	1617	3096		
8/21/97	1305	1513	2818		
8/22/97	1971	1673	3644		
8/23/97	740	701	1441		
8/24/97	367	337	704		
8/25/97	1758	1833	3591		
8/26/97	1512	1553	3065		
8/27/97	1365	1583	2948		
8/28/97	1274	1382	2656		
8/29/97	1297	1219	2516		
8/30/97	710	672	1382		
8/31/97	417	400	817		
TOTAL	40,564	46,983	87,547	42	87,589

005195

	COASTAL	INLAND	FLORIDA		
9/1/97	624	423	1047		
9/2/97	2143	2311	4454		
9/3/97	1652	1769	3421		
9/4/97	1613	1664	3277		
9/5/97	1485	1528	3013		
9/6/97	669	627	1296		
9/7/97	383	365	748		
9/8/97	1507	1662	3169		
9/9/97	1405	1419	2824		
9/10/97	1315	1455	2770		
9/11/97	1601	1283	2884		
9/12/97	1288	1369	2657		
9/13/97	664	756	1420		
9/14/97	326	377	703		
9/15/97	1508	1663	3171		
9/16/97	1564	1456	3020		
9/17/97	1703	1685	3388		
9/18/97	1550	1467	3017		
9/19/97	1301	1385	2686		
9/20/97	645	620	1265		
9/21/97	465	355	820		
9/22/97	1593	1607	3200		
9/23/97	1558	2058	3616		
9/24/97	1564	2023	3587		
9/25/97	1301	1639	2940		
9/26/97	2871	2484	5355		
9/27/97	2568	2589	5157		
9/28/97	1662	1703	3365		
TOTAL	43,512	45,136	88,648	29	88,677

005196

	COASTAL	INLAND	FLORIDA		
10/5/97	480	416	896		
10/6/97	1992	1973	3965		
10/7/97	1588	1536	3124		
10/8/97	1560	1678	3238		
10/9/97	1440	3205	4645		
10/10/97	1470	1488	2958		
10/11/97	688	638	1326		
10/12/97	370	487	857		
10/13/97	1661	1666	3327		
10/14/97	1415	1428	2843		
10/15/97	1386	1578	2964		
10/16/97	1511	1332	2843		
10/17/97	1253	1215	2468		
10/18/97	1036	840	1876		
10/19/97	530	499	1029		
10/20/97	1749	1697	3446		
10/21/97	1431	1374	2805		
10/22/97	1468	1360	2828		
10/23/97	1470	1361	2831		
10/24/97	1380	1262	2642		
10/25/97	791	655	1446		
10/26/97	551	515	1066		
10/27/97	3558	2807	6365		
10/30/97	1602	1726	3328		
10/31/97	2413	2035	4448		
TOTAL	45,745	44,813	90,558	59	90,617

	COASTAL	INLAND	FLORIDA		
11/5/97	1658	1717	3375		
11/6/97	1794	1633	3427		
11/7/97	1491	1419	2910		
11/8/97	826	700	1526		
11/9/97	428	365	793		
11/10/97	1868	1733	3601		
11/11/97	1317	1254	2571		
11/12/97	1497	1431	2928		
11/13/97	3048	2374	5422		
11/17/97	2249	1922	4171		
11/18/97	1802	1689	3491		
11/19/97	1654	1645	3299		
11/20/97	1783	1610	3393		
11/21/97	1687	1578	3265		
11/22/97	1006	902	1908		
11/23/97	710	570	1280		
11/24/97	2026	1828	3854		
11/25/97	1621	1346	2967		
11/26/97	1326	1281	2607		
11/27/97	272	234	506		
11/28/97	829	674	1503		
11/29/97	843	781	1624		
11/30/97	1064	761	1825		
TOTAL	46,879	40,726	87,605	46	87,651

005198

DATES TROUBLE WAS CREATED					
	COASTAL	INLAND	FLORIDA	MISC	
12/1/97	2410	2191	4601	11	4612
12/2/97	1715	1609	3324	5	3329
12/3/97	1578	1496	3074	14	3088
12/4/97	2371	2168	4539	21	4560
12/5/97	1716	1680	3396	19	3415
12/6/97	845	742	1587	12	1599
12/7/97	549	390	939	2	941
12/8/97	1729	1717	3446	19	3465
12/9/97	1738	1612	3350	19	3369
12/10/97	2539	2141	4680	15	4695
12/11/97	3693	3053	6746	17	6763
12/12/97	3403	3222	6625	8	6633
12/13/97	3110	2460	5570	6	5576
12/14/97	1956	1617	3573	4	3577
12/15/97	3301	3102	6403	21	6424
12/16/97	2205	2001	4206	21	4227
12/17/97	1942	1935	3877	16	3893
12/18/97	1837	1698	3535	14	3549
12/19/97	1687	1504	3191	5	3196
12/20/97	1055	839	1894	3	1897
12/21/97	698	566	1264	4	1268
12/22/97	2357	2242	4599	9	4608
12/23/97	1913	1904	3817	9	3826
12/24/97	1132	1037	2169	6	2175
12/25/97	865	601	1466	1	1467
12/26/97	3142	2232	5374	7	5381
12/27/97	2880	2332	5212	2	5214
12/28/97	1046	844	1892	1	1893
12/29/97	2873	2517	5390	5	5395
12/30/97	1847	1533	3380	19	3399
12/31/97	1329	894	2223	9	2232
TOTAL	61,463	53,929	115,392	324	115,716

005199

THE FOLLOWING ARE DAYS WHEN IT RAINED IN APRIL AND MAY 1997 IN LUTZ, FL....

APRIL 7	0.01"	APRIL 11	0.01"	APRIL 14	1.12"
APRIL 21	0.08"	APRIL 23	0.77"	APRIL 24	0.01"
APRIL 26	4.46"	APRIL 28	1.76"		
MAY 1	0.01"	MAY 9	0.01"	MAY 11	0.02"
MAY 12	0.75"	MAY 14	0.01"	MAY 15	0.01"
MAY 19	0.01"	MAY 21	0.01"	MAY 23	0.42"
MAY 24	0.23"	MAY 26	0.01"	MAY 28	0.15"
MAY 30	0.01"	MAY 31	0.32"		

IF YOU NEED ANY ADDITIONAL INFORMATION, PLEASE LET ME KNOW.
HAVE A NICE DAY!

SINCERELY,

ALAN ARCHER
CWC PRESIDENT

FLORIDA
APRIL 1997

DAILY PRECIPITATION (INCHES)

STATION	TOTAL	DAY OF MONTH														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FLORIDA																
NORTHWEST 01																
APALACHICOLA WSO ARPT	5.00							.10					.90	.07	.10	.24
CHIPLEY 3 E	7.44						.18	1.18					.20	.54		
CRESTVIEW FAA AIRPORT	8.01					.11	3.73					.63	.11			
DE FUNIAK SPRINGS	4.98		.56	.16									.56	.16		
MILTON EXPERIMENT STN	6.24							.75					.94	.94		
MONTICELLO 3 W	8.98							.19					.14	.18	.04	.03
NICEVILLE	7.94						.23	.65		.02			.78	1.45	.05	
PANAMA CITY 5 NE	6.11						.05	.32					1.25	.08	.01	
PENSACOLA	6.16					.04	.50					1.15	.15			
QUINCY 3 SSW	M	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TALLAHASSEE WSO AP R	5.98						.05			T		.20	.34	.04	T	
WEWAHITCHKA	7.14							.32					1.75			.01
NORTH 02																
CRESCENT CITY	4.34								T				.10			.80
CROSS CITY 2 WNW	10.90												1.18	.02	.08	.74
FEDERAL POINT	M 4.98														.03	
FERNANDINA BEACH	5.02											.03	.06		.35	.21
GAINESVILLE 11 WNW	7.18												.20		.01	.73
GAINESVILLE MUNI ARPT R	7.42											.03	.02		.74	.40
GLEN ST MARY 1 W	7.73							.19								.80
HASTINGS ARC	11.92													.13		1.05
HIGH SPRINGS	10.08													.22	.30	.55
JACKSONVILLE WSO AP R	4.56						T					T	.05		.35	.16
JACKSONVILLE BEACH	10.59						.06	.01				.09	.04		.20	.44
JASPER	M 4.92							.43					.50	.42		.20
LAKE CITY 2 E	7.18												.08		T	.67
LIVE OAK	8.22												.01		.22	.13
MADISON	6.74							.80					.10	.10		.18
MAYO	7.15							.03					.13			.52
PERRY	6.12												.13		.15	.18
ST AUGUSTINE WFOY	9.56						.01						.04		.17	.62
STEINHATCHEE 6 ENE	9.20												1.15	.11	.08	.90
USHER TOWER	8.46												.07	.03	.20	.61
NORTH CENTRAL 03																
BROOKSVILLE CHIN HILL	4.40	-		-	-			.70						1.05	.40	.10
BUSHNELL 2 E	2.70							.60					T			
CLERMONT 7 S	4.15							.52					.20		.24	.60
DAYTONA BEACH WSO AP R	3.30							T				.05	.03		.63	.28
DELAND 1 SSE	M 1.96				T								.03		.18	.32
INVERNESS 3 SE	9.20							1.23								1.00
LISBON	3.51								.40				.16		.01	1.36
OCALA	3.20											.01	.01	.01	.55	.24
ORLANDO WSO MCCOY R	4.02							.07				.02	.21	T	.92	.19
SAINT LEO	7.02							.65					.12		.79	.61
SANFORD EXPERIMENT STN	2.46														.16	.58
TITUSVILLE	3.97												.24	.05	.03	1.10
WEEKI WACHEE	7.11								1.11							*
SOUTH CENTRAL 04																
ARCADIA	8.34								.19				1.00	1.05		1.05
ARCHBOLD BIO STATION	5.47										.01	.05	1.27		.31	.62
AVON PARK 2 W	5.75								.12				.77			.93
BARTOW	5.33							.09					.35	.06	.45	.85
BRADENTON 5 ESE	8.78										.02		.89	.01	.01	.89
DESOTO CITY 8 SW	7.63								.13		.06		1.58		.22	*
FORT DRUM 5 NW	8.40														.80	.80
FORT GREEN 12 WSW	6.93							.25					1.98			
FORT PIERCE	10.37							.08			.15	.03	1.31	.54	.68	.53
HILLSBOROUGH RVR ST PK	5.73												.20			1.22
KISSIMMEE 2	4.41								.13				.35	.03	.35	.76
LAKE ALFRED EXP STN	5.10								.02				.48			1.65
LAKELAND 2	6.84							.11					.53	.01	.46	.67
MELBOURNE WSO	5.19											.33	.19	T	.71	.51
MOUNTAIN LAKE	5.21							.25	.02			.01	.58		.04	.73
MYAKKA RIVER STATE PAR	8.93											1.45	.04	.10	.55	.02
PARRISH	8.01								.05				.80		1.80	.03
PLANT CITY	6.06							.04					.34		.22	.80
ST PETERSBURG	9.73							.85				.07	.49	.03	.83	.44
TAMPA WSCMO AP R	10.71							1.50				.08	.16	T	1.09	.05
TARPON SPRINGS SWG PLN	4.90							.29					.10	.03	.51	.68
VENICE	7.86									.58		.61	1.06	.04	.11	.21
VERO BEACH MUNI ARPT	10.45			T				.08			T	.07	1.21	1.23	.65	.48
VERO BEACH 4 W	8.10								.21				.14	1.14		1.08
WAUCHULA	M 5.95								.20				-			-
WINTER HAVEN	5.11							.05					.53	.02	.47	.69
EVERGLADES AND SW COAST 05																
BELLE GLADE EXP STN	3.59	.11							.01	.24	.07	.01	.32	.27	.06	1.01

005201

FLORIDA
APRIL 1997

DAILY PRECIPITATION (INCHES)

STATION	DAY OF MONTH															
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
FLORIDA																
NORTHWEST 01																
APALACHICOLA WSO ARPT	.02						.26	.29				1.42	1.55	.05		
CHIPLEY 3 E							.05	1.71				2.05	1.43			
CRESTVIEW FAA AIRPORT						.08	.97			T	1.55	.83				
DE FUNIAK SPRINGS								.25				1.82	1.65			
MILTON EXPERIMENT STN								.87			1.12	1.12	.50			
MONTICELLO 3 W							.17	3.30				3.29	1.56	.08		
NICEVILLE								.84			.16	3.05	.67	.04		
PANAMA CITY 5 NE								.13			.30	2.54	1.40	.03		
PENSACOLA						.06	.65	.67		.10	2.50	.15	.21			
QUINCY 3 SSW	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TALLAHASSEE WSO AP R						T		1.26		.03	1.27	.33	2.46			
WEWAHITCHKA								.76			.29	1.93	2.00	.08		
NORTH 02																
CRESCENT CITY	T	T							1.60		.05	.10	1.00	.89		
CROSS CITY 2 WNW								.15			.60	5.74	.75	1.63		
FEDERAL POINT							.04	2.60			-	2.04	.27			
FERNANDINA BEACH								1.75	.01		.70	1.65	.26			
GAINESVILLE 11 WNW	.01						.06	.98	.15		.16	3.26	.24	1.40		
GAINESVILLE MUNI ARPT R						T	.02	2.30		T	1.00	2.35	.56	T		
GLEN ST MARY 1 W							.06	1.75	.27			3.09	.86	.71		
HASTINGS APC								.01	2.80			3.77	2.58	1.58		
HIGH SPRINGS							1.70	1.01			*	4.88	1.37	.09		
JACKSONVILLE WSO AP R							.01	1.15			.49	1.81	.34			
JACKSONVILLE BEACH							.20	3.53			.52	4.59	.21	.70		
JASPER							.28	1.00	.72			.92	.45	-		
LAKE CITY 2 E							.10	2.24	.01		.02	2.27	1.75	.03	.01	
LIVE OAK								3.78			*	3.73	.35			
MADISON							.12	3.02				1.87	.50	.05		
MAYO							.06	2.92	.05		.12	2.84	.23	.25		
PERRY								1.83			.04	3.20	.43	.16		
ST AUGUSTINE WFOY	.02					T	.05	3.01			1.40	2.00	2.05	.19		
STEINHATCHEE 6 ENE							.18	1.00	.23		.44	4.29	.67	.20	.05	
USHER TOWER	.02							1.46			.41	4.19	1.43	.04		
NORTH CENTRAL 03																
BROOKSVILLE CHIN HILL								.80				.75	.60			
BUSHNELL 2 E	-	-	-	-	-	-	.03	.75			-.56	-	.78	-	-	
CLERMONT 7 S								1.08			.78		.63			
DAYTONA BEACH WSO AP R	.06							.99			.63	T	.53	T		
DELAND 1 SSE	T							.68			-		.75		T	
INVERNESS 3 SE												.57	.50	1.90		
LISBON	.11								.65			.09	.02	.71		
OCALA								.49			.10	.16	1.55			
ORLANDO WSO MCCOY R	.08						T	.89			.88	.02	.74	T		
SAINT LEO								1.11			2.01		1.71	.02		
SANFORD EXPERIMENT STN	.16	.04					.03		.67				.11	.31		
TITUSVILLE	.25	.16							1.00			.42	.28	.42	.02	
WEEKI WACHEE	*	*	*	*	*	*	*	*	2.70			.60	.80	1.90		
SOUTH CENTRAL 04																
ARCADIA	.05	.05							2.03			2.10		.82		
ARCHBOLD BIO STATION	.07	.03							1.28			.61		1.22		
AVON PARK 2 W	.03	.01							.92			1.72		1.25		
BARTOW								.59			2.01		.93			
BRADENTON 5 ESE	.02								2.18		.21	3.05		1.50		
DESOTO CITY 8 SW	1.09	.15							1.57		.17	1.41		1.25		
PORT DRUM 5 NW	.60	*	*	*	*	*	*	2.00			1.60		.60			
FORT GREEN 12 WSW									1.08		2.04	1.41	.17			
FORT PIERCE	1.41							1.57			3.25		.82			
HILLSBOROUGH RVR ST PK	.01						.02		.85		.05	2.30		1.08		
KISSIMMEE 2	.01							1.00	.02		.90	.02	.04	.80		
LAKE ALFRED EXP STN									.68			1.63	.06	.78		
LAKELAND 2	.02							.56			2.52		.94	.02		
MELBOURNE WSO	1.31						T	.60			.67	.24	.63			
MOUNTAIN LAKE	.02							.72	.03		1.95	.05	.79	.02		
MYAKKA RIVER STATE PAR	.06					.03		1.88			2.20		2.60			
PARRISH			*	*	*	*	*	*	1.10		.34		2.60		1.29	
PLANT CITY								.92			2.87		.87			
ST PETERSBURG							.07	.73			5.08		1.14			
TAMPA WSCMO AP R	T					.03		.78			5.44		1.58	T		
TARPON SPRINGS SWG PLN	.02							.70			1.75		.76	.06		
VENICE	.02					.11	.02	.38			1.66		3.06			
VERO BEACH MUNI ARPT	2.46	T						.90			2.70	.03	.64			
VERO BEACH 4 W	.24	1.37							.93			2.37	.05	.57		
WAUCHULA	.05								1.45		.75	1.50		2.00		
WINTER HAVEN	.10						.88				1.47		.90			
EVERGLADES AND SW COAST 05																
BELLE GLADE EXP STN	.01	.03							.52		T	34	T	.59		

005202

FLORIDA
MAY 1997

DAILY PRECIPITATION (INCHES)

STATION	TOTAL	DAY OF MONTH														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FLORIDA																
NORTHWEST 01																
APALACHICOLA WSO ARPT	1.43			.05								.10				
CHIPLEY 3 E	M 3.11				1.02											
CRESTVIEW FAA AIRPORT	M 5.23			.68												1.02
DE FUNIAK SPRINGS	7.78				.60									.05		
MILTON EXPERIMENT STN	3.73				.15									.03		
MONTICELLO 3 W	4.29				1.00									.07		
NICEVILLE	6.38				.05								.01	.10		
PANAMA CITY 5 NE	2.84				.03									.03		
PENSACOLA	7.62			1.02									.03			T
QUINCY 3 SSW	6.11				.18									.29		
TALLAHASSEE WSO AP R	8.15			.07									.01			.10
WEWAHITCHKA	M 1.75															
NORTH 02																
CRESCENT CITY	3.05				.15									.10		
CROSS CITY 2 WNW	2.09									.60			.07	.15		
FEDERAL POINT	2.89												.17		.06	
FERNANDINA BEACH	2.80												.60			
GAINESVILLE 11 WNW	3.19													1.68		
GAINESVILLE MUNI ARPT R	3.21			.17									.81			
GLEN ST MARY 1 W	2.85				.02									.18		
HASTINGS ARC	3.22				.10								.16	.09		
HIGH SPRINGS	1.46			.05									.15	.28		
JACKSONVILLE WSO AP R	3.43			.02									.78			T
JACKSONVILLE BEACH	4.37			.10	.01								1.26	.26		
JASPER	4.22				.17									.10		
LAKE CITY 2 E	3.08												T	.05		
LIVE OAK	3.25				.04								.08			
MADISON	2.00				.03									.17		
MAYO	2.43													.25		
PERRY	3.46			.15	.06								.04	.06		
ST AUGUSTINE WPOY	3.42			.16	.02								.12	.13		
STEINHATCHEE 6 ENE	4.45				.03									.18		
USHER TOWER	2.62				.02								.35	2.20		
NORTH CENTRAL 03																
BROOKSVILLE CHIN HILL	2.35												.95			
BUSHNELL 2 E	2.75												1.72			
CLERMONT 7 S	.87												.24			
DAYTONA BEACH WSO AP R	3.77			.22	.01							T	.43			
DELAND 1 SSE	3.78			T									.82			
INVERNESS 3 SE	M .74													-		
LISBON	1.77				.02								.07	.36		
OCALA	1.24				.03								.03			
ORLANDO WSO MCCOY R	3.17			T	.03							T	.93	T		
SAINT LEO	1.83				.02								.47			
SANFORD EXPERIMENT STN	2.34				.08								.13	.87		
TITUSVILLE	M	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WEEKI WACHEE	M 2.41													-		
SOUTH CENTRAL 04																
ARCADIA	3.08				.20								.26	1.20		
ARCHBOLD BIO STATION	4.98				.27								.72	1.65		
AVON PARK 2 W	1.88					.02							.04	1.05		
BARTOW	1.43												.97			
BRADENTON 5 ESE	3.27												.06	1.38		
DESOTO CITY 8 SW	3.10					.04							.24	1.42		
FORT DRUM 5 NW	4.45	.40											1.30			
FORT GREEN 12 WSW	4.70												1.63			
FORT PIERCE	2.26												.53	.09		
HILLSBOROUGH RVR ST PK	1.22												.02	.49		
KISSIMMEE 2	2.05				.22								.69	.18		
LAKE ALFRED EXP STN	— 2.16				.20									1.21		
LAKELAND 2	.96				.01								.55			
MELBOURNE WSO	5.35												3.27			
MOUNTAIN LAKE	2.65			.15									.73	.07		
MYAKKA RIVER STATE PAR	3.62				.05								.82	1.16		
OKEECHOBEE	13.17				.31	.02							.12	.57	.02	
PARRISH	1.76				.05									1.71		
PLANT CITY	1.84				.01								.42	.48		
ST PETERSBURG	1.93				.34								1.09			
TAMPA WSCMO AP R	1.70											.03	.93			
TARPON SPRINGS SWG PLN	M .55												.45	.04		
VENICE	1.68											.16	.87	.03		
VERO BEACH MUNI ARPT	3.11			T	T							T	.35	T		
VERO BEACH 4 W	2.67											•	.17	.40		
WAUCHULA	2.83												*	1.25		
WINTER HAVEN	1.92												1.27			
EVERGLADES AND SW COAST 05																

005203

DAILY PRECIPITATION (INCHES)

FLORIDA
MAY 1997

STATION	DAY OF MONTH															
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
FLORIDA																
NORTHWEST 01										.80		.25				.23
APALACHICOLA WSO ARPT					.10				.93	.46	.60					
CHIPLEY 3 E				.26	.02			.02	1.40	.95		.34	.15	.38	.01	-
CRESTVIEW FAA AIRPORT					.13	.12	.36		.55	3.20	.65	.01	.16	.05	1.20	.20
DE FUNIAK SPRINGS	.50				.69	.43				1.75	.25			.34	.09	
MILTON EXPERIMENT STN					.07			.13	.16		2.34					
MONTICELLO 3 W	.52				1.04	.04	.20		.21	3.00	.12		.39	.20	.12	.51
NICEVILLE	.30	.09			.08			*	*	*	2.65			.05		
PANAMA CITY 5 NE				.21	.46	.35			.70	1.95			.70	.90	.03	1.27
PENSACOLA					1.31	.06	.04			1.94	1.60			.44		
QUINCY 3 SSW	.25				.34	.16	.31	1.14		2.54		.01	.48			.77
TALLAHASSEE WSO AP R				2.22			.09	.35	.11	-	1.20					
WEWAHITCHKA																
NORTH 02									T	.35	.55	T	1.80		T	
CRESCENT CITY			.05	T	.05			.63	.09		.55					
CROSS CITY 2 WNW									.14		.04	1.01	1.02			.47
FEDERAL POINT				.08					.05	.26		.42	.03			1.36
FERNANDINA BEACH				.14	.27		T			.25	.45		.39	.01		
GAINESVILLE 11 WNW			T	.08					.56	.11		.59	T	T	.01	.88
GAINESVILLE MUNI ARPT R									.54	1.50	.23		.34	.04		
GLEN ST MARY 1 W					.05					.09			2.33	.41		
HASTINGS ARC				.25			.02			.32				.08	.01	.30
HIGH SPRINGS				T	T				.30	.55	T	1.27	.05	.01		.45
JACKSONVILLE WSO AP R										.69	.03	.02	1.95	.01		.04
JACKSONVILLE BEACH							.05			.95	1.57	.03	75			
JASPER	.45			.03	.12		.91		.01	.08	.71	.02	1.25	.05		
LAKE CITY 2 E			.12		T		T		.19	.98	.25	.18	.44	T		.97
LIVE OAK	.13				.14		.21				1.10	.17	.05			
MADISON	.15					.12			.15	.80	.66		.30			
MAYO	.18				.01		.04	.02	1.83	.70	.38		.03			
PERRY				.58			.08			.51	.52	.12	1.10	.03	T	.05
ST AUGUSTINE WPOY								.58	2.50	.27	.75				.09	.05
STEINHATCHEE 6 ENE								.05								
USHER TOWER																
NORTH CENTRAL 03																.35
BROOKSVILLE CHIN HILL		.05			.10	.06			.55	.30						.48
BUSHNELL 2 E										.40			.15			.16
CLERMONT 7 S					.15						.14		.18			.11
DAYTONA BEACH WSO AP R				.87	.05	T	T	T	.10	1.01		.60	.37	T		.04
DELAND 1 SSE				.58		.04	.02	T		.03	.11	1.39	.75			
INVERNESS 3 SE				.01	.20			.20		.29	.04					
LISBON					.08		.29	.36			.52			.07		.07
OCALA					.07						.19	.52	.33			.43
ORLANDO WSO MCCOY R			T	.03			.81			.25		.59	.08	T	T	.22
SAINT LEO					.75		.30	.05					.02			
SANFORD EXPERIMENT STN				.06	.05			.06			.11		.95	.03		
TITUSVILLE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WEEKI WACHEE					-			-		2.41						
SOUTH CENTRAL 04																
ARCADIA				.17			.27	.05					.93			
ARCHBOLD BIO STATION				.12	.70			.15			.16	.13		.22	.05	.81
AVON PARK 2 W					.05	.02		.27			.09	.17	.06	.11		
BARTOW								.39	.02							.05
BRADENTON 5 ESE									.80	.42				.61		
DESOTO CITY 8 SW				.93	.07			.29						T		.11
FORT DRUM 5 NW													2.10	.65		
FORT GREEN 12 WSW		T		.42				1.96			.15		.54			T
FORT PIERCE			.07	.03	.12				.05			.34	13	.01	.11	.78
HILLSBOROUGH RVR ST PK											.71					
KISSIMMEE 2		—			.29						.35			.32		
LAKE ALFRED EXP STN					.28			.32			.10			.05		
LAKELAND 2				.05				.29	.06							
MELBOURNE WSO		.01	T	.27			T			T	T	.77	.43			.60
MOUNTAIN LAKE					.60			.10			.09		.75	.16		
MYAKKA RIVER STATE PAR				.55				.36					.74			
OKEECHOBEE				.06	.04			.04	.04		.13	4.70	6.70		.01	.41
PARRISH																
PLANT CITY									.27				.34			.32
ST PETERSBURG								.18					.32			
TAMPA WSCMO AP R			T						.02				.72			
TARPON SPRINGS SWG PLN		.01							-		.03			.02		-
VENICE									.51	.03			.08			
VERO BEACH MUNI ARPT	T	.01	.01	.09	.11		T	.66				.53	.02			1.33
VERO BEACH 4 W				.02	.15	.19			.88				.86			
WAUCHULA				.78	.26								.56			
WINTER HAVEN				.03				*	*	*	.41	*	.19			02
EVERGLADES AND SW																
COAST 05																

005204

Ruskin, Florida

U.S. Dept. Commerce
National Weather Service

University of Florida
Agricultural Research Center

Station No. 72210 Location TAMPA BAY AREA, RUSKIN, FL

Month APRIL 1997

Date	TEMPS Low	TEMPS High	SUNSHINE Rise	SUNSHINE Set	SUNSHINE Meter	SUNSHINE Total	PRECIP 7AM	PRECIP 5PM	PRECIP MID	CAL. DAY	REMARKS
1	53.0	73.7	0	0	4[illegible]	[illegible]	0	0	0	0	
2	53.0	79.3	0	0	679	679	0	0	0	0	
3	57.3	78.8	0	0	692	692	0	0	0	0	
4	59.0	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	T		T	
5	51.[illegible]	56.3	0	0	66[illegible]	[illegible]	0	0	T	T	
6	51.[illegible]	65.2	0	0	665	665	0	0	T	T	
7	69.4	81.3	0	[illegible]	677	[illegible]	0	.14	0	.14	
8	61.1	82.4	0	0	679	679	0	T	0	T	
9	62.9	80.0	0	0	548	548	0	T	0	T	
10	70.4	85.2	0	0	696	696	0	0	0	0	
11	63.8	76.1	0	0	404	404	0	T	.16	.16	
12	65.6	81.6	0	0	451	451	.48	0	0	.48	
13	67.1	80.7	0	0	175	175	.01	T	T	.01	
14	57.0	66.7	0	0	001	001	.02	.29	.78	1.09	
15	51.0	64.4	[illegible]	[illegible]	00[illegible]	00[illegible]	.08	T	T	.08	
16	66.8	76.8	0	0	681	0	.01	0	0	.01	
17	60.6	75.3	0	0	741	741	0	0	0	0	
18	54.5	68.3	0	0	742	742	0	T	0	T	
19	44.6	72.1	0	0	745	745	0	0	0	0	
20	54.5	75.2	0	0	743	743	T	0	0	0	
21	56.1	81.3	0	0	522	522	0	0	0	0	
22	67.6	83.9	+20	0	678	698	0	.86	0	.86	.63 T m.o
23	67.5	79.8	0	0	163	163	0	0	0	0	
24	54.1	76.8	+20	0	744	764	0	0	0	0	
25	58.6	84.7	0	0	687	687	0	3.81	0	4.31	
26	66.0	80.7	0	0	339	339	.50	0	0	.50	
27	72.3	88.1	0	0	482	482	0	0	0	0	
28	74.1	79.0	0	0	062	62[illegible]	0	.91	.01	.92	
29	63.6	76.5	0	0	449	449	0	T	0	0	
30	60.4	78.8	0	0	603	603	0	0	0	0	
										8.06	

STAFF

[illegible] BAY AREA (RUSKIN) FL

Ruskin, Florida

U.S. Dept. Commerce
National Weather Service

University of Florida
Agricultural Research Center

Station No. 72210 Location TAMPA BAY AREA (RUSKIN), FL

Month MAY 1997

Date	TEMPS La	TEMPS Lo	TEMPS Hi	SUNSHINE Rise	SUNSHINE Set	SUNSHINE Mtr	SUNSHINE Total	PCPN 7AM	PCPN 5PM	PCPN MID	CAL DAY	REMARKS
1	59.5		82.0	0	+18	644	662	0	0	0	0	—
2	65.3		89.7	0	+20	607	627	0	0	0	0	more sun today Tuesday
3	72.3		88.9	0	0	542	542	0	0	0	0	
4	64.7		80.9	0	0	511	511	.03	T	0	.03	low at [illegible]
5	55.5		81.5	0	+44	759	800	0	0	0	0	
6	58.[illegible]		83.1	0	0	754	[illegible]	0	0	0	0	
7	59.9		86.0	0	0	[illegible]	[illegible]	0	[illegible]			
8	61.3		84.7	0	0	745	745	0	0	0	0	
9	64.4		83.9	0	+27	683	710	0	0	0	0	
10	63.1		84.3	0	125	574	599	0	0	0	0	
11	66.3		85.2	[illegible]	0	322	322	0	0	.52	.52	
12	68.3		76.9	0	0	086	086	.03	1.34	0	1.37	LOW MIDNIGHT
13	68.3		78.8	0	0	608	608	0	0	0	0	.38 m.o
14	61.8		82.2	0	0	751	751	0	0	0	0	
15	61.5		82.9	+25	0	686	711	0	0	0	0	
16	66.0		77.9	0	0	028	028	0	0	0	0	79.6 - end of day
17	68.5		80.6	0	0	0	0	0	T	-	-	
18	68.5		85.6	0	0	118	118	0	0	.02	.02	
19	71.9		88.5	0	0	410	410	0	0	0	-	
20	72.2		91.8	0	+71	755	762	0	[illegible]	[illegible]	[illegible]	
21	69.2		88.5	0	0	736	736	0	0	0	0	
22	72.6		90.1	0	0	642	642	0	0	0	0	
23	72.8		90.5	0	0	470	470	0	0	T	T	
24	71.6		88.1	0	0	422	422	0	T	0.	T	
25	68.5		87.6	0	0	522	522	0	0	0	0	
26	72.3		87.2	0	0	702	702	0	0	0	0	
27	70.7		89.2	0	0	761	766	0	0	0	0	
28	68.1		87.6	0	0	377	377	0	.48	01	.49	
29	67.1		87.6	0	0	648	648	0	0	0	0	
30	65.6		87.2	0	0	683	683	0	0	T	T	
31	71.7		86.3	0	0	589	589	0	0	0	0	
										Total	2.43"	

Observer

005205

SEPTEMBER 98 TUE 14:09 LUNIAENTHL



SCOTT ISKOWITZ/Tribune photos

A man hurriedly hauls belongings out of a home being evacuated Tuesday because of a sinkhole in east Polk County.

Rains are earth-moving event

LOUGHMAN – A sinkhole is threatening three houses in an upscale subdivision in northeastern Polk County.

By CANDACE J. SAMOLINSKI
of The Tampa Tribune

When Sharon Whipple heard the thunderous crash and saw the cracks form in the walls of her Loughman home Tuesday morning, she believed her worst fear had come true.

"I thought we had been hit by a tornado," she said. "My father died in a tornado in 1984, and I've been scared to death of them since."

Whipple and her husband, Steve, soon learned their home at 640 Loma Bonita Drive was slowly dropping into a sinkhole. The couple, along with their children and grandchildren, were evacuated.

"About 11:20 or so, I heard what sounded to me like a tree falling on the house," Steve Whipple said. "Except we don't have any trees around this house."

Shortly after 11:30 a.m., Polk County Emergency Management officials evacuated two homes next door to the Whipples.

By 2:30 p.m., several cracks were visible in the Whipples' home and a house at 650 Loma Bonita Drive and both had sunk about 6 inches into the ground.



Deputies examine a crack caused by a sinkhole in the Loma Linda subdivision.

See SINKHOLE, Page 6 ▸

005206

DEC 1 9 1997

EXECUTIVE DEP

EL NINO WEATHER / MANPOWER FORECAST

The purpose of this report is to address the additional Customer Operations manpower requirements that may be necessary as a result of severe weather related to the phenomenon called "El Nino." Florida has put together a plan that provides for incremental increases in manpower that can be devoted to handling a large influx of repair tickets that are normally associated with severe weather.

By January 7, 1998, one hundred (100) Installation and Repair Contractors will be made available to provide an immediate source of manpower for Customer Operations. We currently have approximately one hundred (100) open requisitions that are in the process of being filled. As they fill these requisitions, the contractors can be reduced or moved over to Infrastructure Provisioning.

Along with these aforementioned contractors, IP currently has eighty (80) hourly contractors that can perform service emergency type work. IP is also in the process of bringing an additional forty (40) contractors to support the Capital Program. This would result in a total addition of 120 contractors that would be available on January 7, 1998, that could be shifted to Customer Operations in the event of a Service Emergency.

IP currently has one hundred & forty seven (147) contractors performing unit contract work. Of these 147, we estimate that about forty (40) of these contractors would be capable and willing to work trouble reports in this endeavor.

This would bring our total available contractor work force to two hundred and sixty (260) (100 BAU contractors plus 160 from IP). The Service Emergency we are now addressing is being staffed with an additional 250 technicians. As you can see, this plan would provide ample coverage in most abnormal repair situations.

In the rare case of an extreme severe weather situation, there is another two hundred (200) IP GTE hourly splicing technicians that could be utilized.

I would like to point out that by adding the 100 contractors and using the 160 contractors from IP, there would be a limited interruption to the Capital Program. If we need to use the two hundred (200) GTE Hourly personnel from IP, the Capital Program would virtually be stopped.

An analysis of dispatches, rainfall and predictions for first quarter of 1998 are attached to this report.

SUMMARY

In addition to the current workforce, below is a list of additional resources that will be available in January 1998:

Customer Operations Additional Hourly Contractors (Will be available on January 7, 1998)	100
I.P. - Hourly Contractors	80
I.P. - Unit Contractors	40
I.P. - Additional Hourly Contractors (Available on January 7, 1998)	40
Total Available without declaring a Service Emergency	260
IN CASE OF SERVICE EMERGENCY	
I.P. Company Technicians	200
TOTAL AVAILABLE RESOURCES	**460**

Expense associated with additional 100 contractors is approximately $300,000 per month for the next three (3) months.

The Expense Cost of a Service Emergency is approximately $100,000 per day.

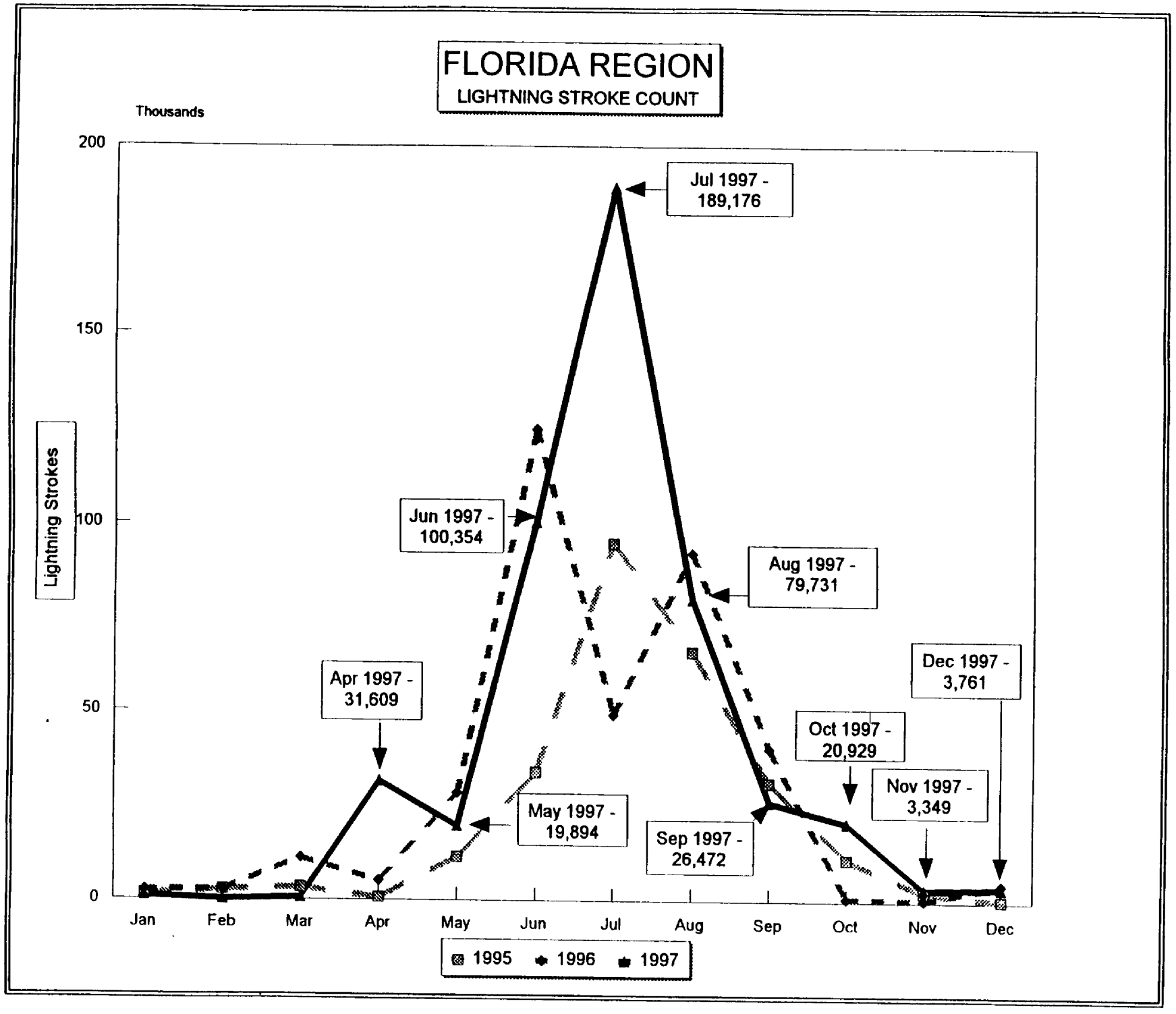
Starting on January 7, 1998, we will have access to 260 contractors which is 140 more contractors than we currently have today. A weather situation severe enough to require the need to invoke a Service Emergency should be rare based on the weather data we have available today.

ANALYSIS OF DISPATCHES TO RAIN FALL AND PREDICTIONS FOR 1Q98

MONTH	TOTAL DISPATCHES	1997 ACTUAL RAINFALL See note 1	1996 ACTUAL RAINFALL See note 1	1996/1997 ACTUAL DAYS OF RAIN	1997 ACTUAL AMOUNT OF RAIN PER RAIN DAY	AVERAGE RAINFALL See note 3	AVERAGE DAYS OF RAIN See note 4	AVERAGE AMOUNT OF RAIN PER RAIN DAY	PROJECTED RAIN AMT BASED ON 200% OF AVG.
96 NOV	41377		0.91	3		1.77	5	0.35	See Note 5
96 DEC	47653		2.11	6		2.15	6	0.36	
97 JAN	48683	0.95	5.42	6	0.16	1.99	7	0.28	5.97
97 FEB	37303	0.66	3.04	6	0.11	3.08	7	0.44	9.24
97 MAR	40116	1.28	4.65	5	0.26	3.01	7	0.43	9.03
97 APR	48035	11.13	4.20	9	1.24	1.15	5	0.23	3.45
97 MAY	42726	1.70	1.45	4	0.43	3.10	6	0.52	
97 JUN	47239	1.46	8.96	10	0.15	5.48	12	0.46	
97 JUL	60756	6.73	2.72	21	0.32	6.58	16	0.41	
97 AUG	47032	8.20	7.39	13	0.63	7.61	17	0.45	
97 SEP	45238	12.84	5.44	9	1.43	5.98	13	0.46	
97 OCT	49238	4.20	3.12	7	0.60	2.02	7	0.29	
97 NOV		3.41	0.91	5	0.68	1.77	5	0.35	
97 DEC		9.05	2.11		See Note 2	2.15	6	0.36	

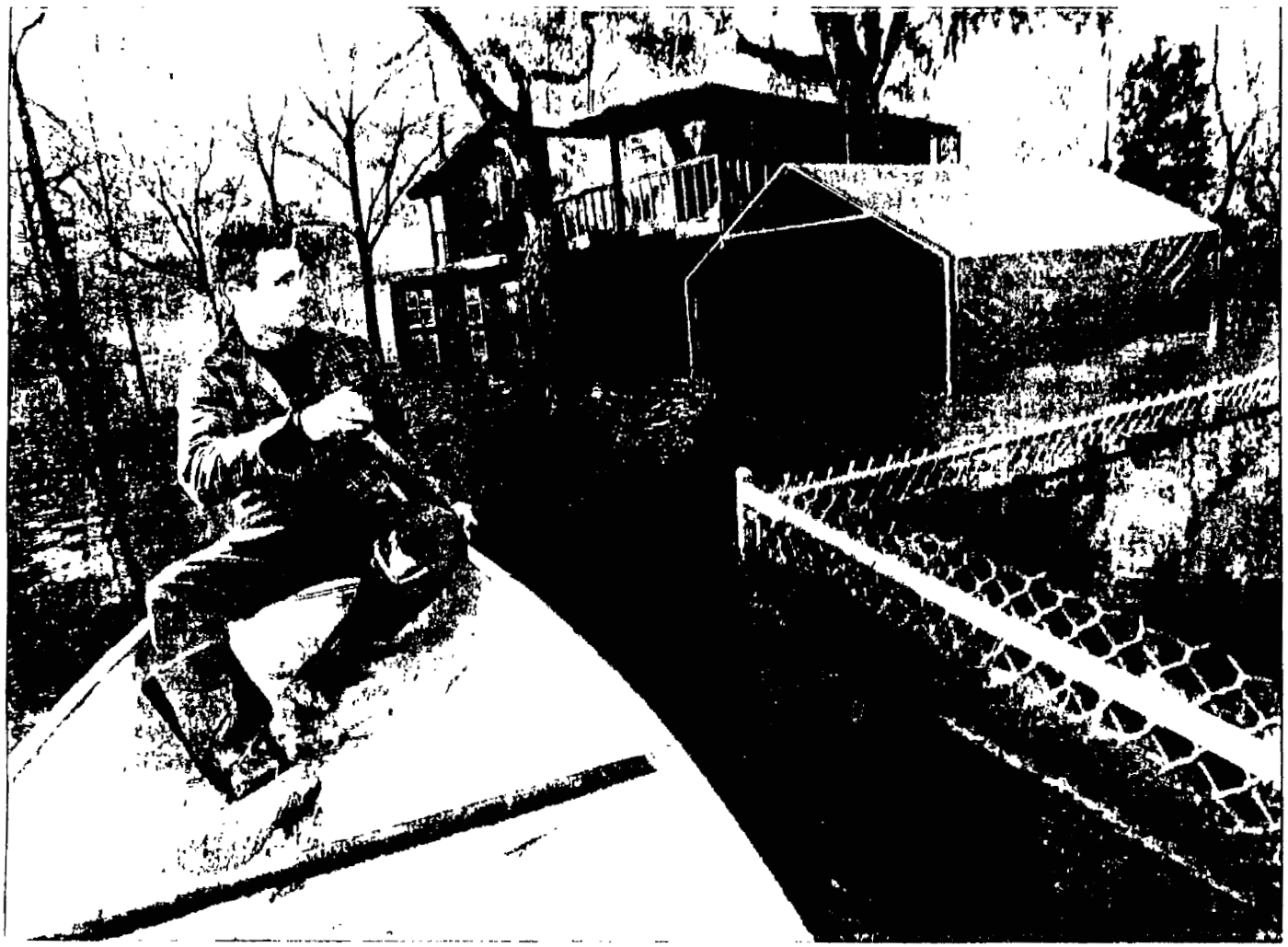
NOTE:

1. All Actual Rainfall Information is from the National Weather Service for Tampa International Airport
2. December, 1997 information is only for the first 17 days of the month
3. Average of Monthly Rain Fall is based on a 30 year Study Period (Includes previous "El Nino" years)
4. Average number Days of Rain per Month is based on a 49 year Study Period of .01 inches or more. (Includes Previous "El Nino" years)
5. The percent of projected amount of rain is based on local meteorologists.
6. Dispatch Information is from Business Analysis.


FLORIDA REGION
LIGHTNING STROKE COUNT
Thousands
200
150
100
50
0
Lightning Strokes
Jul 1997 - 189,176
Jun 1997 - 100,354
Aug 1997 - 79,731
Apr 1997 - 31,609
Dec 1997 - 3,761
Oct 1997 - 20,929
Nov 1997 - 3,349
May 1997 - 19,894
Sep 1997 - 26,472
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
1995
1996
1997

005210

005211



BOB CROSLIN/Tribune photos

Jim Nattrass paddles through the front gate of his canoe and RV park on the Withlacoochee River in Lacoochee. The first floor of Nattrass' house is under 4 feet of water. The river is expected to rise again tonight and is not expected to recede within its banks until February.

Family flooded 3rd time

By DARLENE McCORMICK
of The Tampa Tribune

After 15 years, Nanci Chadwick's thirst for life on the river has run dry.

She knew it around 8 p.m. Sunday when the Alafia River inched ever higher -- about 5 feet above flood stage -- and crept into her doublewide mobile home.

She and her husband, Joe, had prepared by boxing up their belongings and hoisting them onto beds or any place off the floor. They readied their canoe for escape.

Still, she was afraid as the water swirled around their home, wetting the carpet with about 2 inches of water.

It was the worst she had seen since the flood of 1988. It was the third time her property on Jessi Lane in Lithia has flooded in the past two months.

"I would really like to move," she said Monday. "I don't mind the canoeing ... but this is getting a little bit ridiculous. It's just happening too often."

See STORMS, Page 2 ▶

Officials assess tornado damage

HAINES CITY Federal and state workers will begin evaluating damage today from a weekend tornado in Polk County.

By BILL HEERY and BETH FOUSHEE of The Tampa Tribune

Students at a Haines City school will have to relocate to a technical center about three miles away when classes resume Jan. 6.

The 900 Boone Middle School students will have to hold class at Ridge Technical Center in the northeastern tip of Winter Haven for an undetermined amount of time until $1 million in tornado damage is repaired, school officials said Monday.

Repairs are likely to take at least six weeks, officials have said.

County workers used heavy equipment Monday to smash the remains of 11 portables destroyed by Saturday's storm.

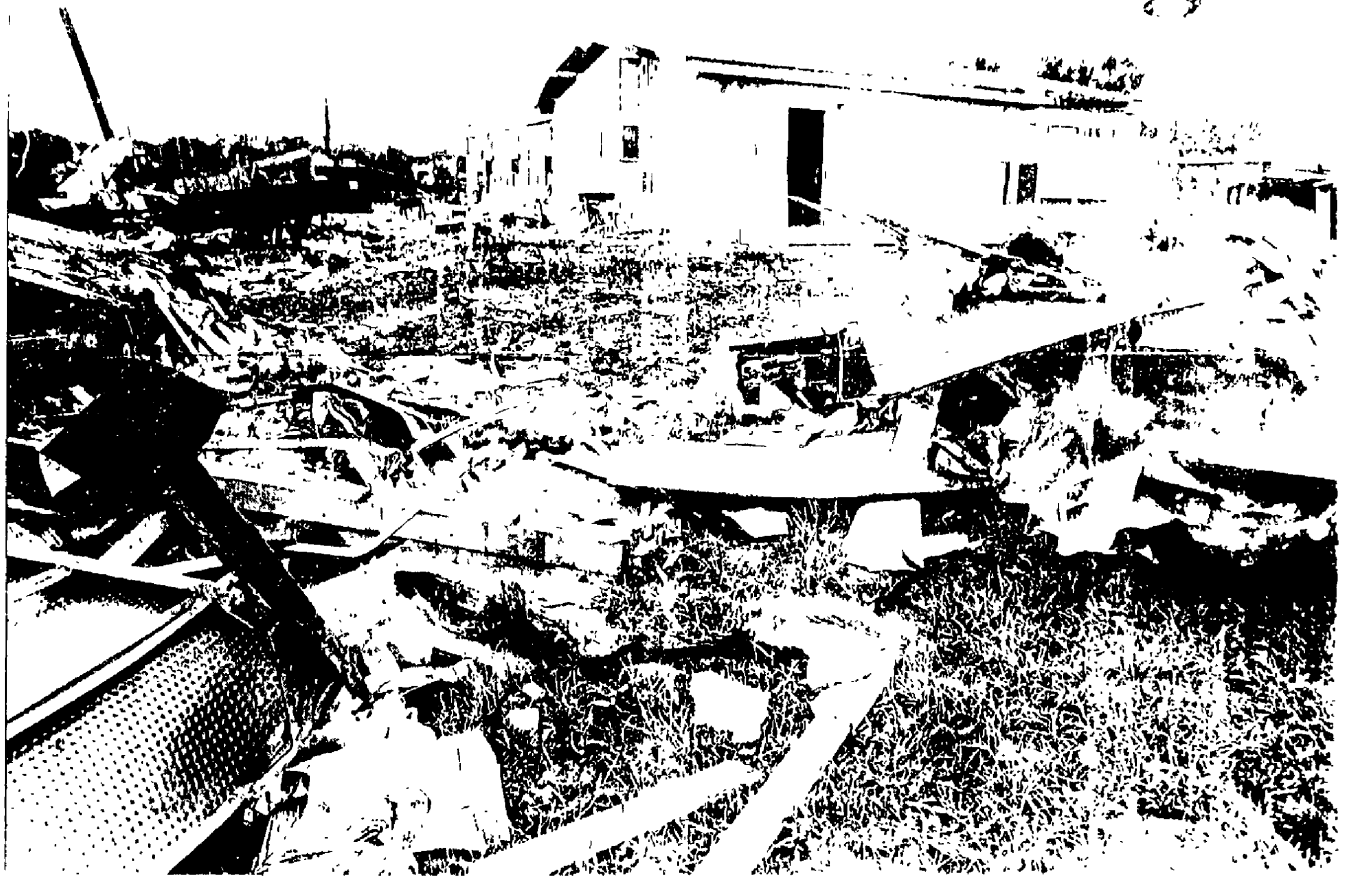
The southeastern portion of the school was worst hit. The media center's roof was partially dismantled. At least 7,000 books were destroyed, media specialist Linda Glockner said Monday as she sifted through the aftermath.

The adjoining computer lab was ruined, with all 33 computers destroyed, said Glockner.

Federal and state emergency officials will arrive in Polk this morning to begin assessing damage from Saturday's tornado and determining the county's eligibility for federal disaster relief.

Polk emergency officials on Monday reported 75 homes destroyed in the Winter Haven, Lake Hamilton and Haines City areas. That estimate came immediately after the storm and probably will be reduced following cleanup, said Tom Mason, Polk's emergency operations manager.

Another 75 to 100 homes suffered major damage, and about 100 homes



GREG FIGHT, Tribune photo

Portable classrooms were destroyed and debris strewn across the ground after an early morning tornado struck Shelley S. Boone Middle School in Haines City Saturday.

federal criteria in designating a home as destroyed for purposes of establishing the level of federal disaster relief for which the the county may qualify.

Representatives of the Federal Emergency Management Agency and the state's Division of Emergency Management will attend a briefing this morning and then go to the affected areas, Mason said. The assessment could be completed by the end of the day, he said.

If a disaster is declared, eligible residents and businesses could apply for low interest loans, grants for tem

The tornado first touched down shortly before 4 a.m. Saturday in the Dinner Lake/Jan Phyl Village area southwest of Winter Haven and traveled northeast through Haines City.

The twister was classified as an F-2 storm, which means it had wind speeds between 113 and 157 mph, Mason said. Such storms are classified from F-0 to F-5, with F-0 being the least severe, he said.

Also Monday, flooding from heavy rains the past two weeks continued to be a problem in the Rock Ridge Road and Deen Still Road area northwest

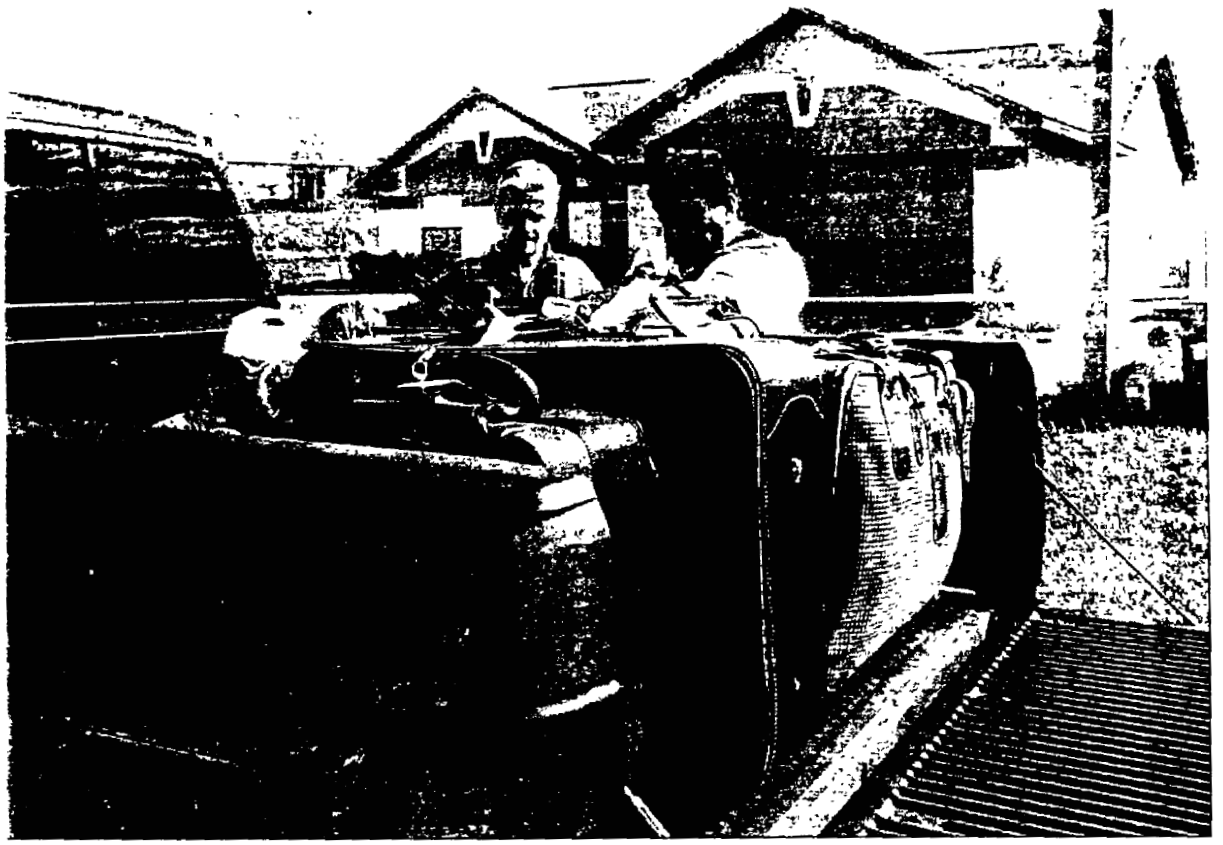
flooded, but there were no reports of people being trapped by the water.

Emergency officials advised residents in the flooded area to [illegible] Mason said.

To help storm victims, the Red Cross is accepting donations of clothing and household items at the First Baptist Church in Haines City, 2250 State Road 17 S.

Money can be given by sending checks made out to the American Red Cross Disaster Relief Fund to the nearest Red Cross chapter or calling 1-800-HELPNOW.

005212



SCOTT ISKOWITZ/Tribune photo

Residents load their belongings into a truck as a sinkhole forces the evacuation of several homes Tuesday in the upscale Loma Linda subdivision in east Polk County.

SINKHOLE/Cracks in houses force evacuations

◄ From Page 1

The couple staying at 650 Loma Bonita Drive are from England and had gone to Walt Disney World for the day, fire officials said.

Most of the residents displaced by the developing sinkhole were visiting for the holidays. Now, they must find another place to ring in the New Year.

Oscar and Ines Cohen and their two children, Tobias, 2, and Nicole, 4, rented the house at 660 Loma Bonita Drive, which was the third house evacuated. They and their friends, Andrea and Hugo Blum, are from Argentina and were planning to spend 15 days visiting Disney attractions.

"It's a lovely holiday in Orlando," Oscar Cohen shouted as the families drove away from the house in a rented van. The property management company that rented the families the home relocated them to another house in the subdivision.

The Whipples, whose main residence is in Wisconsin, have owned their home in the subdivision for six years, said Steve Whipple. They began spending their winters here about a year ago.

Family members Tuesday carried out Christmas presents, computers and other valuables the Whipples had brought with them. They weren't sure where they would be spending the rest of their winter vacation.

The sinking will be a slow process, fire Lt. Mike Linkins said. The hole may be widened by the water draining from the Whipple's pool, which cracked when the sinkhole formed.

"The damage is definitely getting worse," Linkins said. "We have seen these sinkholes form after periods of drought or heavy rains."

By 3 p.m., emergency management officials said nothing more could be done in the area. They advised residents to go inside only to get their belongings.

"It's now a matter between the homeowners and their insurance companies," said David Cash, director of Polk County Emergency Management. "It's not dropping fast and it's too early to tell at this point how much it will drop.

005213

005214

Tornado damage moves classes; victims await word on aid

HAINES CITY – Home and business owners may know by week's end whether they will get federal disaster assistance in the aftermath of a tornado.

By BETH FOUSHEE and BILL HEERY
of The Tampa Tribune

Students at Boone Middle School in Haines City will return to school Tuesday at Haines City High School, because the middle school was damaged during a weekend tornado.

Polk County health officials, meanwhile, warned residents in flooded areas who have private wells to boil drinking water.

Administrators originally picked Ridge Technical Center in Winter Haven as the temporary school site for Boone students, because it has a small student population.

But during a meeting Monday evening, administrators decided on Haines City High instead, because it's set up more closely to what the middle school students are familiar with, said Carolyn Baldwin, the area superintendent over those schools.

The high school students will attend school from 7 a.m. until 12:30 p.m., and the middle school children will have school from 12:45 until 6 p.m.

Letters will go out to parents of middle and high school children this week explaining the situation.

Repairs at Boone Middle are expected to take about six weeks, Baldwin said.

Representatives of the Federal Emergency Management Agency and the Small Business Administration spent Tuesday surveying the tornado-ravished areas and the Rock Ridge Road area northwest of Lakeland, which has been flooded by recent heavy rains.

Their preliminary damage estimate was $6 million. A decision on whether the county will be declared a disaster area, and thereby get federal help, is expected by the end of the week, said Sarah Cheney, public information director for the county.

The two agencies will make separate decisions, she said. If the Small Business Administration finds the county eligible for disaster relief, it will offer low-interest loans to eligible businesses and homeowners. A FEMA disaster designation can bring various types of aid, including grants for temporary housing, food stamps and crisis counseling.

A second team from FEMA will be in Polk today or later this week to survey damages to Boone Middle School and any other public facilities that were damaged, Cheney said. There probably won't be a dollar figure for all of the damages until insurance claims are totaled, she said.

Meanwhile, Polk County health officials downplayed a health scare at a subdivision near the Eagle Ridge Mall, north of Lake Wales.

A woman at the subdivision had complained about an undisclosed health problem she believed came from her well. But no water quality problems were found when her well was tested, said Daniel O. Haight, director of the Polk County Health Department.

■ Rainfall

In inches at Tampa Int'l Airport as of 5 p.m. yesterday

	1997	1996	Avg.	Record-Year
Jan.	[illegible]	[illegible]	[illegible]	[illegible]
Feb.	0.66	3.04	3.08	7.95-1963
March	[illegible]	[illegible]	[illegible]	[illegible]
April	10.71	4.20	1.15	10.71-1997
May	[illegible]	[illegible]	[illegible]	[illegible]
June	1.46	8.96	5.48	13.35-1975
July	[illegible]	[illegible]	[illegible]	[illegible]
Aug.	8.20	7.39	7.61	18.59-1949
Sept.	[illegible]	[illegible]	[illegible]	[illegible]
Oct.	4.20	3.12	2.02	7.73-1952
Nov.	[illegible]	[illegible]	[illegible]	[illegible]
Dec.	15.38	2.11	2.15	15.38-1997
Total	**67.52**	**49.41**	**43.92**	

005215

Rainfall

In inches at Tampa Int'l Airport as of 5 p.m. yesterday

	1997	1996	Avg.	Record-Year
[illegible]				
Feb.	0.66	3.04	3.08	7.95-1963
[illegible]				
April	10.71	4.20	1.15	10.71-1997
[illegible]				
June	1.46	8.96	5.48	13.35-1975
[illegible]				
Aug.	8.20	7.39	7.61	18.59-1949
[illegible]				
Oct.	4.20	3.12	2.02	7.73-1952
[illegible]				
Dec.	15.38	2.11	2.15	15.38-1997
Total	67.52	49.41	43.92	

Today's Almanac

Sunrise: 7:21 a.m.
Sunset: 5:44 p.m.
Moonrise: 7:29 a.m.
Moonset: 6:11 p.m.

[illegible]

New moon Today | First quarter Jan. 5 | Full moon Jan. 12 | Last quarter [illegible]

Tides

For complete tide listings, see Sports section.

Location	High	High	Low	Low
ANCLOTE KEY	12:08p	11:14p	5:32a	6:16p
ANNA MARIA	1:27p	10:53p	5:45a	3:55p
BAYPORT	1:29p		7:18a	7:02p
PORT BOCA GRANDE	2:22p	11:48p	6:20a	4:30p
CEDAR KEY	12:26a	1:59p	7:30a	7:14p
CLEARWATER	12:08p	11:3p	5:53a	5:37p
DUNEDIN	12:06a	11:11p	5:43a	5:27p
EGMONT KEY	1:07p	10:33p	5:52a	4:02p
GULFPORT	2:02p	11:28p	7:11a	5:21p
HILLSBOROUGH BAY	12:27a	6:52p	6:42a	
INDIAN ROCKS BEACH	12:59p		6:36a	6:19p
JOHNS PASS	1:20p	10:46p	6:12a	4:22p
MANATEE RIVER/Red Fish Pt.	3:04p		8:30a	6:40p
MULLET KEY CHANNEL	1:12p	10:38p	6:18a	4:28p
PASS-A-GRILLE	2:00p	11:26p	6:46a	4:56p
POINT PINELLAS	3:12p		7:47a	5:57p
SAFETY HARBOR	1:58a	5:12p	10:11a	8:21p
SARASOTA BAY	1:56p	11:22p	7:18a	5:28p
ST. PETERSBURG PIER	12:20a	3:34p	8:16a	6:26p

West Central Florida tides for all of 1997 are available on the Internet through Tampa Bay Online at *http://www.weathercenter.com/tides*

UV Index:

2: unprotected skin can burn in more than a hour.

Marine forecast:

A coastal flood watch, heavy surf advisory and small craft warning are in effect. Southwest winds at 20 to 25 knots will shift to the west at 30 knots. Seas will build to 8 to 10 feet with very rough conditions on bay and inland waters. Visibility will average 3 to 7 miles.

Severe and tropical weather:

A coastal flood watch is in effect.

— Compiled by Jamese Collins

005216

Rainfall

In inches at Tampa Int'l Airport as of 5 p.m. yesterday

	1997	1996	Avg.	Record-Year
Feb.	0.66	3.04	3.08	7.95-1963
April	10.71	4.20	1.15	10.71-1997
June	1.46	8.96	5.48	13.35-1975
Aug.	8.20	7.39	7.61	18.59-1949
Oct.	4.20	3.12	2.02	7.73-1952
Dec.	15.43	2.11	2.15	15.43-1997
Total	67.57	49.41	43.92	

Today's Almanac

Sunrise: 7:21 a.m.
Moonrise: 8:20 a.m.
Sunset: 5:45 p.m.
Moonset: 7:08 p.m.



First quarter Jan. 5 | Full moon Jan. 12 | Last quarter Jan. 20 | New moon Jan. 28

Tides

For complete tide listings, see Sports section

Location	High	High	Low	Low
ANCLOTE KEY	12:48p	11:54p	6:08a	6:58p
ANNA MARIA	1:35p	11:20p	6:22a	4:47p
BAYPORT	12:34a	2:08p	7:54a	7:20p
PORT BOCA GRANDE	2:54p		6:57a	6:43p
CEDAR KEY	1:04a	2:38p	6:09a	7:30p
CLEARWATER	12:48p	11:59p	6:26a	6:13p
DUNEDIN	12:43p	11:51p	6:18a	6:05p
EGMONT KEY	1:38p	11:16p	6:22a	4:55p
GULFPORT	2:04p		7:48a	6:13p
HILLSBOROUGH BAY	1:07a	7:43p	6:18a	
INDIAN ROCKS BEACH	12:54a	1:20p	7:11a	6:50p
JOHNS PASS	1:52p	11:25p	6:46a	6:13p
MANATEE RIVER/Red Fish Pt.	12:30a	3:56p	6:07a	7:05p
MULLET KEY CHANNEL	1:44p	11:21p	6:55a	6:13p
PASS-A-GRILLE	2:32p		7:23a	6:43p
POINT PINELLAS	12:28a	2:44p	6:24a	6:43p
SAFETY HARBOR	2:28a	5:44p	10:40a	6:13p
SARASOTA BAY	2:22p		7:25a	6:13p
ST. PETERSBURG PIER	1:00a	4:08p	6:58a	7:17p

West Central Florida tides for all of 1997 are available on the Internet through Tampa Bay Online at http://www.weathercenter.com/tides

UV Index:

3: Unprotected skin can burn in 30 to 60 minutes.

Marine forecast:

Coastal flood watch and heavy surf advisory. West-northwest winds 20 to 30 knots. Seas 6 to 9 feet and bay and inland waters choppy. Small craft advisory posted. Visibility 5 to 10 miles. Gulf water temperature is 62 degrees.

Severe and tropical weather:

Coastal flood watch. Heavy surf and small craft advisories.

— Compiled by Donald M. Smith Jr.

005217

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Reply To

FLTC0100
Tampa, FL

January 7, 1998

To: M. L. Keith - HQEO4B51 - Irving, TX

Subject: **FLORIDA SERVICE EMERGENCIES UPDATE**

Red, as I mentioned yesterday, this note is to give you an update of what we experienced in the form of weather, trouble and service order activity through the holidays. I have already provided you with information on a daily basis from December 12 through December 20, 1997, during our last service emergency. The following is an update of what transpired in the latter part of December.

Rainfall continued to be unusually high and we declared another service emergency on December 26, 1997, in St. Petersburg and region-wide on December 27, that lasted through January 1, 1998, for the region and continued through January 2 in St. Petersburg. On Saturday, December 27, we started the day with scattered rain and 7200 cases of trouble. Trouble counts remained high for several days. To put things in perspective, December is normally our driest month averaging 2.15 inches of rain. During 1997, December was the wettest month of the year (even surpassing our summer months). December 1997 set a record with a total rainfall of 15.57 inches. This rainfall was measured at Tampa International Airport. Higher rainfall was experienced in other parts of our service area, along with serious flooding throughout the operating area. Tuesday, January 6, 1997, President Clinton declared Hillsborough and three other Central Florida counties federal disaster areas in the wake of storms that tore through the region during the Christmas season (see attached newspaper articles). To say the least, the holidays for both our hourly and management teams were long and demanding on everyone.

The total rainfall for 1997 was 67.71 inches compared to 49.41 inches of rain in 1996 (average yearly rainfall is 43.92). This was the third wettest year on record, going back to 1884 (see Attachment #1 for detailed weather statistics). Water is standing in places that we have not seen water in a number of years because the ground is extremely saturated. According to the Southwest Florida Water Management District, the aquifer is at the highest level ever recorded. Trouble counts are high and service order activity remains high with the start of a new year and the first of the month. Rain is expected with a 20 percent chance today and a 40 percent chance tomorrow. It does not appear that we are going to get a break.

Subject: **FLORIDA SERVICE EMERGENCIES UPDATE**

The Florida Region was in a service emergency 15 days out of the 31 days in December. Attached are trouble counts and service order activity for the days that we had declared the latest service emergency (Attachment #2).

During 1997, we declared seven service emergencies related to weather and all seven were declared in the last ninety days of 1997. Without question, those areas that were hardest hit were St. Petersburg and Clearwater.

I know my continued position on this subject may not be popular, but the TAC Focus program presently in place, by itself, does not have sufficient in-depth analysis to provide the maintenance program that we need to fix areas like St. Petersburg and Clearwater. We have got to identify those outside plant issues and find the dollars to fix outside plant and prevent the amount of trouble that we have experienced this year in the future. This is affecting our ability to deliver quality and cost objectives. As we discussed, we have already started working with headquarters and remote operations staff to identify and build business cases to correct these problems.

I have also attached a plan that local remote operations support put together that addresses staffing requirements for the effect of El Nino that up until recently was not accepted as a weather phenomenon (Attachment #3). It is now! These additional contractors will position us to reasonably handle the trouble reports associated with the projected abnormal rainfall. In the event the additional contractors are not required, we will get our capital program completed a little sooner. I don't believe we can lose with this approach.

I'll keep you posted.

Peter A. Daks
Regional President-Florida

PAD:bam
Attachment

Rainfall

	1997	1996	Avg.	Record-Year
Feb.	0.66	3.04	3.08	7.95-1963
April	10.71	4.20	1.15	10.71-1997
June	1.46	8.96	5.48	13.35-1975
Aug.	8.20	7.39	7.61	18.59-1949
Oct.	4.20	3.12	2.02	7.73-1952
Dec.	15.57	2.11	2.15	15.57-1997
Total	**87.71**	**48.41**	**43.92**	

005220

WILD WEATHER
buffets Florida network

"Tampa Bay depends on its telecommunications network for health, safety, family and business. After winters like this, it's clear to me that our Florida team is unmatched in its commitment to our customers. Many thanks to all our employees and their families for your overtime and dedication to quality."

Pete Daks
Regional President
Network Services

Even before people could report their phones out of service, GTE employees were going door to door early Saturday morning, December 27, after a devastating tornado ripped through Haines City.

75 homes and 11 portable classrooms were destroyed, trees were uprooted, roads flooded, phone and power lines downed.

Dwight Clanton, local manager, estimates between 250-400 phone lines were out of service. About 25 GTE zone technicians, cable splicers, linemen, engineers and managers worked all weekend, restoring most service by Sunday evening.

This tornado was just one dramatic example of how the weather pattern *El Niño* played havoc with Florida's wireline network this winter. *El Niño* can throw entire continents into disarray, bringing with it floods, droughts, pestilence, famine and disease. In Central Florida, it spawned tornadoes, severe thunderstorms, high winds, floods and hail. Over 30 inches of rain inundated Tampa Bay from December through February, more than half the normal total for an *entire* year.

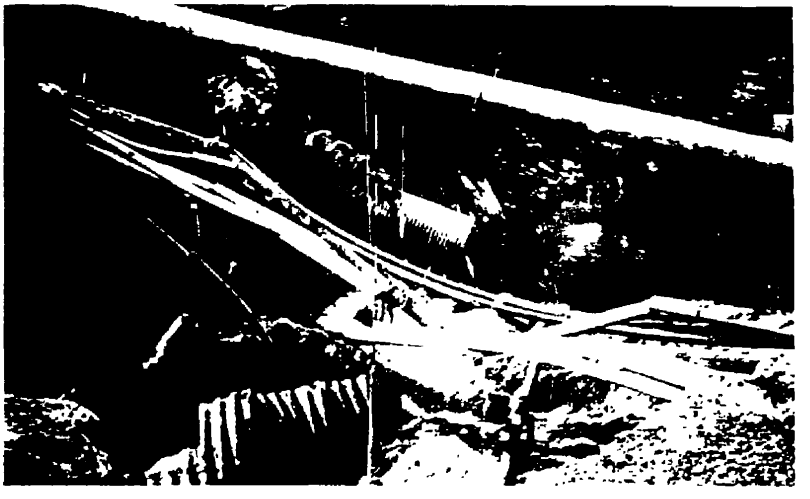
The wild weather caused record repairs and a winter of long hours and frustration for GTE employees in many work groups.

In December alone, the Customer Care Center received over 488,000 repair calls, a 70 percent increase over the previous December when it received 291,000 calls. On December 26, Customer Care representatives handled nearly 23,000 calls.

Heat, rain and lightning take toll

In another incident, water in a Pinellas Park drainage ditch rose 22 feet, washing out portions of the road and leaving GTE's wire conduit system suspended in mid-air. This one incident will cost an estimated $270,000 to repair, according to Rick Krzan, area manager.

Often, the heavy rains aggravate previously undetected damage in the network. Florida's heat and lightning deteriorates cable sheaths and splices causing cracks and small pinholes. As long as the cable stays dry, there's normally not a problem. But this year ground water levels rose dramatically. When water reaches the cracks or pinholes, it conducts electricity from one circuit to another, causing noise, static and loss of service.



GTE's cable conduit is suspended in mid-air after record rains washed out sections of a Pinellas Park road. *Photo by Orville Grounds*

Aerial wires suffer as well. Trees rub holes in the cable sheath, letting water get into the lines; drop wires are damaged by wind and falling branches.

Data transmission most sensitive

Data transmissions are far more sensitive to this "cross battery voltage" than voice transmissions. Customers can experience garbled and disrupted transmissions.

One large payroll company in central Tampa found payroll data normally sent at 56K speed had slowed to 300 baud. "That's totally unacceptable," says Walt Fischer, local manager. His crew found the outer covering of an old closure case had split with water intruding. They rebuilt it with a new type of splice that promises to be much more trouble-free.

A blessing in disguise?

"In one regard, all the bad weather has been good for us," says Walt, optimistically. "We're getting a lot of troubles out of the network now that we normally wouldn't find until the summer rainy season. This will lead to fewer troubles down the road."

(See related story on Florida's new Preventive Maintenance Team, page 3.)

Kudos from FEMA

The Federal Emergency Management Agency was extremely complimentary of the work done by GTE employees in Florida during flooding incidents this past winter. "The employees were very easy to work with, concerned and did a superb job. Thanks to everyone involved - great customer focus!"

005221

Fed says 4-county area a disaster

WASHINGTON – Four counties stricken by storms, including Hillsborough, are declared federal disaster areas, making aid available to those affected.

By PHIL WILLON
of The Tampa Tribune

President Clinton on Tuesday declared Hillsborough and three other Central Florida counties federal disaster areas in the wake of storms that tore through the region during the Christmas season.

The president's declaration makes federal grants, disaster housing, low-interest loans, food stamps and crisis counseling available to people affected by the storms, including uninsured property and business owners.

Polk, Hernando and Osceola counties also are covered by the declaration.

On Dec. 27, a tornado with winds exceeding 113 mph ripped through Polk County, destroying up to 75 homes and injuring 18 people. The twister thrashed a middle school in Haines City, causing an estimated $1 million in damage.

The Tampa Bay area was drenched by torrential rainfall beginning Christmas Day, with storm fronts dumping as much as 7 inches of rain on Apollo Beach, Largo and Citrus Park and causing flooding throughout the region.

U.S. Reps. Jim Davis, D-Tampa, and Karen Thurman, D-Dunnellon, said they were relieved to see such a quick response by the federal government.

Florida Gov. Lawton Chiles, who requested the declaration, also praised the president's rapid response. "It's a critical step to getting help to people who are really in need," said Chiles spokesman Ryan Banfill.

Chiles blamed the storms on the weather phenomenon El Nino, which he said has caused more than $25 million in damage in Florida in the past year. El Nino is caused by the warming of Pacific Ocean currents off the coast of Peru, which affects weather by scrambling normal upper-level wind patterns.

Residents and business owners who suffered losses can begin applying for assistance today by calling 1-800-462-9029. For people hearing and speech impaired, the number is 1-800-462-7585.

ıot his father

old boy shot his father in
ning while trying to protect
ities said.
ieriff's Office deputies re-
a call at 204 E. Keysville
erious condition at a local

eg Brown would not identi-
case will be referred to the
letermine if charges will be

drug sweep

on Monday fanned out
egan arresting 70 people
eet corners, especially

the suspects after homing
or were told were hot
d St. Petersburg Police De-
Chief Gary Hitchcox.
people for whom warrants
t-torn area on the south
y Mayor Dave Fischer for

15 of the 70 had been ar-
an Lilla Davis said.

ist Bank

ed SunTrust Bank on Gantt
and escaped in a car with
s, authorities said.
iff's Office deputies say a
5727 Gantt Road at 4:45
a teller a note demanding
shown, but the note implied
uties said.
disclosed amount of cash, the
Pontiac LeMans with a lime-
s said. A second man was in

ed as a white man with
foot 10 inches tall and

hite and blue license plate,
eputies said.

accident

ar-old Clearwater woman
vreck near Clearwater Mall

a was dead at the scene, ac-
Police Department spokes-

ound on Seville Boulevard and
und Chevrolet, police said.
d car was not seriously in-

ason's 1984 Dodge Aries was
Medical Center. The names

STORMS/Rainfall slows recovery from widespread flooding

◂ From Page 1

Chadwick was just one of many trying to recover from record rainfalls, storms and flooding that has dogged Hillsborough, Polk, Pasco and Pinellas counties for the past two weeks.

Severe weather, including a tornado in Polk County, has damaged more than 600 buildings, according to the state Department of Community Affairs.

Nance Schapira, spokeswoman for Hillsborough County Emergency Management, said teams are still assessing damage.

In Pasco County, flooding caused by weekend rains appeared mostly minor, but Pasco County's Office of Disaster Preparedness was still assessing damage.

"We have flooding everywhere, which is why it makes it so hard to assess," director Michele Baker said Monday. "We don't think there were a whole lot of people flooded out."

One family along Elfers Parkway and two on the county's east side evacuated over the weekend as a precautionary measure, Baker said.

Floodwaters were mostly receding Monday, Baker said.

Pasco residents who have experienced flooding are asked to call (813) 847-8110 or (352) 521-5179 to describe the flooding impact. County damage assessment teams will follow up with those reporting problems, Baker said.

On Monday, the federal Small Business Administration released a statement declaring Hillsborough County and surrounding areas a disaster area caused by flooding Dec. 12-14.

The SBA Disaster Outreach Center at the University Community Resource Center, 13705-A N. 23rd St., is open to assist eligible people with low-interest loans.

Help also could be extended to those hurt by Christmastime flooding and rains. Federal officials will join state and local emergency officials in the area today and Wednesday, Schapira said.

"Some of the water is going down; it's just very slow," she said of flooding in Hillsborough County. Areas around Lutz, the University of South Florida and Lithia were hit hard.

The Corpus Christi Catholic Church parish center at 9715 56th St. in Temple Terrace offered shelter to 18 people Sunday night, said Janet McGuire, spokeswoman for the local chapter of the American Red Cross. In Hillsborough, those needing assistance can call the Red Cross at (813) 251-0921.

The shelter remained open Monday night, she said.

The National Weather Service in Ruskin issued a wind-chill advisory for Monday night and a coastal flooding watch until today.

Meteorologist Rocky Pelatti said rivers in Hillsborough crested Sunday night or Monday morning.

The Alafia River was receding as of 10 a.m. Monday. The Little Manatee River showed signs of retreat as of 7 a.m. Monday, he said.

The insurance industry is reminding residents of the need for flood insurance, which takes 30 days to take effect.

"We are just concerned that this is going to be a very bad winter," said Sam Miller, vice president of the Florida Insurance Council, a trade group. He said the Polk tornado points out that "El Nino is going to cause this to be an incredibly severe winter."

El Nino, which kept down the number of Atlantic storms during the last hurricane season, is expected to cause more intense tornadoes with more rain this winter. Saturday's was the state's second major tornado of a new season.

Darlene McCormick covers law enforcement in Hillsborough County and can be reached at (813) 685-4581. Staff writers Cheryl Jackson and Andy Gotlieb contributed to this report.

TITANIC/Museum's exhibition packs them in

◂ From Page 1

the exhibit, Sarah said. "It made it more interesting."

Dolly Bufter said the exhibit's galleries, built to look like different parts of the ship, made the show come alive.

Jim Carson, 64, of San Diego waited about 45 minutes to get into the exhibit. He had tried calling to reserve tickets but couldn't get through. Still, he said, the show was outstanding. Museum officials said telephone workers were at the museum Monday trying to fix the lines. Atherholt said calls to the exhibit's toll-free number appeared to have overwhelmed the system.

Atherholt said museum operators were trying to manually handle all calls, including those coming into the main museum number, until the telephone system is repaired.

He said most people without reservations were waiting about 30 minutes.

Museum volunteers were handing out candy and newspapers to help make the wait more enjoyable.

Crowds should drop drastically after this coming weekend, he said.

Peak times are between 11 a.m. and 4 p.m. To avoid a wait, Atherholt suggests visitors reserve tickets or arrive between 9 and 11 a.m.

005223

Damage estimate, rivers rising

HAINES CITY – Polk County crews go door-to-door to assess damage and rivers in Hillsborough County are on the verge of cresting.

By CANDACE J. SAMOLINSKI and DARLENE McCORMICK of The Tampa Tribune

Damage estimates continued to rise Sunday in Polk County as local emergency management crews tried to help residents cope with Saturday's early morning tornado.

The crews had to go door-to-door in some areas trying to get an accurate count of the number of homes destroyed, said Jill Weinischke, spokeswoman for Polk County Emergency Management.

> "We look outside, and all you see is water, water, water."
>
> **Anne Harrison**

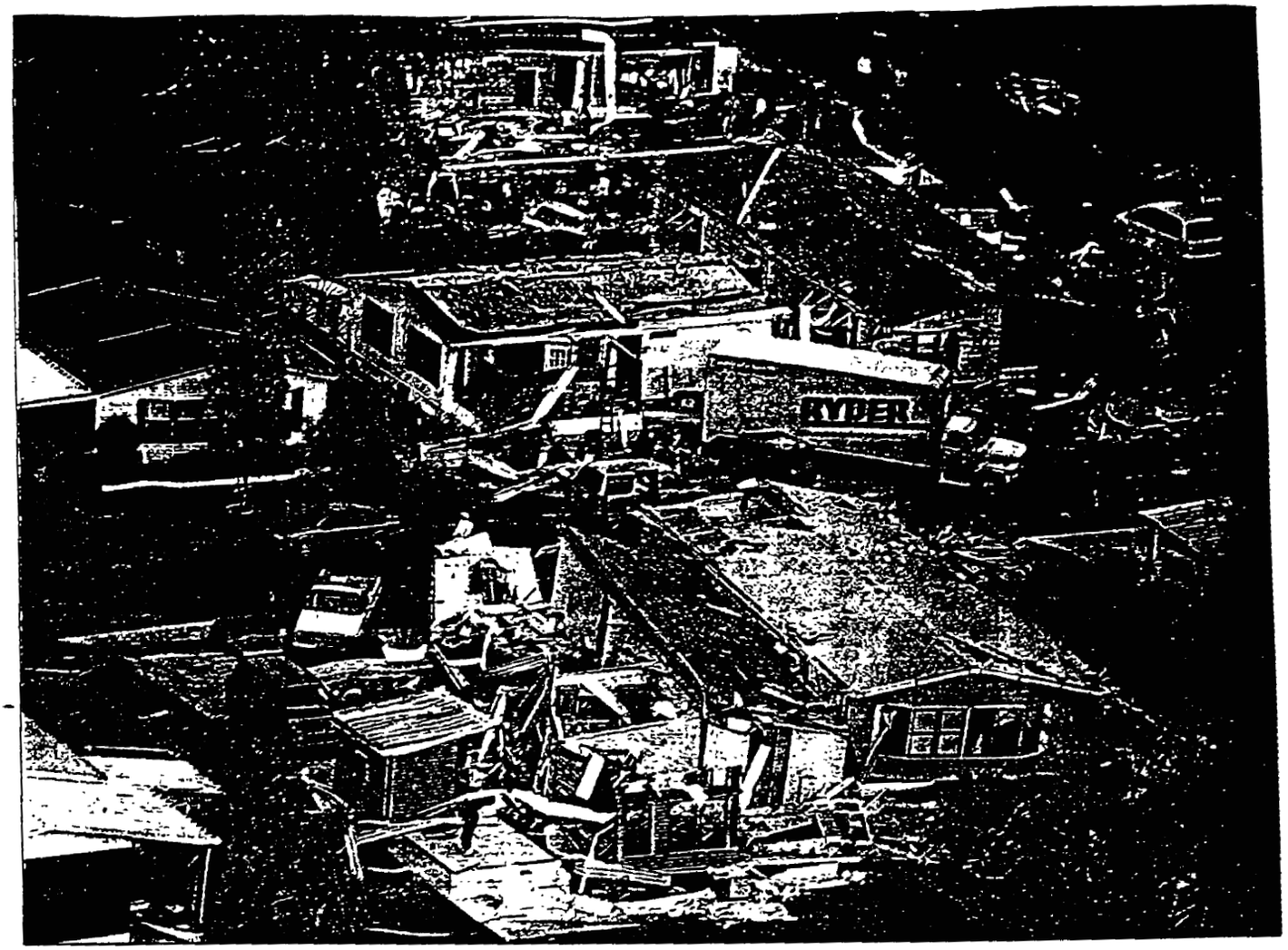
"There are several areas where the roads are impassable, and we have people walking in order to check each house," she said Sunday afternoon. "So far, the latest update showed 100 homes completely destroyed, and 150 more received substantial damage."

Early this week, federal officials will join state and local emergency officials to assess damage in North and Central Florida. Severe weather has affected more than 600 structures, according to the state Department of Community Affairs. If a disaster is declared, eligible Florida residents and businesses could apply for low-interest loans, grants for temporary housing, food stamps and crisis counseling.

On Sunday, relief workers in Hillsborough and Pinellas counties continued cleanup efforts. The Alafia River is expected to crest at 5 or 6 feet above flood stage this morning. The Little

] THE TAMPA TRIBUNE □ MONDAY, DECEMBER 29, 1997

005224



CANDACE C. MUNDY/Tribune photos from Eagle 8

Impassable roads have hampered Polk County emergency personnel. On Saturday, a tornado ripped through this neighborhood near Haines City and Lake Hamilton. Jill Weinischke, spokeswoman for Polk County Emergency Management, said about 100 homes have been destroyed and 150 more suffered substantial damage.

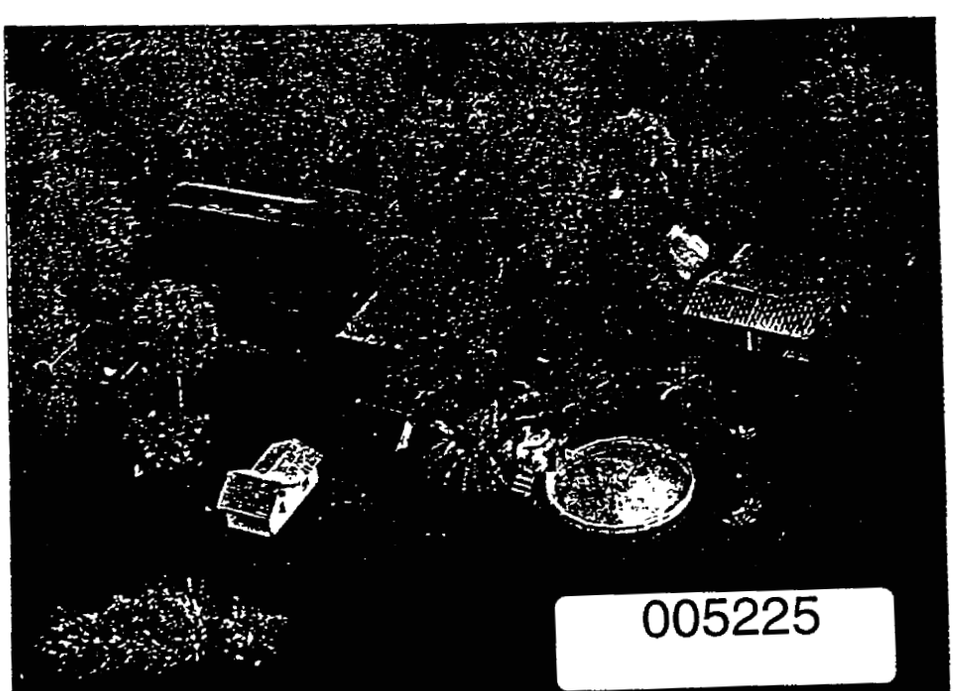
Manatee River will follow suit, cresting 4 or 5 feet above flood stage at Wimauma. The Hillsborough River peaked on Sunday, 4 feet above its banks at Hillsborough River State Park, according to the National Weather Service.

Blustery weather and a chance of more rain were forecast for today. As of midnight Saturday, 15.38 inches of rain had fallen at Tampa International Airport this month, making it the wettest December in history.

The National Weather Service in Ruskin predicted a chance of showers today, compliments of a fast-moving low-pressure system skimming across Florida.

The good news is the dry, cool weather already in place will help ward off any thunderstorms, said meteorologist Waylon Collins.

In Polk, the heaviest damage occurred at Lake Region Village, a mobile home park between Haines City and



In Hillsborough County, homes near Alafia River and Lithia Springs were ted to crest at 5 or 6 feet above flood

See STORM, Page 2 >





Fishermen spend Christmas adrift

An Associated Press report

INVERNESS – Three fishermen spent Christmas adrift in the Gulf of Mexico in their 22-foot disabled boat, eating Twinkies, and used a homemade sail and manpower to get themselves to safety.

For 26 hours, they paddled and pulled the boat — two of them going overboard in shallow water to pull it. The ordeal ended Thursday morning when they reached the mouth of the Crystal River.

Hubert D. Coleman, 47, Tony Forelli, 40, and Orlin Brokenshire, 40, all of Hernando County, left Fort Island Gulf Beach Wednesday morning in search of grouper.

They went about 25 miles into the Gulf of Mexico, but ran into a storm and turned back, Coleman said. But about 5 miles from shore, their V-8 motor died.

Without a radio or cell phone, they used a tarpaulin as a makeshift sail, Brokenshire said.

The Coast Guard began searching for them when they didn't return at 6 p.m. Christmas Eve as expected.

In the morning, they paddled two miles to the entrance of Crystal River.

STORM/Polk County picks up the pieces after storms

◄ From Page 1

Lake Hamilton and in parts of Winter Haven. However, many residents in North Lakeland were confined to their homes because of flooding.

"We look outside, and all you see is water, water, water," said Anne Harrison, speaking from her home in the Rock Ridge Road area of Lakeland. "The only way we can get out is to wade through the water, but it's up to my knees and I'm afraid of what's living below the surface. I hate snakes, so I'm staying put."

Twelve secondary roads were closed in the Rock Ridge area of North Lakeland, Weinschke said.

"But we are also having problems with roads being washed away," she said. "There was some road work done recently, some culverts put in, but the work was too new and these were washed out by the high waters."

Residents left homeless by the storm also faced chilling temperatures in the low 40s Saturday night and Sunday morning. American Red Cross officials said Polk County residents were refusing to go to shelters.

"We had two shelters, one in Eagle Lake and the other at Eastside Elementary in Haines City, open Saturday, but we housed zero residents," said Georgianne Cherry, emergency services director for the Red Cross in Winter Haven. "The problem is people are afraid to leave their belongings."

The Red Cross hoped to solve the problem by setting up shelter inside the affected area Sunday night at First Baptist Church, 2250 U.S. Alternate 27 S., Cherry said. The Eagle Lake and Eastside Elementary shelters were closed.

The Haines City Police Department and Polk County Sheriff's Office stepped up patrols in the areas, said sheriff's spokeswoman Sonya Dodds.

To report home damage, contact Polk County Emergency Management at (941) 534-3021. For Red Cross assistance, call (941) 294-5941.

Heavy rains that ended Saturday caused widespread urban and river flooding in Hillsborough County.

In Citrus Park, road crews tried unsuccessfully to patch up Del Valle Road Saturday night. The rain-soaked asphalt collapsed when one resident drove his pickup into the neighborhood.

About 30 families remained trapped inside their subdivision early Sunday after filler used by road crews washed away during the night, said Hillsborough County Sheriff's Office Deputy Robert Millican.

In eastern Hillsborough County, deputies roamed through flooded areas in four-wheel-drive vehicles Saturday night and Sunday, checking on people in their homes.

Sheriff's Deputy Dan Hillery said residents in the areas of Rose Street and Coconut Cove were experiencing flooding near the Alafia River and Lithia Springs.

Preliminary findings by Hillsborough County Emergency Planning Operations on Sunday show 105 houses, 213 apartments or duplexes, 24 mobile homes, six businesses and a large recreational vehicle park were affected by flooding. Of the 348 structures, 33 percent were affected by the Dec. 13 flood.

Shelters were opened throughout the area.

In Pinellas County, floodwater crested at Mariner's Cove Mobile Home Park off Ulmerton Road about 3 p.m. Saturday, but residents were still trying to cope with another problem Sunday: no electricity. Electricity could not be turned on until a building inspector checked hookups covered by water.

Those deemed safe will be turned on this morning, said Pinellas County Emergency Management Director David Bilodeau.

The flooding in the park was caused when a major drainage canal overflowed from the rain and high tide.

Some of the park's residents, including Broadhead and his wife Catherine, had to be evacuated by boat.

Staff writer George Coryell contributed to this report.

Got a crack in your windshield
LLOYD'S AUTO GLASS 872-9303

Receiving Payments?
Why wait years to collect?
Mortgages, Insurance Settlements, Lo
Convert to CASH Today.
Sunvest International Inc.
005226
BROKER INQUIRIES WELCOME

A New You for

VERTICALS FACTORY DIRECT

005227

Rainfall Totals 1996 - 1999 Select Florida Locations

Data Source: 1996 through January 1998 Florida Southrwest Water Management
February 1998 through December 1999 Alan Archer, Meteorologist

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ruskin												
1996	6.30	1.62	3.67	3.78	2.20	3.51	6.39	2.58	2.82	N/A	0.44	3.51
1997	1.46	1.27	2.83	8.05	2.43	7.56	5.79	5.41	16.74	4.28	3.98	11.30
1998	4.41	11.08	7.10	0.60	1.86	3.19	5.15	3.61	14.11	T	1.95	1.03
1999	4.37	0.11	2.40	0.90	2.18	7.06	7.86	5.79	8.74	4.12	1.33	1.75
Tampa Int'l Airport												
1996	5.42	3.04	4.60	4.20	1.45	8.68	2.72	7.39	5.44	3.12	0.91	2.11
1997	0.95	0.66	1.28	10.71	1.70	1.46	6.73	8.20	12.84	4.20	3.19	15.57
1998	4.64	10.82	3.74	0.41	1.92	2.64	12.95	6.55	8.70	0.47	0.44	0.91
1999	3.04	0.35	0.71	0.40	0.69	4.43	3.20	8.36	6.99	3.03	1.78	0.96
Lakeland												
1996	5.56	2.62	5.54	3.00	3.29	9.40	3.50	5.54	7.43	2.62	1.11	3.24
1997	1.80	0.53	1.15	6.82	0.96	4.90	7.54	5.20	8.85	3.78	4.49	12.28
1998	3.19	8.44	7.11	1.05	0.84	1.15	6.13	4.25	9.89	0.21	0.92	0.24
1999	2.50	0.12	1.24	1.22	5.42	8.98	3.24	7.34	3.42	1.62	1.22	0.42
Lutz												
1996	3.78	0.34	12.68	3.40	3.27	9.43	4.92	8.04	7.27	2.67	1.17	3.14
1997	1.78	0.17	0.94	8.36	1.94	6.95	5.90	7.25	9.82	9.80	3.20	16.40
1998	4.09	9.26	4.15	0.43	4.28	1.88	12.62	6.06	11.29	0.30	1.77	1.25
1999	2.82	0.25	1.50	1.05	2.82	9.15	4.91	7.66	5.19	3.33	3.11	0.88
Sarasota/Bradenton												
1996	3.53	1.02	5.39	1.49	5.40	7.55	3.62	1.43	5.82	5.81	0.51	N/A
1997	0.44	0.87	1.87	9.12	2.25	4.41	3.50	2.90	9.23	5.60	7.32	14.69
1998	9.91	5.51	8.12	0.05	2.41	0.41	3.10	6.65	13.17	0.31	2.40	0.89
1999	3.35	0.42	0.44	1.00	0.10	9.28	6.95	5.10	5.81	2.14	0.23	1.72

005228

Rainfall Totals 1996 - 1999 Select Florida Locations

Data Source: 1996 through Janury 1998 Florida Southrwest Water Management

February 1998 through December 1999 Alan Archer, Meteorologist

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Tarpon Springs												
1996	3.60	3.86	8.12	3.97	0.92	4.89	6.70	7.09	4.21	3.61	N/A	4.38
1997	1.51	0.38	3.37	4.84	0.55	8.64	4.09	5.12	9.77	5.50	6.95	15.60
1998	4.10	10.88	4.35	0.10	1.90	0.14	9.85	0.53	7.35	0.01	0.95	0.15
1999	1.82	0.06	2.29	0.66	0.11	3.07	5.96	3.36	3.49	2.34	1.08	0.32
New Port Richey												
1996	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1997	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.54	8.58	6.94	2.88	15.50
1998	4.51	11.66	8.51	0.13	2.76	0.16	9.58	8.08	12.22	0.82	1.12	0.69
1999	2.62	0.06	1.19	0.68	0.90	4.02	6.49	2.40	3.46	3.14	1.22	0.35
Clearwater												
1996	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1997	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4.44	13.40	3.06	4.18	15.19
1998	4.26	10.91	4.39	0.11	1.80	1.01	6.79	4.41	0.05	0.55	1.23	0.48
1999	1.82	0.27	1.08	0.43	0.38	8.47	8.60	7.38	5.02	2.91	0.61	0.88
St. Petersburg												
1996	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1997	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7.10	11.25	6.68	3.73	13.02
1998	4.56	12.15	6.72	0.07	1.73	3.82	8.11	2.58	8.32	0.20	1.38	0.84
1999	2.89	0.27	0.78	0.64	1.02	6.49	9.36	11.83	5.93	2.96	0.94	0.76

Attachment #1

DETAILED WEATHER STATISTICS

Rainfall for 1997 for the following locations:

Tampa International Airport	67.71"
St. Petersburg	70.14"
Sarasota	62.89"
Ruskin	72.87"
Lakeland	57.41"
Winter Haven	50.26"

Most rain in 24-hour period was 8.45" on September 26/27, 1997.

March through May, we had 6.43" of rain above normal for spring. For the fall, September through November, we had 10.68" of rain above normal.

For the year - we were 23.79" above normal.

Wettest month in 1997 - December with 15.57" of rain.
Driest month in 1997 - February with .66" of rain.

We experienced the wettest April on record - 10.71". (The historical record was 8.82" in 1854.)

The wettest December (or any winter month) - 15.57". (Average rainfall for December is 2.15". Previous record high was 8.90" in 1888.)

Monthly records for 24-hour rainfall were set:

April - 5.44" on April 26
September - 8.45" on September 26/27
December - 4.76" on December 26/27

There were 21 days with more than 1" of rain in 1997, 7 days in December alone. Normally, there are only 13 such heavy rain days in a year.

We had 64 days with thunder and lightning, 120 days with rain (including trace).

FLORIDA REGION
SERVICE EMERGENCY
TROUBLE / SERVICE ORDER VOLUME

DATE	TROUBLE VOLUME	SERVICE ORDER HOURS
DEC 27	7200	915
DEC 28	7333	383
DEC 29	7416	1144
DEC 30	7559	1461
DEC 31	7250	957
* JAN 1	5884	341

* SERVICE EMERGENCY ONLY IN COASTAL DIVISION

Question 17 back up data

Month	State	Survival Lsr	Year
Total 1997	FL	10753	1997
Jan	FL	3108	1998
Feb	FL	4966	1998
Mar	FL	5839	1998
Apr	FL	4899	1998
May	FL	3547	1998
Jun	FL	4067	1998
Jul	FL	3802	1998
Aug	FL	3266	1998
Sep	FL	5211	1998
Oct	FL	5876	1998
Nov	FL	5472	1998
Dec	FL	6624	1998
Total 1998		**56677**	
Jan	FL	5455	1999
Feb	FL	7225	1999
Mar	FL	11448	1999
Apr	FL	11194	1999
May	FL	10595	1999
Jun	FL	13914	1999
Jul	FL	16679	1999
Aug	FL	16677	1999
Sep	FL	15968	1999
Oct	FL	18128	1999
Nov	FL	14686	1999
Dec	FL	14390	1999
Total 1999		**156359**	
Jan	FL	12996	2000
Feb	FL	14155	2000
Mar	FL	16557	2000
Apr	FL	14654	2000
May	FL	14811	2000
Jun	FL	18651	2000
Jul	FL	13758	2000
Aug	FL	6565	2000
Sep	FL	4184	2000
Oct	FL	4594	2000
Nov	FL	4324	2000
Dec	FL	3443	2000
Total 2000		**128692**	

These reports of "complaint detail" reflect the following INSTALLATION categories.

For 1997-1998

Upgrade denied/delayed	Topic code 03A
Primary Denied/ Delayed	Topic code 03B
Additional Line Denied	Topic code 03C
Unsatisfactory Commitment Date	Topic code 04A
Missed Commitment	Topic code 04B

For 1999

Missed Commitment	Topic code D02A
Not Satisfied with Commitment date	Topic code D02C
Took too long to install	Topic code D03C
Order delayed-no facilites	Topic code D04

Due to database updates the categories changed between 1998 and 1999.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19961125	19970101	GUSTAFSON DAVID			9419213604
	EC	FL FL			
04B	R	COASTAL			

DISPOSITION· CUSTOMER WAS ORIGINALLY DISSTAFIED WHEN WE MISSED HIS DUE DATE. LOCAL MGR CHUCK CZUMAK CONTACTED MR GUSTAFSON ON 11/25. CUSTOMER WAS ISSUED A 25 SPG
CUSTOMER ALSO REQUESTED GTE REIMBURSE HIM FOR CELLULAR CHARGES HE INCURRED WHILE WAITING FOR SERVICE. MR CZUMAK
APOLOGIZED FOR THE TWO DAY DELAY WITH MR GUSTAFSON'S SERVICE AND EXPLAINED IT IS NOT GTES BUSINESS POLICY TO MAKE SUCH REIMBURSEMENT. AVOIDABLE. FAILED TO MET CUSTOMER DUE DATE. 1/16 2.25PM TALKED TO DAVID GUSTAFSON HE IS SATISFIED

19970102	19970102	PERSING MABEL			8136354416
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION LOCAL MGR JERRY KADER HAS TICKET MADE FOR MS PERSING TO TRANSFER PHONE IN AM 1/3. TICKET WILL BE WORKED IN AS
BACKLOG OF SERVICE ORDER BEING WORKED AT THIS TIME. (25) ORDER WILL BE WORKED IN AM APAP. MR KADER COULD NOT CONTACT CUSTOMER. AVOIDABLE: MISSED COMMIT INSTALLER COULD NOT FIND LOCATION. 1/7 3 07 LINE BUSY 1/7 3.40 SPOKE WITH MABEL PERSING AND SHE IS SATISFIED.

19961126	19970103	TYNER ROBT			8132430390
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION MR TYNERS ORDER WAS DORD. DOR IS SCHEDULED TO BE WORKED FIRST IN AM ON 11/27. AVOIDABLE FACILITIES NOT AVAILABLE 1/6 LEFT MESSAGE 1/7 LEFT MESSAGE.

19961210	19970103	KLICH WILLIAMS			9419219497
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

DISPOSITION: HAD TO GO IN MANHOLE TO REPAIR CABLE. FEEDER TO PROVIDE SERVICE. AVOIDABLE: BAD PAIRS/LACK OF MANPOWER

19961219	19970103	LONG FORM ADVERTISING			8139693049
	EC	FL FL			
04B	B	INLAND		FULFILLMENT	

DISPOSITION: CUSTOMER REFUSES TO PAY FOR THE DROP TO BE RELOCATED. CUSTOMER IS UNHAPPY WITH THE DUE DATE AND APPLICABLE CHARGES BEING QUOTED FOR A SERVICE ORDER. (WHICH IS REQUIRED IN THIS SITUATION)
EXPLAINED THAT 81.00 RELOCATION CHARGE WOULD APPLY. ALSO OFFERED TO RELOCATE DROP 12/20 DURING THE DAY. MR BURNS SAID HE REFUSES TO PAY
ANYTHING AND IT MUST RELOCATED TODAY. MR BURNS SAID HE DOESN'T CARE WHO HE HAS TO TALK TO HE WILL NOT PAY RELOCATION CHARGES. DROP HAS NOT BEEN RELOCATED. UNAVOIDABLE: CUSTOMER IS BEING UNREASONABLE. WE CAN NOT RELOCATE HIS BURIED LINE DROP FOR FREE. THIS WAS NOT A SERVICE AFFECTING SITUATION.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19961230	19970103	JOHNSON CLYDE			8135713164
	EA	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: PER JACK SATTELMYER LOCAL MGR THIS ORDER WAS SIGNED OFF BY SODA HOWEVER CABLE WAS BAD. JACK HAD
FACILITY MAINTAINER DISPATCHED WHO FOUND TROUBLE AND CHANGED CUSTOMERS PAIR ON 12/30.
AVOIDABLE. ORDER SIGNED OFF BY SODA CABLE PROBLEM. MARSHA SMITH CONTACTED MRS JOHNSON ON 1/3. CUSTOMER SATISFIED AND SERVICE WORKING PROPERLY.

19970102	19970103	ABBOTT APRIL		9412993195
	EA	FL FL		
04B	R	INLAND		

DISPOSITION· ORDER TO TRANSFER SERVICE IS FOR 30 DAYS-CUSTOMER PLACED OUT ORDER 11/96 THEREFORE HAD OPERATOR INTERCEPT FOR THE PROPER AMOUNT OF TIME. 1/2 SERVICE GOOD TO PROTECTOR. 1/3 REPAIRMAN WENT TO PREMISE AND FOUND CPE PROBLEM IN CALLER ID. CUSTOMER WAS CONTACTED BY DAVE ROSS LOC MGR AND STEVE
ROUNTREE. UNAVOIDABLE. CUSTOMER OWN PROBLEM WITH CALLER ID 1/6 SPOKE TO APRIL ABBOT AND SHE ISNO SATISFIED. SHE WAS TOLD THAT WHEN SHE CHANGED NUMBERS THAT THERE WOULD BE A RECORDING SAYING WHAT THE NEW
NUMBER WAS. MS ABBOTT WAS TOLD IT WOULD DO THIS FOR 3 OR 6 MONTHS. IT HAS ONLY BEEN 2MONTHS AND THERE IS NO RECORDING JUST A DISC NOTICE.
SHE WOULD LIKE THE RECORDING PUT BACK TO LET PEOPLE KNOW OF THE NEW NUMBER. ALSO HER CALLER ID IS STILL NOT WORKING. 1/6-DWIGHT PENDINGTON DAC SUPV WILL CALL CUST. 1/6 DWIGHT CLD BSY AND RING NO ANSWER. 1/7 DWIGHT CLD CUST NO ANS. RESTORED INTERCEPT AS A GOOD WILL JESTURE FOR 60 DAYS

19970103	19970103	MURACK MARK		8139607142
	ED	FL FL		
04A	R	INLAND		

DISPOSITION: THIS WORK ORDER WAS RECEIVED IN ENGINEERING ON 12/23/96. IT WAS THEN SENT TO CONSTRUCTIO ON 12/23. THE WORK ORDER WAS SERVICE WAS INSTALLED BY SATURDAY 1/4. JIM WELLS CONSTRUCTION COACH TALKED WITH MARK MURACH ON 1/3 LOUISE SIKORSKI
WAS ON THE PHONE. MR MURACK WAS TOLD THAT SERVICE SHOULD BE COMPLETED ON 1/4. HE SEEMED SATISIFED. UNAVOIDABLE: MORE WORK WAS REQUIRED THEN WHATTHE WORK ORDER
INDICATED. A SIDEWALK HAD TO BE REMOVED AND FOUR ADDITIONAL SPLICE LOCATIONS WERE REQUIRED. 1/9 2:40PM TALKED TO
LOUISE SIKORSKI AND SHE STATED THAT SHE DIDN'T LIKE BEING LIED TO ABOUT WHEN THE PHONE WOULD BE INSTALLED AND MISSING 2 WORK DAYS WAITING. SHE IS GLAD THAT THE LINES ARE ON AND WORKING BUT IF SHE HAD ANOTHER CHOICE FOR PHONE SERVICE SHE WOULD SWITCH.

19970102	19970103	MALOY STEVEN		8134615037
	AJ	FL FL		
04B	R		FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION: WE CALLED THE CUSTOMER AND WILL OVERNIGHT A PAGER TO HIM ON 1/6 WE LEFT A DIRECT NUMBER FOR HIM TO
CALL IF HE HAS ANY QUESTIONS. UNAVOIDABLE OUR RECORDS SHOW HE WAS SHIPPED A PGR ON 12/19 BUT HE SAYS HE NEVER REC'D 1/7 SPOKE TO MRS MALOY AND SHE IS SATISFIED BUT IS GOING TO RETURN THE PAGER TO THE PHONE MART. THEY NO LONGER NEED ONE.

19970102	19970103	COLLINS	DONALD		8136435290
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: BOB WILLIAMS FOUND THAT CONSTRUCTION COMPLETED 12/30 AND SERVICE TURNED BACK FOR BAD PAIRS ON 12/31. CONSTRUCTION
WENT BACK ON JAN 3 WITH A SERVICE REPAIRMAN. CONSTRUCTION COMPLETED THEDOR REPAIRED PAIR. BOB CONTACTED CUSTOMER WHO IS SATISFIED AVOIDABLE. LACK OF INFORMATION PROVIDED BY CONST OFFICE ON STATUS OF THE ORDER. 1/9 3 35PM TALKED TO DONALD COLLINS HE IS SATISFIED.

19970102	19970103	ABBOTT	APRIL		9412993195
	EA	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: ORDER TO TRANSFER SERVICE IS FOR 30 DAYS-CUSTOMER PLACED OUT ORDER 11/96 THEREFORE HAD OPERATOR INTERCEPT FOR THE PROPER AMOUNT OF TIME. 1/2 SERVICE GOOD TO PROTECTOR. 1/3 REPAIRMAN WENT TO PREMISE AND FOUND CPE PROBLEM IN CALLER ID CUSTOMER WAS CONTACTED BY DAVE ROSS LOC MGR AND STEVE
ROUNTREE. UNAVOIDABLE: CUSTOMER OWN PROBLEM WITH CALLER ID 1/6 SPOKE TO APRIL ABBOT AND SHE ISNO SATISFIED. SHE WAS TOLD THAT WHEN SHE CHANGED NUMBERS THAT THERE WOULD BE A RECORDING SAYING WHAT THE NEW
NUMBER WAS. MS ABBOTT WAS TOLD IT WOULD DO THIS FOR 3 OR 6 MONTHS. IT HAS ONLY BEEN 2MONTHS AND THERE IS NO RECORDING JUST A DISC NOTICE.
SHE WOULD LIKE THE RECORDING PUT BACK TO LET PEOPLE KNOW OF THE NEW NUMBER. ALSO HER CALLER ID IS STILL NOT WORKING. 1/6-DWIGHT PENDINGTON DAC SUPV WILL CALL CUST. 1/6 DWIGHT CLD BSY AND RING NO ANSWER. 1/7 DWIGHT CLD CUST NO ANS. RESTORED INTERCEPT AS A GOOD WILL JESTURE FOR 60 DAYS

19970102	19970103	LANG	JOYCE		8136898040
	EA	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: THE SERVICE ORDER WAS DOR'D BY ASSIGNMENT FOR A BAD PAIR. NO INSTALLER WAS SENT TO THE CUSTOMERS HOME. MS LANG CALLED THE BUS
OFFICE SEVERAL TIMES BUT WAS NOT INFORMED OF THE DOR. BOB WILLIAMS DISPATCHED AN INSTALLER AND A FACILITY TECH WHO COMPLETED THE WORK ON JAN 3. BOB CONTACTED MS LANG AND INVOKE THE SPG.
AVOIDABLE: FACILITIES NOT AVAILABLE/DOR'D BY ASSIGNMENT 1/9 11:32AM LEFT MESSAGE 1/9 3 20 REACHED MACHINE.

19970103	19970103	MURACK	MARK		8139607142
	ED	FL	FL		

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04A R INLAND
DISPOSITION: THIS WORK ORDER WAS RECEIVED IN ENGINEERING ON 12/23/96. IT WAS THEN SENT TO CONSTRUCTIO ON 12/23. THE WORK ORDER WAS SERVICE WAS INSTALLED BY SATURDAY 1/4. JIM WELLS CONSTRUCTION COACH TALKED WITH MARK MURACH ON 1/3 LOUISE SIKORSKI
WAS ON THE PHONE. MR MURACK WAS TOLD THAT SERVICE SHOULD BE COMPLETED ON 1/4. HE SEEMED SATISIFED UNAVOIDABLE: MORE WORK WAS REQUIRED THEN WHATTHE WORK ORDER
INDICATED. A SIDEWALK HAD TO BE REMOVED AND FOUR ADDITIONAL SPLICE LOCATIONS WERE REQUIRED 1/9 2.40PM TALKED TO
LOUISE SIKORSKI AND SHE STATED THAT SHE DIDN'T LIKE BEING LIED TO ABOUT WHEN THE PHONE WOULD BE INSTALLED AND MISSING 2 WORK DAYS WAITING SHE IS GLAD THAT THE LINES ARE ON AND WORKING BUT IF SHE HAD ANOTHER CHOICE FOR PHONE SERVICE SHE WOULD SWITCH.

19970103 19970103 BROCK J A 8133634138
AB FL FL
04A R
DISPOSITION: ON 12/23 AN ORDER WAS ISSUED FOR NEW INSTALLATION AND WAS GIVEN A 1/3 DUE DATE. ON 1/3 JACK WORK WAS ADDED AND THE DUE DATE RESCHEDLUED FOR 1/15 PER THE DUE DATE MANAGER WINDOW. REMARKS
INDICATE GEORGE IN POI ADVISED ASSOCIATE CAN'T DO JACK WORK TODAY. A SPG WAS GIVEN FOR MISSED DUE DATE. ON 1/3 I SPOKE TO DISPATCH
SUPERVISOR DENISE FRENCH WHO ADVISED THE ORDER HAD NOT BEEN ASSIGNED TO ANYONE TODAY AND THERE WAS NO REASON TO CHANGE TO DUE DATE. DENISE REQUESTED TO MAKE THE DUE DATE 1/4 8A-12P APPT . THE CUSTOMER AGREED. AVOIDABLE. ASSOCIATE G053369 DID NOT ADVISEDCUSTOMER OF DEREGULATION FOR INSIDE WORK.

19961217 19970105 AYOTTE KEN 8137827951
EC FL FL
04A R INLAND FULFILLMENT
DISPOSITION: CUSTOMER GAVE INCORRECT ADDRESS AND SINCE NOT IN DATABASE REQUIRED FIELD VISIT. WHEN ADDRESS CORRECTED FIELD VISIT NOT NECESSARY EXCLUDING HOLIDAY AND WEEKDENDS DUE DATE QUOTED WAS 6 DAYS OUT. AVOIDABLE: DUE TO HIGH VOLUME OF SERVICE ORDERS AND HOLIDAY DUE DATE QUOTED

19961212 19970106 LIU JOHN 9413790444
EC FL FL
04A R COASTAL
DISPOSITION: DUE TO HIGH VOLUME OF SERVICE ORDERS AND NO MANPOWER GTE DECISION TO ONLY INSTALL PRIMARY
LINE ON DEC 7 AND SET LATER DATE FOR OTHER TWO LINES OF DEC 12 AND 17. AVOIDABLE: DUE TO HIGHVOLUME OF SERVICE ORDERS AND NO MANPOWER GTE MADE A BUSINESS DECISION TO ONLY INSTALL PRIMARY LINE AND SET LATER DATE FOR OTHER

19970106 19970106 WELLS ROBERT L. III 8137992268
EC FL FL

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B R FULFILLMENT
DISPOSITION. LOCAL MGR GUY PIPPIN CONTACTED KEN CLECKNER IN THE DAC TO HAVE MR WELLS I ORDER WORKED RIGHT
AWAY. MR WELLS IS SATISFIED. UNAVOIDABLE: PREVIOUS TENANTS MOVED OUT WITHOUT PLACING A DISCONNECT ORDER FOR THEIR SERVICE DELAYING THE INSTALLATION OF MR WELLS SERVICE. 1/8 12.30PM TALKED TO MR WELLS III AND HE IS SATISFIED

19970102 19970107 JARUSH RON 8138652028
EC FL FL
04A R
DISPOSITION: SUBSCRIBER WAS ADVISED ON JAN 3 THE DUE DATE HAD BEEN CHANGED FROM JAN 6 TO JAN 10. MATT BUTLER CHANGED THE DATE BACK TO JAN 6 AND
DISPATCHED INSTALLER WHO HAD 2 LINES WORLING BY 2P ONJAN 6 THE ISOLATED PAIRS ASSIGNED TO THE 3RD LINE WERE BACK WHICH REQUIRED IT TO BE DOR'D. FACILITY MAINTAINER WAS DISPATCHED ON JAN 7 DURING WHICH REPAIRS WERE MADE AND THE ORDER COMPLETED A FOLLOW UP CALL WAS MADE TO THE SUBSCRIBER WHO EXPRESSED SATISFACTION.

19970102 19970107 JARUSH RON 8138652028
EC FL FL
04A R
DISPOSITION. SUBSCRIBER WAS ADVISED ON JAN 3 THE DUE DATE HAD BEEN CHANGED FROM JAN 6 TO JAN 10. MATT BUTLER CHANGED THE DATE BACK TO JAN 6 AND
DISPATCHED INSTALLER WHO HAD 2 LINES WORLING BY 2P ONJAN 6. THE ISOLATED PAIRS ASSIGNED TO THE 3RD LINE WERE BACK WHICH REQUIRED IT TO BE DOR'D. FACILITY MAINTAINER WAS DISPATCHED ON JAN 7 DURING WHICH REPAIRS WERE MADE AND THE ORDER COMPLETED. A FOLLOW UP CALL WAS MADE TO THE SUBSCRIBER WHO EXPRESSED SATISFACTION.

19970106 19970107 MURPHY 9416462728
EC FL FL
04A R INLAND FULFILLMENT
DISPOSITION: DWIGHT PENNINGTON SERVICE CENTER SUPV CONTACTED CUSTOMER AT 4PM. MR MURPHY REQUESTED EARLIER DUE
DATE THAN 1/8. MR PENNINGTON HAD SERVICE ORDER WORKED ON 1/7. MR MURPHY SATISFIED AT THIS TIME. UNAVOIDABLE: SERVICE ORDER WAS WORKED PROPERLY CUSTOMER UNSATISFIED WITH DUE DATE. 1/9 10:15AM LEFT MESSAGE 1/9 3PM REACHED MACHINE

19970107 19970107 SOLOLESKY JOHN 8133776593
EC FL FL
04A R FULFILLMENT
DISPOSITION: LOCAL MGR TOM ACKERMAN CONTACTED MR SOLOLESKY ON 1/7 WITHIN THE TWO HOURS. MR ACKERMAN INVESTIGATED THIS COMPLAINT AND RECONTACTED MR SOLOLESKY ON 1/8. MR ACKERMAN FOUND NO RECORD OF THE ORDER MR
SOLOLESKY ADVISED HE PLACED ORIGINALLY. AFTER MR ACKERMAN FOUND THE ORIGINAL ORDER NO FACILITIES WERE AVAILABLE. THE ORDER WAS DORD TO

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

ENGINEERING FOR OUTSIDE PLANT REVISION. ON JAN 8THOUR SERVICE DEPARTMENT ADDED THE NEEDED FACILITIES TO COMPLETE THIS ORDER. MR WAS VERY PLEASED WITH OUR RESPONSE TO HIS COMPLAINT. AVOIDABLE: FACILITIES NOT AVAILABLE 1/16 10:05AM NO ANSWER 1/162:55PM TALKED TO JOHN SOLOLESKY AND HE IS SATISIFIED.

19961218	19970108	PETERSON KATRIA		8136844762
	ED	FL FL		
04B	R	INLAND	FULFILLMENT	

DISPOSITION: ORDER WAS DOR AND ALSO TECH DISPATCHED TO WRONG ADDRESS. MR. DAKS OFFICE SENT LETTER BACK TO ROY SHELL TO BE REWRITTEN.

19970106	19970108	WRENN ROGER		9417538077
	EC	FL FL		
04B	R	COASTAL		

DISPOSITION: AREA CORRIDOR ALONG SR 70 AND I75 IS EXPERIENCING A LARGE AMOUNT OF GROWTH. MANY SUBDIVISIONS ARE UNDER CONSTRUCTION AND THE CREEKWOOD CROSS CONNECT BOX HAD NOT VACANT GOOD PAIRS TO ASSIGN FOR SUBSCRIBERS SERVICE. ANOTHER CONTRIBUTING ISSUE WAS THAT U.S. HOMES HAD BROUGHT THIS NEW HOME PREWIRE IN ON THE OPPOSITE SIDE OF THE DWELLING. TO COMPLY WITH COMPAN POLICY DARLENE NUEMANNSERVICE INSTALLER EXPLAINED THE LOCATION OF THE DEMARCATION POINT MUST BE WITHIN 20 FEET OF THE POWER ENTRANCE. CUSTOMER WAS UNSUCCESSFUL IN HAVING US HOMES REROUTE THE WIRING BACK TO THE MULTIGROUNDNEUTRAL. SUBSCRIBER DID NOT WANT GTE TO RUN EXPOSED WIRE TO THE POWERGROUND AND DEMARCATION POINT. TO SATISFY THE SERVICE REQUEST GTE'S WIRING WAS BURIED TO THE PREWIRE LOCATION. AVOIDABLE: GTE FAILED TO PROVIDE THE NECESSARY CABLE PAIRS TO THE CREEKWOOD

19970108	19970108	JACOB ANN		8138271631
	EC	FL FL		
04A	R		FULFILLMENT	

DISPOSITION: PER PHIL NOLAN LOCAL MGR MS JACOB CALLED AND PLACED ORDER FOR SECOND LINE 12/27. SHE CLAIMS REP SAID WE WOULD BE OUT WITHIN A WEEK TO INSTALL PHONE. SHE WAITED A WEEK BUT NOBOBY CAME THEN SHE HAD TO GO TO WASHINGTON. WHEN SHE RETURNED SHE SAW CARD TO CALL LAURA SHE TRIED BUT COULD NOT GET LAURA AND WAS TOLD ORDER COULD NOT BE FOUND BUT COULD BE MADE WITH A 1/20 DUE DATE. MS JACOBBECAME VERY ANGRY AND CALLED EXECUTIVE OFFICE. PHIL NOLAN WAS NOTIFED BY THIS OFFICE OF COMPLAINT. HE TALKED WITH 'OFF LINE' WHO FOUND ORDER CHANGED DUE DATE TO 1/8. THERE WERE NO VACANT OR BAD PAIRS THAT COULD BE REPAIRED IN TERMINAL. PHIL HAD TO GET WORK ORDER ISSUED HAVE CONSTRUCTION DISPATCHED TO ADD PAIRS AND DISPATCHED SERVICE INSTALLER TO ESTABLISH SERVICE AND ADD JACK. PHIL CONTACTED MS JACOBS AT 6:30PM 1/8 SHE IS SATISFIED. AVOIDABLE: FACILITIES NOT AVAILABLE AND ADDITIONAL IRRITATION WITH THE CCC REP NOT FINDING THE ORDER MARSHA SMITH CONTACTED MS JACOBS 1/10 AT 4:30PM.SHE IS VERY PLEASED WITH INSTALLATION BUT VERY IRRATED WITH CUSTOMER CONTACT CENTER. I APOLIGIZED FOR ALL OF US. SHE WAS SATISFIED.

19970108	19970108	CARNES JOSEPH		8136341596
	EC	FL FL		

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
04B	R	INLAND		FULFILLMENT	

DISPOSITION: THIS ORDER IS A BAD PAIR DOR AND HAS BEEN REFERRED TO RALPH ZELENSKI IS E&C. THERE IS NO TROUBLE TICKET AND NO TROUBLE HISTORY. MIKE TOMPLINS HAD A REPAIRMAN BORROW A PAIR FROM A PAY STATION AND PROVIDE TEMPORARY SERVICE TO CUSTOMER CUSTOMER HAD DIAL TONE BY 3PM 1/8 AND IS SATISFIED AVOIDABLE: FACILITIES NOT AVAILABLE 1/9 TALKED TO JOSEPH CARNES AT 2.45PM AND HE IS SATISIED.

19970108	19970108	MATTHEWS BEVERLY		8139864159
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

DISPOSITION: INSTALLER WAS OUT ON JAN 6 HE HAD TO DOR THE ORDER FOR FACILITIES THE MAIN CABLE PAIR NEEDED TO BE CLEARED. THE CUSTOMER WAS NOT HOME HE TRIED THE CBR NUMBER CUSTOMER PAGER NUMBER NOONE CALLED HIM BACK. THE CUSTOMERS LANDLORD LIVES ON PROPERTY. THE INSTALLER EXPLAINED THE SITUATION TO HIM. MRS MATHEWS CALLED IN COMPLAINT AFTER SHE MADE SEVERAL ATTEMPTS TO FIND OUT WHEN THE SERVICE WOULD BE WORKING SHE SAID THE PEOPLE SHE TALKED TO WERE NOT HELPFUL ONE PERSON TOLD HER IS WOULD BE TWO WEEKS. SAL DIAZ RECEIVED COMPLAINT AND MADE CONTACT WITH CUSTOMER HE ASSURED HER THAT THE SERVICE WOULD BE WORKING THAT DAY. REPAIRMAN WAS DISPATCHED AND HE CLEARED THE PAIR AND PROVIDED SERVICE 1/8. FOLLOWUP CALL WAS MADE BY SAL DIAZ JAN 9 MRS MATHEWS SAID SERVICE WAS WORKING AND THANKED US FOR THE PROMPT RESPONSE. AVOIDABLE: FACILITIES NOT AVAILABLE

19970108	19970108	ROSENDALE LARRY		8134220123
	EC	FL FL		
04B	R		FULFILLMENT	

DISPOSITION: SERVICE ORDER T595859 F926 WAS DUE FOR 1/7. ON 1/7 AT 7:28PM THE DISPATCHER CALLED THE CBR# TO NOTIFY THAT BECAUSE OF MANPOWER WE WOULD NOT BE ABLE TO COMPLETE THE ORDER ON 1/7. ON 1/8 AT 1:35PM DENISE FRENCH SERVICE CENTER SUPV LEFT A MESSAGE AT THE CBR# THAT THE TECH WAS ON HIS WAY TO MS ROSENDALES ADDRESS. THE ORDER WAS COMPLETED ON 1/8 AT 2:34PM. ON 1/9 AT 11:19AM SERVICE CENTER MGR CONTACTED MR ROSENDALE TO CONFIRM EVERYTHING WAS WORKING TO HIS SATISFACTION. CUSTOMER IS SATISFIED. AVOIDABLE: LACK OF MANPOWER

19961216	19970109	MACK S.J.		8138545193
	ED	FL FL		
04B	R	INLAND	FULFILLMENT	

DISPOSITION: SERVICE ORDER WAS DOR NO FACILITIES. SORCES RECORD IS NOT IN COMPLETE DETAIL AND SUPVERVISOR DOES NOT RECALL CUST REQUEST TO SPEAK TO HIM. 12-20 /CHRIS WILEY ACCESS DESIGN SECTION SUPERVISOR SPOKE WITH MR MACK CONCERNING THE COMPLAINT. 12-23 BOB GAMBRELL ACCES DESIGN MANAGER CALLE TO SPEAK TO MR MACK AS A FOLLOW UP-LEFT MESSAGE ON ANS SVC. 1-8 /ANOTHER MESSAGE LEFT ON ANSWERING MACHING BY BOB GAMBRELL. 1-9 BOB CALLED CUST AND HE WAS SATISFIED BUT REQUESTED GTE TO WAIVE INSTALLATION CHARGE...CR GIVEN $55 PLUS TAX. AVOIDABLE: LACK OF FACILITIES-DOR

19970108	19970110	SILVERSTEIN RENE	9419189466

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

DISPOSITION: LOCAL MGR JOE SOFRANKO INVESTIGATED THIS COMPLAINT AND CONTACTED MS SILVERSTEIN. MR SOFRANKO ARRANGED FOR FACILITIES TO BE PLACED UNDER CASEY KEY ROAD TO PROVIDE THE SERVICE REQUESTED 1/10. MS SILVERSTEIN PLEASED WITH THE RESPONSE TO HER COMPLAINT.

19970109	19970110	WILKENSON ED			8139345524
	AB	FL FL			
04A	R				

DISPOSITION: BOB WEEKLY TELLS ME DAC HANDLED CONTACTED THE CUSTOMER AND CORRECTED THE PROBLEM. CALLED CUSTOMER AND ADVISED THAT DAC IS GOING TO WORK ORDER ASAP TODAY 1/9. I COULD NOT VFY ORDER WITHREP G0812390 EMP YR2 PAM SMITH NEW REP? HOWEVER I FOUND OUT THAT MEGA CENTERS SYSTEM WAS DOWN ON MONDAY. I REQUESTED INFORMATION FROM THE OFF LINE GROUP INPUTTING ORDER TO VERIFY THID C025751 F910 IF REP MAY HAVE PLACED WRITTEN ORDER ON MONDAY BUT WASNT INPUTTED UNTIL WE 1/8 WITH DD 1/10. STILL NO ANSWER FROM OFF LINE CONCERNING ORDER. ADVISED BY TARVIS THAT REP WAS NEW AND BILLING ONLY ORDER WOULD HAVE BEEN ON PAPER AND SINCE THE SYSTEM WENT DOWN ON MONDAY TO MANY ORDERS T VERIFY 2000
SITUATION. ADVISED MR THAT DAC WILL TRY TO WORK ORDER TODAY PER BOB WEEKLY MR SATISFIED WITH ACTIONTAKEN. ALSO SPOKE WITH BILL IN DIVISION WHICH STATED THAT BOB WEEKLY WAS
GOING TO WORK ORDER TODAY 1/9. ADVISED BILL THAT I TRIED TO GET BOB HAYES TO WORK ORDER AND HE REFUSED 1/9 DD.
UNAVOIDABLE: SYSTEM DOWN ALSO REP WAS ONLY TRAINED BILLING ORDER HAD TO BE TAKEN ON PAPER TOO MANY PAPER ORDERS TO ENTER. 1/10 3 20PM TALKED TO ED WILKERSON AND GTE PERSON WAS THERE WORKING ON HIS LINE FOR CALLERID CALL WAITING. HE IS VERY SATISIFED.

19970109	19970110	GLICKMAN DAVID			8136621015
	EC	FL FL			
04A	R	INLAND			

DISPOSITION: ORDER WAS PLACED ON 12/17 WITH A DUE DATE OF 12/20. THE ORDER WAS REFERRED TO E&C TO CLEAR ISOLATED PAIR. IT WAS IN THE BAD PAIR QUEUE IN AWAS
FROM THE DUE DATE UNTIL 1/7 WHEN IT WAS REFERRED TO E&C. THIS ORDER WAS FIRST ROUTED TO A B MAN THEREFORE
NO JACK WORK WAS DONE ON ORIGIANL DUE DATE. THE ORDER WAS COMPLETED ON 1/10 AND CUSTOMER IS SATIFSIED. AVOIDABLE: ORDER WAS IN THE BAD PAIR QUEUE IN AWAS FROM THE DUE DATE UNTIL 10/7. 1/14 12:37PM MR GLICKMAN IS SATISFIED.

19970110	19970110	KERIN THOMAS			8139381486
	EC	FL FL			
04B	R				

DISPOSITION: MR KERIN'S SERVICE WAS DORTD FOR NO FACILITIES AND HIS TICKET WAS IN THE DOR QUEUE WHEN THIS COMPLAINT WAS SENT TO SERVICE. WE DO NOT RUN ON THE
DUE DATE OF A DOR TICKET THEY ARE HANDLED IN THE ORDER THEY ARE RECEIVED AND GTE HAS 30 DAYS TO PROVDIDE
THE CUSTOMER SERVICE. BOB WEEKLY LOCAL MGR DISPATCHED NEIL FOTCH AT 4:30PM ON JAN 10 TO FIX THE CABLE PAIR. AVOIDABLE: FACILITIES NOT AVAILABLE 1/16 11AM NO ANSWER. 1/16 3:35PM TALKED TO THOMAS KERIN HE IS SATISFIED.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970109	19970111	MYERS ROBERT			9414972605
	EC	FL FL			
04A	R	COASTAL			

DISPOSITION: AREA MGR NICK BUONO INVESTIGATED THIS COMPLAINT AND CONTACTED MR MYERS. MR BUONO ARRANGED FOR THIS ORDER TO BE RE-DUE DATED AND INSTALLED ON 1/11. MR BUONO FOLLOWED UP WITH MR MYERS ON1/13 WHO ASSURED US HE WAS PLEASED.

19961224	19970113	BUCKINGHAM DORIS			8135447286
	EC	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: ON DEC 2 DAY OF INSTALLATION INSTALLER COULD NOT LOCATE THE ADDRESS. ON 1203 SUPERVISOR AND INSTALLER RECEIVED THE CORRECT
ADDRESS AND LOCATED THE LOT WHICH WAS IN A RURAL TRAILER PARK.SUPERVISOR EXPLAINED TO CUSTOMER AND APOLOGIZED. ADDRESS WAS NOT IN THE DATABASE UNAVOIDABLE: THE ADDRESS WAS NOT IN THE DATEBASE DAY OF INSTALL 12-2. ON 12-3 INSTALLER AND SUPERVISOR FOUND THE ADDRESS WHICH WAS IN A RURAL TRAILER

19970113	19970113	LAWRENCE JOHN			8132535730
	EA	FL FL			
04B	R	INLAND			

DISPOSITION: ON 1/9 SERVICE ORDER WAS CLEARED AS EDT. ON 1/10 INSTALLER WAS SENT BACKOUT BECAUSE THE EDT NUMBER WAS FOR A DIFFERENT APT IN COMPLEX. INSTALLER TRIED TO GET CUSTOMER SERVICE BUT THEREWAS TROUBLE IN THE CABLE FACILIITES AND HAD TO DOR THE ORDER TO ENGINEERING. A DOR REPAIRMAN WAS SENT OUT AT
7 30AM 1/13 AND WAS ABLE TO DO A 2 LINE STATION TRANSFER TO PROVIDE SERVICE TO MR LAWRENCE AT 9:30AM 1/13 ALSO MR LAWRENCE ORDER PERSONAL SECRETARY TO BE HOOKED UP WITH HIS NEW SERVICE. THIS WAS NOT DONE
BECAUSE THE CO DIDN'T RUN IT IN. THE REPAIRMAN HAD TO CONTACT THE ASSIGNMENT SECTION AND HAVE THIS RUN IN. REPAIRMAN WAS DISPATCHED AT 7:30AM
1/13 TO CORRECT PROBLEM. SERVICE WAS RESTORED AT 9:30AM 1/13. SENT REPAIRMAN BACK OUT AT 11:30AM TO MEET WITH CUSTOMER AND MAKE SUREHIS LINE WAS WORKING PROPERLY. CONTACTED CUSTOMER AT 1PM CUSTOMER SATISFIED. AVOIDABLE: INITIALLY EDT PAIR ASSIGNED TO CUST WAS WRONG APT. ORDER WAS DOR'D LATER.

19970113	19970113	STREETER BOB			8138961357
	EC	FL FL			
04A	R				

DISPOSITION: PHIL NOLAN INVESTIGATED AND FOUND MR STREETER'S I ORDER WAS DOR'D DUE TO LACK OF FACILITIES. HE DID NOT RECEIVE A CALL FOR POI. A WORK ORDER IS ACTIVE IN THIS AREA HOWEVER IT WAS ON HOLD DUE TO LACK OF 'CUT SHEETS'. PHIL DISPATCHED A FACILITY MAINTAINER AND WORKED WITH A SPLICER TO CHANGE COUNT OF LEG AND
MAKE 2 LINES NEEDED FOR THE ORDER AVAILABLE. THE CUSTOMER PHONE RINGING WITH NEIGHBORS NUMBER WAS DUE TO AN OLD LEFT IN DROP. OF COURSE IT WAS DISCONNECTED. AVOIDABLE: FACILITIES NOT AVA.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

MARSHA SMITH CALLED CUSTOMER CBR-DA LEFT NUMBER FOR RETURN CALL IF CUSTOMER CHOOSES.

19970113	19970113	CLARKE E.J.			8138686064
	EC	FL	FL		
04B	R				

DISPOSITION: THIS CUSTOMER CALLED IN BACK 12/30 SAMETHING. THERE IS A MISCOMMUNICATION BETWEEN THE WIFE
AND HUSBAND BOB STRICKLAND LOCAL MGR DISPATCHED A TECHNICIAN WHO REWIRED JACK AND NUMBER TO LOCATION MS CLARK WANTED. MS CLARK STATED SHE IS SATISFIED. UNAVOIDABLE LACK OF COMMUNICATION BETWEEN HUSBAND AND WIFE.

19970110	19970113	PEP BOYS			8139719638
	EC	FL	FL		
04A	B	INLAND			

DISPOSITION B. Hamilton was given name of Ron Favata of Inst Supv 813/968-4474 by Clyde in Assignment 813/988-5127. Dispatch 813/988-5128. said job as complete on 1/11/97 by Employee #3035 and RJ21Xwas marked at 11 26 a.m. as complete. Called Spires and left msg for her to call regarding any problems. UNAVOIDABLE: GTE met due date committed to customer and completed on 1/11.

19961230	19970114	WILLIAMS NICOLE			8136858080
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: LOB1-CABLE PROBLEM-ORDER DOR'D. LOB2-MARTHA WOOD EXEC ASSIST CALLED CUST ON 1-3 AND ADVISED
$25 SPG WAS ISSUED ALONG WITH CELL CALLS OF $64.70 AND APOLOGIZED FOR RUDE EMPLOYEE. COPY OF CUST LETTER WAS GIVEN TO MAUREEN DAVIDSON TO ADDRESS WITH EMPLOYEE # AVOIDABLE: CABLE TROUBLE WITH SERVICE ORDER/REP PRISCILLA FAILED TO

19970113	19970114	ENGEL KENNETH			8136452910
	EA	FL	FL		
04B	R	INLAND			

DISPOSITION: DOUG MCCORVEY FOUND THAT JUMPER WAS OPEN IN X-BOX AND HAD IT REPAIRED. DOUG CONTACTED CUSTOMER AND
INVOKED SPB. CUSTOMER IS SATISFIED. SODA SHOULD NOT SIGN OFF WITHOUT CONTACTING CUSTOMER. AVOIDABLE. SODA SIGNED OFF SERVICE ORDER THAT WAS NOT COMPLETE. 1/16 10:30AM TALKED TO MRS ENGLE AND SHE IS SATISFIED. MR ENGEL WAS NOT AVAILABLE.

19970114	19970114	MCMILLER ROGER			9414391532
	EC	FL	FL		
04A	R	INLAND			

DISPOSITION: LOCAL MGR DWIGHT CLANTON CONTACTED ASSIGNMENT HAD ORDER ASSIGNED AND SENT TO FIELD AT

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

NOON 1/14. INSTALLER COMPLETED ORDER AT 2.01PM 1/14. DWIGHT REACHED MR MCMILLER AT 3:30PM AND SERVICES IS SATISFACTORY. UNAVOIDABLE. NORMAL DUE DATE QUOTED 1/16 2:30PM NO ANSWER 1/16 3:40PM NO ANSWER.

19961231	19970116	HARRIS JAMES			8138375586
	EA	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: SENT TO TAMPA CENTRAL TO INVESTIGATE. 4 HOUR WINDOW IS IN ACCORDANCE WITH CUSTOMER APPTS RULE - CANNOT TELL BUT COMPLAINT IF CUSTOMER WANTED A MORE SPECIFIC TIME IN WHICH THE INSTALLER WOULD BE THERE ORDER ISSUED 12/20 WITH 12/27 COMMITMENT.
COMMITMENT WAS NOT MISSED CUSTOMER WAS NOT HOME SO INSTALLER LEFT A CARD NOTIFYING MR.HARRIS THAT WE NEEDED ACCESS INTO THE HOUSE TO COMPLETEORDER. ON 01/02 SUPV CONTACTED
CUSTOMER. SPG NOT ISSUED. CUSTOMER VERY UPSET ABOUT WAY HE WAS TREATED BY CARE. APPT MADE WITH CUSTOMER FOR 01/03
ORDER COMPLETED AT THAT TIME. UNAVOIDABLE: INVESTIGATED BY TAMPA CENTRAL DISTRICT..CHARGED TO SERVICE CENTER. COMMITMENT NOT MISSIED THE INSTALLER NEEDED ACCESS INTO THE RESIDENCE. APPT MADE WITH CUSTOMER FOR INSTALLATION. CUSTOMER UPSET WITH

19970114	19970116	RICHARDSON EUGENE			8133533018
	EC	FL	FL		
04A	R	INLAND			

DISPOSITION: FACILITY PROBLEM WAS CORRECTED ON 1/16 AND SERVICE PROVIDED. CUSTOMER IS SATSIFIED. BECAUSE OF FACILITY PROBLEMS CUSTOMER DUE DATE WAS MISSED. CUSTOMER CALLED IN SAME COMPLAINED 1/15.AVOIDABLE: FACILITY PROBLEM CUSTOMER DUE DATE WAS MISSED. 1/17-12PM TALKED TO EUGENE RICHARDSON HE IS SATISFIED.

19970116	19970116	HUTTON LINDA			9416964007
	DB	FL	FL		
04B	R	INLAND			

DISPOSITION: THE CUSTOMER WAS CONTACTED BY LOCAL MGR DAVE CLARK IN PERSON 1/16. THE CUSTOMER WAS UPSET BECAUSE OF LACK OF INFORMATION GIVEN TO HER AND THREE HOURS OF HER TIME SPENT ON THE PHONE TRYING TO GET THIS INFORMATION. THIS WAS A DELAYED ORDER SITUATION. A WORK ORDER ADDED PAIRS TO THE TERMINAL ON 1/16.
SERVICE WAS SUPPOSED TO BE GIVEN 1/16. SERVICE WAS WORKING AT 1PM ON 1/7. THE CUSTOMER WAS GIVEN A GOOD WILL GESTURE SPG FOR 25.00 1/17. AVOIDABLE. CARE CENTER REPS WERE RUDE AND OFFERED LITTLE HELP OR CONCERN. 1/20 11:25AM TALKED TO MS HUTTON SHE IS SATISFIED.

19970116	19970117	FALLIN HENRY			8138271979
	AB	FL	FL		
04A	R				

DISPOSITION: I CALLED AND HAD SERVICE ORDER PLACED I049949 F900 REQUESTED SPECIAL DD FOR CO CONNECT 1-17-97 OK PER CHARLOTTE IN DAC. MR. SATISFIED WITH ACTION TAKEN. AVOIDABLE: SYSTEM PROBLEM SYSTEM WENT DOWN ORDERS ENTERED ON PAPER LOST

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970117	19970118	HAKES ANDREW			8138916144
	EC	FL FL			
04B	R	INLAND			

DISPOSITION: CUSTOMERS ORDER WAS DOR'D ON 1/18 DISPATCHED TO CLEAR A CABLE AND PAIR AND WORKED SERVICE ORDER. SECOND LINE WAS CHECKED AND FOUND TO BE WORKING OKAY. FOLLOWED UP WITH MRS HAKES ON 1/20 TO MAKE SURE LINES WERE STILL WORKING OKAY.

19970114	19970120	PERRY LOU			9417227604
	EC	FL FL			
04B	R	COASTAL			

DISPOSITION: 1-14-97 LARRY WIGGERTON CONTACTED CUSTOMER. THE SERVICE WAS WORKING AT THAT TIME. LARRY'S INVESTIGATION REVEALED ON 1-11 THE INITIAL INSTALLER WAS A CONTRACTOR WHO HAD TO INCOMPLET THEORDER DUE TO NO OVERTIME AVAILABLE LATER IN THE AFTERNOON ON 1-11 THE ORDER WAS DISPATCHED TO GREG THOMASON SERVICE INSTALLER WHO HAD TO INCOMPLETE THE ORDER BECAUSE OF DARKNESS. THE ORDER WASDISPATCHED AGAIN ON 1-13 TO FELIPE MUNOZ SERVICE INSTALLER WHO INSTALLED THE JACKS AND TOLD THE CUSTOMER THA A CABLE MAN WOULD BE OUT TO FIX THE CABLE FACILITIES. ON 1-14 RODNEY REID FACILITY
MAINTAINER WAS DISPATCHED AND REPAIRED THE FACILITIES TO COMPLETE THE ORDER AT 4PM THAT DAY. LARRY MADE A FOLLOW UP CALL ON 1-15 AND MRS PERRY WAS SATISFIED. LARRY PROVIDED HIS NUMBER AND NAME FOR FUTURESERVICE PROBLEMS AVOIDABLE: LACK OF FACILITIES AND STAFF AVAILABILITY

19970120	19970120	WATSON DON			8135364437
	ED	FL FL			
04A	R				

DISPOSITION: 1-23-97 UPDATE: LOCAL MANAGER GEORGE AGISOTELIS HAS CONTACTED CUSTOMER TO ADVISE THAT WORK ORDER ARE PENDING IN ENGINEERING. GTE WILL NOT BE ABLE TO PROVIDE SERVICE UNTIL CONTRUCTION HAS BEEN COMPLETED ON THESE WORK ORDERS. LOCAL MGR GEORGE AGISOTELIS LEFT A MESSAGE FOR MR WATSON AT THE CAN BE REACHED NUMBER ON 1/20. MR WATSON DID NOT RETURN MR AGISOTELIS CALL HOWEVER MR AGISOTELISDID FINALLY MAKE CONTACT WITH MR WATSON ON 1/22. HE EXPLAINED THAT THE DUE DATE HE HAD BENN GIVE WAS NECESSARY IN ORDER TO ACCOMMODATE THE EXTRMELY HIGH VOLUME OF PENDING ORDERS AT THAT TIME.
HE ALSO EXPLAINED THAT HE WOULD TRY TO WORK HIS ORDER IN EARLY SO THAT IT MIGHT BE COMPLETED WITHIN THE NEXT COUPLE OF DAYS. MR AGISOTELIS DISCOVERED THAT THERE WAS A FACILITY PROBLEM IN THE AREA AND MR WATSON'S ORDER WAS DOR'D (CABLE DOR) AND THEN REFERRED TO
ENGINEERING. ENGINEERING RELEASED THE DOR AND MR WATSON'S SERVICE WAS INSTALLED ON 1/24 TWO DAYS PRIOR TO THE ORIGINAL DUE DATE. THIS WAS ANEW INSTALL/PRIMARY LINE/NO HISTORY.
UNAVOIDABLE: CUSTOMER WAS NOT HAPPY WITH THE DUE DATE QUOTED.

19970114	19970120	MONTOTO BERNARDO			8139627798
	ED	FL FL			
04B	R	INLAND			

DISPOSITION: LETTER SENT EXPLAINING DOR SITUATION AND CUST ADVISED THAT ALEX HUNTER STAYED IN CONTACT CONTINUOUSLY UNTIL INSTALLATION COMPLETE. AVOIDABLE: LACK OF FACILITIES

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970103	19970122	CRUZ VICTOR			8138468544
	EC	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: GTE DISCOVERED ADDRESS DISCREPANCY AND CHANGED THE DUE DATE FROM 1-2 TO 1-15. CORRECTION WAS MADE AND ORDER WAS WORKED ON 1-7 AVOIDABLE: GTE NEVER NOTIFIED THE CUSTOMER OF THE ERROR FOUND AND CHANGED THE DUE DATE. CUSTOMER HAD TO CALL IN TO FIND OUT WHY THEIR ORDER WAS NOT WORKED.

19970115	19970122	DEZOETEN PAULINE	9413882776
	AB	FL FL	
04B	R	COASTAL	

DISPOSITION: RANDY LOHR CONTACTED CUST REGARDING COMPLAINT. THE DELAY IN SERVICE WAS CAUSED BY INCORRECT ORDER TAKEN BY REP. CUST WAS TRANSFERING FROM
APT 104 TO APT 407 IN THE SAME COMPLEX. THE ORDER WAS TAKEN AS AN O&I INSTEAD OF AN F&T WHICH NO NEW FACILITIES WERE AVAILABLE. F&T WAS PLACED AND THE OLD FACILITIES WERE REUSED. HOLIDAYS AND MANPOWER SHORTAGE ALSO CONTRIBUTED TO THE DELAY AVOIDABLE: SERVICE REP SALES CODE G044625 FAILED TO PLACE THE CORRECT TYPE

19970122	19970123	FLORIDA AQUATIC MANAGEMENT	8134612611
	EC	FL FL	
04B	B		

DISPOSITION: MR GREEN'S APPLICATION DATE WAS 1/14 AT THIS TIME HE REQUESTED TO HAVE HIS 'F' ORDER DISCONNECTED ON 1/21. ON 1/15 HE REQUESTED TO CHANGE THE DUE DATE TO 1/17. ON 1/16 MR GREEN REQUESTED TO CHANGE THE DUE DATE FROM 1/17 BACK TO THE ORIGIANL DUE DATE OF 1/21. ON 1/16 THE TAPE HAD ALREADY BEEN SENT TO THE SWITCH
WITH THE CHANGE OF 1/17. THE CHANGE INFORMATION WAS UPDATED ON THE SORCES ORDER BUT THE SWITCH DOES NOT GET A COPY OF THE SORCES ORDER AND WAS NOT NOTIFIED OF THIS CHANGE. MR GREEN DID NOT NOTIF GTE ON 1/17 THAT HIS 'F'
ORDER HAD BEEN DISCONNECTED ON WRONG DATE BECAUSEHE DID NOT BECOME AWARE OF IT UNTIL 1/22 WHEN SOMEONE ADVISED HIM THEY HAD TRIED TO REACH HIM AND
WERE UNABLE TO. LOCAL MGR JOHN PAZDALSKI CONTACTED MR GREEN ON 1/22 HE APOLOGIZED FOR ANY INCONVENIENCE THIS MATTER MIGHT HAVE CAUSED HIM AND ISSUED 100.00 SPG. MR GREEN WAS PLEASED WITH THIS SETTLEMENT. AVOIDABLE: SWITCH SHOULD HAVE BEEN NOTIFIED OF SECOND DUE DATE CHANGE. (SWITCH UPDATES THE NIGHT BEFORE).

19970123	19970123	CUCURULLO CARMEL	8133816562
	EC	FL FL	
04B	R		

DISPOSITION: MRS DURST CALLED RICK KRZAN ABOUT MR FLYNN'S SERVICE NOT WORKING. RICK CALLED ASSIGNMENT AND WAS TOLD THAT 381-6562 WAS TAKEN OFF CV AT 12:30PM ON
1/22. DISPATCHED A FACILITY MAINTAINERAT 4:50PM ON 1/23 AND MADE A TROUBLE TICKET. REPAIRMAN FOUND THE LINE
TO BE OPEN AND MADE REPAIR AT 6 15PM ON 1/23. RICK CALLED MR FLYNN AT 7:30P AND 'LINE WAS

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

WORKING FINE' AVOIDABLE: FAILED TOMEET CUSTOMER SATISFACTION REGARDING OPEN CABLE PAIR ONCE SERVICE WAS RESTORED FROM VACATION STATUS.

19970109	19970124	HASS JANET			8137265788
	EC	FL	FL		
04B	R				

DISPOSITION: 1-6 WHEN INSTALLER WAS DISPATCHED THE CABLE PR DID NTO SHOW UP AT THE CROSS BOX. INSTALLER WAS AT WRONG CROSS BOX. 1-7
WHEN SECOND INSTALLER WAS DIAPATCHED FOUND CABLE PROBLEMS AND REQUEST MADE TO BURY DROP. ON 1-8 DOR ORDER WAS CLEARED. CUSTOMER THEN REQUESTED DROP BE AERIAL BECAUSE DID NOT WANT DAMAGE TO HER TREE. AVOIDABLE. GTE ERROR WHEN INSTALLER WAS AT THE WRONG CROSSBOX HOWEVER THERE

19970113	19970124	CREASER JANE			8135247763
	EC	FL	FL		
04A	R				

DISPOSITION. ORDER PLACED ON 1-3 WITH DD OF 1-16. DUE TO MANPOWER RESTRAINTS AND EXTREME HEAVY VOLUME OF SERVICE ORDERS IT WAS NECESSARY TO TEMPORARILY QUOTE TEN DAY DUE DATES AVOIDABLE: TEN DAY DUEDATE WAS QUOTED DUE TO MANPOWER AND HEAVY VOLUME OF

19970128	19970128	FIRE ALARM & ELECTRONICS			9419228130
	EC	FL	FL		
04B	B	COASTAL			

DISPOSITION: ELIZABETH SCOTT DID PLACE THE ORGINAL ORDER HOWEVER OUR OFFICE JUST WENT THROUGH AN INTERNAL MOVE AND FOR SOME REASON HER ORDER DID NOT PRINT TO THE SPECIAL SERVICES ORDER ENTRY GROUP.THIS IS BEING
LOOKED AT TO CORRECT THE PROBLEM. THE SECOND ORDER WAS PLACED BY PAT COFFEE AND WAS WORKDED ON THE 23RD OF JAN AS STATED. HOWEVER WHEN THE
SERVICE WAS ADDED IN THE CENTRAL OFFICE THE AREA CODE WAS PUT ON EACH NUMBER CAUSING THE CALL FORWARDING TO ERROR OUT. AVOIDABLE: ORIGINAL ORDER DID NOT GET PRINTED AND THE SECOND ORDER WAS NOT ENTERED CORRECTLY IN THE CENTRAL OFFICE. 1/30 CALLCUST SATISFIED REFERRED TO GINNI LIPSEY FOR CUST EDUCATION

19970113	19970129	JOHNSON BARBARA			8135320152
	EC	FL	FL		
04A	R				

DISPOSITION: ORDERS ISSUED ON 1-8 FOR SERVICE WITH DUE DATE FO 1-21. DUE DATE IS OUT DUE TO MANPOWER AND HEAVY WORK LOAD. ON 1-16 NO ACCESS AT CUSTOMER PREMISE SO ORDER WAS COMPLETED AND CARD LEFT ATPREMISE. AVOIDABLE: ORD ISSUED ON 1-8 WITH DUE DATE OF 1-21. DUE DATE OUT DUE TO

19970121	19970203	JARVIS D			8135365765
	ED	FL	FL		

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
04A	R			FULFILLMENT	

DISPOSITION: 1-23 LOCAL MANAGER GEORGE AGISOTELIS HAS CONTACTED THE CUSTOMER TO ADVISE A WORK ORDER MUST BE COMPLETE BEFORE SERVICE IS PROVIDED. A FINAL RESPONSE WILL BE SEND ONCE WORK ORDER COMPLETE. MS JARVIS APPLIED FOR SERVICE ON 1/21. DUE TO THE HEAVY VOLUME OF ORDER ACTIVITY AT THIS TIME SHE WAS GIVEN A
DUE DATE OF 1/27. LOCAL MGR GEORGE AGISOTELIS MADE ARRANGEMENTS TO HAVE THE ORDER WORKDED ON 1/22. DUE TO FACILITIES PROBLEM IN THE FIELD THE ORDER WAS DOR'D AND REFERRED TO ENGINEERING TO ADD PAIRS TO THE
TERMINAL. A WORK ORDER WAS ISSUED ON 1/22 AND CLEARED ON 1/23. MS JARVIS ORDERWAS RELAEAED FROM ENGINEERING ON 1/23 AND HER LINE WAS INSTALLED
THAT SAME DAY MR AGISOTELIS CONTACTED MS JARVIS AT 9:30AM ON 1/24 SHE WAS VERY PLEASED WITH OUR EFFORTS IN ARRANGING TO HAVE HER SERVICE INSTALLED EARLIER THAN ORIGINALLY SCHEDULED.
AVOIDABLE: 6 DAY DUE DATES WERE TEMPORARILY QUOTED DUE TO MANPOWER RESTRIANTS AND THE HEAVY VOLUME OF ORDER ACTIVITY.

19970128	19970203	GRIDER MICHAEL			9413622969
	ED	FL	FL		
04A	R	COASTAL			

DISPOSITION: LOCAL MGR RANDY LOHR INVESTIGATED THIS COMPLAINT AND CONTACTED MR GRIDER. THIS ORDE FOR A THIRD LINE FOR MR GRIDER WAS SENT TO DOR WITH NO AVAILABLE FACILITIES DIRECTLY
FROM THE ASSIGNMENT CENTER THIS ORDER NEVER CAME TO THE FIELD OPERATION. MR GRIDER WAS NOT INFORMED OF THE DISPOSITION OF
HIS ORDER. UPON NOTIFICATION OF AN EXECUTIVE COMPLAINT TECHNICIAN STEVE HERRERA WAS DISPATCHED TO WORK THE ORDER TO COMPLETION WHICH WAS DONE 1/28. MR LOHR PROVIDED MR GRIDER A 25 SPG FOR NON-NOTIFICATION BY OUR COMPANY. AVOIDABLE: FACILITIES NOT AVAILABLE

19970128	19970203	HILL DEBRA			8138251100
	CA	FL	FL		
04B	R			FULFILLMENT	

DISPOSITION: 1-29 Marsha Payne called cust and apologized for the delay in receiving the cards. Marsha advised the cust that she will obtain the pin (personal identification number) pins in a coupleof
days and overnight the cards to her. Marsha netscaped the cards in the afternoon and followed up for pins through out the day on 1-30. Marsha called cust on 1-30 and advised no pins yet and wouldcontact her as soon as she did. 1-31 no pins. 2-3 pins
received and Marsha called customer to advise. Customer advised Marsha she had gone with AT&T.
AVOIDABLE:FAILED TO PROVIDE TCC PINS IN A TIMELY MANNER AND CALL CUSTOMER

19970129	19970203	GRAHAM KIM			8139860646
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: ORDER WAS DOR'D TO HAVE PAIR CUT INTO TERMINAL. CUSTOMER WAS NOT PLEASED WITH THE STANDARD 14 DAY DELAY GIVEN BY POI. COLD INSTALL WAS DONE BY
TECHNICIAN ON 1/28. COULD NOT COMPLETE INSTALLATION A PAIR NEEDED TO BE CUT INTO TERMINAL. TECHNICAIN
LEFT A DOOR HANG TAG AND THEN SENT REQUEST TO ENGINEERING TO ENLARGE SERVICE TERMINAL. CONSTRUCTION RELEASED WORK WORK ORDER ON 1/29 AND INSTALLATION WAS THEN COMPLETED THE EVENIG OF 1/30. AVOIDABLE: FACILITIES NOT AVAILABLE.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970129	19970203	ARNOLD SABRINA			8139840151
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION: LOCAL MGR CONTACTED MS ARNOLD THEY DISCUSSED THE ORDERS DETAILS AND SERVICES WAS PROVIDED IN
THE AFTERNOON OF THE DUE DATE 1/29 FOLLOW UP MADE ON 1/30 TO VERIFY EVERYTHING WAS WORKINGFINE. UNAVOIDABLE ESTABLISHED OPERATING PROCEDURES WERE FOLLOWED BY FIELD PERSONNEL. CUSTOMER WAS CONFUSED ABOUT THE DUE DATE.

19970131	19970203	GABERINO FRAN			8135950093
	ED	FL FL			
04B	R				

DISPOSITION: MS GABERINO APPLIED FOR SERVICE ON 1/20 SHE WAS GIVEN A DUE DATE OF 1/29. ON 1/28 THE ORDER WAS ASSIGNED ON BAD PAIRS AND REFERRED TO THE CUT SECTION/DOR QUEUE. ON 1/29 WHEN MS GABERINO CALLED POI TO CHECK ON THE
STATUS OF HER ORDER SHE WAS ADVISED OF THE DELAY. THE CUT SECTION RELEASED THE ORDER AT 8PM ON 1/30. ON 1/31 A SERVICE INSTALLER WAS DISPATCHED TO MS
GABERINO'S HOME TOCOMPLETE HER SERVICE ORDER AT 12:30PM. LOCAL MGR GEORGE AGISOTELIS CONTACTED MS GABERINO AT
HER HOME AT 5PM ON 1/31. SHE WAS VERY PLEASED THAT ALL OF HER LINES WERE WORKING AND SAID THAT THE INSTALLERDID AN EXCELLENT JOB. AVOIDABLE. DOR ORDER WAS HELD IN CUT SECTION & ASSIGNMENT UNTIL AFTER THE COMMITMENT WAS MISSED.

19970131	19970203	BROOKS ELIZABETH			8137855098
	EC	FL FL			
04A	R			FULFILLMENT	

DISPOSITION: RICK LESEUR LOCAL MGR CONTACTED MS BROOKS ON JAN 31. THE SERVICE ORDER DUE DATE WAS CHANGED TO FRIDAY JAN 31 AND THE SERVICE WAS FIELD
CONNECTED AT 6:30PM. DUE DATE OFFERED WAS OFFERED BY REP AS AVAILABLE IN DUE DATE MGR (DDM). HAD CUSTOMER REQUESTED A BETTER DATE A SUPV COULD HAVE AUTHORIZED WITHOUT CUSTOMER CONTACTING CUSTOMER RELATIONS (EXECUTIVE LINE). UNAVOIDABLE: ORDER ACTIVITY IS SO HIGH THE ORIGINAL DUE DATE QUOTED WAS UNACCEPTALBE TO MS BROOKS.

19970203	19970203	COX DALE			9414209080
	EC	FL FL			
04B	R	INLAND			

DISPOSITION: I ORDER WAS DUE TO RE-CONNECTED 2/1 FROM VAC SERVICE. IT WAS CONNECTED TO WRONG ISOLATED PAIR. AT 11:30AM 2/3
REPAIRMAN RECONNECTED THIS PROPERLY AND TELEPHONE IS IN SERVICE. LOC MGR DAVE CLARK CONTACTED AND DISCUSSED WITH MRS COX. THEN SPOKE WITH MR COX ON 2/3. AN SPG 25.00 WAS ISSUED TO CUSTOMER FOR GOODWILL. AVOIDABLE: EMPLOYEE CONNECTED SERVICE TO WRONG ISOLATED PAIR.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970121	19970205	NATIONWIDE INSURANCE COMPANY			9417019289
	ED	FL FL			
04B	B	INLAND		FULFILLMENT	

DISPOSITION: GTE RCDS SHOW ON 12-26 ORDER PLACED FOR ADDITIONAL LINE WITH DUE DATE OF 1-6. ON 1-3 DETERMINED BY THE FACILITEY ASSIGNMENT GROUP NO FAC WERE AVAILABLE SO ORDER SENT TO ENGINEERING. ON1-10 GTE ENG CALLED CUS TO ADVISE OF
STATUS. WORK ORDER COMPLETED ON 1-13 WITH INSTALL DATE OF 1-17. ON 1-17 INSTALLER DETERMINED THE PAIRS ADDED ON THE WORK ORDER WERE BAD GTE SPLICERS ADDED
NEWPRS TO TERMINAL HOWEVER THOSE FAC WERE ALSO BAD. A FAC MAINTAINER WAS DISPATCHED TO CLEAR TH BAD PAIR. ON
1-21 A FAC MAINTAINER CONTINUED TO TRY AND CLEAR THE BAD PR. THE CUSTOMER OPR MANAGER AHDTHE NEW NUMBER CALL FORWARDED TO ONE OF THE OTHER LINES SO CUSTOMER WOULD NOT MISS ANY CALLS. ON 1-22 PAIR WAS CLEARED AND SERVICE PROVIDED.

19970204	19970205	KOEPKE FRED			8135461127
	EC	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: PER RICHARD SHIELDS MR KOEPKE'S NUMBER WAS A (COC) CENTRAL OFFICE CONNECT DUE FOR 2/1. HOWEVER THE PREVIOUS TENANT AT LOT #92 HAD MOVED AND DID NOT CALL FOR A DISCONNECT. THE NEW NUMBERFOR MR KOEPKE WOULD
NOT UPDATE IN THE SWITCH UNTIL THE OLD NUMBER WAS DISCONNECTED. THE NEW NUMBER WAS PLACED ON (CWA) CUSTOMER WILL ADVISED. RICHARD CONTACTED THE PARK
OWNER TO VERIFY THE OLD CUSTOMER HAD MOVED. HE THEN CALLED BUSINESS OFFCIE TO HAVE OLD NUMBER 'ABANDONED' CHANGED DUE DATE ON NEW ORDER AND HAD DAC EXPEDITE THE ORDER. RICHARD CONTACTED MR KOEPKE ON 2/5 HIS SERVICE IS WORKINGFINE AND HE IS SATISFIED. UNAVOIDABLE: PREVIOUS TENANT HAD NOT DISCONNECTED NUMBER.

19970204	19970206	MELLIN FREDRIC			8139953799
	DB	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION: CZT DISPATCHED 2/4 AT 10AM FOUND NO JUMPER IN CROSS CONNECT BOX. TECHNICIAN PLACED JUMPER THEN VERIFIED WITH ROOM MATE THERE WAS DIAL TONE INSIDE. CZT DISPATCHED 2/5 AT 10:11AM FOUND APROBLEM WITH THE PAIR GAIN DEVISE NOT PRODUCING RINGING CURRENT
ON MR MELLINS CABLE PAIR. TECH CHANGED MR MELLIN TO A CABLE PAIR WITH RINGING CURRENT. THE PAIR THAT FAILED WAS REFERRED TO CRCC FORREPAIRS. THE TECH THEN RETURNED TO MR
MELLIN. HE VERIFIED AGAIN THAT EVERYTHING WAS WORKING PROPERLY. FOLLOW UP MADE WITH MR MELLIN O 2/7 SERVICE WAS
WORKING FINE. MR MELLIN WAS ADVISED CREDIT ADJUSTMENTS WOULD BE MADE AS FOLLOWS: 25SPG 2/1 55.00 INSTALLATIONS CHARGES CREDITED 2/13 3/24 TIME OUT OF SERVICE MADE ON 2/13. AVOIDABLE: SERVICE ORDER WAS SIGNED OFF BY TP007 YET CUSTOMER HAD NODIAL TONE.

19970206	19970206	SCHWIESSMOPS INC			8135883386
	EA	FL FL			
04B	B			FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION. THE VOICE MAIL WAS NOT ADDED CORRECTLY IN THE SWITCH BY THE ASSIGNOR. VOICE MAIL HAS BEEN ADDED SERVICE CENTER SUPV CONTACTED HOLLI AT 12 15PM 2/6. CUSTOMER SATISFIED AVOIDABLE. ASSIGNOR FAILED TO ADD VOICE MAIL CORRECTLY IN THE SWITCH.

19970210	19970210	VIDEO HELPERS EXPERTS			8137858010
	DC	FL	FL		
04A	B			FULFILLMENT	

DISPOSITION· MR LOGAGLIO WAS CONTACTED ON 2/10 AT WHICH TIME WE DISCUSSED HIS NAME AND NUMBER BEING GIVEN OUT IN DIFFERENT AREAS BY DIRECTORY ASSISTANCE. ACCORDING TO DIRECTORY ASSISTANCE IN DALLAS ITCAN TAKE ANYWHERE FROM 72 HOURS
TO ONE WEEK TO GET A NEW LISTING ON DIRECTORY ASSISTANCE. THIS IS THE INFORMATION I GAVE TO THE CUSTOMER JIM TACKETT BSOC MGR WILL BE CALLING THE
DIRECTORY ASSISTANCE MGR TO SEE IF THIS CAN BE DONE SOONER WHEN THIS SERVICE WAS LOCAL WE WOULD HAVE THESE
LISTING WITHIN 24 HOURS. THIS LONG DELAY IS NOT ACCEPTABLE TO OUR CUSTOMER. VERIFIED THAT ALL THE LISTINGSFOR THE CUSTOMER ARE IN AND WORKING. AVOIDABLE. LONG DELAY IN DIRECTORY ASSISTANCE GETTING LISTINGS IN THE DATA BASE.

19970130	19970212	BRUEGGEN JOHN			8139919529
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

DISPOSITION· IN 12-2 ORDER PLACED FOR TRANSFER OF SERVICE WITH DUE DATE OF 1-4. F ORDER SIGNED OFF BY SODA ON 1-4 AND T ORDER PLACED ON DOR
STATUS. ON 12-17 T ORDER PLACED ON DOR STATUS. ON 12-20 GTE CONTRACTOR RECEIVED THE WORK ORDER. ON 12-26 THE DOR WAS RELEASED AND COMPLETED THAT DAY. SPG ISSUED AND A 40.00 COMPROMISE ADJUSTMENT ISSUED. CUSTOMER CLMS SPOKE WITH 22 DIFF PEOPLE AT GTE AND WAS TOLD WOULD RECEIVE FULL INSTALLATION CREDIT.

19970210	19970212	AYESSE JAN			8136621537
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: DOR CLERK DID CONTACT CUSTOMER BUT FAILED TO MAKE CLEAR EXACTLY WHEN WE WOULD BE ABLE TO PROVIDE SERVICE. DOR CLERK IS A NEW CONTRACT EMPLOYEE. WE HAVE INSTRUCTED HER IN MAKING SURE THECUSTOMER IS CLEAR ON WHEN WE WILL BE ABLE TO PROVIDE SERVICE WHEN SERVICE ORDERS ARE DOR'D THE CLERK IS ALSO RESPONSIBLE FOR
NEGOTIATING DUE DATE CHANGES TO MAKE THE CUSOTMER HAPPY. WE SHOULD STRIVE TO PRESENT A PROFESSIONAL IMAGE TO OUR CUSTOMERS. BECAUSE THE ORDER WAS DOR'ED IT WAS NEVER ROUTED OUT TO HAV INSTALLER DO INSTALLATION WORK AND
INSTALL JACK ON THE DUE DATE. AS TO THE CUSTOMERSREMARK ABOUT OUR REP TELLING HER 'I AM NOT PAID BY YOU' THIS STATEMENT WAS NOT MADE BY ANYONE IN OUR
OFFICE. WE CANNOT FIND OUT WHO MADE THIS STATEMENT TO THE CUSTOMER. I HAVE ATTEMPTED TO CONTACTTHE
CUSTOMER ON TWO OCCASIONS BUT ONLY GET ANS DEVICES. I WILL CONTINUE MY ATTEMPTS TO CONTCT THE CUSTOMER. AVOIDABLE: DOR CLERK DID CONTACT CUSTOMER BUT FAILED TO MAKE CLEAR EXACLY WHEN WE WOULD BEABLE TO PROVIDE SERVICE.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970212	19970212	BRANNAN JAMES			8135396690
	AB	FL FL			
04A	R				

DISPOSITION: ON 2/5 AN INSTALL ORDER WAS ISSUED PLACED ON HOLD FOR PAYMENT DUE DATE STATUS FOR PAYMENT OF $100 16 ON A PREVIOUS UNPAID ACCOUNT. THE SERVICE
ORDER ASSISTANCE GROUP (SOA ANDERSON FINANCIAL) RELEASED ORDER ON 2/11 AFTER CHECKING PAYMENT AN ADDED A DUE
DATE OF 2/17. PER KEVIN SOA SUPERVISOR DID RECEIVCE THE ORDER ON THE 2/6 HOWEVER WAS NOT RELEASED UNTIL 2/11 THE DUE DATE WASCHANGED TO 2/12. AVOIDABLE: SERVICE ORDER ASSISTANCE GROUP FAILED TO RELEASE ORDER IN A TIMELY MANNER

19970212	19970214	OLDFORD WM			9414880015
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

DISPOSITION: LOCAL MGR JOE SOFRANKO INVESTIGATED THIS COMPLAINT AND CONTACTED MR OLDFORD. THIS ORDER WAS PLACED IN THE
DOR STATUS DUE TO THE LACK OF AVAILABLE FACILITIES TO FILL THIS CUSTOMERS REQUEST FOR AN ADDITIONAL LINE. FACILITIES WERE REPAIRED AND THE SERVICE WAS INSTALLED 2/13. MR OLDHAM WAS SAITISFIED WITH OUR RESPONSE AND OUR WORK. AVOIDABLE: LACK OF FACILITIES

19970213	19970214	SMITH ELAINE			8134459388
	EC	FL FL			
04B	R				

DISPOSITION. MS SMITH APPLIED FOR SERVICE ON 2/5 TO HAVE A SECOND LINE INSTALLED AND WAS GIVEN A DUE DATE OF 2/6. ON 2/6 AN INSTALLER WAS DISPATCHED HE DID THE PRE-INSTALL WORK AND REFERRED THE ORDER T CABLE FOR A FACILITIES PROBLEM. THE INSTALLER LEFT A CARD INFORMING MS SMITH THAT HER ORDER WAS DELAYED. A REPAIR TECH WAS
DISPATCHED TO REPAIR THE FACILITIES ON 2/11 AND MS SMITH'S ORDER WAS COMPLETED AT 12:59PM. BECAUSE TH ORDER HAD BEEN SIGNED OFF AND WAS TESTING OKAY DEBBIE CRUZ CONTACTED MS SMITH AT 12:45PM ON 2/13 TO VERIFY THAT TELEPHONE
NUMBER 445-9388 WAS THE LINE THAT WAS NOT WORKING. MS SMITH SAID THAT SHE WAS IN THE SHOWER AND ASKED MS CRUS TO CALL BACK LATER. LOCAL MGR DAN WILSON
RETURNED MS SMITHS CALL AT 1:40PM ON 2/13 ON THE LINE IN QUESTION SHE STATED THAT HER LINE WAS WORKING
AND EVERYTHING WAS FINE. ALL RECORDS INDICATE THAT MS SMITHS SECOND LINE HAD BEEN WORKING SINCE 12:59PM ON 2/11. AVOIDABLE: TECHNICIAN DID NOT INFORM CUSTOMER THAT HER SERVICE WAS WORKING AFTER CABLE HAD BEEN REPAIRED.

19970203	19970217	PETERS JAMES			8134413561
	EC	FL FL			
04B	R				

DISPOSITION: CUSTOMER ORDERED SVC ON 01/21 AND QUOTED A DUE DATE OF 01/27. WHEN THE ORDER WAS ASSIGNED ON 02/24 THERE WERE NO AVAILABLE FACILTIES AND ORDER

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

WAS REFERRED TO CABLE DEPT THE CUSTOMER WAS NOT NOTIFIED OF THE DELAY CUSTOMER WAS NOT NOTIFIE UNTIL HE CALLED GTE ON 01/27 TO FIND OUT STATUS. SERVICE INSTALLED ON 02/03 AVOIDABLE: COMPLAINT COULD HAVE BEEN AVOIDED IF GTE HAD CONTACTEDCUSTOMER TO INFORM HIM OF THE DELAY. ALSO HAD THERE BEEN FACILTIES AVAILABLE.

19970213	19970217	TELECOM ASSOCIATES INC		8132823178
	BC	FL FL		
04B	B	INLAND	FULFILLMENT	

DISPOSITION: POI CLERK CALLED ME AROUND 3 30PM WITH A CUSTOMER HE HAD ON LINE THAT WAS UPSET THAT HIS ORDER WAS DUE DATED WRONG THAT THE BUSINESS OFFICE HAD PUT A DUE DATE OF 2/17 WITH A AWAS APPOINTMENT OF 2/14 8A-5P. I INFORMED POI WE WOULD GO AHEAD AND MOVE THE DUE DATE UP TO THE AWAS DATE OF 2/14 AND IF THAT WAS NOT OKAY TO LET ME KNOW. THE CUSTOMER ACCEPTED THE DATE BECAUSE HE NEVER ASKED TOTALK TO ME. AS A FOLLOW-UP I LOOKED IN SORCES AT THE STAT OF THE ORDER AND THE ORDER WAS ENTRY IN THE SYSTEM 2/3 AND PROOFED 2/3 BY DAJ EMPLOYEE IN THE BUSINESS OFFICE. AROUND 4 15PM I RECEIVED A CALL FROM THE BUSINESS OFFICE THAT THEY HAD THIS CUSTOMER ON THE LINE BUT THAT HE HAD DROPPED OFF HIS CELL PHONE AND THAT HE WANTED THIS ORDER DONE TODAY. I TOLD THE REP THAT THEY NEEDED TO REFER THIS TO THEIR SUPV TO CONTACT THIS CUSTOMER AND EXPLAIN THAT THE ORDER WAS A 5.7 HOUR JOB. AROUND 4 30 A SUPV BY THE NAME OF JEAN FROM THE BO CALLED ABOUT THIS CUSTOMER AND I EXPLAINED WHAT I KNEW ABOUT HIS ORDER. SHE STATED SHE WOULD TAKE CARE OF IT AND CONTACT THE CUSTOMER. AROUND 4:45PM ANOTHER REP FROM THE BO CALLED WITH A REQUEST FROM A CUSTOMER THAT WAS NOT ON LINE TO HAVE A ORDER WORKED TODAYTHAT WE MISSED I ASKED FOR THE ORDER NUMBER TO FIND THAT THIS WAS THE SAME CUSTOMER AT WHICH TIME I INSTRUCTED THE REP TO REFERED THIS TO HER SUPV FOR RESOLUTION. AROUND 5.15PM ANOTHER REP FROM THE

19970217	19970217	WEILER DONALD		8137245756
	EC	FL FL		
04B	R		FULFILLMENT	

DISPOSITION: MR WEILER APPLIED TO HAVE A SECOND LINE INSTALLED AT HIS RESIDENCE ON 2/7 HE WAS GIVEN A DUE DATE ON 2/14 A SERVICE INSTALLER WAS DISPATCHED LATE IN THE AFTERNOON ON 2/14. THE INSTALLER WAS HAVING DIFFICULTY RUNNING THE WIRE FOR THE NEW LINE AND SPOKE WITH HIS SUPV AT APPROXIMATEL 6:16PM HE EXPLAINED THAT HE WOULD HAVE TO TRIM SOME OF THE TREES OR RUN PART OF THE DROP UNDERGROUNDAND THEN RUN IT UP A POLE. MS WEILER DID NOT WANT THE DROP TO RUN UP THE POLE. MS WEILER SAID THAT SHE WOULD TRIM THE TREES HOWEVER SHE HAD TO LEAVE AT THAT TIME AND SAID THAT SHE WOULD TRIM THE TREES OVER THE WEEKEND IF THE INSTALLER COULD RETURN ON MONDAY. THE INSTALLER INCOMPLETED THE ORDER AND CHANGED THE DUE DATE TO 2/17. ON MONDAY 2/17 ANOTHER INSTALLER WAS DISPATCHED JUST BEFORE NOONAND COMPLETED THE ORDER. APPARENTLY AN OLD INTERIOR WIRE BROKE OFF INSIDE WHEN THE INSTALLER INSTALLED THE NEW NID. THE ORDER DID NOT CALL FOR ANY INSIDE WORK BOTH NUMBERS WERE WORKING AT THE PROTECTOR WHEN THE INSTALLER LEFT. A TROUBLE TICKE WAS MADE BY MS WEILER AT 2.40PM ON 2/17. A REPAIRMAN WAS DISPATCHED AT 4.06PM HE REPLACED THE BAD IW AND ALSO REPLACED ONE JACK RESTORING SERVICE TO ALL JACKS AT 6PM. LOCAL MGR GUY PIPPIN HAS TRIED NUMEROUR TIMES TO CONTACT MR AND MS MEILER HE DID LEAVE A VOICE MESSAGE APOLOGIZING FOR THE LENGHT OF TIME REQUIRED TO COMPLETE THEIR ORDER AND ASKING

19970211	19970218	WOEHRER		9419666207
	ED	FL FL		
04B	R	COASTAL	FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION: ON 2-14 A MAN WAS DISPATCHED TO CUSTOMERS HOME. JOE SOFRANKO SUPV EXPLAINED THERE WERE SEVERAL PROBLEMS INSTALLING CUSTOMERS LINE. GTE IS RUNNING OUT OF ISOLATED AND FEEDER CABLE PAIRS.
PROBLEM IN THE AREA DUE TO CABLE FILL AND CABLE DETERIORATION WHICH ENGINEERING IS ADDRESSING. JOE CALLED CUSTOMER AND OFFERED TO WAIVE THE
INSTALLATION CHARGES HOWEVER CUSTOMER HAS NOT BEEN ATHOME AND HE ONLY REACHED HIS ANSWERING MACHINE. JOE ALSO EXPLAINS THAT THE EMPLOYEES INVOLVED WITH THIS COMPLAINT HAVE BEEN CONTACTED. CUST WAS CONTACTED AND ADVISED THIS WAS AN ISOLATED INCIDENT AND NOT STANDARD OPERATING PROCEDURES.

19970205	19970220	ANDERSON	RAYMOND		8135953074
	EC	FL	FL		
04B	R			FULFILLMENT	

DISPOSITION: CUSTOMER REQUESTED SERVICE ON 01/28/97 AND GIVEN 02/04 DUE DATE. THERE WERE NO WORKING FACILTIES
IN THE AREA. ON 02/04 ASSIGNMENT DEPT REFERRED TO CABLE DEPT BUT CUSTOMER WAS NTO NOTIFIED. ON 02/06 SERVICE WAS INSTALLED. UNAVOIDABLE: UNAVOIDABLE HAD CUSTOMER BEEN CONTACTED WHEN GTE DETERMINED THERE WERE NO FACILTIES AVAILABLE.

19970220	19970224	HILL	WILLA		9414265244
	ED	FL	FL		
04B	R	COASTAL			

DISPOSITION: FACILITIES NOT IN PLACE FOR SERVICE MISSED DUE DATE. PLACED CRD WIRE TO PROVIDE SERVICE TO CUSTOMER. HAD TROUBLE
REACHING CUSTOMER AT MULTIPLE CBR NUMBERS. MGR TOM NEWMAN GAVE MRS HILL A CUSTOMER SERVICE GUARANTEE CREDIT OF 25.00 FOR MISSED COMMITMENT. MRS HILL WAS SO PLEASE WITH THE OUT COME WHEN MR NEWMAN OFFERED HER PERSONAL SECRETARY SHE BOUGHT IT. AVOIDABLE: FACILITIES NOTAVAILABLE

19970217	19970224	GRODENCHIK	BEVERLY		8138627510
	AB	FL	FL		
04B	R			FULFILLMENT	

DISPOSITION: GTE HAS NO RECORD OF RECEIVING A RSVP CARD. GTE HAS NOT MAILED RSVP CARD FOR 2 YEARS BU WOULD STILL HONOR THE REQUEST FOR RECONNECT IF RECEIVED. WHEN CUSTOMER CALLED CCC ON 01/29 THEREWAS NO ORDER
REP PLACED ORDER BUT IT WAS PLACED INCORRECTLY. ON 01/31 CUSTOMER CALLED CUSTOMER RELATIONS WHO CALLED CARE CENTER TO REQUEST ACTIVIATION OF
THE SERVICE. ON 02/01 SERVICE STILL WAS NOT WORKING. REPAIR WAS DISPATCHED AND FOUND A PROBLEM IN THE JACK. THE JACK WAS REPLACED AT NO CHARGE. TIME OUT OF SERVICE CREDIT WAS ISSUED FOR $2.27 AND AN SPG OF $25.00 WAS ISSUED AVOIDABLE: REP FAILED TO PLACE A VACATION RECONNECT ORDER CORRECTLY.

19970227	19970227	JACOR	COMMUNICATIONS		8136593042
	BC	FL	FL		

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B B INLAND FULFILLMENT
DISPOSITION: AT 2:20PM THE ORDER WAS UP BUT IT WAS NOT THE WAY MR DOUG WALKER HAD REQUESTED IT TO WORK. WE FOUND THE ISDN SPIDS WERE CONFIGURED WRONG. FROM THIS POINT WE ENCOUNTERED MANY ROADBLOCKSMAINLY WITH DATA BASE MANAGEMENT WE EXPLAINED OUT SITUATION AND WHAT WE NEEDED TO DO FOR CUSTOMER SATISFACTION. DATA BASE SAID THE ORDER
WOULD HAVE TO BE REWRITTEN AND ISSUED AGAIN. ALL OF THIS CHANGED WHEN MR DOUG WALKER CALLED MR DAKS MR DAKS MR MONAGHAN BILL ELWOOD AND TOM FAULKNER CAME INTO THE PICTURE. MR WALKERS CIRCUITS WERE UP AT 7:25PM ON 2/27 MR
WALKER WAS PLEASED WITH OUR EFFORTS ASIDE FROM THE FACT THAT WE WERE LACKING AT THE ONSET OF THE PROCESS. WITHOUT BUSINESS SERVICES EXPERIENCE IN ISDN OUR
FACILITY MAINTAINER AND SERVICE INSTALLER WOULD NOT HAVE BEEN ABLE TO TURNTHIS ORDER UP. IN PLANY CITY WE
HAVE 2 FACILITY MAINTAINERS 2 SERVICE INSTALLER TRAINED ON ISDN THE NAMEE WILL BE SENT TO DAC FOR FUTURE USE. AVOIDABLE: ORDER WAS INCORRECT WHEN FIRST ISSUED WHEN CIRCUITS WERE INSTALLED THE ISDN SPIDS WERE CONFIGURED WRONG.

19970224 19970303 HALE CHRIS 8139482095
AB FL FL
04B R INLAND
DISPOSITION: PER THE CUSTOMER MR HALE STATES THAT HE SHOULD HAVE HAD SERVICE ON 2/21. SERVICE ORDER T038256-1 F932 SHOWS DUE DATE OF 2/24. POSSIBLE SERVICE ORDER ERROR. CUSTOMER STATED
THEIR WOULD BE NO ACCESS UNTIL AFTER 6.30PM ON 2/24. MR HALE WAS ALSO CONTCTED BY ALEX HUNTER (THE ON CALL SUPV OF TAMPA NORTH)
AT 7:30PM ON 2/24 AT THIS TIME SERVICE WAS WORKING FINE. AVOIDABLE: PER CONVERSATION WITH CUSTOMER MR HALE STATES THAT HE SHOULD HAVE HAD SERVICE ON 2/21. SERVICE ORDER T03256-1 1932 SHOWS DUE DATE OF 2/24/97. POSSIBLE SERVICE ORDER ERROR OR CUSTOMER MISUNDERSTANDING.

19970225 19970303 DICKERSON BRADFORD 8135274873
EC FL FL
04B R FULFILLMENT
DISPOSITION: 2/14 OR BEFORE CUSTOMER REQUESTED SERVICE-ORIGIANL DATE UNKNOWN BECAUSE ORIGINAL ORDER CANCELLED AND REISSUED. 2/15 ASSIGNMENT (EVA LONG) TRIES TO ASSIGN ORDER AND DISCOVERS ONLY BAD PAIRS AVAILABLE-REFERS ORDER TO ENGINEERING. DID NOT NOTIFY CUSTOMER OF DELAY DUE TO ADVANCE DUE DATE. 2/21-CUT SECTION (MARY ALLEN) RELEASES ORDER TO ASSIGNMENT TO USE CABLE 24 PAIR 1476 NO CONTACT WITH CUSTOMER. 2/21-FACILITY MAINTIANER (WES PITMAN) CHECKS NUMEROURS PAIRS AT THE CROSSBOX AND DETERMINES THERE ARE NO GOOD PAIRS. HE DID NOT NOTIFY CUSTOMER AND DID NOT DO PREINSTALL DUE TO TIME OFDAY 3:40PM. HE CALLED CUT SECTION (SUE M) TO LET HER KNOW OF PROBLEM. DAC CENTER PICKS UP REMARKS FROM LAPTOP (S.O.ALERT) AND SEND TO CUT SECTION. 2/21-CUSTOMER IS ADVISED OF BAD PAIR STATUS AND GIVEN 25 SPG. 2/22-CHANGED FROM BAD PAIR QUEUE TO DOR QUEUE AND RESENT TO FIELD TO FIX BAD PAIRS (RUTH-CUT SECTION). 2/24-10:25AM MR DICKERSON CALLS FOR A STATUS ON ORDER AND WAS TOLD THAT THE ORDER SHOWED COMPLETE (JANET BELL-POI) AND REFERRED TO CARE CENTER. 2/24-FACILITY MAINTAINER (JACKIMSKI) ROUTED TO FIELD TO FIX BAD PAIRS. HE REFERS BACK TO ENGINEERING BECAUSE ALL PAIRS WERE BAD. THROUGHINVESTIGATION HE FINDS WO IN PROGRESS. 2/24-PER MAYR IN DAC (443-9630) ORDER SENT TO NCCSC TO REISSUE ORDER WITH DOR DUE DATE 2/26. NCCSC REISSUES ORDER AS I091523 F900. 2/25 ENGINEERING ASSIGNS

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970226	19970303	MALPASSO FREDDIE			8133435415
	EC	FL FL			
04A	R			FULFILLMENT	

DISPOSITION ON FEB 26 AN ORDER WAS PLACED FOR SERVICE DUE ON MARCH 5 THE NORMAL 3 DAY DUE DATE WOULD HAVE BEEN ON OR BEFORE MAR 3 HOWEVER DUE TO
A HIGH VOLUME OF SERVICE ORDER ACTIVITY THE CUSTOMERWAS QUOTED A DUE DATE OF MAR 5. MR. RICKKRZA GTE MANAGER EXPEDITED THE ORDER AND SERVICE WAS PROVIDED ON MAR 1 AVOIDABLE: 50D- COMPLAINT WAS DUE TO LACK OF AVAILABLE MANPOWER WHICH CASUED AN INABILITY TO HANLDE THE CUSTOMER'S REQUEST IN A TIMELY MANNER.

19970224	19970303	HALE CHRIS			8139482095
	AB	FL FL			
04B	R	INLAND			

DISPOSITION PER THE CUSTOMER MR HALE STATES THAT HE SHOULD HAVE HAD SERVICE ON 2/21. SERVICE ORDER T038256-1 F932 SHOWS DUE DATE OF 2/24. POSSIBLE SERVICE ORDER ERROR. CUSTOMER STATED
THEIR WOULD BE NO ACCESS UNTIL AFTER 6:30PM ON 2/24. MR HALE WAS ALSO CONTCTED BY ALEX HUNTER (THE ON CALL SUPV OF TAMPA NORTH)
AT 7:30PM ON 2/24 AT THIS TIME SERVICE WAS WORKING FINE. AVOIDABLE PER CONVERSATION WITH CUSTOMER MR HALE STATES THAT HE SHOULD HAVE HAD SERVICE ON 2/21. SERVICE ORDER T03256-1 1932 SHOWS DUE DATE OF 2/24/97. POSSIBLE SERVICE ORDER ERROR OR CUSTOMER MISUNDERSTANDING.

19970303	19970303	BOOTH LINDA			8135227111
	EC	FL FL			
04A	R			FULFILLMENT	

DISPOSITION: ORVILLER GROUNDS CONTACTED DAC SUPV KEN CLECKNER TO HAVE SERVICE ORDER WORKED ON 3/3. THIS WAS A SOFTWARE UPDATE ONLY. CUSTOMER HAS SERVICE
3/3 AT 3.30 DUE TO OUR SPECIAL HANDLING. CUSTOMER CONTACT QUOTED CORRECT DATE DUE TO DUE DATE MGR ASSIGNMENT. ANOTHER PROBLEM WITH THE DELAY WAS CUSTOMER PAID DEPOSIT WITH A CREDIT CARD WHICH DELAYS RELEASE OF ORDER. HOWEVER DUE TO EXECUTIVECOMPLAINT WE WORKED IT EARLY. UNAVOIDABLE. DUE DATE ASSIGNED BY DUE DATE MANAGER

19970227	19970304	WLW			8137199509
	EC	FL FL			
04B	B	INLAND		FULFILLMENT	

19970304	19970304	NENAD IRICANIN			9417470910
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

DISPOSITION: I CONTACTED MR NEDNAD AT 4:15PM 3/4 ABOUT HIS COMPLAINT. MR NENAD SAID THAT HE WAS UPSET ABOUT TWO PROBLEMS. FIRST ISSUE: MR NENAD FELT THAT WE DID NOT MEET THE DUE DATE. THE ORDERHAD AN 8AM-12PM APPOINTMENT. CZT III TECH FELIPE MUNOZ ARRIVED AT 8:30AM TO COMPLETE THE INSID WIRING AFTER HE COMPLETED THE WORK FELIP INFORMED MR NENAD'S MOTHER THAT THE INSIDE WORK WAS DONE.FELIPE FAILED TO TELL HER THAT THE CENTRAL OFFICE TECH HAD TO COMPLETE THE SWITCH WORK FOR

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DIAL TONE. FELIPE RETURNED AT 4 30PM TO INSURE THAT DAIL TONE WAS AT THE HOUSE AND HE SIGNED OFF THE ORDER.SECOND MR NENAD WAS VERY UPSET WITH
THE WAY HE WAS TREATED WHEN HE CALLED THE CARE CENTER AND TRANSFERRED TO SARASOTA POSSIBLY POI THE PERSON HE WAS TALKING TO DISCONNECTED THEMSELVES FROM HIM
IASKED IF HE REMEMBERED THEIR NAME AND HE SAID KNOW AT THAT POINT I APOLOGIZED TO HIM FOR THE PROBLEM AND
SAID I WOULD CHECK WITH PENDING ORDERS AND SEE IF SOMEONE IN THE DEPARTMENT WAS WORKING WITHHIM AND I WOULD COACH THE EMPLOYEE. AVOIDABLE: CUSTOMER WAS AGITATED BY A RUDE EMPLOYEE IN THE DEPARTMENT THAT CARE HAD TRANSFERRED HIM TOO.

19970219	19970305	MORRISON RICHARD		9414233405
	ED	FL FL		
04B	R	COASTAL		

DISPOSITION: ON 2-7 ORDER PLACED WITH DUE DATE OF 2-19. THIS WAS A LARGE NEW MOBILE HOME PARK THAT IS BEING WORKED IN 3 PHASES PHASE TWO WAS TO BE
COMPLETED ON 2-28 WHICH IS WERE THE CUSTOMER LIVED ON 2-21 A TERMINAL WAS PLACED AHEAD OF SCHDULE TO
PROVIDE SERVICE TO THE CUSTOMER. SERVICE WAS PROVIDED ON 2-21. AVOIDABLE: MOBILE HOME PARK WAS BEING WORKED IN THREE PHASES CUSTOMER HAD DUE DATEOF 2-19 AND THAT PHASE WAS DUE TO BE COMPLETED ON 2-28. ON 2-21

19970303	19970305	FUERTES		8132431689
	DB	FL FL		
04B	R	INLAND	FULFILLMENT	

DISPOSITION: ISSUED 2 $25 SPG'S PER DKENNICUTT/SUPV CUST.REL.FL

19970306	19970306	PAREDES MARIO		9419540384
	AD	FL FL		
04A	R	COASTAL	FULFILLMENT	

DISPOSITION: MR PLACED I ORDER. WE REQUESTED MR TO GO INTO A PHONEMART TO SHOW PICTURE ID AND SOCIAL SECURITY CARD BECAUSE RECOUP INDICATED NO MATCH. MR REFUSED TO DO SO. WE ALSO LOCATED A US AT SAME ADDRESS WITH SAME LAST NAME.
(UA941-952-1133 GEORGE PAREDES 460.22) ACCORDING TO SECURITY THE SS# HE PROVIDED WAS ISSUED TO A 10-12 YEAR OLD MALE. AFTER MUCH DISCUSSION AN AGREEMENT WAS
MADE TO ALLOW HIS SERVICE TO BE INSTALLED WITH 100 PMT TOWARDS US AND CONTINUE WITH 50 PER MONTH UNTIL PAID IN
FULL. THIS IS IN ADDITION TO HIS NEW ACCOUNT REMAINING CURRECT. I WILL FOLLOW UP EACH MONTH TOMONITOR PAYMENTS. MR STILL IS NOT BEING REQUIRED TO SHOW PROPER INDENTIFICATION.
UNAVOIDABLE: FOLLOWED PROC/POL ON UA ACCT. TO SHOW ID

19970305	19970307	RAMSEY PAUL		9417762650
	AB	FL FL		
04B	R	COASTAL	FULFILLMENT	

DISPOSITION: LJOHNSON SERVICE REPRESENTATIVE CUST.REL.FL. NOTED MSOS TRANSACTIONS WERE NOTED A

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

RENTAL LOG FORM WAS PREPARED AS WELL AS THE PROMISE OF A CALL BACK WITHIN THE 5
BUSINESS DAY PERIOD TORESOLVE LJOHNSON REFERRED THE INQUIRY TO THE APPROPRIATE RESEARCH GROUP ACCORDING TO PRACTICE.
SERVICE REPRESENTATIVE #01026 LATER NOTED MSOS MS. RAMSEY WAS ISSUED A CREDIT TOTALING $160.62 INCLUDING TAX WHICH SHOULD BE ON THE MARCH BILL AND WAS ADVISED OF THE RESOLUTION
AVOIDABLE: CBC LEASE EQUIPMENT RESEARCH GROUP MISSED COMMITMENT TO RESOLVE

19970311	19970311	MOSS ALICHIA			8133548329
	AB	FL	FL		
04A	R	INLAND		FULFILLMENT	

DISPOSITION: I CALLED AND REQUESTED SPECIAL DD ORDER RELEASED WITH 2-27 THURS. ADVISED PM ACC IF ACC NEED AVAIL AFTER 4 00PM. MS SATISFIED WITH ACTION TAKEN. AVOIDABLE: DUE TO SITUATION REP HAD IMPOWERMENT TO REQUESTED SPECIAL DD

19970303	19970312	THE BIG GUY DELI			8135850777
	BC	FL	FL		
04B	B			FULFILLMENT	

DISPOSITION: MR RUDOM APPLIED TO HAVE A SECOND LINE INSTALLED AT HIS BUSINESS TO BE USED AS A FAX LIN ON 2/12 AND WAS GIVEN A DUE DATE OF 2/14. THE ORDER TO WAS WRITTEN AS A CENTRAL OFFICE CONNECTAND WA NOT SENT TO THE FIELD TO BE INSTALLED CONSEQUENTLY THE ORDER WAS SIGNED OFF BY SODA. MR RUDOM DID NOT PURCHASE A FAX MACHINE UNTIL 2/28 SO HE WAS NOT AWARE THAT HIS SERVICE WAS NOT WORKINGUNTIL HE HOOKED UP THE FAX MACHINE. MR RUDOM REPORTED HIS 2ND LINE OUT OF SERVICE AT 11.51AM ON 2/28 A REPAIRMAN WAS DISPATCHED AT 12.01PM. THE REPAIRMAN
DISCONNECTED AN LI DROP AND CLEARED THE CABLE PAIR PROVIDING SERVICE AT 12.30pm. QUALITY REPRESENTATIVE BOB WALKER CONTACTED MR RUDOM ON 3/3. MR RUDOM WAS VERY PLEASED WITH HIS SERVICE AND WAS NOT EXPERIENCING
ANY TELEPHONE PROBLEMS AT THATTIME HE WAS SIMPLY INQUIRING HOW HE COULD MAKE ARRANGEMENTS TO RECEIVE THE 100.00 SPG THAT HE FELT HE WAS
ENTITLED TO SINCE HIS SERVICE WAS NOT WORKING ON 2/14 AS HE WAS ORIGINALLY PROMISED. MR WALKER APOLOGIZED FOR THE DELAY AND ASSURED MR RUDOM THAT HIS ACCOUNT WOULD BE CREDITED WITHIN THE NEXT 60 DAYS. AVOIDABLE: 2ND LINE IN A BUSINESS SHOULD HAVE BEEN A FIELD CONNECT NOT A COC. 2ND LINENEEDS A LOAD.

19970310	19970312	KLEIN JEFF			8139608340
	EC	FL	FL		
04B	R	INLAND			

DISPOSITION: UPDATE: ACCORDING TO PROCEDURE CUSTOMER CARE CANNOT DISPATCH UNLESS THE CUSTOMER HAS IWM OR ACCEPTS CHARGES. THE ORDER WAS SIGNED OFF WITHOUT BEING COMPLETED. UPDATE: 3/12 MR KLEIN CALLED TO THANK JOHN COTICCIO
FOR THE GOOD SERVICE AND THE PROMPT ATTENTION HE GAVE. HE ALSO ASKED IF SOMEONE COULD REPLACE THE SOD WHERE THE WORKERS HAD TO DIG AS IT IS COMPLETELY
DEAD. UPDATE. 4-3CROSSED W/ 276-5561 960-8340 REFERRED TO ALEX FOR RON. UPDATE: 4-8 VERFIED WITH ALEX THAT ON 4-4 SUB ADVISED OF SUBSTANDARDED WIRING. WHEN BOTH LINES IN USE ON THE SAME CABLE/WIRE THE PROBLEM WITH CONTINUE. OFFERED REWIRE AT A CHARGE. CUSTOMER REFUSED. CUSTOMER AWARE OF SITUTATION DECEIDED TO REMAIN AS IS.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970310	19970312	KLEIN JEFF			8139608340
	EC	FL FL			
04B	R	INLAND			

DISPOSITION: UPDATE: ACCORDING TO PROCEDURE CUSTOMER CARE CANNOT DISPATCH UNLESS THE CUSTOMER HAS IWM OR ACCEPTS CHARGES.
THE ORDER WAS SIGNED OFF WITHOUT BEING COMPLETED. UPDATE: 3/12 MR KLEIN CALLED TO THANK JOHN COTICCIO FOR THE GOOD SERVICE AND THE PROMPT ATTENTION HE GAVE. HE ALSO ASKED IF SOMEONE COULD REPLACE THE SOD WHERE THE WORKERS HAD TO DIG AS IT IS COMPLETELY DEAD.

19970307	19970313	WHITE JERARD			8133768271
	ED	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: SENT TO ENGINEERING FOR RESPONSE. INFO TO CUSTOMER SHOULD HAVE BEEN PROVIDED DIFFERENTLY. RESPONSE NEEDS TO CLARIFIY TO THE FPSC THAT CUSTOMER WAS NOT GIVEN A 10 DAY DUE DATE THE ACTUALCOMMITMENT WAS 5 DAYS.
ON MAR 3 AN ORDER WAS PLACED FOR SERVICE DUE MARCH 7 ON MAR 7 THE ORDER WAS PLACED ON DELAYED ORDER REQUEST (DOR) STATUS DUE TO NO TERMINAL IN THE
FIELD. MR. GARY JEUP SECTIONMANAGER WAS UNSUCCESSFUL IN REACHING MR. WHITE AND LEFT A MESSAGE O THE ANSWERING MACHINE. LATER THE SAME DAY MR. RICK LESEUR LOCAL MANAGER EXPLAINED THE DELAY TO MR. WHITE. AT 2:30P SERVICE WAS PROVIDED FROM ANOTHER TERMINAL UNTIL DROPS COULD BE REPLACED INEXISTING CONDUIT.

19970313	19970313	DELIKAT ALFRED			8138916091
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION: CONFIRMED THAT MR CLAIMS HE CALLED GTE BACK TO HAVE HIS FAD DISC EFF 2/24. HE ALSO REQUESTED AT THAT TIME TO HAVE OPERATOR INTERCEPT ADDED FOR 60 DAYS. NO REMARKS ON F043158 F926 PERTAINING TO CONVERSATION. I SPOKE TO ST PETE OFF LINE REP KAREN DELL WHICH
ENTERED THE LAST REMARK ON ORDER PERTAINING TO CHANGING ORDER TO O &I 3/10. HOWEVER THE F WAS SIGNED OFF WITH 3/12 DD KAREN MADEEFF DATE 2/24 TO SAT CUSTOMER AND ADDED OPERATOR INTERCEPT TO FAD. I CALLED OVER TO DAC SUPV/JANIE TO WORK O/I 60 DAYS ASAP. I ALSO CALLED TO DBAC DUE TO ORDERS NO PASSING TO CMF DUE TO
FAD NOT SIGNED OFF UNTIL 3/12 AND WE HAVENT HAD A CY CLOSE. DBAC INPUT THE INFORMATION MANUALLY AND CUSTOMER SHOULD BE ABLE TO RECEIVE COLLECT CALLS WITHIN TWO TO THREE HOURS. INTERCEPT ON MR. SATISFIED. AVOIDABLE: UNKNOWN REP FAILED TO MAKE NECC CHANGES TO ORDER.

19970314	19970314	CERVEY SHARON			9416872489
	EA	FL FL			
04A	R	INLAND		FULFILLMENT	

DISPOSITION: MS SHARON CERVEY PLACED AN ORDER REQUESTING CALLER NAME AND NUMBER SERVICE (CNNDR) WITH A FREE ID UNIT SOMETIME BEFORE MARCH 11 1997 WITH A DUE DATE OF MARCH 11. BECAUSE OF THE FOLLOWING INFORMATION WE DO NOT HAVE A COPY OF THE ORIGINAL ORDER THEREFORE NOT KNOWING THE ORIGINAL DATE THE ORDER WAS PLACED. PER CARRIE PARTRIDGE PRODUCTS AND SERVICES DEPARTMENT IN

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

TEXAS THE ORDER C122642 F555 (KNOWN AS A MEGAMOD ORDER) WAS WORKED ON THE DUE DATE OF MARCH 14 1997 THE ORIGINAL ORDER WAS DELETED FROM THE SYSTEM ON MARCH 12 1997 DUE TO THE FLORIDA AREA INADVERTENTLY RECEIVINGMEGAMOD ORDERS BEFORE THE MEGAMOD INTERFACES HAD BEEN TURNED UP IN THE MARK SYSTEM AND SODA. MS CERVEY WAS NOT NOTIFIED OF THE PROBLEM AND WAS NOT AWARE THAT HER ORDER HAD BEEN CANCELLED. (A COMPLETE DESCRIPTION OF THE MEGAMOD PROCESS INCLUDING ERROR PROCESSING CAN BE FOUND IN THE ON-LINE DOCUMENTATION IN SODA UNDER PRODUCTS AND SERVICES MEGAMO PROCESSING) ON MARCH 12 MS CERVEY CALLED TO CHECK THE STATUS OF HER ORDER AND WAS ADVISED THAT THE ORDER HAD BEEN ENTERED INCORRETLY AND HAD BEEN CANCELLED. STILL WANTING THE SERVICE MS CERVEY REPLACED HER ORDER AND WAS GIVEN A NEW DUE DATE OF MARCH 14. ON MARCH 14 THE INSTALLATION OF CNNDR WAS COMPLETED. AVOIDABLE. THIS COULD HAVE BEEN AVOIDED IF MS CERVEY HAD BEEN NOTIFIED OF THE PROBLEMS MEGAMOD ORDERS WERE HAVING.

19970314	19970314	MULLIS KRISTI		9416444387
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

DISPOSITION MR AUBREY HAYNIE LOCAL MGR CONTACTED MS MULLIS ON 3/14 AT APPROXIMATELY 2:30PM. SERVICE INSTALLER FAILED TO NOTIFY CUSTOMER THAT SERVICE WAS NOT WORKING ON SAT 2/22 BEFORE HE LEFT. THIS ORDER WAS BEING
WORKED AS A FUTURE DUE DATE FROM 2/24. EMPLOYEE WILL HAVE A DISCUSSION SHEET TO REFRESH HIS MEMOR ON SERVICE ORDER PROCEDURES INCLUDING CUSTOMER
CONTACT BEFORE AND AFTER ORDER ACTIVITY ON 3/17 MR HAYNIE CALLED MS MULLIS AGAIN AND EXPLAINED W COULD NOT REIMBURSE HER FOR HER CELLULAR BUT HE WOULD ISSUE A SERVICE PERFORMANCE GUARRANTEE 25 FOR THE DISSATISFACTION OF SERVICE. AVOIDABLE. EMPLOYEE HAS MADE CONTACT WITH CUSTOMER THIS COULD HAVE BEEN AVOIDED.

19970305	19970318	BROCK ANN		9414251322
	EC	FL FL		
04B	B	INLAND		

DISPOSITION: ON FEB 9 199 AN ORDER WAS PLACED FOR A RINGDOWN CIRCUIT WITH A DUE DATE OF FEB 21. ON FE 20 MIKE MIDDLETON SPECIAL SERVICES INSTALLER DETERMINED THAT UNDER THE PRESENT DESIGN OF CIRCUIT AND EXCESSIVE LOOP IT IS NECESSARY TO
REDESIGN THE CIRCUIT FROM A 2 WIRE CONFIGURATION TO A 4 WIRE. THE REDESIGN CALLED FOR EQUIPMENT THAT HAD TO BE SPECIAL ORDERED CAUSING A DELAY MEETING THE DUE DATE.
IN ERROR THE EQUIPMENT WAS SHIPPED TO THE WRONG LOCAL CAUSING FURTHER DELAY. ON MAR 7 A CHANNEL UNIT WAS
LOCATED. AFTER CHANGING FIELD FACILITIES AND WIRING IN THE NEW UNIT THE FIELD TECHNICIAN TURNED THE CURCUIT UP AT 8PM ON MAR 11 SAM DANIELS AREA MANAGER CUSTOMER OPERATIONS WAS ADVISED BY MS. BROCK THE SERVICE WAS WORKING SATISFACTORILY.

19970303	19970318	WHELAN BRIAN		8136545285
	EC	FL FL		
04B	R	INLAND		

DISPOSITION: ON FEB 28 1997 A GTE SERVICE INSTALLER AS DISPATCHED AND FOUND NO AVAILABLE FACILITIES. THE CUSTOMER WAS NOTIFIED THE SAME DAY. ON MAR 1 THE ORDER WAS REFERRED TO ENGINEERING ON MAR3 SERVICE WAS PROVIDED TO THE CUSTOMER. BOB WILLIAMS SUPERVISOR CONTACTED MR. WHELAN WHO EXPRESSED SATISFACTION.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970317	19970320	OSSMANN JOHN M.			8135776054
	EC	FL FL			
04B	R				

DISPOSITION ON MAR 17 GTE MANAGER JOSEPH MAYNARD CONTACTED ROB HUTCHINGS FROM D.O. CREASMAN CONTRACTOR WHO IS RESPONSIBLE FOR
BURYING THE SERVICE DROPS FOR GTE. MR. HUTCHINGS ADVISED THE EMPLOYEE ASSIGNED TO THIS JOB HAD GONE HOME ILL AND DID NOT COMPLETE THR JOB. MR. HUTCHINGS DISPATCHED ANOTHER EMPLOYEE ON THE MORNING OF MAR 18 TO COMPLETE THE WORK MR. MAYNARD WAS ADVISED BY MS. OSSMANNOF HER SATISFACTION

19970318	19970401	STEWART BONNIE			8135935546
	EC	FL FL			
04B	R			FULFILLMENT	

DISPOSITION ORIGINAL INSTALLATION DUE ON MAR 13. BECAUSE OF A FACILITIES PROBLEM THE ORDER WAS ASSIGNED ONBAD PAIRS AND REFERRED TO THE CABLE DEPARTMENT FOR REPAIRS. MS. STEWART HAD NOT PROVIDED ACAN BE REACHED (CBR) NUMER WHEN PLACING THE ORDER THEREFORE COULD NOT BE CALLED TO ADVISE
OF THE DELAY. THE CABLE WAS NOT REPAIRABLE AND THE ORDER WAS REFERRED TO ENGINEERING. AFTER NUMEROUS ATTEMPTS ENGINEERING WAS SUCCESSFUL IN RE-MAPPING THE ASSIGNMENTBY ISSUING A LINE AND STATION
TRANSFER THAT PROVIDED THE FACILITIES NEEDED. ON MAR 17 THE ORDER WAS RELEASED FROM ENGINEERING AND SERVICE WAS PROVIDED ON MAR 18
AT 8P. THE DISPATCH ORDER WAS ALREADY IN THE SYSTEM PRIOR TO MS. STEWART'S DAUGHTER CONTACTING THE FPSC (FLORIDA PUBLIC SERVICE COMMISSION). ON MAR 19 AT 9A LOCAL MANAGER GEORGE AGISOTELIS EXPLAINED THE DELAY TO MS. STEWART ALSO APOLOGIZING FOR ANY INCONVENIENCE EXPERIENCED.

19970318	19970401	TODD BILLY			9412993231
	ED	FL FL			
04B	R	INLAND			

DISPOSITION: ON FEB 28 AN ORDER WAS PLACED FOR SERVICE DUE MARCH 5. ON MAR 5 THE INSTALLER WAS DISPATCHED TO THE PREMISE AND PLACED THE ORDER ON DELAYED ORDER REPORT (DOR) FOR 7 SPANS OF CRD WIRE.ONMAR 10 SUPERVISOR OSP CONSTRUCTION JONN DAVIS AUTHORIZED USE OF DUALLINE CARRIER. THE ORDER WAS ROUTED TO FIELD TO INSTALL ON MAR
11 HOWEVER THE INSTALLER WAS UNABLE TO USE DUAL LINE CARRIER BECAUSE OF BAD ISOLATED CABLE PAIRS. ON MAR 18 MR. OLIN BRITT LOCAL MANAGER LEFT WORD TO CALL FOR MR. TODD. ON MAR 19 DESIGNER LARRY BRAY ISSUED A WORK
ORDER TO PLACE NEW CABLE WHICH COULD NOTHAVE BEEN SERVED BY AERIAL WIRE BECAUSE OF INADEQUATE SAFETY CLEARANCE. THE WORK REQUIRED 1. PERMISSION FROM
THE PROPERTY OWNER TO BURY CABLE ON PRIVATE PROPERTY 2. CONTACT WITH SUNSHINE FOR CABLE LOCATES AND 3.
POLK COUNTY PERMIT TO JACK AND BORE UNDER ROAD. MR. BRITT EXPLAINED THE SUNSHINE LAW TO MR. TODD. ON MAR 24 PERMISSION WAS GRANTED BY THE PROPERTY OWNER TO BEGIN PLACING CABLE AND ONMAR 27 SERVICE WAS ESTABLISHED.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970331	19970401	GEORGE KARL			8138556648
	ED	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION: MR. GEORGE'S ORIGINAL DUE DATE FOR HIS SERVICE ORDER WAS 3/26/97 MR. GEORGE'S ORDER WAS DOR'D. A FACILITY MAINTAINER HAS BEEN SCHEDULED FOR FIRST THING IN THE MORNING ON 4/1/97 TO CLEARFACILITY FOR MR. GEORGE'S SERVICE.

19970331	19970401	DYE BEVERLY			8136263153
	EA	FL FL			
04A	R	INLAND			

DISPOSITION: NATHANIEL JAMES HAD THE ORDER WORKED ON 3/31. NATHANIEL MADE A PREMISE VISIT WHICH FOUND THE CUSTOMER SATISFIED

19970331	19970401	BEACON PUBLICATIONS			8139631918
	BC	FL FL			
04B	B	INLAND		FULFILLMENT	

19970317	19970401	SEGMERI CHRISTINA			8135411452
	EC	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: GTE'S RECORDS INDICATE THE DELAY IN INSTALLING SERVICE WAS BECAUSE MR. WARD HAD PROVIDED AN INCORRECT ADDRESS ON THE ORIGINAL
ORDER. MR. WARD CALLED CORRECTING THE ADDRESS BEFORE BEING CONTACTED BY GTE MANAGER RICHARD SHIELDS. SERVICE WAS PROVIDED ON WED MAR 19. MR. SHIELDS CONFIRMED WITH MR. WARD ON MAR 19 SERVICE WAS WORKING. MR. WARD APOLOGIZED FOR THE MISTAKE AND EXPRESSED COMPLETE SATISFACTION WITH THE SERVICE.

19970113	19970403	LAMBERT PAUL			9413622022
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

DISPOSITION: ONJAN 13 LOCAL MANAGER RANDY LOHR MET WITH MR. LAMBERT ARRANGING FOR INSTALLATION OF REQUESTED JACKS ON JAN 14. THE
WORK WAS COMPLETED ON JAN 14 AND MR. LAMBERT EXPRESSED SATISFACTION. GTE MISSED THE JAN 10 COMMITMENT BECAUSE THE INSTALLER FAILED TO READ THE REMARKS ON THE ORDER THAT NOTED 'FOR ACCESS CALL 1/2 HOUR BEFORE APPOINTMENT'. AVOIDABLE: EMPLOYEE FAILED TO READ REMARKSFOR ACCESS

19970403	19970403	RICH ARLENE			8132980168
	AB	FL FL			
04B	R			FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION: LOCAL MGR GUY PIPPIN CONTACTED MS RICH TO APOLOGIZE FOR THE INCONVENIENCE THIS SITUATION HAD CAUSED AND ASSURED HER THAT SHE WOULD RECEIVE AN SPG FOR EACH LINE THAT DID NOT HAVE PERSONALSECRETARY WHEN EXPECTED AND THAT HER ACCOUNT WOULD BE CREDITED 50.00 WITHIN THE NEXT 60 DAYS. THE BUSINESS
OFFICE DID NOT TAKE MS RICHS ORDER OFF CWA AND CHANGE THE DUE DATE. RECORDS FOR PERSONAL SECRETARY WERE NOT CORRECTED UNTIL 3/23 ON ONE LINE AND 3/27 ON THE OTHER BOTH WERE DUE ON 3/21. AVOIDABLE: MISCOMMUNCATION BETWEEN CUSTOMER AND SERVICE REPRESENTATIVE.

19970404	19970407	J-MART INC OF FLORIDA		9416766607
	BC	FL FL		
04B	B	INLAND	FULFILLMENT	

DISPOSITION: ON 4/7 GTE SR. DESIGNER JOE EMERY ISSUED WORK ORDER TO CHANGE AN 8 PAIR TERMINAL TO A 25 PAIR TERMINAL. FAXED WORK ORDER TO SUPERVISOR-OSP CONSTRUCTION ON 4/7 AT 7 A.M. SPLICERS WORKED ORDER AND CUSTOMER HAD SERVICE AT
3:15 P.M. SAME DAY. THIS CUSTOMER WAS NOT CONTACTED BY SUNTOMER SERVICES OR GTECC. INFRASTURE PROVISIONING CONTACTED CUSTOMER WITHIN 2 HOURS COMMITMENT AFTER
RECEIVING COMPLAINT ON 4/7 AT 10A M. SR. DESIGNER JOE EMERY CONTACTED mR. RICHARD SENATRO AT 11 A.M. ON 4/7
IN GA 812/293-0112. JOE EMERY'S FIRST ATTEMPT PRIOR TO 11 A.M. ON 4/7 WAS DA. AVOIDABLE: SALES PERSON FAILED TO VERIFY AVAILABLE FACILITIES. SR. DEDIGNER RECEIVED DOR ON 4/1. DUE TO HIS INVOLVEMENT IN SPECIAL CIRCUITS ANS HI-CAPS

19970404	19970408	HALL KAREN		8139615214
	EC	FL FL		
04B	R	INLAND		

DISPOSITION: I CALLED MS SMITH/ SUPERVISOR CARE CENTER TO EXPEDITE A TICKET TO DAC. I CALLED DAC SOPHIA WOULD NOT EXPEDITE SAID I NEED A SUPERVISOR APPROVAL CALL ANOTHER NUMBER I ADVISED LINE BUSY PLEASE TRANSFER ME OR HAVE SOMEONE PICK UP THIS LINE SHE WOULD NOT DO EITHER ADVISED ME 1 SUPERVISOR IN DISPATCH AND HE IS BUSY TAKING THE CALLS AS HE CAN. I SENT EXECUTIVE COMPLAINT TO TONI CANNON/ ROSE MARIE BASS'S OFFICE SHE IMMEDIATELY CALLED A SUPERVISOR TO CALL THE CUSTOMER ON HER CELL PHONE WITHIN 10 MINUTES AND WILL DISPATCH THE NEXT MAN TO THE FIELD. I CALLED THE CUSTOMER BACK TO ADVISE SHE SAID SHE WILL BELIEVE IT WHEN SHE SEES IT THANKED ME FOR MY HELP BUT ADVISED SHE HAS LOST CONFIDENCE IN GTE/ WHAT IF THERE HAD BEEN AN EMERGENCY OR SHE WAS MORE ELDERLY THAN SHE ISOR ILL ETC. 4/3 REPAIR REPORT WAS TAKEN THROUGH THE IVRU CLEARED AS TEST OK AVOIDABLE. SECOND REPORT ON 4/4 REPORT WAS TAKEN AT 10.48 CLEARED AT 12:30 DMI DAMAGE IN GARAGE UPDATE BY ALEX HUNTER: TECHNICIAN SHOULD HAVE MADE CONTACT WITH MS. HALL WHEN ARRIVING ORBEFORE LEAVING THE PERMISE. TECHNICIAN FAILED TO MAKE CONTACT WITH MS HALL ON 4/3/97 WHEN SERVICE WAS VERIFIED WORKING TO THE DMO. MSHALL WAS CONTACTED AT 10:15AM ON 4/4/97. REPAIRED BROKEN WIRE TO DMI INSIDE GARAGE. A FOLLOW UP CALL WAS MADE AT 2:00 PM. REVIEWED PROCEDURES WITH TECHNICIAN. THERE IS NO INFORMATION IN REGARD T

19970408	19970408	GRAVES CYNTHIA		9417787273
	EC	FL FL		
04B	R	COASTAL	FULFILLMENT	

DISPOSITION: CO CONNECT SERVICE ORDER SIGNED OFF BY SAVS WAS NOT WORKING AT CUSTOMER PREMISE. REPAIRMAN DISPATCHED ON TROUBLE WENT TO WRONG ADDRESS AND REPAIRED THAT CUSTOMERS LINE WHICH

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

JUST
HAPPENED TO BE IN TROUBLE ALSO. FAC MAINT WHO DID REPLACED FAULTY DROP ON SUBSEQUENT TICKET CALLED IN DROP TO 800 NUMBER BUT NO DROP
TICKET WAS MADE UP BY DAC. AVOIDABLE EMPLOYEE ERROR TEST BY SAV EQUIPMENT SHOULD HAVE REVEALED FAULT AND NO RINGERS TEST ON CO CONNECT FAC MAINT SHOULD HAVE GONE TO CORRECT ADDRESS AND REPAIRED PROBLEM ON FIRST VISIT AND DAC SHOULD HAVE MADE UP BURIED DROP TICKET ANDROUTED TO AWBD

19970404	19970408	HALL KAREN			8139615214
	EC	FL	FL		
04B	R	INLAND			

DISPOSITION: I CALLED MS SMITH/ SUPERVISOR CARE CENTER TO EXPEDITE A TICKET TO DAC. I CALLED DAC SOPHIA WOULD NOT EXPEDITE SAID I NEED A SUPERVISOR APPROVAL CALL ANOTHER NUMBER I ADVISED LINE BUSY PLEASE TRANSFER ME OR HAVE SOMEONE PICK UP THIS LINE SHE WOULD NOT DO EITHER ADVISED ME I SUPERVISOR IN DISPATCH AND HE IS BUSY TAKING THE CALLS AS HE CAN. I SENT EXECUTIVE COMPLAINT TO TONI CANNON/ ROSE MARIE BASS'S OFFICE SHE IMMEDIATELY CALLED A SUPERVISOR TO CALL THE CUSTOMER ON HER CELL PHONE WITHIN 10 MINUTES AND WILL DISPATCH THE NEXT MAN TO THE FIELD. I CALLED THE CUSTOMER BACK TO ADVISE SHE SAID SHE WILL BELIEVE IT WHEN SHE SEES IT THANKED ME FOR MY HELP BUT ADVISED SHE HAS LOST CONFIDENCE IN GTE/ WHAT IF THERE HAD BEEN AN EMERGENCY OR SHE WAS MORE ELDERLY THAN SHE ISOR ILL ETC. 4/3 REPAIR REPORT WAS TAKEN THROUGH THE IVRU CLEARED AS TEST OK AVOIDABLE: SECOND REPORT ON 4/4 REPORT WAS TAKEN AT 10.48 CLEARED AT 12:30 DMI DAMAGE IN GARAGE UPDATE BY ALEX HUNTER: TECHNICIAN SHOULD HAVE MADE CONTACT WITH MS. HALL WHEN ARRIVING ORBEFORE LEAVING THE PERMISE. TECHNICIAN FAILED TO MAKE CONTACT WITH MS HALL ON 4/3/97 WHEN SERVICE WAS VERIFIED WORKING TO THE DMO. MSHALL WAS CONTACTED AT 10:15AM ON 4/4/97. REPAIRED BROKEN WIRE TO DMI INSIDE GARAGE. A FOLLOW UP CALL WAS MADE AT 2:00 PM. REVIEWED PROCEDURES WITH TECHNICIAN. THERE IS NO INFORMATION IN REGARD T

19970410	19970414	SHORES JAY			8137899566
	AB	FL	FL		
04B	R			FULFILLMENT	

DISPOSITION: CURTIS HALEY THC FOR RICKY LESEUR LOCAL MGR HAD INSTALLED AND TAGGED THE LINE ON FRIDAY 4/11. LEFT CARD ON MR SHORES DOOR NOTIFYING MR SHORES THAT ORDER WAS COMPLETE. CURTIS HALEY TRIED TO CONTACT MR SHORES BY TELEPHONE ON APRIL 10TH AND APRIL 11 AND
BOTH DAYS GOT MR SHORES ANSWERING MACHINE. MR HALEY PROVIDED THE WORK CENTER PHONE NUMBER AND HIS NAME ONN MR SHORES ANSWERING MACHINE IF ANY FURTHER PROBLEMS OR QUESTIONS ARISE.
UPDATE: JAY SHORES PROBLEM ACCORDING TO E-MAIL BELOW WAS CAUSED BY THE BUSINESS OFFICE TYPING THE WRONG ADDRESS ON THE
ORIGINAL ORDER. WHEN INSTALLERWENT TO ADDRESS ON ORDER AND ASKED FOR MR SHORES HE FOUND OUT HE HAD THE WRONG HOUSE. INSTALLED TURNED BACK ORDER FOR CORRECT ADDRESS. AVOIDABLE: PROBLEM ACCORDING TO E-MAIL WAS CAUSED BY THE BUSINESS OFFICE TYPING THE WRONG ADDRESS.

19970321	19970416	THE BONATI INSTITUTE			8138689563
	BB	FL	FL		
04B	B			FULFILLMENT	

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970416	19970416	DESIGN TEAM WEST			9417482604
	EA	FL FL			
04A	B	COASTAL		FULFILLMENT	

DISPOSITION: CZT III TECH ED HAWKS WAS DISPATCHED AT 1.42PM TO COMPLETE THE SERVICE ORDER. AFTER ARRIVING HE CONTACTED ASSIGNMENT AND HAVE THE PROBLEM CORRECTED IN THE SWITCH AND COMPLETED THE ORDER.ED TESTED AND TAGGED THE LINE AND CONTACTED SUSAN HARRIS TO HAVE VENDORS COMPLETE THEIR WORK INSIDE. CONTACTED SUSAN AT 4PM
TO ENSURE THAT THE WORK WAS COMPLETED TO HER SATISFACTION AND SHE TOLD METHE PROBLEM WAS TAKEN CARE OF. THIS COMPLAINT WAS CAUSED WHEN THE ORDER WAS WRITTEN INCORRECT. THE CUSTOMER ASKED FOR TWO NUMBERS FOR MIKE
CARTERS CONSTRUCTION TO BE TRANSFERRED TO DESIGNED TEAM WEST AND ADDED A PART OF A HUNT GROUP. THE NUMBERS THAT WERE REMOVED WAS ADDED TO A DIFFERENT
HUNT GROUP AND THE FAX LINE WAS MOVED TO THE ONE LINE OF ROTTERY THE ORDER WAS PROCESSED AS A READY
AND THE SWITCH WAS UPDATED DURING THE PROCESS WINDOW AND CAUSED THE PROBLEM. BECAUSE THIS WAS A C-ORDER AND NO APPOINTMENT A TECH WAS NOT ROUTED UNTIL AFTER 12PM. AVOIDABLE:
ASSIGNMENT ERROR DETAILS TO FOLLOW

19970408	19970417	RUTLEDGE BRAD			8136431415
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

DISPOSITION: ON APR 9 MS. JOHNSON SERVICE REP CUST.REL FL TOOK THE FOLLOWING ACTION: 1. REQUESTED DUPLICATES OF ORDERS I0615086 T0084112 F0984095 FROM OFFLINE2. ISSUED CREDIT VOUCHER 0409-1 TOTALING $18 WHICH EQUALED THE RCO DEBIT (0408-1) 3. REQUESTED CSOC ISSUE ORDER R173469 F900 CORRECTING SPELLING OF NAME FROM RITLEDGE TO RUTLEDGE AND COMMUNITY & ZIP FROM BRANDON 33511 TO VALRICO 33594. 4. MAILED DUPLICATE JAN THRU MAR 97 BILLS 5. REMOVED DELINQUENT INDICATORS FROM PAY HISTORY 6. ISSUED CREDIT
VOUCHER 0417-1 FOR AT&T REGULATED CHARGES(PRE=288 IN ERROR ON T ORDER) 7. REQUESTED CSOC ISSUE ORDER TO ADD LINESKEEPER @ NO CHARGEON APR 16 MR. BOB WILLIAMS BRANDON LOCAL MANAGER CONTACTED MR.
RUTLEDGE REGARDING MISSED DUE DATE. MR. RUTLEDGE ADVISED SERVICE WAS PROVIDED ON DEC 26 AFTER CALLING CARE ON DEC 24. (ORDER I615086
F700 DD 12/23/96 SIGNED OFF BY SODA). MR. WILLIAMS AUTHORIZED A $25 SERVICE PERFORMANCE GUARANTEE (SPG). CREDIT VOUCHER 0417-1 ISSUED BY MS. JOHNSON MS. JOHNSON REVIEWED ORDER T084112-2 F900 ISSUED BY AL HUNTER (AD3) NOTING THE FOLLOWING ERRORS. 1. NAME MISSPELLED (RITLE

19970417	19970421	STULTS JULIE			9413188050
	EC	FL FL			
04B	R	INLAND			

DISPOSITION: LOCAL MANAGER ATTEMPTED TO CONTACT CUSTOMER ON 4/17/97 AT 4:38 P.M. AT CAN BE REACHED NUMBER. THE CUSTOMER DID NOT ANSWER. ALSO TRIED AGAIN AT
4/18/97 AT 9:30 P. M. WITHOUT SUCCESS. AMESSAGE WAS LEFT ON THE VOICEMAIL AND A TECHNICIAN WAS ROUTED TO THE
FIELD ON 4/18/97. A PAIR WAS CLEARED AT 2:00 P.M. NOTIFIED BY PAUL EZELL. BAD FACILITIES AND

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

PAIR NOT CLEARED WIHTIN THE THREEDAY OBJECTIVE DUE TO EXCESSIVE TROUBLE BECAUSE OF INCLEMENT WEATHER. AVOIDABLE IF NO PROBLEM WITH

19970422	19970422	LIGAS ALEX			9417763920
	ED	FL FL			
04A	R	COASTAL		FULFILLMENT	

DISPOSITION: WO 4222 3P001CW ISSUED 4/22 TO PROVIDE RELIEF TO THIS AREA. ESTIMATED IN-SERVICE DATE OF 5/5. ENGINEERING BEGAN ON THIS WORK ORDER ON 3/24. IT IS AN EXTENSIVE WORK ORDER WITH AN ESTIMATED COST OF 60 000 TO PROVIDE CABLE RELIEF IN A RURAL AREA. IF REQUIRED COUNTY PERMITS WHICH WERE COMPLICATED BY THE FACT THAT WATER AND SEWER LINES ARE ALSO BEING INSTALLED IN THIS AREA. UPDATE: MR LIGAS CALLED OFFICE WHILE I WAS AT A COMMUNITY LEADERS LUNCHEON DEMANDING THAT MY SECRETARY PAGE ME TO CALL HIM IMMEDIATELY. I ANSWERED THE PAGE AND LEFT THE MEETING TO RETURN TO MY OFFICE TO REVIEW THE
COMPLAINT BEFORE CALLING HIM BACK. DURING THE 10 MINUTES IT TOOK TO RETURN MR LIGAS HAD CALLED BACK TWO MORE TIMES USING ABUSIVE AND DEMANDING LANGUAGE WITH THE SECRETARY. AS I WAS TRYING TOREACH MR
LIGAS HE CALLED IN AGAIN AND SAID HE WAS TIRED OF ALL THE DELAY AND WANTED SERVICE TODAY. I EXPLAINED THAT HIS WORK ORDER WAS BEING
EXPEDITED AND SERVICE WOULD BE IN ON MAY 5. HE AGAIN DEMANDED SERVICE TODAY NO MATTER WHAT AND BEGAN SREAMING AND SHOUTING PROFANITIES. I TOLD HIM I WAS NOT GOING TO DISCUSS THE MATTER FURTHER UNLESS STOPPED USING PROFANITY. HE DID NOT STOP SO I SAID GOOD-BYB AND RELEASED THE CALL.

19970423	19970423	PRENTISS ARTHUR			8133196912
	AE	FL FL			
04A	R			FULFILLMENT	

DISPOSITION: THE $55.00 NRC WAS WAIVED BY A SUPERVISOR DUE TO THE DELAY I ISSUED A $25.00 SPG. I HAD THE F ORDER TAKEN OFF CWA AND SIGNED OFF SO HIS
OPERATOR INTERCEPT WOULD COME ON. AVOIDABLE: SINCE THE SERVICE WAS BEING TRANSFERED THE REP SHOULD NOT HAVE
ASKED FOR PIC ID LEASE AND SS#. THE REP THAT PLACED THE F&T WAS GO54123. THE O AND T ORDERS SHOULD HAVE WORKED TOGETHER. THE REP ON THE OWAS T5CCXH4. THERE WERE MANY REMARKS MADE B OFFLINE WHO NEVER RELEASED THE F ORDER.

19970411	19970425	CUMMINGS E.W.			8136266523
	EC	FL FL			
04B	R	INLAND			

DISPOSITION: DALE GUTHRIE FOUND ORDER 1167412 F900 DD APR 8 SIGNED OFF APR 7 IN SORCES AS A CO CONNECT. BECAUSE OF ROAD CONSTRUCTION THE LINE WAS NDT/DEAD. MR GUTHRIE
ROUTED A REPAIRMAN WHO CONNECTED THE SERVICE ON APR 11. MR GUTHRIE CONTACTED MR. CUMMINGS CONFIRMING SATISFACTION
WITH THE RESOLUTION AND REFERRED CUSTOMER BACK TO THE CCC FOR 4 DAYS TIME OUT OF SERVICE (TOS). AVOIDABLE: CAREAND CCC FAILED USE GOOD LISTENING SKILLS WHEN CUSTOMER ATTEMPTED TO EXPLAIN ALTHOUGH THE ORDER WAS SIGNED OFF SERVICE WAS NOT WORKING.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970411	19970428	PULTE HOMES			8139099306
	EC	FL FL			
04A	B	INLAND		FULFILLMENT	

DISPOSITION: ON APR 7 AND 8 2 DIFFERENT INSTALLERS WERE DISPATCHED AND COULD NOT LOCATE THE ADDRESS THE CAN BE REACHED (CBR) NUMBER WAS DISCONNECTED AND PLACED ON OPERATOR INTERCEPT REFERRING TO THE NEW NUMBER WHICH WAS NOT WORKING. ALSO THE SAME DAY REMARKS WERE ENTERED ON THE SERVICE ORDER THAT THE
CUSTOMER CALLED AND CHANGED THE SERVICE ADDRESS. ON APR 9 THE SERVICE ORDER FOR THE NEW LOCATION WAS PLACED ON DELAYED ORDER REQUEST (DOR) STATUS DUE TO INSTALLATION OF A SERVICE TERMINAL. PULTE HOMES
ESTABLISHED TEMPORARY OFFICE FACILITIES. ON APR 10 THE ENGINEERING DOR FOR PLACEMENT OF ASERVICE TERMINAL WAS RELEASED ON APR 11 A REPORT WAS
RECEIVED ON 813 909-9504 AND 813 909-9308 OF SERVICE NOT WORKING. A COMMITMENT OF APR 11 5P WAS QUOTED AND CLEARED ON APR 11 T 12:20P THE SERVICE ORDER WAS WORKED. ON APR 14 LOCAL MANAGER TIM NAIL CONFIRMED INSTALLATION COMPLETE WITH EARL AT PULTE HOMES. UNAVOIDABLE. DISTRICT FOLLOWED PRACTICE

19970321	19970430	MORTON THOMAS	8139486046
	EC	FL FL	
04B	R	INLAND	

DISPOSITION: ON MARCH 21 AT 4 28 MR MORTON WAS CONTACTED BY TIM NAIL IN REGARD TO HIS COMPLAINT. MR MORTON WAS MAINLY UPSET WITH THE FACT THAT HE WAS NO ACCESSED ON THE MARCH 20 AND THE COMMITMENT WAS MOVED TO MARCH 25. MR NAIL APOLOGIZED FOR THE INCONVENIENCE AND ASKED MR MORTON IF WE COULD MAKE ARRANGMENTS FOR
SAT 3/22 BETWEEN 8-9AM. HE AGREED AND WAS VERY PLEASED WITH OUR QUICK RESPONSE. MRNAIL PROVIDED MR MORTON WITH HIS OFFICE NUMBER AND THE NAME OF THE BACKUP LOCAL MGR MR SOULE. MR NAIL ALSO GAVE HIS PAGER NUMBER TO USE IF NEEDED FEEL FREE TO PAGE EVEN ON A SATURDAY.

19970321	19970430	MORTON THOMAS	8139486046
	EC	FL FL	
04B	R	INLAND	

DISPOSITION: ON MARCH 21 AT 4:28 MR MORTON WAS CONTACTED BY TIM NAIL IN REGARD TO HIS COMPLAINT. MR MORTON WAS MAINLY UPSET WITH THE FACT THAT HE WAS NO ACCESSED ON THE MARCH 20 AND THE COMMITMENT WAS MOVED TO MARCH 25. MR NAIL APOLOGIZED FOR THE INCONVENIENCE AND ASKED MR MORTON IF WE COULD MAKE ARRANGMENTS FOR
SAT 3/22 BETWEEN 8-9AM. HE AGREED AND WAS VERY PLEASED WITH OUR QUICK RESPONSE. MRNAIL PROVIDED MR MORTON WITH HIS OFFICE NUMBER AND THE NAME OF THE BACKUP LOCAL MGR MR SOULE. MR NAIL ALSO GAVE HIS PAGER NUMBER TO USE IF NEEDED FEEL FREE TO PAGE EVEN ON A SATURDAY.

19970421	19970506	DREW HEATHER	9413719268
	EA	FL FL	
04B	R	COASTAL	

DISPOSITION: ORDER PLACED FOR THIRD LINE WAS PUT ON DOR ON 4-7. WORK ORDER IN PROGRESS BUT NOT READY TO POINT OF PROVIDING NEEDED RELIEF. ON 4-18 ENG

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

19970429 19970507 SPISAK RICHARD 9414752322
EC FL FL
04A R COASTAL
DISPOSITION: LOCAL MANAGER NEIL OLMSTED INVESTIGATED THIS COMPLAINT AND CONTACTED MR SPISAK. MR SPISAK WAS ORIGINALLY GIVEN A 'PUSHED OUT' REPAIR
DATE OF 4/30 AT 9 P M. DUE TO THE WIND/RAIN STORM THEAREA WAS EXPERIENCING AT THE TIME OF HIS REPORT. HIST ACTUAL REPAIR WAS DONE AT 2:30 P M. ON 4/29 WHICH MADE HIM EXTREMELY HAPPY. MR OLMSTEC VERIFIED WITH THE CUSTOMER TODAY 5/7 THAT ALL WORKING PROPERLY AND THAT MR SPISAK WAS PLEASED WITH GTE WHICH

19970512 19970512 TIBBETTS L.E. 8139496560
ED FL FL
04B R INLAND
DISPOSITION: ON 5/7 THE ORIGINAL DUE DATE THE SERVICE ORDER WAS DOR'D TO ENGINEERING PER K.SOULE LOCAL MGR AND TECH 3044 TO HAVE ADDITIONAL FACILITIES ADDED. ON 5/8 CUT SECTION RETURNED THE SERVICEORDER BACH TO
THE FIELD TO PREFORM A LINE AND STATION TRANSFER. CZT 3074 MADE AN ATTEMPT TO COMPLETE THE LINE AND STATION TRANSFER HOWEVER IT FAILED JUST LIKE
IT DID ON 5/7. THE CZT RETURNED THE SERVICE ORDER TO SHIRLEY IN THE CUT SECTION TO HAVE FACILITIES ADDED TO THE TERMINAL. ON 5/12 THE DOR WAS RELEASED AT 9:30AM AND SENT BACK TO THE FIELD FROM THE ENGINEERING DEPARTMENT. FACILITIES SHOULD HAVE BEEN AVAILABLE PRIOR TO THIS CUSTOMERS QUOTED DUE DATE.

19970512 19970512 TIBBETTS L.E. 8139496560
ED FL FL
04B R INLAND
DISPOSITION: ON 5/7 THE ORIGINAL DUE DATE THE SERVICE ORDER WAS DOR'D TO ENGINEERING PER K.SOULE LOCAL MGR AND TECH 3044 TO HAVE ADDITIONAL FACILITIES ADDED. ON 5/8 CUT SECTION RETURNED THE SERVICEORDER BACH TO
THE FIELD TO PREFORM A LINE AND STATION TRANSFER. CZT 3074 MADE AN ATTEMPT TO COMPLETE THE LINE AND STATION TRANSFER HOWEVER IT FAILED JUST LIKE
IT DID ON 5/7. THE CZT RETURNED THE SERVICE ORDER TO SHIRLEY IN THE CUT SECTION TO HAVE FACILITIES ADDED TO THE TERMINAL. ON 5/12 THE DOR WAS RELEASED AT 9:30AM AND SENT BACK TO THE FIELD FROM THE ENGINEERING DEPARTMENT FACILITIES SHOULD HAVE BEEN AVAILABLE PRIOR TO THIS CUSTOMERS QUOTED DUE DATE.

19970331 19970513 PHERIGO GRANT 9412937032
EC FL FL
04A R INLAND
DISPOSITION: PER KATHY MACKAY/ HERE'S THE RESULT OF MY INVESTIGATION AND FOLLOW UP: TICKET ASSIGNE TO MAN AT 8:55A. CLEARED AT 3:25P TO REPLACING OF DROP AND DMARC. I ATTEMPTED TO CALL SUB AT 11:50A 12:08P 12;45P 2P AND REACHED HIM AT 4:15P. MR SAID HE THOUGHT GTE ALWAYS GAVE A 24 HOUR COMMITMENT AND WHEN HE WAS TOLD IT WOULD BE MONDAY HE SAID THAT WAS UNACCEPTABLE. HE SAID THE REP DID NOT

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

INDICATE HE COULD GET SPECIAL HANDLING AND DID NOT OFFER IT. WHEN NOONE CAME OUT SATURDAY OR SUNDAY HE FELT HE HAD WAITED TOO LONG WHEN HE CALLED IN TO TALK WITH A SUPERVISOR HE SAID HE WAS PLACED ON HOLD FOR 10 MINUTES AND THEN HUNG UP AND CALLED THE PSC. (IT MAY BE THE EXEC COMPLAINT LINE NUMBER). I APOLOGIZED TO HIM FOR THE DELAY AND EXPLAINED WE DO ESCALATE REPAIRS ESPECIALLY WHEN HEALTHOR EMER CONDITIONS EXIST HOWEVER WE ALSO REFER TO THE LOCAL DISPATCH CENTER ANY REPORT WHERE THE CUSTOMER ASKS FOR THE REPORT TO BE EXPIDITED. I TOLD HIM THE REPORT HAD BEEN FLAGGED THAT THE COMMITMENT TIME WAS NOT ACCEPTABLE TO HIM AND APOLOGIZED FOR THE DELAY IN REPAIRING THE SERVICE. I CONTACTED THE REP WHO CREATED THE REPORT. (PEGGY MINER) SHE SAID THE CUSTOMER WAS VERY UPSET AND WANTEDTHE SERVICE NOW. SHE SAID SHE QUOTED THE COMMITMENT AND OFFERED TO ASK FOR SPECIAL HANDLING BUT THE CUSTOMER KEPT SAYING I CAN'T WAIT. I ASKED HER IF HE SAID ANYTHING ABOUT BEING ON CALL FOR LIFE LI

19970506	19970513	IZZI ARTHUR			8133435406
	EC	FL	FL		
04A	R				

DISPOSITION PHIL NOLAN LOCAL MANAGER CONTACTED MR IZZI AFTER 12:30 AS REQUESTED. HE EXPLAINED THAT WE DO NOT 'HOLD TICKETS' AND THAT THE
REASON FOR THE 48 HOUR COMMITMENT TIME WAS DUE TO THE HIGH VOLUME OF REPAIR ACTIVITY OVER THAT WEEKEND. PHIL HAD AN SPG ISSUED DUE TO MR IZZI'S PERCEPTION OF POOR SERVICE. MR IZZI WAS UNDERSTANDING AND PLEASED AFTER PHIL EXPLAINED ALL THESE THINGS TO HIM ANDTHAT HE WOULD BE GETTING THE $25.00 CREDIT

19970512	19970520	VANKESTEREN GINNY			8138954111
	EA	FL	FL		
04B	R			FULFILLMENT	

DISPOSITION: RESEARCHED BY JO ANN WALKER FAC SUPV. THERE IS NO SUBSTANTIAL EVIDENCE THAT THIS DID NOT COPY TO THE BP QUEUE. THE REMARK IN SORCES BY THE ASSIGNOR STEVE CARTER SHOWS PROPER ROUTING TO CUTS IN THE BP QUEUE. JO ANN SPOKE
WITH STEVE CARTER REGARDING THIS COMPLAINT AND HE HAS HIS OWN DOCUMENTATION THAT SHOWS THIS ORDER WAS SENT TO CUTS AND COPIED TO PRINTER 900R. AT THIS TIME IT ISTO
LATE TO DETERMINE IF THE ORDER DID OR DID NOT PRINT TO THE CUTS PRINTER. ORDER APPEARS TO BE WRITTEN CORRECTLY. ACCORDING TO CBR CONTACT LINDA T ORDER 2ND LN DOR'S VFY INFORMATION AND VFY MAINLINE WORKING? T ORDER IS NOT SIGNED OFF NOR DUE DATE CHANGED. (CALL LINDA OR GINI 1/2 BEFORE FOR ACC 821-3100 MS CLAIMS SOMEONE WAS TO ADD TODAY.

19970520	19970521	WILLIAMS JENNIFER			9416699374
	AB	FL	FL		
04A	R	INLAND		FULFILLMENT	

'SPOSITION: AUBREY HAYNIE LOCAL MGR CONTACTED MR WILLIAMS AT 3:35PM WHEN MR WILLIAMS CALLED SINESS OFFICE TO PLACE ORDER SERVICE REPRESENTATIVE TOLD HIM WE WOULD NOT NEED ACCESS. ON 5/20 SERVICEINSTALLER NEEDED ACCESS TO TONE WIRE FROM INSIDE APARTMENT TO OUTSIDE. A NOTE WAS LEFT AT CUSTOMERS RESIDENCE AND
CUSTOMER WAS PUT ON CWA (CUSTOMER WILL ADVISE). ON ALL CWA'S NEXT AVAILABLE DUE DATEIS GIVEN WHICH WAS 5/22 IN MR WILLIAMS CASE. MR HAYNIE EXPLAINED ALL OF THIS TO MR WILLIAMS AND HE WAS SATISFIED. MR HAYNIE
GAVE MR WILLIAMS A NEW DUE DATE OF 5/21 WITH APPOINTMENT 8AM NOON. ON 5/21 SERVICE INSTALLER

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

(GROGAN) COMPLETED ORDER. AT 10:50AM MR HAYNIE
CONTACTED MR WILLIAMS AFTER INSTALLATION. MR WILLIAMS SAID PHONE IS WORKING PROPERLY AND OUR EMPLOYEE DID A GOOD JOB AND WAS VERY EFFICIENT. CUSTOMER SAID IF THE SERVICE REPRESENTATIVE HAD TOLD HIM IT WAS A POSSIBILITY WE WOULD NEED TO HAVE ACCESS TO HIS APARTMENT HE WOULD HAVE MADE ARRANGEMENTS TO BE THERE.

19970516	19970528	HINDS DONALD SR.			8133193400
	EC	FL	FL		
04B	R			FULFILLMENT	

DISPOSITION: CUSTOMER ORDERED 2ND LINE AT RES WITH DUE DATE OF 5-15 BETWEEN 8AM AND 11:30 AM. IN ERROR TIME ON ORDER SAID 11,30 PM. ON 5-15 AT 2:30 INSTALLER CALLED CUSTOMER WITH NO ANSWER.. INSTALLER COMPLETED OUTSIED WORK AND LEFT DOOR HANGER. CUSTOMER MADE ANOTHER APPT FOR 5-16 AFTER 4PM. ON 5-16

19970527	19970529	ARCURI PETER			8139633654
	EA	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION:CUSTOMERS ORDER (T257379 F920) WAS ASSIGNED ON 5/24 AT 1:47PM TO THE EDT FACILITIES ON ORDER. SWITCH WAS UPDATED OKAY. THE CUSTOMER HAD TWO SETS OF LEFT IN FACILITIES AT THIS ADDRESS ANDORDER WAS ASSIGNED ON A DIFFERENT CABLE AND PAIR FOR THE JACKS THE
CUSTOMER WAS USING. THIS IS A VERY COMMON PROBLEM AND UNLESS THE CUSTOMER FURNISHES US WITH THE EDT NUMBER WE HAVE NO WAY OF KNOWING WHAT CABLE FEEDS WHAT JACKS. CUSTOMER IS IN
SERVICE NOW AND IS NOT COMPLAINING ABOUT THE DELAY. STACY HAS ALREADY CONTACTED HER CELLULAR COMPANY TO BE COMPENSATED FOR
THE CELLULAR CALLS MADE TO GET THIS SERVICE PROBLEM FIXED. CUSTOMER NEEDS TO GIVE CCC THE EDT(EXPRESS DIAL TONE) NUMBER WHEN PLACING THE ORDER OR THE CCC SHOULD ASK FOR IT IF CUSTOMER HAS EXPRESS DIAL TONE. ASSGNMT FAILED TOUPDATE RECORDS OF EDT PAIR.

19970528	19970530	TOWN OF REDINGTON BEACH			8133913875
	BB	FL	FL		
04A	B			FULFILLMENT	

DISPOSITION: VERIFIED THAT CONTRACTOR INSTALLER #5111C DID INDEED INSTALL LINE ON THE SERVICE ORDER DUE DATE OF 5/15 ORDER C810943 F625 ACCORDING TO INSTRUCTIONS ON THE SERVICE ORDER INSTALLER WAS ONLY TO TERMINATE AND TAG CLEARLY ON RJ11C WHICH HE DID ON 5/15. CONTACTED SALES PERSON DEREK CARSWELL AND HE VERIFIED THAT FOR WHATEVER THE COMMENTS TO TERMINATE ON THE NORTHSTAR KEY SYSTEM WERE LEFT OFF THE SERVICE ORDER. HE HAS ISSUED ANOTHER ORDER AS OF TODAY 5.28 AND IS REQUESTING AN ESCALATION TO DISPATCH TODAY TO TERMINATE LINE ON THE KEY SYSTEM. FIELD TECH DISPATCHED AT 4PM 5.28 TO PUTLINE ON NORTHSTAR KEY SYSTEM BUT FOUND CLOSED FOR THE DAY. FIELD TECH BEING DISPATCHED FIRST THING AM 5/29. FIELD TECH DISPATHCED 5/29 AND PUT THE 398-4198 TEL# ON THEIR NORTHSTAR SYSTEM. THERE WASALSO SUPPOSED TO BE VOICE MAIL ON THAT LINE WHICH WAS NOT PUT ON UNTIL THE MORNING OF 5/30. THE CUSTOMER NOW HAS WHAT WAS ORDERED ON
THE SERVICE ORDER. SERVICE ORDER SHOULD HAVE BEEN PUT ON A COPSORDER BECAUSE OF BUSINESS LINE OF BUSINESS
EQUIPMENT. HOWEVER THE ORDER WAS WRITTEN ON A SORCES ORDER AND INSTALLED ON THE DUE DATE 5/15 BY A BUSINESS LINE OF BUSINESS CONTRACT INSTALLER. HE WAS NOTQUALIFIED TO PUT ON THE KEY SYSTEM AND HIS ORDER ONLY TOLD HIM TO TAG ON RJ11C WHICH HE DID.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970530	19970530	FRITSCH ROBERT			8138495521
	AB	FL FL			
04B	R			FULFILLMENT	

DISPOSITION: ON 5/19 ORDERS WEERE ISSUED TO TRANSFER MS. HANCOCK'S SERVICE TO A NEW LOCATION. THE DU DATE ON THE T WAS PLACED ON HOLD STATUS DUE TO A LI (LEFT-IN FACILITIES) MR. FRISCH'S SERVICE IS THE LI. ON 5/21
ORDERS WERE ISSUED TO TRANSER MR. FRITSCH'S SERVICE TO A NEW LOCATION. THE DUE DATE FOR THE T WAS 5/27 AND THE F WAS 6/27. MS. HANCOCK'S DUE DATE WAS
NOT CHANGED FOR THE HOLD STATUS. (ASSOCIATE S0007667) ON 5/30 MR. FRITSCH'S DUE DATE ON THE F ORDER WAS CHANGED TO 5/30 AND WAS WORKED WITH MS. HANCOCK'S SERVICE. MS. HANCOCK'S SERVICE WAS WORKING BY 1PM. THE INCORRECT DUE DATE WAS PLACED ON THE FORDER AND A RELATED ORDER WAS NOT RELEASED TO WORK WITH THE F

19970530	19970602	LAPORTE ANTHONY			8139346861
	AH	FL FL			
04B	R				

DISPOSITION: JANET DURST CUST REL APOLOGIZED FOR THE INCONVENIENCE THE ASSOCIATES CAUSED BY PLACING HIM ON HOLD FOR LONG PERIODS THE CUSTOMER DID NOT HAVE THE NAMES OF THE ASSOCIATES INVOLVED. THE DSAC TESTED THE 800 SERVICE WHICH WAS WORKING AND CLEARED BACK TO THE CUSTOMER AT 445P 5/30. THE 800RL ORDER WAS ISSUED BY CCC ASSOCIATE TF0E517 D.S.GRAVES MS.GRAVES STATED THE CUSTOMER WAS TRANFERRED BY A PHONEMART ASSOCIATE TO HAVE TO 800RL ORDER ISSUED. MS.GRAVES QUOTE 5/30 DUE DATE TO THE CUSTOMER AND DISCUSSED THE SERVICE ORDER AT LENGTH. FAC - ORDER WAS ISSUED ON THE WRONG PHONE NUMBER 934-6861 THE ORDER SHOULD HAVE BEEN ISSUED ON THE SECOND LINE 934-4245 PER THE CUSTOMER. MAMIE BILLUPS SERVICE CENTER SUPERVISOR CONTACTED THE CUSTOMER ON 5/30 AT 4:58PM AN ADDED THE CALLERID TO THE CORRECT NUMBER. OFFLINE ISSUED THE CORRECTED ORDER AND REMOVED THE CALLER ID FROM THE INCORRECT NUMBER EFF 5/23. PHMART - BRENDA JACKSON PHMART MGR (813-664-2895) REVIEWED THE PAPER WORK FOR 5/22/97 WHICH WAS SENT TO NORAC UNDER THE MAIN NUMBER OF 934-6861 AND NOT THE CORRECT NUMBER 934-4245. CHARLIE SANTO SALES CONSULTANT FOLLOWED PROCEDURES. THE CUSTOMER DEMANDED THE CALLER IDPROMOTION. THE CALLER ID COULD NOT BE PUT ON A 800 NUMBER. SO THE SALES CONSULTANT PUT CALLER ID ON THE MAIN NUMBER. THE SALES CONSULTANT EXPLAINED THAT THE CALLER ID COULD NOT BE PUT ON 800 NUMBER

19970602	19970603	CLARK SAM			8138807955
	EC	FL FL			
04B	R	INLAND			

DISPOSITION: THE ORIGINAL T ORDER (T229908 F900) WAS RECEIVED ON 5/12 AT 1.10PM. ON 5/14 AT 10:22A THE ASSIGNOR MADE IT A BAD PAIR DOR. THE ORDER WAS RELEASED AT 11:45AM ON 5/19 THE DUE DATE FOR DUAL LINE CARRIER. SERVICE ORDER WAS IN AWAS FOR 5/19 BUT WAS DELETED FOR PAST DUE ACCOUNT. THE ORDER GOT RESCHEDULED FOR 5/21 (THE NEXT AVAILABLE DUE DATE). ONECE AGAIN DISPATCH DELETED ORDER BECAUSE HIS NUMBER WAS ON SUSPEND IN MARK. ON 5/22 THE BUSINESS OFFICE PLACED THE SERVICE ORDER ON HOLD FOR PAYMENT UNTIL 6/21. ON 5/23 THE CUSTOMER CALLED AND A NEW DUE DATE WAS ESTABLISHED FOR 5/30. THE BUSINESS OFFICE STATED NOTHING WAS OWED AND GAVE THE OK TO WORK ORDER. ON 5/31 THE CUSTOMER CALLED AGAIN. THE ORDER WAS NOT IN AWAS. THE ORDER WAS COPIED TO AWAS AND THE CUSTOMER WAS TOLD WE WOULD CONNECT HIS SERVICE ON 6/4. ON 6/2 AN EXECUTIVE COMPLAINT WAS RECEIVED. GEORGE AGUERRIBERRY PAGED THE CUSTOMER AT 11AM. CUSTOMER RESPONDED AT 12:25PM. GEORGE FOUND THE

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

TELEPHONE NUMBER ON SUSPENDAND REFERRED MR CLARK TO THE BUSINESS OFFICE. THE ORDER WAS REMOVED FROM SUSPEND DISPATCHED TO THE FIELD AND COMPLELTED ON 6/3. THE SUB HAD A PASS DUE BILL AND WAS TRYING TO GET SERVICE INSTALLED WITHOUT PAYING FIRST. THE BUSINESS OFFICE CONTINUED TO PUT ORDER ON HOLD FOR PAYMENT OR SUSPEND IN MARK.

19970527	19970606	MAINUS	KELLY		8136697166
	EC	FL	FL		
04A	R				

DISPOSITION: KELLY MANIAS PLACED A SERVICE ORDER TO HAVE A 5TH LINE ADDED FOR STEPHEN WISCHWEN ON MAY 19TH AND REQUESTED A DUE DATE OF MAY 27TH WITH A 1PM-5PM APPOINTMENT. A SERVICE INSTALLER WAS DISPATCHED AT 12PM AND NO ACCESSED THE ORDER BEFORE 1PM HE LEFT A NO ACCESS CARD AND TURNED THE ORDER BACK. DEPARTMENT SEC DEBBIE CRUZ SPOKE WITH MR WISCHWEN AT THE CBR# AT 3.20PM. SHE APOLOGIZED FORTHE MISSED APPOINTMENT AND ASSURED HIM THAT ANOTHER INSTALLER WOULD BE DISPATCHED AS SOON AS POSSIBLE. THE SECOND INSTALLER ARRIVED AT 5:15PM MR WISCHWEN'S ORDER WAS COMPLETED AT 8PM. A FOLLOW UP CALL WAS MADE ON 5/28 MR WISCHWEN WAS VERY PLEASED WITH OUR RESPONSE. THE FIRST INSTALLER SHOULD NOT HAVE NO ACCESSED THE ORDER BEORE THE APPOINTMENT TIME. LOCAL MGR GUY PIPPIN HAS ADDRESSED THIS ISSUE WITH THE INSTALLER.

19970602	19970606	MATEJEK	CONNIE		8137961508
	AB	FL	FL		
04B	R				

DISPOSITION: LOB 1: DEPARTMENTAL SEC DEBBIE CRUZ CONTACTED MS MATEJEK AT THE CBR# AND ASSURED HER THAT A REPAIRMAN WOULD BE DISPATCHED AS SOON AS POSSIBLE. A REPAIR TICKET WAS CREATED A TECHNICIANWAS DISPATCHED AT 11 #0AM AND MS MATEJEK'S SERVICE WAS WORKING AT 3.15PM ON JUNE 2. MS MATEJEK REQUESTED TO HAVE HER SERVICE TRANSFERRED ON MAY 14TH. BECAUSE THERE WERE AVAILABLE EXISTING FACILITIESAT THE MOBILE HOME LOT THAT MS MATEJEK WAS MOVING TO THE SERVICE REP (SUE?) CREATED THE F&T ORDER AS A COC FAILING TO NOTE THAT MS MATEJEK WAS MOVING A BRAND NEW MOBILE HOME TO THE LOT. THE F&T WASSIGNED OFF BY SODA ON THE 14TH AS SCHEDULED. MS MATEJEK DID NOT REALIZE THAT SHE DID NOT HAVE SERVICE AT HER NEW LOCATION UNTIL AFTER THE NEW MOBILE HOME ARRIVED ON MAY 29TH. AT THIS TIME SHE CALLED REPAIR AND A TECH WAS DISPATCHED. THE TECH VERIFIED THAT THE FACILITIES WERE WORKING AT THIS LOCATION HOWEVER ACCESS WAS NEEDED TO HOOK UP THE SERVICE INSIDE. A NO ACCES CARD WAS LEFT AT 9:35AM ON 5/30. MS MATEJEK DID NOT RETURN TO THE NEW ADDRESS UNTIL MONDAY 6/2. WHEN SHE REALIZED THAT HER SERVICE STILL WAS NOT WORKING SHE AGAIN CONTACTED CARE. THE REP THAT SHE SPOKE TO (SHERRY) DID NOTMAKE ANOTHER TROUBLE REPORT AS REQUESTED SO MS MATEJEK CALLED THE ACTIO LINE. LOB 2: CARE SUPV MIKE GIZZI ALSO CONTACTED MS MATEJEK AND MADE ARRANGMENTS TO CREDIT HER ACCOUNT WITH AN SPG AND TIME O

19970605	19970609	PERRITT	CONNIE		9414250542
	EC	FL	FL		
04B	R	INLAND			

DISPOSITION: LOCAL MGR JIM PARRISH CONTACTED THE CUSTOMER AT 11:05AM 6/5. AN APPOINTMENT WAS MADE WITH THE CUSTOMER FOR 6/6 AT 5PM. THE DEFECTIVE CABLE WAS REPAIRED AT 5:15P ON 6/6. LOCAL MGR JIM PARRISH CONTACTED MS PERRITT MONDAY 6/9 AND SHE WAS SATISFIED. CO CONNECT FAILURE DUE TO BAD CABLE PAIR.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970605	19970609	WALSH CLAUDETTE			8135784091
	EC	FL FL			
04B	R				

DISPOSITION: I CALLED AND SPOKE TO DENISE IN ST PETE DAC RECEIVED OK TO WORK

19970604	19970610	KEEFE FRANCES			8139372222
	EA	FL FL			
04A	R				

DISPOSITION: GTE TECHNICIAN WAS ON SITE AT 3 30PM ON JUNE 4 AND INSTALLED SERVICE. MS KEEFE NEEDED AN ARRIVAL TIME FROM GTE TO BE SURE SHE WOULD BE
HOME SHE MADE SEVERAL ATTEMPTS TO POI AND NO ONECOULD PROVIDE A TIME SO SHE CALLED EXECUTIVE CUSTOMER
RELATIONS TO SEE IF THEY COULD PROVIDE ASSISTANCE. THIS COMPLAINT SHOULD BE HANDLED BY POI AND NOT ESCALATED TO EXECUTIVE CUSTOMER RELATIONS. POI DID NOT CALL CUSTOMER OPERATIONS FOR A TIME OF ARRIVAL AT CUSTOMER PREMISE.

19970610	19970610	ROSENBERG MICHELLE			8139339500
	EA	FL FL			
04A	R	INLAND			

DISPOSITION: THE CUSTOMER'S ORIGINAL T829524 F207 WAS APPLIED FOR ON MAY 30. AT THIS TIME THE CUSTOMER CONTACT CENTER (CCC) PUT THE WRONG GSECC FOR THE PERSER. THE GSECC SHE USED VMSHG36A WAS NOT VALID IN THE PACMOD TABLES. THIS CAUSED THE ORDER TO ABORT IN PACMPD NOT GIVING AN ERROR MESSAGE. ON 6/10 THE ORDER WAS CORRECTED BY AN
ASSIGNOR AND RAN IN MANUALLY. AT 4:08PM CALLED SUB AND EVERYTHINGWAS OKAY. GSECC CODE SHOULD NOT HAVE BEEN USED UNTIL THE PACMOD TABLES WERE UPDATED. ORDER ENTRY REP IN BSC ENTERED ORDERED INCORRECTLY UPDATE: 6-25-97 THE
CUSTOMER'S ORIGINAL T829524 F207 WAS APPLIED FOR ON MAY 30 1997. AT THIS TIME THE CUSTOMER CONTACT CENTER (CCC) PUT THE WRONG GSECC FOR THE PERSEC. THE
GSECC SHE USED VMSHG36A WAS NOT VALID IN THE PACMOD TABLES. THIS CAUSED THE ORDER TOABORT IN PACMPD NOT
GIVING AN ERROR MESSAGE. ON 6-10-97 'THE ORDER WAS CORRECTED BY AN ASSIGNOR AND RAN INMANUALLY. AT 4:08P CALLED SUB AND EVERYTHING WAS OKAY. GSECC CODE SHOULD NOT HAVE BEEN USEDUNTIL THE PACMOD TABLES WERE UPDATED.

19970611	19970611	KIRK SUSAN			9414395908
	AB	FL FL			
04A	R	INLAND			

DISPOSITION: JIMMY HOLLEY (SERVICE INSTALLER) WENT TO BOTH LOCATIONS AND VERIFIED THAT SERVICE WAS WORKING. CUSTOMER WAS NOT AT HOME BUT JIM LEFT A NOTICE ON THE DOOR THAT HE HAD BEEN THERE. CUSTOMER WAS GIVEN A SPG OF 25.00 AND A LETTER OF APOLOGY
WILL BE FORTHCOMING. ORDER WAS DUE DATED FOR 6/10 WHICH MEANS IT WAS TAKEN OUT AT MIDNIGHT ON THE DUE DATE WHICH IS STANDARD PROCEDURE. CUSTOMER ACTUALLY WANTED SERVICE
THRU 6/10 AND IT SHOULD HAVE BEEN DUE DATED FOR MIDNIGHT ON 6/11. TECHNICIAN (COMG) WAS UNAWARE OF

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DUEAL SERVICE
SITUATION FOR CUSTOMER AND RECONNECTED 'T' ADDRESS ONLY. CUSTOMER TOLD SERVICE REP THAT HE WANTED HIS SERVICE WORKING THRU TUESDAY REP SHOULD HAVE EXPLAINED OUR PROCEDURE OF DISCONNECTING SERVICE AT MIDNIGHT ON THE DATE REQUESTED. CSOC ERROR.

19970611	19970611	FOX HORACE		8133432127
	AB	FL	FL	
04B	R			

DISPOSITION: CALLED TROUBLE SHOOTER NICK WHO PLACED THE DISCONNECT ORDER AND DUE DATED IT FOR 6/12 0294940 F920. NICK STATES SITEL MAY BE TO BLAME FOR NO ORDER. HOWEVER CUSTOMER SAYS HE SPOKE WITHLADY NOT A IVRU VOICE. UNKNOWN REP TOOK ORDER TO DISCONECT SERIVCE. FYI ONLY POSSIBLE IVRU SITEL SITUATION FOR DISC ORDERS.
HOWEVER CUSTOMER CLAIMS HE SPOKE TO UNKNOWN REP TO PLACED HIS DISC. TROUBLE SHOOTER NICK STATED IT MAY HAVE LEFT MESSAGE FOR DISC ON IVRU. KATHY REQUESTED NICK TO PLACED DISC ORDER FOR CUSTOMER. KATHY SIGNED COMPLAINT OFF NO FURTHER ACTION TAKEN CUSTOMER IS SATISFIED.

19970530	19970616	SIGN PRODUCTS INTERNATIONAL		8135383863
	EC	FL	FL	
04B	B			

DISPOSITION: ORDER ISSUED ON 5-21 TO TRANSFER SERVICE WITH DD OF 5-28. CUS CALLED AND CHANGED TO 6-4. CALLED BACK AND CHANGED BACK TO 5-28 HOWEVER NOT CHANGED AND REMAINED 6-4. ON 6-2 CUS ADVISED GTE NOT READY FOR INSTALL UNTIL

19970617	19970617	DUNNING JESSIE		9419574900
	EC	FL	FL	
04A	R	COASTAL		

DISPOSITION: CALLED JOAN TIPPEY'S OFFICE TO SEE IF WE COULD GET AT LEAST ONE LINE INSTALLED SOONER. SUPERVISOR JAKEWAY AGREED TO EXPEDITE THE ORDER IN THE FIELD AND REFERED THE ORDER TO PENNY KEEN INASSIGNMENT. THE ORDER IS NOW ON DOR AND DUE DATED 6/21 FOR THE TWO OTHER LINES HOWEVER THEY DID ESTABLISH ONE LINE OF SERVICE 6/18. I CONTACTED MEGA SUPERVISOR DENISE CANAL CONCERNING THE REP JANECAMERON. SHE STATED JANE FOLLOWED PROCEDURES TO GO BY THE DUE DATE MANAGER. THE REPS HAVE BEEN TOLD NEVER TO CONTACT POI FOR A SPECIAL DUE DATE UNLESS IT IS A MEDICAL EMERGENCY. HOWEVER JANE DIDCONTACT A SUPERVISOR IN POI SINCE THE CUSTOMER WAS SO IRATE AND WAS REFUSED AN EARLIER DUE DATE. LEAD REPS GREGG SALADINO AND JULIE WORLEC ALSO ASSISTED ON THE CALL WHEN SHE ASKED TO SPEAK TO A SUPERVISOR. UPDATE: FRAN IN JOAN TIPPEY'S OFFICE COULD NOT FIND THE SUPERVISOR THAT SPOKE WITH CSOC. THERE WERE ONLY 2 ON DUTY AND NEITHER RECALLED THE INCIDENT. JANE DID NOT GET THE NAME OF WHOM SHE SPOKE WITH. MJW 6/19 UPDATE: MS. DUNNING CALLED BACK SINCE NO ONE FROM GTE HAD CONTACTED HER CONCERNING HER OTHER 2 LINES. THEY WERE SCHEDULED TO BE INSTALLED 6/21. REFERED TO SARASOTA DISTRICT. 6/25/97 MJW UPDATE 7/1/97 FROM P.S.CUMMINGS: LOCAL MANAGER JOE SOFRANKO INVESTIGATED THIS COMPLAINT AND CONTACTED MS. DUNNING. GTE HAS INSTALLED TWO OF THE (NOW) SIX LINES REQUESTED BY MS. DUNNING. TH

19970617	19970618	FLAGS BY THE BAY INC		8139290072
	EA	FL	FL	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B B INLAND
DISPOSITION: Service order I830157 shows a due date with an AWAS appt 8a-5p. Our research found that the order was setup for GTEC in Lakeland area in error. Remarks on the order shows Lakeland POIfound the problem on 6/12 at 1053a however from this point we are unable to verify it in fact it was placed in the Tampa VAC SVO que at 1053a or any time later. Service order activity was heavy thatday and the order was not dispatched until 800p.
Again at this point we do not know if we received a special request to work the order that day. The technician was still at a repair job when he wascalled to work the order. He arrived at 10:00p and completed the job by 1045p. No remarks were found on the order as to the five separate inquires by the
customer. The customer claims she called the BSC. Local Manager Tim Nail has contacted the customer on 6/18 at 515p and the customer was satisfied. He has initiated a SPG for $100. The order was place in
incorrect DAC. Failure to verify if due date scheduled. update - 6/25 per Gini Lipsey BSC the orginal order entered thru mark had a distribution code of 77 which distributes to DSAC and DAC. This was because the order was to install two lines with an 800 number. The 800 # has no separate cable pair since it piggy backs on the POTS line. The order written by the rep states that the due date was okayed per DDM which makes it

19970618 19970618 THOMPSON ROBERT 8136711932
EC FL FL
04B R INLAND
DISPOSITION: THE CUSTOMER HAD AN APPOINTMENT FOR 8/12N ON 6/17. INSTALLER WENT HOME SICK AND MISSED APPOINTMENT ANOTHER INSTALLER WAS
DISPATCHED LATER IN THE DAY AND CUSTOMER WAS NOT AT HOME. A 12/3 CARD WAS LEFT AND MR MADE ANOTHER
APPOINTMENT 1-PM ON 6/18. TERRY DUKES CONTACTED MR THOMPSON WHILE INSTALLER WAS STILL AT HIS HOME AND THE ORDER HAD BEEN COMPLETED WITH NO COMPLAINTS. UPDATE: 6/23 JBD F/U CALL BSY UPDATE: 6/25 JBD F/U CALL

19970617 19970619 A PLUS PLASTERING 8135766222
EC FL FL
04B B
DISPOSITION: CUSTOMER REPORTED CIRCUIT IN TROUBLE AT 1:27PM ON 6/7 THEY REPORTED IT AS A TELEPHONE NUMBER INSTEAD OF A CIRCUIT. THE TICKET WAS CODED ANR RECREATED AS A F2FXNA8135766222 AT 1:56PM 6/7. THE CIRCUIT WAS SENT TO SCF TEST AT 2:08PM ON 6/7 AND WAS ROUTED TO 8001 ABSS AT 2:19PM. AT 2:35PM EMPLOYEE BTZ80 (SHERRY STAGNEY) CALLED FOR ACCESS AND WAS UNABLE TO REACH THE CUSTOMER. AT THATPOINT SHE RESCHEDULED IT FOR MONDAY 6/9AM APPOINTMENT. THIS APPEARS TO BE THE THRUST OF THE PROBLEM. AT 5:47PM THE CUSTOMER CALLS AND SAID SHE HAS NO PHONE BY THIS TIME THE SCHEDULED REPAIRPERSON HAS LEFT FOR THE DAY. THE ON CALL IS UNAWARE BECAUSE OF THE MONDAY AM APPOINTMENT. AT 10:06PM THE CUSTOMER CALLS BACK VERY UPSET WANTING TO KNOW ABOUT HER SERVICE. THE ON CALL SUPV IS NOW CALLED AND HE MAKES AN APPOINTMENT FOR 9AM ON SUNDAY 6/8. THE REPAIRMAN ACCEPTS THE TROUBLE AT 7:53AM 6/8. THE TROUBLE IS CODED OFF AT 10:42AM AS A BAD RING GENERATOR IN THE CO. THE CIRCUIT WAS AUTO TESTED ANDWAS ROUTED OUTSIDE WHEN IN FACT THE PROBLEM WAS IN THE CENTRAL OFFICE TO BEGIN WITH. ANOTHER CONTRIBUTOR TO THE DURATION TIME IS THAT THE NUMBER THAT WAS REPORTED IN TROUBLE WAS ALSO THE CAN-BE REACHED-NUMBER. THE TICKET STATED THE TROUBLE WAS 'CAN'T BE CALLED NOT RINGING IN'. WE SHOULD HAVE HAVE OBTAINED AN ALTERNATE CAN BE REACH NUMBER. THE EMPLOYEES SUPV HAVE BEEN CONTACTED TO GO OVER WIT

19970616 19970619 ROE KEVIN 8139290059

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	AB	FL FL			
04B	R	INLAND			

DISPOSITION: Suggested he go to phone mart to show closing papers on house and was still not provided with better date after doing so. Order should have noted house still open order and f/u. AVOIDABLE: Rep should have noted order of other phone in home and f/u with customer.

19970616	19970623	SMITH LOIS E.	9413779123
	AB	FL FL	
04B	R	COASTAL	

DISPOSITION: ON 6-13 ORDER ISSUED TO CHG T# IN ERROR INCORRECT NUMBER WAS PUT ON ORDER. NO RPR REPORTS WERE EVER RECEIVED AND ON 6-16 ORDERS ISSUED TO CORRECT BOTH CUSTOMER'S NUMBERS. SPG ISSUED. ORDERS WERE DONE IN CCC IN

19970613	19970624	BLACKFORD CHRISTOPHER JAMES	9416876088
	EC	FL FL	
04B	R	INLAND	

DISPOSITION. ORD ISSUED WITH DUE DATE OF 6-7 TO INSTALL 2ND LINE. ORDER INDICATED CUS WOULD DO OWN JACK WORK. GTE COULD NOT LOCATE GOO
FACILITIES AND PLACED ON DOR STATUS. ON 6-11 SERVICE WAS WKGS.ON 6-11 CUS CALLED RPR TO REPORT SERVICE NOT WORKING. RPR CLEARED AS NO ACCESS. ON 6-16 RPR OF INSIDE TROUBLE. ON 6-17 GTE FOUND CUS HAS WIRED UP HIS OWN JACKS INCORRECT. GTE REWIRED. ON 6-19 LOC MGR CALLED CUS AND HE AGAIN HAD REWIRED HIS JACKS

19970618	19970624	WELL-FRIEDMAN MARGARET	8136697218
	EA	FL FL	
04B	R		

DISPOSITION: A TECHNICIAN WAS DISPATCHED AT APPROXIMATELY 1:30PM ON 6/18. HE REPLACED A BROKEN INTERIOR WIRE COMPLETING MR FRIEDMAN'S SERVICE ORDER AT 2:36PM. THE INTERIOR WIRE WAS APPARENTLY DAMAGED WHEN THE PREVIOUS OCCUPANTS WERE MOVING OUT. LOCAL MGR GUY PIPPIN CONTACTED MR FRIEDMAN ON HIS NEW LINE AT APPROXIMATELY 4PM HE APOLOGIZED FOR ANY INCONVENIENCE THAT THIS SERVICE DELAY HAD CAUSEDAND LEFT HIS NAME AND NUMBER FOR ANY FUTURE NEEDS. MS FRIEDMAN REQUESTED TO HAVE SERVICE INSTALLED ON 6/16. THERE WAS EXISTING SERVICE AT HER NEW ADDRESS THAT WAS SCHEDULED TO BE DISCONNECTED ON THE16TH ALSO BOTH ORDERS WERE COC'S. WHEN SODA TESTED THE FRIEDMAN ORDER IT WAS TESTING TROUBLE AND WAS AUTOMATICALLY SENT TO THE TEST QUEUE AND A LOAD WAS ADDED SO THAT THE ORDER TO THE FIELD AT THATTIME. MR FRIEDMAN CALLED POI ON THE 18TH TO CHECK THE STATUS OF HIS ORDER AND ALSO ASKED TO SPEAK TO A SUPV. LAKELAND POI SUPV CINDY BANKS TRIED TO CONTACT THE CUSTOMER ON THE CBR NUMBER BUT THERE WAS NO ANSWER HOWEVER SHE DID MAKE SURE THAT THE ORDER WAS ROUTED TO THE FIELD. UNKNOW EMPLOYEE ADDED LOAD TO THE ORDER WITHOUT ROUTING TO FIELD. DEBBIE CRUZ CONTACTED MR FRIEDMAN ON HIS CELL PHONE AT2PM TO VERIFY THAT THE TECHNICIAN HAD ARRIVED. CHECKED THE ORIGINAL ORDER THE LOAD APPEARS TO BE ADDED BY MLW IN DAC.

19970625	19970626	HARRIS JANE	8138946653
	AE	FL FL	
04B	R		

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION: Ron Smith Local Mgr investigated the complaint and determined the customer had 2 separate orders One for 2 b-1 lines and one for r1 line. The business lines were installed on 6-21 There was a discrepency in the R1 order and it was sent to Offline. The order was placed in CWA after 2 hours awaiting a reponse from
Offline. Offline called the customer late in the evening on the25th reaching DA. Customer called in to complain that service was not installed as promised. Mamie Billups DAC Supv handled the conplaint. She was informed
that this was to be a third line at thesame address She proceeded to complete the assignment on the customer's order and reschedule the dd for
6-26-97 due to such a late hour. Customer was given an SPG. 6-26-97--Nick Buono Area Mgrmade a followup all and Mrs. Harris was very satisfied with her service and no other issues Rene Stone Offline Supv responded to complaint that the Business CBR # should have been called. She will coach rep on this procedure

19970625	19970627	CASTAGNE GUILHEM			8137121105
	EC	FL	FL		
04B	B				

DISPOSITION: Mike Remick local manager business coastal on 6/25/97 at 515pm attempted to contact Mr. Castagne. Mr. Castagne was on his waay to New York and Mike referred to Mr Paul Grossman. Theorder had an AWAS appointment for 10a-4p on 6/25/97 Per Terry Thomas BDCC supervisor his employee did attempt to
contact Mr. Castagne to advise him that due to inclement weather we were unable to meet the appointment. However there was no answer a the CBR #. Terry Thomas coached employee on phone etiquette and stressed the
importance that we make every attempt to advise the customer of thedelay in their order. Employees were notified by memo to make notations of
all customer contact attempts in sorces. Technician dispatched at 4p on 6/26 and the order was completed at 630p on 6/25.Mr. Remick contacted Mr. Grossman on 6/26 to verify the order was completed to his satisfaction. Mr. Grossman was pleased with GTE's efforts and thanked him for resolving the problem.

19970630	19970702	NAPLES ANTHONY			8138613813
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: ORDER T280464 F900 DD 6/24 REMAINS IN PRECOMPLETE STATUS. MS. NAPLES WANTS TO KNOW WHEN SHE CAN EXPECT DIAL TONE IN ORDER TO MAKE AND RECEIVE CALLS. MS. NAPLES ADVISED SHE WILLATTEMPT TO CONFIRM WORKING SERVICE AT
HER RESIDENCE FROM WORK (CAN'T BE CALLED) STATING IF SHE REACHES HER PERSONAL SECRETARY SHE WILL KNOW SERVICE IS WORKING. SHE WILL DO THIS BEFORE 5PM
TODAY AND RECONTACT GTE IF NECESSARY. DISPOSITION. MR BOB WEEKLEY LOCAL MANAGER CONTACTED MS. NAPLES
CONCERNING HER SERVICE ORDER DELAYED FOR FACILITIES. ON JUN 26 MR. WEEKLEY DISPATCHED MR.JAY HENRY TECHNICIAN TO FIX A PAIR AND PROVIDE SERVICE WHICH WAS 2 DAYS AFTER THE DUE DATE TO DOR STATUS AND HEAVY TROUBLE VOLUMES.

19970624	19970703	PREHN KENNETH W.			8139089446
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: CUSTOMER CLAIMS INSTALLER WENT TO PREMISE TO HOOP UP FAX LINE AND WHEN TRYING TO FIND CLEAR PAIRS WAS TOLD BY HIS SUPERVISOR THAT HE HAD TO QUIT BECAUSE HE WASN'T GOING TO AUTHORIZE OVERTIME. WHEN ANOTHER INSTALLER CAME THE NEXT DAY TO INSTALL THE LINE WAS NOT DONE CORRECTLY. DISPOSITION:

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

ORDER ISSUED FOR A SECOND LINE AS A CO CONNECT ON 6-3 ORDER SIGNED OFF BY POMONA CA CARE CENTER A WORKED. REPAIR REPORT RECEIVED ON 6-9 AS LINE NOT IN. ON 6-10 TECHNICIAN FOUND LINE NOT IN HOWEVER NOT
COMPLETED DUE TO LACK OF TIME. THE SUPV WAS NOTIFIED THAT CUS WAS IRATE AND WANTED SERVICE BUT SUPV SAID TO SEND OUT ANOTHER TECH LATER.
THAT SAME DAY ANOTHER TECH WENT OUT AND FOUND NO AVAILABLE FAC. ON 6-11 ORIG TECH WAS SENT OUT AGAIN TO COMPLETE THE JOB AND PROVIDENEW PAIR INTO THE SERVING TERMINAL. SPG ISSUED. CUS WAS NEVER WITHOUT SERVICE AND PER GTE RECORDS TWO TECH WERE DISPATCHED AND BOTH MADE CONTACT WITH THE CUSTOMER.

19970610	19970703	KOSTOMLATSKY PAULA	8133600136
	EC	FL FL	
04B	R		

COMPLAINT: Customer wrote regarding a experiences with GTE when moving her service. Customer placed an order early in December to move service and was given a date of Dec 20 to be installed. Theorder was DOR'd for January 20th. After she called several times to GTE we finally agreed to install the
service on 12-28. After it was installed the phones were dead and she had to report it to repair. Customer missed several important calls and wants compensation DISPOSITION: 6-19 ---Matt Service Supv
called because he felt the complaint was too old to call on. The date of the letter was January but the post mark on the envelope was June. I advised him to talk to Nick Mgr. Mat called on 6-19 advising that customer would be out of office till 6-23. 7-1--called district to follow up for closure 7-3 Carolyn called said Matt will type up a response. Matt called to advise root cause was Dor and he gave customer $25 spg#

19970701	19970703	PIONEER MACHINE PRODUCTS	8137262617
	EC	FL FL	
04A	B		

COMPLAINT: CUSTOMER PLACED AN F&T ORDER T800076 F802 DUE DATE ORIGINALLY WAS 6/27/97 PER CUSTOMER MR CALLED ON 6/30 TO CHECK WHY NO ONE CAME OUT WAS TOLD ORDER DUE FOR 7/1 C IRATE HAS HAD NO TELEPHONE SERVICE AT NEW ADDRESS SOMEONE WAS TO CALL HIM BACK AND HAS NOT C SAYS HAS SPENT HE KNOWS OVER $50 ON HIS CELLUAR ACCOUNT TRYING TO GET SERVICE INSTALLED. MR WANTS TO KNOW WHO WILL REIMBURSE HIM DISPOSITION: THE CUSTOMER WAS NOT GIVEN THE DUE DATE HE REQUESTED. ON THE FIRS ATTMEPT
BY THE CUSTOMER TO RESOLVE HIS PROBLEM HE WAS NOT CALLED BACK BY GTE. THE REMARKS ON ORDERINDICATED THERE WAS TO BE NO DOWN TIME AND THE CUSTOMER WAS PUT OUT OF SERVICE AND THERE WERE NO REMARKS IN SORCES THAT
CUSTOMER CALLED IN. ON 7/1/97 BOB PECK/LOCAL MANAGER CONTACTED RON REGARDINGORDER DUE DATE. CUSTOMER DID NOT HAVE A CLEAR PICTURE OF WHAT WAS TO TAKE
PLACE W/HIS ORDER. THE ORIGINAL DUE DATE ON ORDER WAS 7/1/97 AND THERE WAS NO MENTION OF ANY ALTERNATE INSTALLATION DATE ON THE ORDERS. ORDER COMPLETED ON DUE DATE 7/1/97 @ 5P. CUSTOMER WAS SATISFIED. NO MENTION OF REIMBURSEMNT FOR CELLULAR BY CUSTOMER. 7/2/97 MADE FU CALL TO RON LFT MSG ON VOICE MAIL MB.

19970701	19970704	SORENSON SALLY	8135485146
	AB	FL FL	
04B	R		

COMPLAINT: Ms. Sorenson called to pending orders with no satisfaction. Her service order I330061 f700 was DOR'D she is requesting

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

updated information concerning her order. Ms. was advised POI could not find order also this was the third phone number provided by GTE (Double Number Asgn). Still no service. Please work ASAP per Medical reason on order. DISPOSITION: FAC issue/ mix up of customer numbers/the DOR wasn't issued until the DD
and SODA signed off the order. An $25.00 SPG was issued to customer due to missed due date and inconvenience to customer. Listed is the break down of events. 1. Issued I330061 f701 appt date 6/23 due date 6/30-97 2. employee 176 from f700/Sarasota Csoc assigned a working telephone number (547-5146
to this customer from ? the assignment bucket. 3 6/29 at 5:05pm employee JLC from Fac attempted to assign order and realized telephone number was already working. Assigned correct number (548-5146)
called and spoke with cbr number customer's mother Customer's mother was irritated and refused to accept new number and metioned thi was 3rd number given to Sally. 4.6/30/97 at 6:35am SODA (C1090) signed order off. (refered toWalt Younginer in Operations Support) Per Walt unable to retrieve auto trail after 2 days. 5 6/30/97 at 9:25am installer May with Fac employee Shirley were unable to find good facilities to ins

19970707	19970707	ISMAILI ASAN			8137360267
	EC	FL	FL		
04B	R				

COMPLAINT. Customer's new installation was due dated 7/3 and has not been installed. The customer was not called about the delay and had to use his cell phone. DISPOSITION: FAC Supervisor BobHayes contacted Local Manger Guy Pippin who made arrangments with dispatch to send the next available installer
to Mr. Ismaili's address before he received the complaint. Mr. Pippin apologized to Mr. Ismaili for the delay and explained on 7-3 installer Dutrow completed the Xbox work but placed the order on CWA
because he was unable to located the address and there was no answer at thecbr. Mr. Ismaili lives in a new subdivision that is not on our maps. Directions were obtained from Mr. Ismaili by POI ON 7-7 and service was connected. Also due to the fact that AWAS was down on 7-7 the actual amount of pending orders was unknown and the field supervisor was unable to commit to a specific time that we would be able to complete the order.

19970630	19970709	KITT JAMES T			8133843163
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: customer's due date to transfer service was 6/27 T284895 f900 the customer does not believe that there was an address problem the delayed the order until 6/28. If there was a problem at the new address why turn off their old address before the
new on was ready. DISPOSITION: Matt Butler Local Manager made a premise visit on 6-30-97 attempting to contact Mrs. Kitt. Nobody was home. Approximately 3:30pm on
6-30-97 Mr. Butler called CBR and left a message for Mrs. Kitt to either call his office number or contact him by pager. Update: On 6-30-97 Matt ButlerLocal Manager made premise visit @ 5:30p. He realized we made a facility error in that the T order required a field visit and not just a CO connect. Mrs. Kitt was given a SPG by Mr. Butler andshe is satisfied.

19970703	19970710	CAREY STEPHEN			9416479570
	EC	FL	FL		
04B	R	INLAND			

COMPLAINT. Customer requested a second line with jack work for 7/1 appt 8a-12p. Noone showed for the appt. He scheduled another appt 7/3 8a-12p with associate Kim again noone showed. He was advised by Carolyn will not be sending anyone to do jack work since the order was DOR'd. Carolyn refused to transfer customer to a supervisor. He spoke to Sophie who quoted 30 day to
connect line. No one apologized for lost time and money. DISPOSITION: A WORK ORDER WAS ISSUED TO ADD ADDITIONAL PAIRS TO SERVING TERMINAL. FACILITIES ADMISISTRATOR CONTACTED CUSTOMER AND APOLOGIZED FOR THE INCONVENIENCE AND ASSURED CUSTOEMR HE WOULD HAVE

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

SOMEONE DISPATCHED TO INSTALL JACK. CUSTOMER ZONE TECH WAS DISPATCHED INSTALLED JACK CABLE PAI REPAIRED AND GAVE CUSTOMER SERVICE FOR THISSECOND LINE. ORIGINAL DUE DATE 7-1 WAS CHANGED TO 7-3 ON ORDER C330302 F700. THIS ORDER WAS NEVER PLACED IN QUEUE FOR SERVICE INSTALLER TO BE ROUTED ON OR REPAIR. UPDATE: 7-11-97 BECAUSE OF NOFACILITIES THE ORDER WAS NOT WORKED AND THERE WAS AN EXCESSIVE AMOUNT OF REPAIR CALLS AND THOSE WERE WORKED FIRST ALONG WITH ANY INITIAL ORDERS. Mr. Carey was contacted today and he is satisfied. 7-11-97

19970709	19970710	WHEELER PEGGY			8139090318
	EC	FL	FL		
04B	R	INLAND			

COMPLAINT Customer has pending order for 2nd line. She said it was scheduled to be connected 7-8-97. She stayed home all day and no one came out. She must have the service connected today.DISPOSITION: Service order was not completed on the original due date of 7-8-97. It was carried over 1 day to 7-9-97 and customer was not notified by DAC. Due to weather and insufficient manpower for orders scheduled on 7-8 the order was carried over to 7-9. Mrs Wheeler was pleased we called her back. We apologized to the customer for the missed commitment and 25.00 to be credited. 7-10-97 customer was contacted again to make sure everything was alright. Customer was satisfied.

19970709	19970710	SHAW REBECCA			8138279260
	EC	FL	FL		
04A	R				

COMPLAINT Ms. Show placed an F/T and was given an unsatisfactory due date the T335318/F926 was requested on 7/7/97 and due date was 7/14/97 Customer doesn't like the schedluing of using a 4 hour window for appointment times. DISPOSITION: Harry Thomas Local Mgr called customer and explained that proper procedures were followed with assigning due date however to satisfy the customer he expedited the installation for 7-11 or 12. Customer satisfied

19970710	19970711	EDWARDS WILLIAM P.			8135219733
	EC	FL	FL		
04A	R				

COMPLAINT CUSTOMER HAS PENDING I ORDER. THE ORDER WAS PLACED 7-1 AND DUE DATED 7-12. CUSTOMER CANNOT UNDERSTAND WHY IT WOULD TAKE SO LONG TO GET HIS SERVICE CONNECTED. DISPOSITION: BobWilson local manager investigated complaint on 7-10-97 finding that all outside work was done and there was no access on 7-9 at 3:32pm per installer. On 7-11 Mr. Wilson and repairman made premise visit when Mr. Edwards was home to complete the order. Mr. Wilson spoke with Mr. Edwards and he said everything is working beautifully. Mr Wilson explained that according to our records that his due date was 7-9 and that we feel this order was completed in a timely manner. This seemed to be ok with Mr. Edwards.

19970626	19970714	DEVORE MARIE S.			8135380887
	EC	FL	FL		
04B	R			FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT: DUE DATE WAS 5-15 AND DID NOT HAVE SERVICE UNTIL 5-20. GIVEN NO REASON FOR DELAY DISPOSITION: ORD PLACED TO TRANSFER SVC WITH DD OF 5-17. ORD ASSIGNED AS A CO CONNECT WITH NO VISITREQ. DUE TO A RECORDS ERROR THE CO CONNECT WAS NOT ABLE TO BE COMPLETED AN A FIELD VISIT WAS REQUIRED. SERVICE WAS INSTALLED ON A DUAL LINE CARRIER WITH A DMS PR. ON 5-18 RPT RECEIVED OF NDT GTE CONTACTED CUS WHO SAID LN WAS OKAY. ON 5-20 RPT RECEIVED AND GTE FOUND CABLE PR HAD GONE BAD. CA PR FAC CHANGED OUT ACCT CREDITED FOR 4 DAYS OUT OF SERVICE.

19970710	19970714	TETER CAROLYN	8135414901
	EC	FL FL	
04B	R		

COMPLAINT: CUSTOMER'S I ORDER IS DUE DATED 7-9-97. SHE CALLED TO SEE WHY SERVICE NOT CONNECTED AND WAS TOLD IT WOULD BE DONE BY 8:30 - 12:30 TODAY. STILL THIS CUSTOMER IS WITHOUT SERVICE.DISPOSITION: On 7-10-97 Local Manager investigated complaint. Service order was signed off by SODA. David Dirling Facility Maintainer was dispatched on 7-10-97 to complete the order in thefield. Upon completion of the order Mr. Shields spoke with Ms. Teter at around 5:10p at which time she was very happy. System (SODA) signed off as a CO connect and this order required a field visit. Update:7/28 from Joan Tippey The records indicate a COC condition therefore the CCC processed it accordingly. After passing the test and SAVS verification the order was signed offby SODA. A TAS report was issued on 7/9/97 when the customer contacted CARE to report no dial tone. The field tech was dispatched changed the cable pair stating 'someone used mine'. The OSP facilities did not agree with the records that was available to provision the address.

19970714	19970714	MENDENHALL BOB	8135260000
	EA	FL FL	
04B	R		

DISPOSITION: Customer requested operator intercept from 813-832-2690 to 813-526-0000. For 11 days we could not get it corrected. Customer said he spoke with Supervisors and a Manager and neither could get it corrected. He finally spoke with Judy Bozenberg who did an excellent job and got it corrected the same day. Customer wants to know why she was able to get it done the same dayand previous supervisor and manager could not. He says he was also promised compensation for the missed committment. DISPOSITION: The F order was due dated 6-21-97. On 7-14-97 we were unableto research the order involved. Previous mark records are not accessible. Most recent mark record indicated operator intercept was put on 832-2690 on 6-25-97. The service record did have therequested intercept noted. A credit adjustment was issued of $23.89 and a SPG $25.00. The credit will appear on the 8/1 bill.

19970714	19970714	MARTINO RAY	9417219625
	EC	FL FL	
04B	R	COASTAL	

COMPLAINT: Customer's install was dated 7-8 signed off 7-11 I31495 f900. The customer did not receive requested call back to confirm dial tone. Customer has not plugged in a phone and drophas not been buried. DISPOSITION' Larry Wiggerton contacted Mr. Martino 530p.m. 7/14. The order was issued on 6/26 and due dated 7/8. After assignment determined there was a facility problemit was referred to engineering to have facilities added. A work order was released on 7/ per Aaron Farley construction coach. On 7/8 Roy Giles installer found the cable facilities assigned were bad and referred it back to construction. Aaron Farley referred to facilities to have cable facilities repaired. The customer was fully aware the service order was referred to have facilities repaired. On 7/11 Rodney Reid CZT II rech repaired the

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

facilities and completed the install but failed to notify the customer. Update:7/22 JBD Randy Alford will check if the drop was buried. Update:7/23 JBD Per Randy the drop was buried on 7/15

19970703	19970715	RICE RONALD		8134427156
	EC	FL	FL	
04B	R			

COMPLAINT: Mr. Rice called to complain about the lack of communication and attitude of GTE. He stated it was more indifference rathe than rudeness. He feels GTE should have called him when theyweren't going to meet their committment. He called POI twice 7/2 after 5 p.m. when no one showed up to install his second line. The first call he was told someone would be there within 15 minutes (after he was on hold for 1/2 hour). Then he
was told they would be out 7/3 between 1 & 5 and was kept on hold for a while longer. He decided to call earlier today (4:00 p m.) and was toldagain that someone will be there in 15 minutes (on hold another 1/2 hr). Each time he complained about no calls or being on hold the person did not
apologize show sympathy or even acknowlegehe even said it. Mr. Rice says he can understand the installer being held up but he doesn't want to be ignored. DISPOSITION: A service installer was
dispatched to Mr. Rice's home to installhis second line at 4:00 p.m. on 7/3/97. Local Manager Guy Pippin contacted Mr. Rice on 7/3/97. Mr
Pippin explained that due to the high volume of orders and recent inclement weather GTE was unable to install his second line on the original due date. He apologized for the delay of the installation and for the trouble he encountered when trying to check on the status of the order. Cus

19970714	19970715	FAUNTLEROY MONROE		8136436183
	EC	FL	FL	
04B	R	INLAND		

COMPLAINT: This is a 3rd line in Mr. Fauntleroy's home. It was scheduled to be installed Saturday 7/12. He called to check around noon and was told someone would definitely be out and they worked as late as 7:30. He stayed home all day. Customer stated he can understand things coming up but
not to call someone is unforgivable. He had an appointment for 8am - 11am today however noone came or called again. He would like for someone to come out at 4:00pm today. Please call and set up
the appointment. DISPOSITION: Doug McCorvey contacted DAC and found that an installer was working on the order at 12:30 p.m. 7/14.
Installer had dial tone to the customer but jack work had to be completed. Doug contacted Mr. Fauntleroy who said someone would be home after 4:00p.m. Work center was never contacted with special instructions and Doug could not find who had made the commitment to the customer.

19970715	19970715	MIKELSON CYRIL		9414926989
	EC	FL	FL	
04B	R	COASTAL		

COMPLAINT: Customer ordered 2nd line was due dated 6-27 and man came out on 6-26 the day before. Customer called back again to see when would be connected and was given the date of 7-5 (customer going on vacation). The man came out on 7-5 and did the jack wor however failed to see if line worked. Customer called upon return from vacation because line still did not work was givendate of 7-12. A of 7-15 the line still does not work.
DISPOSITION: On 7-15 R. E. Gunderson Supervisor contactd Mr. Mikelson. Customer has 2 guest cottages installer (unknown) installed to the wrong cottage. On 7-15 Installer Ellingson went out and installed to right cottage. UPDATE 7/21: Mr. Mikelson called to state he had received his bill
and had been charged for 12 days ofservice before the line was installed into the correct unit. Martha Wood issued $10.01 tos credit and

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

$25 00 spg. Customer is satisfied. Update:7/30 jbd Ray
Gunderson investigated this complaint and could fin no records indicating who was dispatched to do jack work on 7/5. The order in SORCES
shows dur date of 7/5. Ray assumes the order was DOR'd but as stated previously can find no records. CZTI did go to the custumer's premise on 7/12 but conected drop to wrong DEMARC (wrong cottage) both coattages have drops. When this complaint was received Ray had CZTII dispatch

19970709	19970716	CALDWELL JOELLEN	8135251499
	EC	FL FL	
04B	R		

COMPLAINT: CUST PLACED I077645 F932 TELE #813 525-1499 GIVEN DD OF 7/1 WAS BEING DONE SAME TIME HIS IN-LAWS LINE SAME HOUSE I049424 F910 TELE #813 526-0208 THAT LINE CONNECTED OK BUT WHEN 525-1499 NOT CONNECTED CALLED THE OFC TOLD THEY HAD FLIPPED THE SWITCH AND THE LINE WORKING. AS OF TODAY 7/9 STILL DOESNT HAVE SERVICE ON 525-1499 TODAY THE FIELD SUPERVISOR MR
WILSON WAS SUPPOSEDTO CALL BACK AND HASNT C IS VERY DISATISFIED W/GTE SERVICE. CANT BELEIVE ALL THE DIFFERENT STORIES THEY HAVE BEEN TOLD C SAYS MUST HAVE SERVICE ASAP. DISPOSITION: Second line same addr putin DOR Status after it was discovered
the secondary pair in SOD box was taken for another service order at another address. Request to have this leg cable upgraded has been sent to engineering due to the
density second and third lines in the area. Lou Ellis facility maintainer assigned to fix her pair and finish order. It took Mr Ellis 2 1/2 days to repair the cable and provide service. Customer notified and job completed on 7/12/97. 7/16/97 FU call to customer lwtc on answering machine. 7/16/97 10:25 Mrs Caldwell returned my call everything ok.

19970710	19970716	ROBINSON DELORES	9416354506
	EC	FL FL	
04B	R	INLAND	

COMPLAINT: Customer has pending I order that was due dated 7-7-97. To date customer is still without service. She states this situation has been on going since 6-10-97. She said she was promised service 7-3 then we said 7-7. DISPOSITION: Customer placed order 6-10 with due date of 6-13. Original I27001 f917 was signed off complete in error. (person unknown who signed originalorder off). Additional orderI274137 f900 was issued
to replace original order and placed on DOR 6-13 with due date of 6-17. A DOR was received in Engineering for no vacant isolated pairs by CutAssignor on 6-13. Work order 9P730RC/511 was issued on 6-16. Dual line was not available due to out of loop limits and loaded cable facilities. On
6-17 installer Cliff Steward was dispatchedon the order and it was signed off in error. A 3rd order I076362 f634 was issued on 6-23 and due dated 6-23. Larry Brown cable splicer was dispatched to cut
in additional pairs on 7-3 and work order was completed. New pairs were also found to be in trouble. Larry Brown should have cleared facilities and provided service. On 7-3 the order was placed in DR queue for 'B' man to clear pairs. The following week trouble was heavy and all work forces were in trouble. On 7-11 Leroy Frost customer zone tech was dispatched to clear the pair which he did and customer had serv

19970715	19970717	POZNANSKI KAY	8136434852
	EA	FL FL	
04B	R	INLAND	

COMPLAINT: Customer's T order was due dated for 5-30 however we did not connect service until 6-3. Customer has static on line and never has received a call back from a supervisor like she was promised about her line. DISPOSITION: Doug McCorvey researched this order which was due dated 6-2-97 and was held in assignment until 6-3-97. There were no reports for a supervisor to call customer when

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

static was reported on 6-24-97. Trouble
was coded out as ok to protector - customer has no lines keeper per her request. Doug contacted customer who is irate with GTE and our brokenpromises She refused to let our repairman (Ed Carlisle) inside to check her equipment even though Doug assured her we would not charge her. She stated
that the cost (1 00) for Lineskeeper istoo high. There is no trouble with her service at this time. Root Cause: Customer is irate that GTE failed to take charge and follow up on her request.
Order was held up in assignment. update 7/18 - Bobbie Moses checking on why held up in assignment. update 7/23 - Per Bobbie the order was
not held in assignment but the CCC. referred to Martha Wood for resolution. UPDATE 7-24: T261240 F920 was due dated 6-2-97.
There was a remark dated 6-2 entered by Clearwater POI stating 'Ms. called for status still in reserve in mark copy to HD54 to work order AB ' The LIW or

19970715	19970718	HAMILTON SCOTT	8137198385
	EC	FL FL	
04B	R	INLAND	

COMPLAINT Mr. Hamilton placed his order for service on 6/30/97. His due date was 7/8/97. He kept calling to see when it would be connected since it wasn't connected on 7/8. He kept getting different answers each time he called. Martha Wood dialed the number at 11:00 a.m. 7/15 (since the order was signed off at 10:12 7/15) and reached his answering machine. He stated it wasn't working when he left his home to go to a neighbor's to use their phone. He still would like a call back from a Supervisor to see why it took eight days from the due date to get his service connected.He had previously had service at the same address and it only took one day.
DISPOSITION: Mr. Hamilton's order was sent to AWAS on DOR status from assignment for lack of facilities and was due on 7/8/97. On 7/8 we were unable to work the order due to severe weather
and volume of trouble. The order was worked on 7/15. A $25.00 SPG was issued on 7/18/97. James Crews Local Managerattempted to contact customer 6 times on 7/15. He left 6 messages on the answering machine along with his pager and office number. Mr. Hamilton has not returned his call. UPDATE. Donna Lopresto called Mr. Hamilton on 7-23-97 he was satisfied with the action taken.

19970702	19970721	ADDISON DANNY	8138140465
	ED	FL FL	
04A	R	INLAND	

COMPLAINT Customer requested service to be transfered on 6/30 t312535 f920 and has been advised it would be 3-4 days before service installation date could be
determined. DISPOSITION: update: 7/3 customer has not been called. Update: 7/21 Relief project was in progress. We should be able to provide customer service when requested although the second line growth exceeded forecast this was not a dualine area. Customer was contacted by Stewart Shook engineer on 7/3 had service and was satisfied.

19970711	19970722	DIAMOND RONALD M	8135310202
	EC	FL FL	
04B	R		

COMPLAINT. CUST PLACED C331640 F700 ON 6/30 FOR 3RD LNE TELE #531-0202 (MAIN #539-1545) IS COMBINED BILLED. ORIG DD WAS 7/3 BTWN 8A-12P CUST SAYS AFTER SERVICE NOT CONN ON DD HE HAD TO CALL TO FIND OUT ORDER NOT WORKED BECAUSE NEEDED FACILITIES. EACH DAY WHEN NO ONE CAME MR CALLED TO FIND OUT WHY C HAD BEEN STAYING HOME WAITING BUT ON ONE CALL WAS TOLD HE DIDNT NEED TO BE AT HOME SOTHE DAY HE DIDNT STAY HOME WHEN HE CALLED AND SPOKE W/BOB HAYES SUPERVISOR WAS TOLD SOMEONE HAD BEEN OUT BOB HAYES WAS TO FU PERSONALLY AND CALL MR BACK HAS NOT BEEN CONTACTED. LAST ACTUAL COMMITMENT CUST GIVEN WAS TDY (7/11 BTWN 8A-12P). CUST IS VERY

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

UPSET SAYS FAC PROBLEM CORRECTED 3 DAYS AGO WILL NOT TAKE ANYMORE EXCUSES HE DOESNT CARE HOW BUSY WE ARE WANTING SERVICE NOW DISPOSITION: Installer R. Pajack was current on order when complaint received. Installation complete @
4:49 on 7/11. Local Manager Geo Agisotelis made FU call to customer he was very pleased w/job Mr Pajeck had done. An installer was dispatched on DD of
ordr 7/3 the order was DOR'd and turned back to engineering due to lack of available facilities in area. Mr Diamond upset that he had not been notified prior to the delay or that no one had contacted him when the work order was complete and we just dispatched a man to the field. The order was released from Cuts on 7/9. A s

19970710	19970724	CABANAS GILBERT	8138550516
	EC	FL FL	
04B	R	INLAND	

COMPLAINT· CUS ORDERED SERVICE ON 7-1 WITH A DUE DATE OF 7-8. SERVICE NOT CONNECTED DISPOSITION: On 7/1 order
placed for new service DD given to customer was 7/9 DD missed due to inclement weather. Order worked lade afternoon on 7/10.

19970710	19970724	YOUNGBLOOD CYNEVA	8138916323
	EC	FL FL	
04B	R	INLAND	

COMPLAINT. CUS TRYING TO GET ADDITIONAL LINE SINCE 6-23. HAS HAD SEVERAL APPTS HOWEVER LINE STILL NOT INSTALLED. GTE NEEDS ACCESS TO NEIGHBORS YARD AND THEY HAVE DOGS. SHE NEEDS AN APPOINTMENTTIME SO SHE CAN TELL NEIGHBOR WHEN TO BE HOME DISPOSITION: On June 16 customer placed an order with a DD of 6/23. On 6/23 the order was NA due to a locked gate.
On June 28 the order was again NA due to a locked gate. Customer was given next DD of 7/5. Due to inclement weather order not worked until 7/7 On 7/7 installation couldn't be completed due to the locked gate and a large dog in the yard.
On the morning of 7/10 an installer was dispatched to finish the installation however there was still no access to the terminal. The installer came back after
5:00pm and finished installation to the demark. Michael Franklin local manager contacted the customer. She stated that she didn't have dial tone. The service order was noted that the customer would do thejack work. Michael gave the customer some tips on getting the jack to work. Ms. Youngblood called back to advise the jack was working.

19970718	19970725	POTTER R B	9419516099
	EC	FL FL	
04B	R	COASTAL	

COMPLAINT: Mrs placed c084304 f932 for 3rd line #941 951-6099 given dd of 7/17 awas appt 1p-5p cust says this is for a computer line her technician to install computer has to come from Orlando and he charges her $35 an hour after no one was there @ 4:00p Mrs called and spke w/Debra she checked to see if cust on schedule for order to be worked told cust yes and that they could work aslate as 9p. 4:30p Tech and customer waiting for GTE
called back & spoke w/Michael he paged the 2 techs in field. Michael called back & told cust would have to reschedule because no one wanted todo the overtime requested supervisor. Bruce Dillon called cust back could not do tonite would reschedule for today (7/18) @ 9:00am cust upset ask for
CEO Mr Dillon provided Customer Relations # Cust says Mr Dillon advised her dd could not be kept because he had no one to do the work and it was out of his hands. Mrs also says she has complained
several times about the old wiringin her neighborhood everytime GTE works in the box in their area it causes someone's phones to go out has been promised new wiring that has never been done. FYI discussed w/customer because she mentioned friend called to have 2nd

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

line installed and was told if she waited an NRC waiver for 2nd line would be in effect for August customer says no one advised her. I advised her prope

19970725	19970725	JACKSON BRUCE	8138325587
	EC	FL FL	
04B	R	INLAND	

COMPLAINT: The customer was promised an 8a appt on 7/24 for jack work. POI told the customer the order is 'current'. The customer states she has received 2 SPG's for missed commitments since requesting the installation of this 2nd line. One of the repairmen 2 weeks ago did come out to do the work told her it would be a 7 hour job a supervisor was with him instructing how to do the job. update: The customer has called back again
and advised the same repairman has arrived that she had requested not to be sent. She believes him to be incompetent and poor attitude. DISPOSITION: The customer's appt was missed on 7/24 POI told the customer the service order was routed when in fact it was not. Th customer explained
what she required. Mr. Stone tried to explain to the customer how bad the wire would look if he ran the service the way she wanted. Mrs. Jackson believed this to show Mr. Stone's incompetence WHen
Mr. Suarez and Mr. Stone returned on7/25 they spoke with the customer once again and explained about the wiring. Mrs. Jackson then agreed
wiht wha hey were saying and service was installed in about 2.50 hours. If Mr. Stone would have installed as first indicated there would have been exposed wires. Mr. Suarez coached Mr. Stone in the way to explained the wiring to a customer. Mr. Suarez told Joyce that he could not g

19970711	19970728	BAKISE TOM	8136858168
	EC	FL FL	
04A	R	INLAND	

COMPLAINT: CUS ORDERED SERVICE ON 6-20 WITH A DUE DATE OF 6-27. SERVICE NOT PROVIDED UNTIL 7-10 DISPOSITION: On June 28 the order was placed on
Delayed Order Request (DOR) status due to no available cable pairs. Due to frequent storms with excessive lightning causing a high number of trouble reports GTE was unable to clear a cable pair until July 8 at 2:00 pm. Local Manager DougMcCorvey contacted the customer on July 24 who stated he was satisfied.

19970716	19970729	MACKLEY PAUL	8139087195
	EC	FL FL	
04A	R	INLAND	

COMPLAINT: Customer says moved to new addr supposed to have service 8 days ago kept being told bad cable not being given a firm DD for service. Customer has been using cellular phone to have service it is getting to be expensive. Customer says she has been understanding of all the reasons she has been given but that is not her problem. Needing her telephone service. 7/24/97 updatecalled Toni @ 11:00 still no response 2nd fu call
for response MB. 7/25/97 update Toni called asked for an extension till 7/28/97 MB. DISPOSITION: No available facility in main cabl no good pair to complete service order. On 7/15/97 Mr D Whitt (2101) was assigned the job @ approx 11:00am. He completed all premis work (cold install) and
delay order request (DOR) the service order @ approx 3.00p for unavailabilty of main cable pairs. Because of the DOR Mr Whitt told Mr Mackley it could take 5 days for us to clear a pair to provide
her service. On 7/16 Mr. D Catrettfrom Carrier Maintenance Group cleared all DMS pairs and rerouted the order back into AWAS @ apporox
3:00p. Mr P. Spoto (2089) was dispatched the job @ apporx 3:30p and completed the order @ apporx 8:00p. Spoke w/Mrs Mackley @ apporx 4:00p regarding the complaint she was very understanding regarding our OSP. However her concerns were with the timeliness

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

of the due date (5 days). On

19970714	19970729	MACK SHANNON		8139867141
	EC	FL FL		
04B	R	INLAND		

COMPLAINT: CUS REQ TRANSFER OF SERVICE ON 7-7 WITH DUE DATE OF 7-11. SHE TOLD GTE NOT TO DISC SVC AT OLD LOC UNTIL NEW SVC WAS IN. SVC WAS DISC ON FRI WITH NO CONNECTION AT NEW LOCATION DISPOSITION. CUS PLACED ORDER TO TRANSFER SVC WITH DD OF 7-11. ORD DID NOT INDICATE DUAL SERVICE. ON 7-11 SVC DISC AT
OLD LOC. NEW SVC NOT WORKED DUE TO HIGH VOLUME OF ORDERS. NO CBR NUMBER PROVIDED.ON 7-12 GTE COULD NOT LOCATE ADDRESS AND ORD PLACED ON CWA. ON 7-14 CUS CALLED FOR STATUS AND SITUATION WAS EXPLAINED AND DD
OF 7-14 QUOTED. ON 7-14 ORDER PLACED ON DOR DUE TO NO ENG FACILITIES AND C WIRE. NEW DEVELOPMENT. ON 7-15 ORDER RELEASED AND WORKED.
SPG ISSUED ON AUG 4 1997 MS.JOHNSON SERVICE REPRESENTATIVE CUST.REL.FL ISSUED AN SPG $25 CREDIT ADJUSTMENT 0804-1 PER SAL DIAZ LOCAL MANAGER (813 971-3161) FOR MISSED DUE DATE ON F&T VIA REGULATORY ADVISED NOT NECESSARY TO ADVISE SUB SPG CREDIT WILL APPEAR ON THE AUG 28 BILL CYCLE.

19970728	19970731	BELL NAN		8135269226
	ED	FL FL		
04B	R			

COMPLAINT: Customer has been waiting for service since 7/16. She has been told there is a cable problem and would be a delay. She ha been told for the last few days she was next in line. Customer requested Mr. Daks. DISPOSITION: Manager-Access Design & Construction Ron Porter called Ms. Bell and informed her that a work order (2114 9P720RL#19) was issued for relief in the areabut that a county permit is required and will take awhile before GTE can start work. Ron advised Ms. Bell she would receive service o 7/29 in the morning. Ron also gave the customer his officeand pager numbers if she had any questions or concerns. On 7/28 Ron contacted Service Manager Bob Wilson and made arrangments to have a tech Jimmie Inebnit do the WOL (wired out of limits)first thing on 7/29. On 7/29 Jammie completed all
that he could until the customer returned home to put her dog away. Ron Porter's office contacted the customer to have to the dog put up. The customer returned at 11a and the service was connected at 1p. on 7/29 at 330p Ron attempted a contact. On 7/31 at 1105a Ron contacted the customer. The customer was very pleased with our quick response and having phone service.

19970729	19970731	GOINSKI DANIEL		8138422002
	EC	FL FL		
04B	R			

COMPLAINT: ORDER T085102-1 F932 DD JUL 28 DOESN'T HAVE DIAL TONE CAN'T MAKE OR RECEIVE CALLS. TELEPHONE SERVICE IS ESSENTIAL BECAUSE OF MR GOINSKI'S MEDICAL PROBLEMS DISPOSITION: On Jul 29Mr. Bob Weekley
local manager noted the above order was a CO (Central Office) connect which did not require field work. Mr. Weekley and a Technicia found dial
tone only made it to the terminal of the apartment building because an interior wire was open with 1 side going into the Goinski's home. A previous tenant moved the wires on the jack which caused the problem. Mr. Weekley explained the above information to the Goinski's who expressed satisfaction.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970730	19970731	WAS TOM			8139314976
	EC	FL FL			
04A	R	INLAND			

COMPLAINT· Customer requested new service on 7/25 I330379 f900 due dated 8/01. He has requested the due date be moved up because of a sick infant at home. He spoke to BOB in POI who advised dueto manpower the date could not be changed. DISPOSITION: Dispatch Supervisor (Joyce Bruno) was told that all expedites must go thru Division Resource Management at 483-3233. The expedite wasdenied and POI called disptach back and was informed they could not override this decision. However on 7-30-97 the order was signed off in Sorces. A subsequent repair report on 7-31-97 indicated the customer never received service. Alex Hunter Local Manager-Carrollwood has made contact with the customer and on 7-31-97 at 3.30pm a repair technician was assigned to the report and service connected.

19970730	19970801	FERLITA CONRAD DDS		8136331435
	BC	FL FL		
04B	B	INLAND		

COMPLAINT NANCY REQUESTED THE ADDITION OF CALL FORWARDING TO 2ND (633-2034) AND 3RD (633-2774) LINES AND WAS GIVEN A JUL 9 DUE DATE. SUBSCRIBER (SUB) RECONTACTED GTE ON JUL 10 BELIEVING SERVICEHAD BEEN ACTIVATED BUT JUST NOT WORKING AND WAS ADVISED THERE WAS NOT ANY EVIDENCE OF AN ORDER BEING PLACED. AT THAT TIME AN ORDER WAS ISSUED TO ADD THE FEATURES REQUESTED WITH A DUE DATE OFJUL 16. SUBSCRIBER IS IRRITATED AN ORDER WAS NOT PLACED ON THE INITIAL CALL AND ALTHOUGH AN ORDE WAS SUBSEQUENTLY PLACED THE SERVICE STILL IS NOT WORKING DISPOSITION: MS. GINI LIPSEY BUSINESS SALES CENTER (BSC) REVIEWED THE CHAIN OF EVENTS LEADING TO NANCY'S COMPLAINT. 1.SUBSCRIBER MADE 1 CALL TO THE BSC REQUESTING ORDER ISSUANCE FOR CALL FORWARDING TO TRANSFER THREE CALLS ATONCE FROM THE PRIMARY NUMBER 633-1435. 2.MS. SANDY BOYETTE BSC SERVICE REPRESENTATIVE ISSUED THE ORDER DUE ON JUL 16 WHICH WAS WORKED SIGNED OFF AND SENT TO BILLING. 3.SUBBELIEVED EACH LINE HAD TO BE PROGRAMMED BECAUSE MS. BOYETTE FAILED TO ADVISE ONLY THE PILOT NUMBER WAS NECESSARY ENABLING THE REMAINING 2 LINES TO FOLLOW. 4.WHEN THE SYSTEM DIDN'T ALLOW THE SUB TO PROGRAM EACH LINE INDIVIDUALLY IT WAS BELIEVED THE SERVICE DID NOT WORK. 5.THE SUB WAS UNINTENTIONALLY CUT OFF BY FRED NORMAN DURING A TRANSFER TO BSC FROM ANOTHER DEPART

19970804	19970804	PICCIOTTI TERRI		8133915497
	AB	FL FL		
04B	R			

COMPLAINT· Effective 7-28-97 an order was issued to change customer's carrier. Customer called in 8-4-97 because the 700 number indicated she was still connected to the carrier she had already. The order did not contain the information to change the carrier. DISPOSITION: On 3/20/96 a PIC restriction was established at customer request on AT&T for interlata long distance calls.On 7/28/97 the customer was advised a PIC Restriction Change form would be mailed for their signature before the carrier could be changed to Excel. The associate (EMP 226 no sales code) issued a C (change) order to add the remark which referenced a form was mailed and this order should have been a R (records) order. On 8/4 Janet Durst CR was advised by the customer the form was faxed from Largo PhoneMart on 7/29 however wanted the restriction removed and the carrier changed to Excel. Janet advised the customer the correct form would be mailed and the carrier would bechanged. Joyce Conner supervisor NCCSC advised they were behind and were working on items scanned on 7/16. On 8/4 an order was issued to change the interlata carrier from AT&T to Excel due dated for 8/5. The restriction will remain until the PIC Restriction Removal form was received. A PIC Removal form was mailed to the customer. The customer was satisfied.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970804	19970805	PEQUITA JIM			8133939229
	EC	FL FL			
04B	R				

COMPLAINT: Ms. called because installer wasn't at her home at 2:30. The installer was scheduled for access from 10:00 am to 2:00 pm provided access number for any problems. Ms. did not receive any calls advising why installer wasn't there before 2.00. Ms. called 1-800-483-8330 spoke to Jeff which
stated installer picked up work order at 1:30 and she wasn't entitled to 25.00 service performance guarantee (spg). Ms. very dissatisfied wit GTE and was advised if installer not there by 2.00 she would get
25.00 spg. Adding second line into home C324383 f917 awas 10.00 am to 2:00 pm.DISPOSITION: Installer repairman accepted order at 1:33pm the
travel time to above customer's address was 20 minutes. Repairman needed to make two station changes prior to arriving at Ms. residence. Installer repairman arrived at Ms. Pequita's home approximately 2:25 p.m. a $25.00 spg was given due to service not completed by commitment time quoted.

19970731	19970806	LARKIN CLIFFORD		8133234721
	EC	FL FL		
04A	R			

COMPLAINT: Mr. Scarpetta called to complain that his neighbor is elderly has a heart problem can hardly breathe and his phone is out of service. Mr. Scarpetta took his working phone over to Mr.Larkin's home and there was no dial tone. He was given a 24 hour commitment however he
wants it expedited because of his failing health. DISPOSITION: Phil Nolan Local Manager expedited therequest and cleared the troubl restoring Mr. Larkin's service at 7:10 PM on 7/31/97.
Mr. Nolan called Mr. Scarpetta on 8/1/97 at 8:45 AM and asked him to go to Mr. Larkin's residence and return a call to him to verify service was working and verify all was well with Mr. Larkin. Mr. Scarpetta called back and said the phones were working fine. Mr. Nolan followed up with a premise vists at 11.00 am on 8/1/97 and found everything restored and working fine. Customer is satisfied MJW 8/11/97

19970804	19970807	NORMAN JAMES SCOTT		8136305013
	EA	FL FL		
04B	R	INLAND		

COMPLAINT: Michelle called POI to see why her line at her new address had not been connected on 8/1 and was given the number for Customer Relations. She was calling from a pay phone. Please callher when it is connected at
her new number. DISPOSITION: When this order was received in Operations it was still in precomplete proof. Mike Tompkins contacted Pat in Lakeland
POI who had theorder released and sent to assignment so the customer could have service. Pat informed Mike that the order was an EDT and should have been worked. Mike contacted Mr. Norman who is now satisfied with his new service. This was DAC's complaint no field visit was required. Customer is satisfied. MJW

19970729	19970808	YOUNG HOWARD		8133608310
	EC	FL FL		
04A	R			

COMPLAINT: Ms. said she has a transfer order T369636 F920 due dated for August 5. She said she was told it would require a field visit. She said there was service there before and doesn't understand why someone would need to come out. She said she is waiting on a call about a job and cannot be without her

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

phone when she moves until 8-5 She wants it expedited. The new number on the order is 360-2173. DISPOSITION: Matt Butler Local Manager inversigated the complaintMark records indicated there was no leg to
the CO available which would require a field visit to the customer's premise. Order was expedited to be worked on 7/30/97 and completed at
1:12 pm. by L Kaiser Customer Zone Tech III. Several attempts were made by Matt Butler to contact Ms. Young. 7/29 at 11:50 a.m. Busy 7/29 at 12:55 p.m. No Answer 7/30 at 3.30 p.m. Busy No voice mail or answering machine to leave message. Matt butler contacted Ms. Young on 8/7/97. She is satisfied.

19970805	19970808	ROBERTS ROBERT B.	9416921667
	ED	FL FL	
04A	R	INLAND	

COMPLAINT: Customer has a pending order to add a 2nd line (941-692-1021). Customer states he was told there would be a delay in the connecting of the line because there were no facilities available and we would have to run a line in. However customer did not appreciate us trying to connect service around 10 30 at night. He has not heard from anyone since that time. DISPOSITION: Mr. Roberts' 2nd line was originally due on 7-19.
The order was dor'd for no facilities and referred to Engineering. On 7-31 a drop wire had been run to Mr. Roberts' home to provide temporary service. A work order had been released to hang aerial cable but this could not be worked because of power violations. On 8-1 installer Banks was asked
to work late to help cover some service orders that were left in the Lake Wales area. At 7pm he received two orders to be worked. One a River Ranch Resort and Mr. Roberts' at Shady Oaks. By the
time he completed the frist orderat River Ranch Resorts and reached the 2nd order at Shady Oaks it was approximately 10:30pm. Mr. Roberts told installer Banks it was too late to work the order that night. Mr. Banks is a new employee and has been coached not to go the customer's home that late in the evening unless the customer has been contacted and approves of the premise visit. A 2 pair drop (462) was placed o

19970811	19970811	LEPPANEN JUDITH	8133605026
	ED	FL FL	
04B	R		

COMPLAINT: Region-Division Michael Welsh (spouse) had C381948 F920 due 8-10 for 3rd line going in. He was told someone would be out at 8am. No one showed up and no one called to say there would be a delay. He called today and was told it was referred to engineering. He was transferred to the engineer's line which was on voicemail. He left a message this morning and no one from engineering has called him back. The main line is
813-367-0151. the line to be added is 813-360-5026. DISPOSITION: LOB1 response from Region-Phil Nolan Local Manager contacte Bob Cash in Engineering/Coastal on 8/11/97. Diane Hines in cut section provided information that facilities were not available and order was DOR'd. Engineering failed
to notify customer. Mr. Nolan had cut section release DOR so order would go into AWAS. Charlie Mertz CZT III was dispatched on 8/11/97 to install the new number. Root Cause: Customer wasn't
notified when it was determined facilities were unavailable and order was DOR'd. Construction had to cut in additional pairs in serving terminal per remarks in Sorces. UPDATE 8/18/97: 8/7/97 12:05pm order copied to engineering printer (900R) by JER (assignment clerk facilities) no record of customer being notified of facility problem. 8/9/97 3:25pm Ruth Clark (cut assignor) issued work order 9P720RC-26 with estimat

19970808	19970812	EDELSON RUTH	8138328369
	EC	FL FL	
04B	R	INLAND	

COMPLAINT: Customer has pending T order she placed on 8-1 it was due dated for 8-7. The work was not completed and she was told it

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

would be another 7-10 days before she could have service. Customer says cannot wait that long for service and cannot understand why it would take us so long to connect service. Customer was promised SPG.
DISPOSITION: Customer requested service on 8-7-97 A service installer was routed as requested. The installer was unable to provide service on due date because of a facility condition that existed at the cross connect terminal no
good main pairs. Installer routed service order after performing the cold install to the DR que for the repair of facilities. On 8-8-97 a facility
maintaniner was routed and repaired cable facilities. Service was provided at 3:15pm on 8-8. UPDATE. 8-14-97 Customer was reconcted today and she is satisfied. She questioned if the SPG will be on her next bill. I issued it today under thef account 813-258-1661 and it should appear on the first bill at the t address. 813-832-8369.

19970801	19970814	PROF BLOODGOODS PHOTO EMPORIUM INC	8132514998
	EC	FL FL	
04B	B	INLAND	

COMPLAINT: disputed installment missed commitment
RESOLUTION:customer's service was installed on July 14 and customer given 14 SPG. Procedures were reenforced for all parties associated with the breakdown in the procedures CAUSE Procedures not followed by dispatch or Region Operations.

19970811	19970815	PATRIKALAKIS FRANK	8139209350
	EC	FL FL	
04B	R	INLAND	

COMPLAINT: Mr. had I order (I370507 F920) to add 3 lines to his existing service. He was originally given a due date of August 5. We have hooked up 920-0259 but the other 2 lines 920-1375 and920-5217 are still not working. He said when the second installer came out the installer said he didn't know what the other installer had done and seemed confused. He said one of the installers said he would have service by August 7 or 8 and
they are still not in. Toni Cannon requested extension. Extended to 8-20-97. DISPOSITION: On 8/5 the installer arrived and started th install. However due to the amount of work that had to be done the install could not be finished that day. The installer advised the customer that he
would return the next day to complete the install. On 8/6 the installer determined that service could not be connected on two of the three lines due to cable problems on the cable pair. After trying
to make pair changes and trying to install dual line carrier neither worked. He then notified the customer that service to these two lines would be delayed but someone would be out within 3 days to fix the facility problem andconnect service. On 8/11 due to weather conditions no one had been dispatched out until Mr. Patrikalakis called in this complaint. This complaint could have been avoided if the weather condi

19970801	19970815	KELLY ROBERT	9419259511
	AB	FL FL	
04B	R	COASTAL	

COMPLAINT: Customer requested vacation rate service removed and it has not been removed yet.RESOLUTION: Service was connected on the
requested due date. CAUSE: There was a misunderstanding about the due date for the order.

19970815	19970818	SNYDER PAULA	8133970463
	AC	FL FL	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B R
COMPLAINT. Customer has not received the Caller Id box she should have from the beginning of her service 7-16-97. This was a T order that included the Caller ID service with the free box.DISPOSITION: According to Sue Tomsky/Direct Marketing rep the order for the box was never received. The box is being shipped out 8-18-97 and they will follow up for receipt of the unit.

19970804 19970819 HAMLIN GARY 8137075718
EC FL FL
04B R INLAND
COMPLAINT: SERVICE WAS TO BE TRANSFERRED ON 8-1 STILL NO DONE AS OF 8-4 DISPOSITION: WHEN CUS PLACED ORDER ON 8-1 THE NEW LOCATION STILL HAD WORKING SERVICE AND GTE COULD NOT WORK THE SVC UNTILA DISC WAS PLACED. oN 8-4 ORD PLACED TO DISC SVC AND NEW ORDER WORKED SPG ISSUED FOR MISSED DUE DATE

19970815 19970819 KETCHAM CARIN 9419670655
EC FL FL
04A R INLAND
COMPLAINT. Ms. Ketcham is a Police Officer. She placed an order for new service on 8/13. She needs the phone very badly. She was given 8/20 due date. She doesn't feel she should have to go allweekend without service since she is on
call. Please expedite and call the customer. DISPOSITION. Local Manager Steve Roundtree attempted to contact Ms. Ketcham on 8/15 Ms. Ketcham was onduty
but Mr. Round tree left word with the dispatcher her service would be expedited. Service Technician Gregg Hampton received the order at 3:00 p.m.and the installation was complete at 4:00 p.m. on 8/15 MJW contacted Ms Ketcham 8/19/97. She really appreciated the fact that her service was working Friday. She is satisfied at this time.

19970813 19970820 BERSAW ROBERT J 8138171103
EC FL FL
04B R
COMPLAINT: Mr upset placed I025056 F927 for new service given due date of 8/11. Mr called 8/11 8/12 & 8/13 (am) given different reasons why no service each time he has to hold for so long.Mr says if not turned on today will just forget it. To top that off Mr says received his first bill already charging him $55 for connection and he has no service. DISPOSITION: Mr Bersaw's order was a CO connect. No
jack work or IWM was required. Line was hot to demark and IW was attached. Mr Bersaw was contacted and told dial tone was at his demark and that his problem was inside. Bob Weekley local manager told Mr Bersaw that if he could be of any assitance please call. Mr Bersaw
was satisfied that GTE had fulfilled their job and he would check his wiring when he returned home. 8/20 satisfaction call to customer M says line is working fine he is satisfied MB.
8/27/97 Update Mr. Bersaw's service was connected on 8/11. House originally had two linesin it. One to a garage apartment and the other line to the house. When GTE turned phone on it happened to be the one going to the garage apartment so Mr. Bersaw didnt realize he had service.He does not have IWM and GTE did not have access into the house as Mr. Bersaw only comes home on weekends.

19970822 19970822 RUDDAITIS KENNETH 8139630281
AD FL FL
04A R INLAND

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT. Customer placed an install order on 8/18. Showed pic ID and was given due date of 8/27. The customer needed an expedit for medical reasons. The customer spoke to supervisors(no name)who would not change the due date.
DISPOSITION The installation order was due date HFP. The customer needed to show picture ID when the SS# is not given. The Customer Verification Center (CVC)
attempted to contact the customer on 8/18 at CBR. On 8/21 CVC advised customer to show Picture ID. PID was verified and the order was due date 8/27. There were no notations indicating a medical emergency nor requested expedite on the order. Janet Durst
CR contacted expedite DRM Natalie who ok'd due date change to 8/23. Customer was satisfied.

19970812	19970826	BAKER MYRA	8134613670
	EC	FL FL	
04B	R		

COMPLAINT Customer requested a 2nd line on 8/8. The service was not installed until 8/12. Between these dates the customer was told she would have to wait. update: 8/19 jbd requested closure update: 8/21 jbd requested closure D.Cruz will send on 8/22 update: 8/25 jbd requested closure from D.Cruz
DISPOSITION Local Manager Tom Suits contacted the customer on 8/12 andapologized for the delay of the installation of the second line. The customer applied for service on 8/1 and was originally given a due date of 8/8.
On 8/8 the second line was assigned on abad pair due to the lack of available facilities in the area and was referred to the Delayed Order department.
Ms. Baker was notified by assignment that the order would be rescheduled for 8/11. Due to lack of manpower the 8/11 due date was missed and the customer was not notified. The order was completed on 8/12. Ms. Baker was contacted by GTEINS and the software is to be overnighted to her. Ms. Baker was satisfied.

19970811	19970829	BELL NELLIE	8139889945
	EC	FL FL	
04B	R	INLAND	

COMPLAINT. Ms. Bell's service was scheduled to be turned on Saturday 8/09 and it is still not working 8/11. Ms. Bell was told it would be turned on Saturday morning (no AWAS appt on order). shekept calling all day Saturday and was told different stories. She did not leave her house all day and no one ever came out. The order is signed off complete. Please contact the customer within 2 hours.
UPDATE 8/15 MJW called for
closure. 8/16 Tom asked for extension. UPDATE 8/25 jbd requested closure from T. Cannon DISPOSITION: On 8/9 Employee #897 Mr. Bivens on loan from Lakeland was dispatched to intsll the line 988-0045. The employee claimed that he went to the apartment and knocked on the door but no
one answered. The employee checked for dial tone at the proctector dial tone was present. The drop was tied down to interior wire. No inside work was indicated on the order. The employee did
not leave a 12-3 card he also failed to call the number to see if the customer may have been home. On 8/11 the customer call in a trouble report at 837a. At 1044a Mr. Gonzalez technician repaired a interior wire at one jack. The customerhad inside wire maintenance. Aubrey Haynie Lakeland local manager informed Mr. Bivens that his actions caused this complaint and coached on appropriate action to take.

19970825	19970829	ELLISON ALENE	8136305402
	EC	FL FL	
04B	R	INLAND	

COMPLAINT: CUS REQ SVC LAST WK AND PROMISED CONNECT ON 4-15. AS OF 4-17 STILL NO SERVICE.
NOTE. THIS COMPLAINT WAS NEVER RECEIVED ON 4-17 DISPOSITION: SVC CONNECTED ON 4-17 AND DISC FOR NPY ON 6-14 NO CBR NUMBER TO REACH CUSTOMER

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

19970822 19970902 FUGETT WAYNE 9416444252
EC FL FL
04B R INLAND
COMPLAINT: Customer placed an order to add third line number 941 644-4252 Mr says someone is out now and covering up hole but th whole process of getting this line has been frustrating and an inconvenience. Customer says 6 or 7 people have been out there every day since 8-19-97. Also this week they cut his cable line installing this line. Mr says because of information given by repairman he took a whole day to drain a waterbed to
get to wires installer told him he needed to activate the third line and that didn't work. Customer then wanted to add when he had 941 619-7595installed he had problems with that that ended up being GTE and a bad line not his Hewlitt Packard System. Mr upset and wanting to register a formal
complaint to Mr Daks. update:8/27 MBrequested closure DISPOSITION: The customer's service was DOR'd for no facilities when th order was placed it never went to the field. The work order
started and completed on August 19 IP construction cut in pairs per Regis Foster IP supervisor. The pairs were verified prior to covering up the hole. While burying apparently cut fuse link with a shovel. Service was DOR'd againon service order due date August 20 for bad cable pair. CZTIII Grogan completed cold install. On 8/22 IP construction (contractor Booker) went out because pair was still not good to custome

19970820 19970903 VAIL CHARLES 9419247473
AB FL FL
04B R COASTAL
COMPLAINT: Customer's second line was scheduled for 8/19 and it has not been installedRESOLUTION: r. Vaile made a repair report for No-Dial-Tone. Technician Mr. Grey was
contacted to correct the problem and discovered there were no facilities to connect this customer's line.Upon researching with Assignment Mr. Grey was told to DOR the order to Engineering for facilities. Mr. Grey failed to notify the customer of the status and departed.CAUSE: Service rep issued order incorrectly as a CO connect instead of a field order. Order then became a DOR.

19970904 19970908 BURCH ANDREA 9416467996
ED FL FL
04B R INLAND
COMPLAINT: Customer is IRATE!! A 2nd line was being installed today. Customer said the installer left and did not say she had service or not. She has no service on the main line nor the 2nd line 941-646-3473. UPDATE: 9-8-97 On 9-4-97 complaint was faxed to Aubrey Haynie Local Mgr. at
3pm. After investigating he found that Dixon GTE CZTIII) refused the ticket because there was no assignment (he had ticket approximately 25 minutes). In the meantime a contractor named Dallas
was at the customer's location working on a work order. Dallas is the party customer referred tothat left. DISPOSITION: The jumpers in the cross box were rerun. To prevent reoccurence of this situation assignor and splicer were coached on accuracy of what was done. The assignor gavethe splicer the wrong pair assignment and splicer should have verified whether or not the facilities were good before leaving.

19970905 19970908 HOFFMAN CAROL 8138649887
EC FL FL
04B R
COMPLAINT: Customer's order was due dated or today to install a phone in the elevator in her home. The installer came but said he had

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

no experiece with elevator phones and referred customer back to the builder and the elevator company. The elevator company said the phone company should connect the phone Customer needs to know who would connect
the line. DISPOSITION: Don Smith Local Manager contacted Mrs. Hoffman on 9-8-97 at 9am. Mr. Smith explained that our point of demarcation ends in the terminal room. The responsibility of getting the wire including the telephone
from the elevator to the terminal room is the responsibility of the customer and/or vendor. She was informed that when the elevator company has installed
the elevator wiring and tagged the pair in the equipment room GTE would be happy to terminate the wiring. Mrs. Hoffman told Mr. Smith she would get back with the elevator company and if she still had problems she would call him. Mrs. Hoffman was provided with Mr. Smith's office number in the event she should have further problems.

19970819	19970910	RICHARDSON BOB	9413659191
	EC	FL FL	
04B	R	COASTAL	

COMPLAINT: CUS SAID GTE MISSED TWO COMMITMENTS TO INSTL LINE. NOTE: THIS COMPLAINT WAS NOT RECEIVED BY GTE ON 7-29 DISPOSITION ON 7-10 CENTRANET ORD ISSUED WITH DD OF
7-18 ASSIGNED IN ERRORAND MISSED. THEN ACCESS TIME ENTERED INCORR AN DD MISSED AGAIN. GTE SCH ANOTHER APPT. WHEN
GTE DISPTCHED CUS ADV WANTED KEY SYS MOVED WHICH WAS NOT ON ORDER. NO NOTATIONS ON ORD TO MOVE KEY SYS. SALES CHANNEL CONTACTED AND IN FACT KEY SYS RELOC WAS REQUESTED. IN ERROR NOT ADDED BY SALES REP. SPG OF 100.00 ISSUED AND WORK COMPLETED

19970828	19970910	SIZEMORE FARMS	8137373133
	ED	FL FL	
04B	B	INLAND	

COMPLAINT: Advised requested additional lines to be used with modems on August 7 and was given a due date of August 14. The lines still have not been connected and
no one has called regarding the delay or reason DISPOSITION: 8-13 ORD PLACED ON DOR FOR NO AVAILABLE PRS. ON 8-16 DOR DLK CALLED CUS TO EXPLAIN DELAY. ON 8-18 WK ORD ISSUED. ON 8-26 CUS CALLED DOR DESK. ON 8-28 SLICERCOMPLETED WORK ORDER AND SVC PROVIDED. ON 8-29 JACK WORK COMPLETED. ON 8-15 CREDIT OF 55.00ISSUED FOR THE INSTALLTION CRGS

19970911	19970915	MUTLU KORHAN	8133916136
	EA	FL FL	
04B	R		

COMPLAINT: Mr. Mutlu is extremely upset with GTE and feels he needs to be compensated for his inability to place long distance calls. The toll block was to be removed 9/8/97 Order # C030710 F410.He has had to go to friends and neighbors to place his toll calls. Please ru back in ASAP. DISPOSITION: C030698 F410 was due dated for 9/5/97 to issue toll block order requested by Security Department. On 9/8 another order was issued to
remove toll block (due dated 9/8/97). The order should have been an automatic assignment but was issued as a 'sorces only' order which causedmanual intervention. The order to remove toll block was signed off in SODA as being 'done' on 9/8 by clerk 41 however it was not. On 9/1 the complaint was
given to FAC supervisor Mamie billups who contacted the customer at 2:49pm. Clerk #1 then processed the order to the central office but the customer's long distance carrier MCI was not added. On
9/12 at 10:04 am FAC supervisor Rick Zawacki added the long distance carrier. Mr. Mutlu was again contacted by Ms. Billups at approximately 1:00 pm. He was notified of the $25.00 SPG. Customer satisfied. Both assignment clerks have been covered on the service order error and Ms. Billups was reminded to follow up on the customer complaints to ensure we give the customer service as

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

soon as possible. FAC er

19970908	19970918	BROWN KEVIN		9413220163
	ED	FL FL		
04B	R	COASTAL		

COMPLAINT: APPIED FOR SVC WITH DD OF 9-2 AS OF 9-8 NO SVC DISPOSITION: ON 8-19 ORD PLACED WITH DD OF 9-2 ON 8-28 ORD PLACED ON DOR. ACC DESIGNER MADE PREM
VISIT SAMEDAY. ADVISED CUS CABLE NEEDED TO BE PLACED. O 9-2 CUS ADV WORK ORD ISSUED AND PERMITS WERE APPLIED
FOR. ON 9-5 PERMITS APPROVED AND LOCATES REQUETED. CUS ADVISED OF INFO. ON 9-8 CUS NOTIFIED WORK WOULD BE COMPLETED BY 9-11. ON 9-9 MGR ADV CUS OF STATUS AND DD OF 9-11. ON 9-11 SVC WAS PROVIDED. GTE KEPT IN COMMUNICATION WITH CUSTOMER

19970908	19970919	COLLINS EMANUEL H.		9418531969
	EC	FL FL		
04B	R	INLAND		

COMPLAINT: CUS QUOTED DUE DATE OF 9-2. A OF 9-8 NO SVC DISPOSITION: ORD PLACED TO TRANSFER SVC WITH DD OF
9-2. ORD SIGNED OFF AS CO CONNECT NO FIELD WK NECC ON 9-8 RPR RPT RECEIVED OF NO DIALTONE ON 9-8 GTE PLACED A DEMARCATION AND TRAILER STAKE TO PROVIDE SVC. FAC WERE PHERHAPS VANDALIZED. SVC SAID SVC WORKING OKAY

19970902	19970922	SCHILLER KEVIN		8138019059
	EA	FL FL		
04B	R	INLAND		

COMPLAINT: Missed due date on I order DISPOSITION: ON 7-28 ORD PLACED WITH DD OF 8-1. ORD REF BACK TO CC DUE TO LIF. ORD PLACED ON CWA.
DD CHGD FROM CWA TO 8-14 WHEN DISC ORDER PLACED ON THE LIF. ON 8-14 CUS CALLED GTE IRATE DUE TO ORD INCOMPLETED DUE TO BAD SVC ADDRESS. GTE CALLED HOTEL BUT CUS HAD CHECKED OUT. ON 8-15 GTE DISPATCHED AND AND SVC WAS PROVIDED ON 8-15. GTE ADVISED CUS OF CORRECT ADDRESS SPG ISSUED

19970828	19970923	HOBSON JOHN S		8139373252
	EC	FL FL		
04B	R			

COMPLAINT: Letter dated August 4 Customer requested service at new home and was advised he would need to be present when the installer arrived anytime between 8-5 on the date due of July 23. GTE left word on customer's answering machine at the present home which was not received by customer until after 5.30p Claims as of August 5 still no service no calls from GTE with status orreason for delay. DISPOSITION:
ON 8-28 GTE SPOKE WITH CUSTOMER AND ADVISED GTE WOULD WAIVE INSTALLATION CRGS. DUE TO A SERVICE ORDER ERROR THERE WAS
NO RECORD ON THE INSTALLATION ORDER NUMBER THAT CUSTOMER WAS PROVIDED. GTE MET WITH CUS TO INSTALL SVC AND REMOVED THE NUMBER FROM OPR INTCPT THE MISSED COMMITMENT IS DUE TO GTE ERROR HOWEVE NO INDICATION CUS CONTACTED GTE PRIOR TO THE PSC

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970926	19970929	ADVANCED MASSAGE THERAPY			8132881622
	EC	FL FL			
04B	B	INLAND			

COMPLAINT. Mr. said he had F324760 F207 and T324764 F207 for 288-1622 due for 9-25. He also had a work with out order O324765 due 9-25 for 289-4141. The out order (resident) was disconnected yesterday. His F order (business) was also disconnected. The T order on the business 288-1622 was to be connected to his residence. The T has not been worked. When he called this morning to thebusiness office/POI?? he was told the T order had not been put in. Mr said he needs this line hooked up ASAP since it is his business line. He does not want to pay for the transfer charges since it was not done on time. I did explain the SPG procedure for missed commitments to him. He did not indicate if this would be satisfactory or not.

DISPOSITION: BSC: All orders are correct. F324764 F207 signed off complete. O324765 F207 signed off complete. T324764 F207 is i Sorces as precomplete. The work with information in on the orders.

Region-Division: CBR was calledat 9 32 am and reached Eleanor Smith who advised me that Mr. Russell did not live there. A message was left that GTE was working on his complaint. At 9:39am Mr. Russell was reached at home.He advised that his phone started working at 5.30 pm on 9/29 but his operator intercept was not on. I told Mr. Russell I would take care of his operator intercept problem and I would call him

19970929	19970930	MCKLINLEY DAVID			8138495608
	EA	FL FL			
04B	R				

COMPLAINT: Ms. has I406717 for 813-849-5608 that was due dated for 9-23-97 It is not working yet She said she has tried to call Pending orders but cannot get an answer. It is still precomplete in sorces and shows as a Central Office connect. DISPOSITION: FAC supervisor Bob Hayes called customer at 2:40 9/29 and left a message on the answering machine. At 3:10 pm Ms. called Mr. Hayes and an appointment was set up for a field dispatch on 9/30 between 8am and 10am. Ms. did not want a tech out on 9/29. On 9/30 the service installer contacted Mr. Hayes to let him knowinstallation was complete. Mr. Hayes called the customer to verify that everything was OK on 9/30 at 12:50pm. The original service order was applied for on 9/18 and due dated for 9/23 with a load of 1.75. On 9/19 Leslie Thiel in CUTS corrected the address (incorrect on order) from 6432 Illinois Ave to 6423 Illinois Ave added TA LI and removed the load and changed to a COC. On 9/22 assignment clerk Betty Reynolds assigned the order as a COC. SODA does not sign off orders with a load although the load was removed SODA still did not treat it as an order that it should sign off; therefore the order was still precomplete proof as stated in complaint. When Mr. Hayes spoke to Ms. on 9/29 she stated her service was not working. He added a load to the order and

19971001	19971002	BELTRAMI LOUIS			8138390481
	EC	FL FL			
04B	R	INLAND			

COMPLAINT: Mr. has c456372 for a 2nd line 837-5267 that was due 9/28 but is not working yet. Order is noted that there is no cable pair. Mr. has been advised that due to service emergencies that it will be 7-10 days. This is not satisfactory. Please call and advise him when his service will be in. DISPOSITION: The order was not completed on due date due to facility problem.

Because of heavy rain storms we were not able to complete the installation until 10/2/97. We are unable to determine who quoted the customer the 7-10 days. Customer was contacted by George Suarez.Donna Lopresto made a follow-up call on 10/8 and left a message for Mr. Beltrami that if he had any further problems to call.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970929	19971003	DUKE JOHN E			8135220478
	EC	FL FL			
04B	R				

COMPLAINT· Customer wants someone out to his home within an hour. GTE missed his due date which was supposed to be Monday 9/22. He is now being told because of the bad weather they don't know when someone will be out. He said the weather wasn't bad until Friday and his phone should have been in by then. He has had to use his cell phone and wants to be reimbursed especially for the calls to GTE where he gets transferred around and has to sit on hold for so long. UPDATE Caroline in St Pete requested extend due date to 10/03/97 MJW 10/01

DISPOSITION. A cable pair was fixedand the installation was completed on 9/29/97 Mr. Grounds Local Manager contacted customer. Mr. Dukes stated he wanted to be reimbursed for the cellular time he was on hold. Mr. Grounds gave customer his card so he can call him directly when he receives his cellular bill and if he has any other service problems. Update 10/03; Martha contacted Mr. LeDuke who stated his problem hadbeen resolved to his satisfaction.

19970925	19971007	AUBURNDALE LADY INC	9419675800
	EC	FL FL	
04B	B	INLAND	

COMPLAINT: Mr. Davis's first line is working however his 2nd line (the one with his voice mail is not). He was supposed to have service 9/2/97. Each time he calls he gets a different answer asto when it will be working. He has a big ad coming out this weekend and wants the lines working. DISPOSITION: This complaint was sent to Dennis Paul's group because it involved Centranet however it was e-mailed around 5:00p.m. to Division. Service was requested 8/25 and due dated 9/2 per customer's request. Installer (initials CND) installed one line and DOR'D one line due to non-availability og cable pairs. The DOR'D order was not copied to the cut section and they werent aware of the situation until the complaint. Supervivor Roy Carpenter immediately called the customer and set up an appointment for 9/26. The service was installed on 9/26 using a dual line carrier. UPDATE 10/07: Martha called customer he was satisfied with the action taken on the complainthowever his second line has gone out of order and the repairman said they hooked 2 people up on the same pair. Everything is working properly at this time.

19970924	19971009	KWIATKOWSKI PAMELA	9416766073
	ED	FL FL	
04B	R	INLAND	

COMPLAINT. CUS TOLD SVC WOULD BE INSTALLED ON 9-9. OF OF 9-24 NO SVC DISPOSITION: On Sep 3 an order was placed with a due date of Sep 9. On Sep 8 the order was placed in queue for feeder pairto be cleared requested by GTE Cut Assigner. On Sep 11 A GTE Customer Zone Technician was dispatched to clear bad pair however the pair could not be cleared and order was place on Delayed Order Report (DOR) status and referred to an engineer. On Sep 12 the developer Ron Moss contacted the GTE engineer who explained the bad pairs and would check on the status of the order.On Sep 16 a GTE engineer contacted Mr. Moss advising a work order would be issued and a tentative due date of Sep 23 was possible. On Sep 17 the engineer issued the work order adding 25 pairtemporary relief to the cross box with an estimated completion date of Sep 24. On Sep 19 the GTE DOR clerk explained the service delay to subscriber (sub) and that a work order had been issued. On Sep 25 Roy Carpenter GTE Supervisor - Facilities administrator left word to call for sub. GTE Cut Assignment reviewed all facilities in the cross box and retrieved recently disconnectedpair assigned the service order and routed to the field. On Sep 26 service was provided and a service performance guarantee (spg) of $25 was issued. Sub expressed satisfaction. On

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971006	19971009	SKRAMOVSKY			8137872426
	EC	FL FL			
04B	R				

COMPLAINT: Customer had F&T dated 9-29-97 As of 10-6-97 customer has no service. DISPOSITION: Customer was contacted on 10-6 at 1:45pm and notifed that her order was processed as a central office connection Service was working on a jack but customer was unaware of the location. There was another order generated to install a jack at the customer's request to satisfy the customer This problem arose because there was not enough follow up with the customer upon connecting her service. 10-9-97 Customer was recontacted and she is satisfied.

19970718	19971013	BAY AREA CARDIOLOGY			8136349274
	EC	FL FL			
04B	B	INLAND			

ASSIGNED TO DENNIS PAUL/BRC-BRANCH COMPLAINT: Kathy Tierney Bay Area Cardiology said they were advised that service would be installed on Tuesday 7/17 She wasn't notified of any delay. When she called on 7/18 she was advised it would be installed on 7/25 DISPOSITION The original order on July 15 included an incorrect due date July 17 was quoted in error. Because of the typeof service and number of lines the due date shold have been Jul 25. the order was expedited and processed on July 19. A service performance guarantee (spg) totaling $100 was authorized and should appear on the next bill. There have not been any additional trouble reports on this account during the past 60 days.

19970929	19971013	REEVES VALERY			8135358138
	EC	FL FL			
04B	R				

COMPLAINT: SVC WAS TO BE INSTALLED ON 8-30 GTE LEFT A NOTE NEEDING ACCESS TO APT. CUS STAYED HOME ON 9-4 AND GTE NEVER SHOWED UP SVC WAS FINALLY WKG ON 9-5 AND SHE WAS TOLD INSTALLATION CRGS WOULD BE CREDITED. STILL NOT CREDIT. On Aug 30 Installer completed field work leaving a notice access was needed since subscriber (sub) was not home at that time. Sub scheduled access on Sep 4the next available due date. On Sep 4 sub recontacted GTE being advised the commitment had been missed because of lack of manpower and resceduled for Sep 5. To foster customer relations the installation charge of $55 was waieved however sub advised the initial bill only included a $25 credit. On Oct 29 George Agisotelis Local Manager advised sub arrangements had been madeto issue an additional $25 credit which should appear on the following bill. Sub expressed appreciation and satisfaction with the action taken.

19971014	19971014	DENNETT BRIDGET			9414274081
	EC	FL FL			
04B	R	INLAND			

COMPLAINT: Ms. had F499858/T499770 F926 due for 10-11. The phone at the T address is still not working. Ms.'s husband recently had open heart surgery and needs phone ASAP. DISPOSITION: Service order was DOR'd by assignment 10/11/97 due to records stating bad cable pairs. Assignment sent the order to the cut section (Cecil Hobbs) and new pairs were assigned. Haines city work centerreceived the order on 10/14/97. The order was routed to CZT Troy Holley (CLR #8421) at 12:45 pm and work was completed by 1:10 pm on 10/14/97. The customer was contacted personally by Mr. Holley and followed up by a phone call from Local Manager Alan Cheshire (Haines City). Mr. Dennett was very appreciative and happy with the GTE service.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

19970924 19971015 BROCK THOMAS 9413664648
EC FL FL
04B R COASTAL

COMPLAINT: Customer has tried unsuccessfully for the past week to find out information regarding the installation of the above telephon number. The number 941-366-4648 is the second of a two-number installation order that was suppose to have been installed over a week ago on 10/12/97 The first number 941-366-4738 is working. The last activity that he knows of was on 9/17/7 when atechnician ran a wire from his house to the telephone pole. A supervisor whom he believes works in pending orders was suppose to call him yesterday but did not He was given the number 800-483-6080 but it is constantly busy. Customer wants to know when this line will be in. UPDATE 9/30/97 Called Pam for response. update: Pam requested extension until Oct 15 Granted DISPOSITION A cold install was worked on September 12 the original due date. On September 12 a technician was dispatched to fix the bad pair, all trouble was going back into the manhole run and was not economically feasible to repair. the order was referred to the Engineering Department. The technician never notified the customer of the DOR status. Both technicians the installer and the repairman have been given work sheets reemphasizing mandatory customer contact. Mr is being credited for time out of service. The order was completed on 10-9. Local Manager Bruce Dillon and Area

19971013 19971015 MACGIFFERT JOHN A. 8136228311
EC FL FL
04B R INLAND

COMPLAINT: Claims requested new installation on Oct 3 3 weeks in advance of needing dial tone. As of Oct 9 4 weeks after request no dial tone can't make or receive calls. After numerous unsuccessful attempts to determine status was referred to Engineering.
DISPOSITION:
Doug McCorvey Local Manager contacted subscriber (sub) obtaining telephone number which was not included on complaint. Mr. McCorvey discovered sub's order (Lithia-Pinecrest) was DOR'd because it took 3 cable pairs to connect service (double isolated for main cable to cross box and on to connect service).
Scott Baggett Division OPNS Support had the DOR worked ahead of time and service was established on Oct 9 (sub is not on Slick Carrier and double isolated). This problem was causedbecause there were not any good pairs to the cross box and cross box to customer premise.

19971008 19971016 RODRIQUEZ REUBEN 9414257863
EC FL FL
04B R INLAND

COMPLAINT: Customer very irate said service not on for over 2 months and yet being billed. Installer came out left no access card when in fact people were there waiting for his arrival employee#H731. DISPOSITION: Mr. Rodriquez called in a repair ticket at 1:08 pm on 10-7. Customer placed service order but did not see demarc point. On 10-7-97 employee H731 A. Gentry was dispatched to customer premise. There were four mobile homes on the same property fenced and the gate was locked. Mr. Gentry could not gain access and left a no access card at the customer location.On 10-8 Mr. Gentry was dispatched again with more complete directions on customer premise to try to install service. Again he found no one at home.
Mr. Gentry installed service to the demarc point. Apparently at that point Mr. Rodriquez contacted the local DAC center/Lakeland to check on service and request that we install jacks and wires without anyone present at the residence. He was told that GTE cannot enter a residence without someone present. Local Manager Don Bugg contacted Bob Hayes in Pending Orders on 10-13 and found that no order for service had been placed. Records showed that a C order 439097 was placed to add wires and jacks at no charge per Peter Daks. Mr. Bugg then contacted Susan Bryant to confirm this

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

information. On 10-14 Susan B

19971003	19971020	NESSLER MARY			8138376712
	EC	FL	FL		
04B	R	INLAND			

COMPLAINT: CUSTOMER MOVED TO NEW LOCATION AND WAS SUPPOSED TO HAVE SERVICE TRANSFERRED. COMPANY HAS NOT CONNECTED HER SERVICE AND COMPANY WILL NOT RETURN HER CALLS AT THE CBR NUMBER. SHE HAS ANALARM COMPANY COMING TOMORROW (10/04) AND SHE NEEDS TO BE SURE THE NUMBER WILL BE CONNECTED BY THEN.
DISPOSITION: On Sep 25 an order was placed to provide service due on Oct 1. Because of severe rain GTE was unable to work the order. On Oct 2 service was provided however the subscriber (sub) was
not at home and could not be reached at the CBR (Can Be Reached) number provided. GTE completed all outside work however sub advised
NDT (No Dial Tone). On Oct 3 a contractor was dispatched to complete the job and the NDT report was cleared as test ok. On Oct 4 a repairman was dispatched to clear the cable facilities. George Ceres Supervisor was advised by sub of his satisfaction with the action taken.

19971007	19971022	SCHADLER ANNA			8136429112
	EC	FL	FL		
04A	R	INLAND			

COMPLAINT: I order requested on Aug 28 due October 3 still no dial tone can't make or receive calls. Order delayed because no cable i available and expected due date may be an additional 2 -3 weeks which is unacceptable subscriber
(sub) is elderly and wants free cellular service until dial tone can be provided. DISPOSITION: On Oct 4 a service installer was dispatched findingthe
facilities to serve subscriber (sub) were defective. Assignment was requested to clear the bad pair. On Oct 6 Tampa East Engineering office received the service order and assigned theorder on Dualine Carrier and re-routed the order to be dispatched on Oct 7. On Oct 7 dial tone service was provided and sub notified expressing satisfaction

19971022	19971022	GUILEN FRANK			8132370061
	EC	FL	FL		
04B	R	INLAND			

COMPLAINT: MR. service order C444999 f900 was due 10-20-97 order not signed off and Mr. still waiting on service for 2nd line computer. DISPOSITION: Bobby Howell researched this complaint and found that the order was due dated for 10-20 with an AWAS appointment of 8-12N. Installer arrived on 10-20 at 9:15 am and installed one jack and attempted to provide service. There are no isolatedpairs available; Dual Line Carrier was not available
due to loaded main cable. Service order was returned to the Dor Queue in AWAS as required and the customer was notified that there is going tobe a delay until facilities are provided. On 10-22 the order was still in the DOR Queue with 3 older dors. Due to repair requirements Dor to clear cable
pairs were not dispatched on 10-20 and 10-21. This order was being reouthed pairs were not dispatched on 10-20 and 10-21. This order was being routed to a CZTII when the complaint was received.
Bobby contacted Mr. Guilen at 1:30 pmon 10-22. Repairman cleared a non-loaded cable pair and provided service by 4:15 pm. UPDATE 10-23
HENRICHS MR. SATISFIED WITH ACTION TAKEN. UPDATE 10-23 HENRICHS CHANGED LOB FROM REGION-DIVISION TO REGION-NETWORK CONSTRUCTION COPY OF COMPLAINT SENT FYI TO BOB GAMBRELL AND I.C.GUY. UPDATE 10-24 HENRICHS CHANGED LOB BACK TO REGION-DIVISION BECAUSE ORDER WAS NEVER DOR'D IN REGION-NETWOR

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971009	19971024	COOK ALICE			9414258822
	EC	FL FL			
04B	R	INLAND			

COMPLAINT· CUSTOMER ORDERED SERVICE ON 09/22/97. CUSTOMER WAS PROMISED 941-425-8822 - SERVICE STILL NOT INSTALLED AS OF 10/09/97. DISPOSITION: FEEDER PAIR WAS FOUND DEFECTIVE ON 9-27. NOTATIONPLACED ON SVC ORDER THAT WIRING WAS PENDING IN THE CO HOWEVER SVC REP ERROR ORDER WAS ROUTED TO BAD PAIR QUE. ON 10-10 ORDER WORKED.

19971010	19971024	STONE MARY			8136617348
	EA	FL FL			
04B	R	INLAND			

COMPLAINT: Request additional line and order C101624 F932 was issued with a appointment between 8-12p. After the agreed upon time subscriber (sub) called pending orders (POI) reaching Richardwho advised an AWAS time was not included on the order and it (the order) probably could not be worked that day anyway Sub requested upward referral and supervisor was able to dispatch someone that day. Sub was given the impression the internal departments were separate companies blaming each other for the missed commitment. DISPOSITION Lynda Wilson was contacted on 10/23 byAndrea Flynn Customer Relations to inquire on status of this complaint. She advised she will check on this & call back or get response to us. UPDATE: Mike Tompkins Local Manager researched this account and found that there was no A>M> appointment made by POI. This was a 'C' order due dated 10/10/97 promised by Scott Baggett in DAC after 2:30 P>M> Mike had the service completed 10/11/97 and Doug McCorvey contacted Ms. Stone who is now satisfied. Andrea Flynn Customer Relations called and left a message on customers answer machine to call back for satisfaction on complaint.

19971009	19971027	STOOPS MATTHEW			8133287137
	EC	FL FL			
04B	R				

COMPLAINT· SERVICE WAS TO BE INSTALLED ON 09/19. NOW AS OF 10/09; CUSTOMER STILL DOES NOT HAVE SERVICE. DISPOSITION: ON 9-16 ORD PLACED WITH DD OF 9-22. ON 9-20 ORD PLACED ON DOR STATUS. ON 10-10 REPAIRMAN DISPATCHED AND FACILITES REPAIRED.

19971010	19971027	MACALUSO DOLLY			8132650762
	EC	FL FL			
04B	R	INLAND			

COMPLAINT: CUSTOMER ORDERED ISDN LINE. WAS TOL D OF 10-18 AND SOMEONE CAME OUT ON 10-8 AND DID SOM WK BUT DID NOT COMPLETE. NOW REGULAR LINE IS GETTING CALLS FOR HER NEXT DOOR NEIGHBORS. CONTACTED GTE TO COME REPAIR THE PROBLEM AND GTE MISSED TWO COMMITMENTS DISPOSITION: ON 10-8 GTE WENT TO PREM TO ADD PARS TO EXISITING TERMINAL FOR ISDN LINE. IN PROCESS SERVING DROPS WERE CROSSED SPG ISSUED. ON 10-10 SVC WAS REPAIRED.

19971014	19971028	MULLER SUSAN	9414852890

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
04A	R	COASTAL			

COMPLAINT. Ms reported her phone out-of-service 10-12 and was quoted a commitment time of 9pm on 10-14. She advised the CARE center that she has epilepsy and needs the phone ASAP The 9pm commitment time is unacceptable. Pam requested extension until 10-28. Local Manager has been unable to contact customer at the cbr's provided. DISPOSITION· Local Manager Neil Olmsted investigatedthis complaint and made several attempts to contact Ms Muller at both her service number and her can be reached number to no avail. Due to the heavy volume of trouble during a service emergency the commitment to Ms. Muller was missed. The technician did find the trouble to have been caused by a wire knocked loose by luggage stored in the storage room that serves as the telephone equipment room for this building.

19970730	19971029	PALM GARDEN OF TAMPA			8139728775
	EC	FL FL			
04B	B	INLAND			

COMPLAINT: Order C319684 F207 due Jul 30 1997 Mr. Celani advised when placing the order the pairs needed for the additional lines were located in the woods behind their premise. However it appears his advise was ignored because the installer could not complete the job because the pairs had not been brought up to the building. Mr. Celani advised the same incident happened the lasttime (recently) they requested additional line which caused a missed due date. Mr. Celani stated they would be requesting more lines in Nov 97 and wants to avoid a missed due date again.UPDATE: On Jul 30 Mr. Celani was contacted by the Tampa North District and the complaint was forwarded to GTECC. Later the same day GTECC referred the complaint to Lyndee at the DOR (DelayedOrder Report) desk 989-7048 fax and called to 988-8861 On Aug 7 Ms. Johnson Service Representative Cust.Rel. FL was advised by Barbara at the DOR desk that on Aug 1 Ms. Cindy Arioriello Designer/Access Design worked with Aileen in the cut section stating they used a dual line and Mr. Frank Cook Technician was dispatched to the customer's premise. On Aug 12 Ms Johnson was advised by Barbara via Bonnie Coloross Staff Secretary the complaint belongs to Engineering instead of Region District and has been referred to Allen Reilly Infrastructor Provisioning

19971014	19971029	MCCARTHY JAN			8139615362
	EC	FL FL			
04B	R	INLAND			

COMPLAINT: On September 19 subscriber (sub) applied for 2nd line an order C471021 F920 dd 10/7 was issued and an appointment between 1-5pm was given. On Oct 7 sub took off work to meet the installer who did not show Sub didn't receive a call regarding a delay therefore recontacted GTE being advised the order had been rescheduled to October 13. On Oct 13 sub took another day off work. By 4p a call regarding the status had not been received so sub contacted GTE again being advised the order would be worked the following day Oct 14. On Oct 14 the installer cameout advising dial tone could not be provided because the 2nd line already existing was being used by a security company. Therefore sub would have to order another line. When installer left none of the phones had dial tone. DISPOSITION: On Oct 7 the C order was missed sent to the DOR Que no facilities were available on 10/6. Sub was not contacted. On Oct 8 GTE attempted to install the C order and realized pairs were not available only bad pairs were found and needed to be cleared. The DR work was completed at 3:45p dial tone was provided to the D-Mark. Sub was not at home and a no access card was left. The order was incompleted for jack work. Sub called back a due date of Oct 13 was negotiated with access from noon to 5p. This subsequent due date

19971028	19971103	FOLEY KEVIN (MRS)			8139680493
	EC	FL FL			

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Customer has pending I order for 2nd line the due date was 10-27-97 To date customer still does not have the 2nd line connected and has not been given an expected time to be connected. DISPOSITION:

19971020	19971104	SCHRIVER DOROTHEA			9414935358
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Ms. Schriver is terminally ill Her phone was scheduled to be connected on 10/17 per I511480/F926. The order was turne back for directions. Cheryl
Duvall Ms. Schriver's caregiver said no one called as the order states. She was home all day waiting for GTE to be out. The order has been rescheduled for 10/22. She wants someone out today. UPDATE 10/29/97: Called for closure. Disposition: No one home at CBR. Order dispatched on 10/20 Cause Unable to locate address no one at CBR #.

19971024	19971104	BORCHERT CAROL ANN			8139710088
	DB	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer is OOS due date for install was 10/22 I495209 f926. The customer spoke to several people in CARE including a suprv last evening
who promised a Disp supvr would call her.RESOLUTION:On 10/22 install order was signed off by SODA. On 10/23 a repair ticket was made 48 commitment Super Darryl Salley changed the ticket of OOS. On 10/24 1112am Sal Diaz dispatched tech Donaldson(3013) and found the network interface wire cut at demark.

19971023	19971105	CAROS KIRK			8138187368
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: On 10-20-97 Customer was provided service. Work Order #1414 3F001AW was in progress but cable pairs were transposed out of a new slick. Service installers
closed out order and routed it to CMG thinking there was a problem with the new slick. This caused for additional days to provide service. Avoidable because the work order was rushed to provide service but should have verifiedsplicing activity. Stewart Shook Access Designer recontacted customer and gave a 25.00 SPG waived NRC's 55.00 and customer is satisfied.

19971029	19971106	RUNY JENNIFER			8138550015
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Customer placed an order today to transfer service. The service representative quoted her a due date of 11/4 which is a regular due date. The customer was not satisfied with this date and wanted a date sooner. The representative's supervisor Joan Bell tried to
contact Scott Allen DAC supervisor to improve this date and he stated that it could not be done. The customerrequests an earlier due date. DISPOSITION: Scott Allen attempted to
contact the customer several times 10/29 and left word to call him back since they were going to special the due date to 10/30.No one returned the call. The customer was contacted at 10:30 a.m and the customer said 10/30 was not a good due date since she actually would not own the home until Saturday 11/1. The customer accecpted 11/5 due date. CAUSE: Proceedure followed regular due date not acceptable.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971106	19971106	AMRUSO RICHARD			8133924102
	ED	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Due dates and commitment dates missed on addition of 2 additional lines.
RESOLUTION: Construction cut in a new terminal which original installer did not have training in accessing. Dave Bonds Local Manager had the order futured to Gandy Work Center whose employees were knowledgeable in new terminal installation.CAUSE: Lackof training on new terminal.

19971027	19971112	SCHNEIDER MARIAN			9414730222
	EC	FL FL			
04A	R	COASTAL		FULFILLMENT	

COMPLAINT: Ms. calling complaining that her transfer service wasnt connected and disconnected as requested t515221 f920 f515197 f920. According to remarks on orders Ms. waited all day; however installer claims no access service wasn't installed on 10-25 Ms. still waiting for service. Due date appears as
changed to 10-28 Ms. not advised expecting service today UPDATE 10-28 HENRICHS FRIENDLY REMINDER RESPONSE DUE ASAP. UPDATE 11-4 HENRICHS FRIENDLY REMINDER UPDATE 11-6 HENRICHS CALL REQUEST RESPONSE UPDATE 11-12 HENRICHS NEED RESPONSE NOW ASAP/DAKS MEETING. DISPOSITION: October 27 Routed employee at 4:00pm after Customer contacted GTE/Neil Olmsted and
was not satisfied with 10-28 connection date. Cause: No access. Employee Mike Lamorne No access order Sat. 10-25-97 Mikestated he was at cusomers premise for at least 20 min. employee did not leave (12-3) card at customer's premise. Neil Olmsted coached Mike Lamorne of the importance of leaving (12-3) card.

19971021	19971112	PLACE RICHARD			9417227086
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Advised numerous missed commitments to bury drop. RESOLUTION:On 10/9 request to bury drop was electronically transmitted from AWAS to EVE then sent to Creasman at 6:15a confirmation of receipt was
received. On 10/17 Gene Glisson was assured by P. Weeks drop would be buried immediately however on 10/20 sub advised drop remaine unburied.
Mr. Glisson recontacted P. Weeks who confirmed drop buried that day. Current GTE's system doesn't have an audit function which will change with new system allowing follow up on outstanding requests. CAUSE: At present GTE doesn't have a meansof enforcing the 72 hour commitment time to bury drops.

19971027	19971112	POOLE-TIERNEY JENNIFER			8137814268
	GL	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Video and District failed to bury drops associated with each service as promised RESOLUTION: Daks response letter notes Mike Flynn Area Manager Customer Operations & Kevin Rice GeneralManager Video Operations responded by having both Video & Phone drops buried sub assured appropriate departments & employees will be coached. CAUSE: Video & District failed to follow thru on burialof drop.

19971104	19971112	C & C ELECTRONIC			8139386967
	EC	FL FL			

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
04B	B			FULFILLMENT	

COMPLAINT:Mr Charalambous call irate because of problems on business line.
RESOLUTION:Jim Dorsett Local Manager routed a tech who called assignment and had the service order processed. CAUSE. The F&T orders were not processed in the switch which created a no dial tone situation.

19971015	19971113	FISCHER LAWRENCE			8135776072
	EC	FL	FL		
04B	B			FULFILLMENT	

COMPLAINT. Requested transfer of service from 8487 9th St N. St. Pbg to 8401 9th St N St. Pbg the order were due on Sep 22. Subscriber requested dual service until the move was
completed as oftoday neither line has been transferred however both lines were disconnected at the former address on Sep 29.
DISPOSITION: No access at premise on 9-26. reschduled for 9-29. Tech found jumper on wrong pair in the cross box. on 10-17 gte dispatched again and found the homerun had been cut off and thrown up into the ceiling. Person who did this is unknown. Service provided.

19971013	19971113	LALLANCE LEROY			8139200760
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: On September 20 requested installation of 2 lines. As of today no dial tone can't make or receive calls.
DISPOSITION: Order placed on DOR status. Work order never received in the field. on 10-8 order again seng to field and worked on 10-14.

19971010	19971113	PIPKIN STEVE			8139734596
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: On Jun 17 requested 2nd line due June 20 between 12-5p however contractor didn't arrive until 7:30p. On Oct 8 between 12-5p another appointment was scheduled
however received a call at 4:30p advising unable to keep appointment and rescheduled for next day. On Oct 9 installer refused to do installation unless subscriber assisted. Afterwards installer left drop leftlaying across yard and sidewalk and has not been back yet to bury it. DISPOSITION: Due date changed due to lack of manpower. Cable buired on 10-14 and spg issued

19971009	19971119	BERMUDEZ EDWARD			9413160153
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: SERVICE WAS TO BE INSTALLED ON 10/07. CUSTOMER STILL DOES NOT HAVE SERVICE AS OF TODAY 10/09/97 3.27
PM. Disposition: Order signed off in error by assingment as worked. GTE missed commitment due to weather. Then missed commitment due to no access. on 10-13 order worked properly and service provided

19971113	19971119	TONKIN CARLTON			8132314220
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT 2nd line to be installed due dated 11-4-97 (NO ONE CALLED CUSTOMER HE WASTED A DAY FOR NOTHING). Th date was changed to 11-13 because Engineering needed a good pair. Someone called customer today to say we could not connect service today and would be there Sat 11-15 between 8-5 Customer requested a supervisor with this news the party called refused to give him a supervisor andhung up on him. CUSTOMER WANTS US TO PROVIDE A TIME FRAME WHEN WE WILL BE THERE WITHIN AN HOUR OF THE TIME QUOTED. HE DOES NOT APPRECIATE THE RUDE ATTITUDE OF THE PERSON WHO CALLED HIM TODAY. Mainline in home 238-4676.

RESOLUTION· On 11-14-97 Local Manager Scott Baggett explained to customer someone would be out there 11-15-97 to complete the installation. The employee that was rude to him was coached about their attitude towards the customer. Mr. Tonkin was recontacted on 11-19-97 and is extremely satisfied with the installation and gave installer Angelo Jackson a very nice compliment.

CAUSE: DOR'd for Engineering to locate a good pair.

19971106	19971120	PERREY PHILIP			9417925551
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer called on 10-21 to relocate service on 10-27. As of 10-31 no serviceRESOLUTION On 10-25 assignment found no facilities at cross box. on 11-3 GTE repaired cable pairs and porvided serviceCAUSE:

19971106	19971120	CASE ROBERT			9417012171
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Service was to be connected on 10-24. On 10-27 told box was in neighbors yard and his responsibility to contact them. As of 10-30 no service Resolution. GTE left neighbor a note to contact GTE for access into their yard to provide service for Mr. Case. on 10-30 neighbor provided GTE with conbination number of lock. Service was provided that day.RESOLUTION·CAUSE:

19971106	19971121	CLARK MARY			8138398054
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Customer had original due date of 10-29 and has been told another ten daysRESOLUTION: On 9-26 order placed and GTE found no facilities. On Nov 5 service provided. GTE cleared 4 cable pairsCAUSE:

19971118	19971125	BROWN HERBERT			8137972731
	DB	FL	FL		
04A	R			FULFILLMENT	

COMPLAINT: Mr. Brown called in repair ticket 11/13 with no dial tone. He was given a commitment time of 4:30 on 11/14. He called on 11/14 to check status and was advised the commitment was moved out to 11/15 at 4:30 Mr. wants to know why he cannot get 'special' treatment due to being on-call for an air conditioning company. He also wants to know if GTE is going to compensate for his cellularbill that he used while out of service. RESOLUTION: Marie Curry THC-CARE contacted Mr. Brown and explained thatthe only repair priorities are for life or death situations. Ms. Curry explained that if he advised the CARE rep of his on-call situation that the ticket would be referred to a supervisor to handleas appropriate. No credit was issued for the cellular bill. Original call came in at 4:57 pm on 11/13. It was routed to the SPCD at 2:16 pm on 11/14 after the customer called back inquiring about status and stated his 'on-call' situation.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

Technician was dispatched on 10 45 am on 11/15 CAUSE: Unsatisfactory commitment time for customer.

19971114	19971201	RODRIGUEZ CARMEN			8138857034
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer's line is crossed with 813-249-0531. She has reported it and it's not corrected yet In order to reach the customer you must dial that number. The other customer is very angryabout her answering his phone line. RESOLUTION: Disptach was contacted on 11-14 and order was forced into AWAS and routedto repairman. The order was worked and completed on 11-14 There was a LIF drop that was not disconnected at their home. This was also corrected.CAUSE: Missed due date because of heavy rains and lack of manpower Failed to disconnect LIF drop.

19971117	19971201	IMPRESSIONS LIMITED			8135450967
	ED	FL	FL		
04B	B			FULFILLMENT	

COMPLAINT: Unsuccessful in obtaining status on order I861387 F207 advised missed commitment by Diane Hines Engineering to call back this morning.RESOLUTION: Diane Hines spoke with Maria at about 8:54 11/17 and advised she would try to expedite and call her back. The construction scheduler (John Heine) and construction supervisor (Tony Kakalous) could not free up a splicer until 11/18 in the am.
The service department had all of the GTE splicers. A call was made to Maria at 4:45pm 11/17 to advise of the work to be done on 11/18. Diane was not aware the customer expected another phone call the morning of 11/18. An apology was given to the customer for not calling sooner.CAUSE: Failure to call the customer back when the customer expected.

19971118	19971201	WEST CHARLES			8135332223
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: Customer has drop that needs to be buried. Customer requests compensation because voice mail was not connected on time when he ordered the new service.RESOLUTION: Mr. West was contacted by local manager Mr. Appel and had the drop buried 11-19 and the voice mail service was also connected. Customer was given SPG due to the missed commitment date on the voice mail service. CAUSE: Failure of employee Lonny Warren technician toprovide proper commitment time to bury a drop. The time is 5 days and Lonny told the customer 3.

19971120	19971201	PAGE SANDRA M			8136334257
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: i549475 f926 precomplete due date 11-19-97. Customer waiting for service Customer did not see anyone fr GTE 11-19-97 has no can be reached number. Requests service A.S.A.P.RESOLUTION: Customer's concern was handled by Bob Williams supervisor. Her order hadbeen rescheduled for 11-19 after an original delay in the arrival on site of her mobile home. On 11-19 there was no number to reach the customer the order was not worked until 11-20-97. A ServicePerformance Guarantee has been requested for the customer. CAUSE:The order was not worked on 11-19-97 as scheduled there was no way to contact customer.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971120	19971201	GARMAN FREDERICK			8136330787
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: On Saturday 11/15/97 GTE was scheduled to install a second line at customer's residence between 8am-12pm. Customer called pending orders at 2pm & 4pm and was told 'they' were running late and assured him they would be out. No one ever showed up and no one bothered to call him back to let him know no one would be out. Customer felt that GTE had been dishonest with him RESOLUTION: Doug Mc Corvey contacted the customer. Mr. Garman reiterated the concerns he had expressed in his E-mail. He stated the GTErepresentatives had been polite and professional however he was disappointed with GTE's lack of internal communications. A $25.00 SPG was issued by Joe in Care.CAUSE. Lack of manpower and no one called to let him know they wouldn't be able to come out after being assured all day that they would be there. UPDATE: MJW Customer Relations left word for Mr. Garman to call if he was not satisfied UPDATE:CWH Mrs. Garman calling back 12-02-97 in response to message left fr MJW. She thanked Ms. Wood for her helpin resolving yes new line is in working just fine.

19971121	19971201	ROBINSON SANDRA			8132319169
	ED	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT. Customer's I order due dated for 11-13 was changed to 11-18 and to date customer still has no service and no one can tell her when the service will be connected.RESOLUTION: On 11-22-97 service tech was dispatched to clear isolated cable pairs. The pair was cleared and the service order was worked. CAUSE: Service order was DOR'd for Engineering to find a nonloaded pair. Engineering rerouted the order to the bad pair que to have the pair cleared due to trouble.

19971124	19971201	HETRICK ROBERT			8136311536
	AB	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Due date 12/12 is not acceeptable. Mr Kraft called November 10 to place his F&T. He was told to call backand place his order in 2 weeks. He called today and was told 12/13 is not available as a due date because of prior scheduling. He was upset with the supervisor he spoke with. The supervisor (a man) told him there was nothing he could do and he would either have to take 12/12 or12/15. This is a C O connect. There is a LIW here but Mr. Kraft says they are moving out the first of the month. He said the supervisor was rude and offered him the number for the PSC when he askedfor the number of the CEO.

RESOLUTION: MJW Customer Relations contacted Paula in FAC who said there was no reason the service couldn't be connected 12/13 if the LIW was out. It was connected 12/13 and customer is satisfied. The rep was GO47322 Sabrina Lovett and supervisor is Nancy Bills. Nancy Bills was out of the office and the 'man' was THC. CAUSE: The rep should have explained the service would be connected on 12/13 if the left in working service was out. Martha Wood was late entering the closure.

19971114	19971203	CHRISSINGER JAMES			8135189023
	EC	FL FL			
04A	R			FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT: Outage problem on 11-11 through 11-13. Wants to know why so long to repari RESOLUTION: Due to high volume of trouble reports a 48 hr
commitment was quoted. Technician closed report as no access in error. Next day GTE found not on correct pr in cross box.
CAUSE:

19971203	19971203	BRADY S PAUL			9414935015
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Ms Brady called in reference to repair not coming to provide service after she made many calls to get some one out to repair her phone.RESOLUTIONS: I called repair to check
on repair reports received we did miss the commitment of 9pm on 12-02-97. A repair clerk took another report giving it a commitment of asap to get some one out repair was dispatched at 10:45 changing the line customer satisfied. DIV: Heavy trouble and order volume coupled with manpower deployment precluded all of the customer commitments being fullfilled. CAUSE: lack of manpower

19971201	19971204	WETZEL SHIRLEY			8138713719
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT.Customer's service was on express dial tone on 11-24 She was given a commitment for 11-25 for service to be connected. She called again on 11-26 and was told could not be connected until 11-28. Why the delay.
RESOLUTION. Service was to be connected 11-24 a repairman was dispatched on 11-26 and got service working however service
went out again on 11-27 and a repairman was disptached again on 11-29 and found trouble in the cable. Customer was given a 25.00 SPG for missed commitment.CAUSE. Initial commitment time was 11-28 because of the two-holiday. It was expedited to 11-26 due to customer's medical condition. However repairman failed to isolate trouble on the initial repair call.

19971110	19971205	ZOUHIER TAOUIL			8137899889
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT:On 11/4 requested F (483783 Ff917) and T (483774 F917) both due 11/7 although claims dd was 11/5. Claims due date missed as well as numerous commitments just receiving
dial tone today11/10. Wants compensation. 11/17 e-mail to Betsy Smith requesting response. 11/24 4:10p faxed request for response. RESOLUTION: Jim Dorsett local manager called the customer and apologized for theinconvenience caused by GTE also offered him a service performance guarantee . Mr TAOUIL refused the service performance guarantee. CAUSE: Due date was missed due to manpower.

19971202	19971205	DAVIS STEVE			8136893961
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: c106249 f932 adding 2nd line due date 11-29-97 but has been delayed several times. Customer requesting call back fuller explanation as to delays what work still yet to be done. Mrs.(Vivian) can be reached at work 813 875-8988.
RESOLUTION: Vivian Davis was contacted by Roy Shell Area Manager on 11-26. They agreed that a Local Manager would be at the
customer's residence early on 12-1 along with a technician. This information along with Mrs. Davis' worknumber was also given to Felix

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

Perez Local Manager. The work order was completed as agreed on 12-01 the customer's 2nd line is working. A follow up call was made on 12-03 customer satisfied.CAUSE.Customer was unable to receive installation information as needed also additional access and CBR update needed to be added.

19971208	19971208	HUEY BOB			8139967250
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

DISPOSITION: COMPLAINT:This is the second time complaint by email. GTE service seems to be lacking in both e-mail and personal contact. Mr. has requested a second line in home over three weeks ago.Mr. states he has been lied to by Engineers on two occassions for installation date service would be installed. 12-1-97. Mr. threated to contact the Public Service Commision tuesday morning .RESOLUTION The
service order for this line was dor'd to engineering on 11-21-97. The reason for the Dor was the Line Station Transfer on the orig. order would not work. The technician involved with this worked with assignment and it was determined it would be a Dor to add pairs to the terminal
The engineer Mr. Edwards contacted S Dias and Timothy R Nail in regard to this number on 11-25-97. Mr. Edwards had worked with the customer and made an appointment for 12-1 dispatch was
notified and it was arranged for 12.1-1 Mr. Nail received call in afternoon 12-1 that informed the situation had not beenhandled.
Found the order wasnt released nor in AWAS. Again arrangement were made with engr for 12-2. The repairman wernt out and was able to fix a pair that had several faults this effort took 4 1/2hours. Service connected Ms. satisfied. CAUSE: dor'D order due to bad pair.

19971119	19971209	MERRILL LAURA			8135464610
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: Customer upset with GTE showing up late for installation missed commitment static on line
RESOLUTION: Install order was due dated for
10/3 commitment was met but customer refused access. Rescheduled for 10/18 missed commitment and an $25. SPG was issued. On 10/29 repair report for static was issued commitment was not met due to severe weather $30 jack work was waived to foster customer relations. Richard Shields local manager contacted the customer on 11/01 and was satisfied. CAUSE: missed commitment

19971119	19971209	FINNEGAN JACK			9416921773
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Due date for service of 11-1 missed. RESOLUTION: The order was placed on 11/3 due dated for 11/7. On 11/09 order was placed on DOR due to the SOD box was not located
cust was not home and left message with the neighbor. The order remained on DOR until 11/15 when the SOD box was found under a woo pile
and service was connected a card was left at customer's premise. Dwight Clanton local manager attempted to reach the customer 8 times during the week of 11/17 a premise visit was made on 11/20 and was informed by the neighbor the customer was not in town.CAUSE: customer not available

19971119	19971209	DEMOSS DAVID			8135852332
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT:Install date was 11-18 which was missed. GTE then said due date was 11-19 due to no manpower

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

RESOLUTION· Second line install order was due dated for 11/18missed commitment due to manpower and a $25. SPG was issued. On 11/19 POI informed customer the order would not be installed on 11/19 at that time the order was in the process of being dispatched. Frank Ferguson local manger contacted the customer on 11/21 and was satisfied with installation. CAUSE. outside manpower problem and miss information given by FAC

19971208	19971209	SUPER KWICK FOOD MART		8136841368
	BC	FL FL		
04B	B	INLAND	FULFILLMENT	

COMPLAINT· Annett in Irving Tx called over information due to Customer transferred to Ethics help line number in error. Mr. Isa called upset that his 684-1368 service was disconnected prior to his813-654-1178 number installed. Stating loosing business.O330884 f207 dd 12-8 to w/w I867088.RESOLUTION: Gini Lipsey/BSC contacted Mr. Nasar 12-8 to discuss orders issued O330884 f207 dd 12-8 to W/W I867088 f207. These orders were not a change of ownership they were two different orders for two completely different people. The order entry rep that entered both orders put work with info on I orderbut not the O order causing the O order to be cut before the I order was worked. The customer had called into the BSC this morning and was given the next available installer to go out. The customer service is now in and working. Customer satisfied. CAUSE. Valencia Weaver in order Entry did not put work with info. on the O order which caused the it to be disconnected before the I order worked.

19971203	19971211	BURKETT ROY		8135270519
	EC	FL FL		
04B	R		FULFILLMENT	

COMPLAINT: Mr. service 2nd line installation was due today 8-12 am. his service was connected at 2:40. Mr. is looking for compensation missed due date.RESOLUTION:Per Bob Wilson the due date was missed due to lack of manpower. Mr. Burkett was provided a 25.00 spg. Mr. satisfied. CAUSE: lack of manpower

19971204	19971211	CERMACK DANIEL		8135619072
	EA	FL FL		
04B	R		FULFILLMENT	

COMPLAINT: Chrin Caccan called for Mr. Daks address to write and express her concerns. Ms. explained GTE has missed two appointments for installing phone service on 561-9072. The service was sign offon November 29 with load of 1.30 however unable to use service. Ms. stated she spoke to supv. Ms. Mitchell repair. Ms. Mitchell stated repairmen would be out yesterday between 5-9pm. Mr. Cermack took a day from work. No repairman. This morning GTE came out without appt. causing Mr Cermack to be late from work. (Compensation).RESOLUTION:Bob Wilson Local Manager investigated this complaint. Service Order read that all work was completed however Service installer ran servcie to Demarc for Second Line. A repairman was dispatched on 12-4-97 at 7:44 a.m. found the trouble and repaired the inside wire. $25.00 spg was invoked to compensate customer for inconvenience. (However if installer would of called out each line to confirm a test call the customer would not had to call back or wait on repairman to be dispatched.)CAUSE:operating procedure/process

19971105	19971215	SIMON MIKI		8135319194
	EC	FL FL		
04A	R		FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT:I452700 F900 due 11-1 however install date delayed til 11/6 which unsatisfactory. 11/7 extension requested to 11/10 per D Cruz district. RESOLUTION Sid Oppal noted the order was no accessed on 11/1 because IW needed to be toned out therefore an due date of 11/6 was assigned Mr. Oppal contacted sub authorizing a SPG for missed due date service was provided on 11/5 and sub expressed satisfaction. CAUSE Practice followed in changing due date. CAUSE:

19971119	19971215	GONZMART	CYNTHIA		8132509225
	EB	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Servide to be installed on 11-14 and was not. Also called pending orders and reached constant busy RESOLUTION: On 10 21 order placed for svc with dd of Nov 15. On Nov 15 order placed on DOR due to no facilities. In error not placed on DOR status. On 11-19 order worked. During this time of year pending order is busy due to high influx of service order activity. 2-16-98 Kathy in Walt Fischers office called and advised that per Charlie Monoghan this is to be charged to POICAUSE:

19971215	19971215	HILL	JOHN		8133459378
	GL	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: Ms. had order for new installation due 12/13. The installer came at 8:30am and they were not there. Ms. called back in twice and spoke to a Naomi and Jason who assured her someone wouldbe sent back out. No one came. She called back approximately 7pm 12/13 and spoke to supervisor Bob who again assured her that someone would be out today 12/15. Ms Hill wants someone to call herhusband at home at confirm that someone will be out today. RESOLUTION: The installation technician arrived at the sub's home at 9.05 am on 12/13 and no one was home. Dispatch attempted to contact the sub by telephone with no avail. The procedural two attempts were made to do the scheduled install. At this time we have no knowledge of any promises made for our installer to go back out on 12/13. At 10:00 am 12/15 sub was contacted and advised that the scheduled work was in progress. Sub is now satisfied.CAUSE: Missed commitment on cable installation.

19971124	19971216	BEHAR	MORRIS		8137858572
	EC	FL	FL		
04A	R			FULFILLMENT	

COMPLAINT:12/2 is an unacceeptable due date. RESOLUTION: Procedures were followed. Due to ahigh volume of orders GTE was unable to move the due date up. The service was installed on 12/2 (the due date). Bob Ellis left a message on Mr. Behar's answering machine asking him to call if he should encounter any problems. CAUSE: This was Thanksgiving weekend and due to the holiday and work volume the due date could not be moved up. The customer had one line in the home. 12/16 MJW Customer Relations left word for Mr. Behar to call if her had any further concerns.

19971212	19971216	GLINKOWSKI	RICHARD		813715040452
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT:Dissatisfied with next available due date of 12./26 on order T594564-3 F926. F594569 f926 already signed off by soda on 11/29/97. Customer is elderly and needs dial tone service Door Hanger advised no facilities RESOLUTION: 11/25 Subscriber (sub) given due date on T order of 12/12. On
12/10 Frank Crane Cut Assigner assigned an EDT pair. Joe Grogan Engineer issued work order 3623-3P001QN to add facilities to the cross box with edd (estimated due date) of 12/19. On 12/11 FAC
Dispatcher was unsuccessful in reaching sub to advised order could not be dispatched because of manpower On 12/12 Service Installer left hang tag advising no facilities. JOe Grogan reached sub giving due date of 12/19. On 12/15 Service Installer confirmed EDT pair was bad reserved testing pair used to provide service. On Dec 16 SPG authorized and Mr. Grogan contacted sub who expressed satisfaction. CAUSE.No FacilitiesCAUSE

19971210	19971218	OLINGER LARRY		8138450520
	EC	FL FL		
04B	R		FULFILLMENT	

COMPLAINT:Mr. Olinger has static on his line and a constant busy signal. He reported it on 12/8 Per repair it was no accessed @ 7.45p on 12/9. Mr. Olinger said he was next door for a short timeand there was no n/a card left on his door. Please call ASAP. RESOLUTION: Technician
was dispatched on customer's trouble at 5 50PM on 12/9 within commitment time. When tech arrived he knocked on the door but got no answer. The tech went to locate NID on house but found yard
fenced in; tech was not going to go into an unknown fenced yard at night. Went back front got no answer and left a no access card. Mike Potochniak local manager contacted the customer and advised a tech would be out the next day in the morning. The same tech was dispatched on 12/10. Tech dried inside of ped and cross battery came clear. CAUSE. Repair ticked was no accessed due to no one being home.

19971218	19971218	PEACOCK RICHARD		9414200576
	EC	FL FL		
04A	R	INLAND	FULFILLMENT	

COMPLAINT: Mr. has I519464 F917 due dated for 12/24. This is not satisfactory to him. He said his neighbor is getting theirs put in on 12/22 and he wants
to know if we can do his at the same time.RESOLUTION: Alan Cheshire local manager had due date changed to 12/22. He called the CBR# and lefta message on recorder with this information at approximately 11.30am. A follow-up call was made 12/18 at 1pm and Mr. Peacock is satisfied. CAUSE: Customer not satisfied with due date.

19971217	19971222	BULMANSKI ANN		8133452464
	EC	FL FL		
04A	R		FULFILLMENT	

COMPLAINT: The phone went out Tuesday morning. She was given a commitment date of 12/21 She has a family emergency in Texas and has
to have her phone on before the 21st.RESOLUTION: The commitment quoted was due to Heavy repair volume. Ron Smith Local Manager contacted the customer and rescheduled the appt for 12/18. A open cable pair was cleared on 1030a on 12/18.
CAUSE: manpower

19971202	19971223	WILLIS VICKI		8136854094
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT: Service requested for two line and still no service. RESOLUTION: On 11/4 1997 an order was placed for 2 additional lines due 11/21. The service installer could not provide service becauseof a records error in which MARK showed a vacant pair inthe terminal however ther was not one in the field. The servic order was placed on Delayed Order Request (DOR) status but didn't get routedthrough the assignment group to the Cut Section causing a delay On 12/8 the Cut Section received the order and a work order was issued to add pairs to the serving terminal On 12/9 the work orderwas completed and service provided. Sub was contacted confirming service working and satisfaction was expressed. CAUSE: Records error in MARKCAUSE.

19971208	19971223	BELL DEBORAH			8138563807
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT.Ms. has I598090/F926 due for 12/5 No one has been out today. She has cable ran all over her yard She has a handicapped child and her ex-husband is a stalker RESOLUTION Due to an assignment error(assigned to the wrong terminal) the order had to be rescheduled for 12/5 to 12/7 The istaller was not dispatched until late 12/7 andwas not able to finish order due to darkness. The same installer was dispatched first thing on 12/8 and completed prior to the customer's complaint. Mike Polochniak local manager contacted the customer and service was verified. Mr. Potochniak spoke to the tech who did not finish installation on 12/17 and stressed the need to keep the customer informed.CAUSE. Customer was not notified of delay in installation.

19971219	19971223	WHITEHOURN			9419840559
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:Customer's order is due dated 12-17-97 To date 12-19 customer has no service.RESOLUTION: On 12-19 Supervisor Olan Bratt went to customer's premise. Customer nor Bratt could reach agreement (access needed)-mobile home. Customer ordered Olan off of his property he accusedOlan of being rude. The order was signed off by SODA in error 12-17-97 An out order was issued and bills to be mailed to Customer Relations. update 2-18-98 closing statement for 70.01 was credited and zero rated.

CAUSE: Supervisor and customer could not reach agreement therefore customer decided he did not want the service. He called Customer Relations back 12-22 and requested service be disconnected.

19971202	19971226	MARIBONA CARLOS			8133914658
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Service out on 11-30 and missed commitment on 12-1. RESOLUTION: On 11/30 at 9:05p a report was received of no dial tone (ndt). A commitment of 12/1 was quoted. On 12/2 thereport was cleared as repaired drop cut by Florida Power. A service performance guarantee (spg) credit totaling $25 was issued for the missed commitment which should be on the next bill.CAUSE:

19971209	19971226	BEASLEY CYNTHIA			9413510304
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: C516290 F917 due 12/8/97 pm appointment adding 2nd line telephone number 355-3752. Customer has been waiting was to receive a call for access jacks are being added. Customer requestscall back toher pager 750-2581 (will then return call back) status when can expect service what cause delay 12/8/97.

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

RESOLUTION: Technician was re-routed back to premise to fulfill requirement on 12/8. Order was completed on 12/9/97 and was delayed because of darkness that evening. Sub was pleased with reponse and work. CAUSE: Failure to communication with customer regarding delay.

19971218	19971226	LAWTON GARY		8135880064
	EC	FL FL		
04A	R		FULFILLMENT	

COMPLAINT:F625222 T625230 F926 due 12/18. It has been cut off at F addess and is being told that it will not be hooked up at T addres until tomorrow Advised inside of house needs to be wired andwas advised there would be a $60. charge. Claims has IWM and refuses to pay for house to be wired and wants dial tone service at T address today RESOLUTION. Local Manager George Agistilio spoke with sub on 12/18 at 4:05p Orders to transfer service were issued on Dec 16 F order dd 12/18 & T order dd 12/19. George sent Dan Installer out on order at 4 30 p 12/18 order completed 7p 12/18and sub expressed satisfaction. CAUSE: Sub believed T order due date same as F order

19971106	19971229	LIBERTY CEILINGS & DRYWALL		8135952888
	EC	FL FL		
04B	B		FULFILLMENT	

COMPLAINT: Customer requested service on 10-2 and disconnect at old address 10-3. Service was disc and new line not installed. Service worked on 10-8. RESOLUTION: The business number was due to be transferred to a new location on 10/2. Order delayed because of facilities problem in field which was referred to engineering. A $100 SPG was issued then for missed due date. On 10/7 engineering released order however not worked same day because of manpower restraints. A technician was dispatched on 10/9 and outside work was completed however there was no access for inside work which was not done. The order rescheduled for 10/10 and completed that date. George Agisotelis Local Manager left numerous messages to ensure satisfaction however the subscriber has not returned any calls CAUSE:Facilities problem. CAUSE:

19971205	19971229	LYON BONNIE S.		9417535513
	ED	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT. The old service address was to stay on until the new service was connected. The new service still has not been connected. RESOLUTION: On 11/19 sub placed I order due 11/25. On 11/22 facility assignment center found there were no cable facilities and order routed to engineering cut sectionon 11/25. Once the nearest service terminal was located by an installer the order was referred to Engineering so a sketch to Wire Out of Limits (WOL) could be created. On 11/26 the WOL sketch was provided to the field however the work order load was excessive and a revised due date of 12/1 wasassigned. On 12/4 the order was completed and on 12/6 Neal Hughes local manager contacted sub to ensure service was working satisfactorily. CAUSE: Lack of facilities.

19971215	19971229	TUCKER CALVIN		8138279521
	EC	FL FL		
04A	R		FULFILLMENT	

COMPLAINT: Mr. Tucker had a T523042/F900 due for Sat 12/13. He stated the installer showed up at 9:30am and told him he couldn't install the line because it was raining. Mr. Tucker left. The orderhas been no accessed. He

1997 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

called POI and was quoted Saturday 12/20 for the install date. RESOLUTION:Mr. Langehan was dispatched in heavy rain and told the customer he
would return in 1 1/2hrs which was agreeable to the customer. The customer had to leave and when the installer returned there was no access. Phil Nolan Local Manager dispatched Mr. Langehan on 12/15 at 330p to complete the job assignment. Mr. Nolan contactd the customer and is satisfied. CAUSE. procedure followed

19971223	19971230	FERLITA ANGELES			8139201290
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: The due date 12/29 for F&T orders is unable. Customer is only one in the subdivision and would like a sooner date. RESOLUTION: On 12/22 when notified of the customer's situation the order was assigned and routed out for 12/23. The customer was pleased with the response and service was installed to her satisfaction. CAUSE: unsatisfactory due date caused by service emer and holidays.

Customer Relations - Complaints

04/26/2001

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19961227	19970103	SMITH DAN			9414934383
	EC	FL FL			
03B	R	COASTAL		INFRAPROV	

DISPOSITION: A TEMPORARY DROP WAS PLACED ON 1/3 AND THE CUSTOMER HAS SERVICE. THIS IS A NEW SUB DIVISION AND WORK ORDER 3P001KC 4311 IS PLACING CABLE. AVOIDABLE. FACILITIES NOT AVALIABLE 1/6 2:55PMLEFT MESSAGE ON VOICE MAIL. 1/7 11:05AM REACHED HIS VOICEMAIL

19970103	19970103	HALL BENJAMIN		9413774345
	ED	FL FL		
03C	R	COASTAL	INFRAPROV	

DISPOSITION: CUSTOMERS ORDER WAS DOR'D AND THEN EXPEDITED BY MR MORNINGSTAR TO GET FACILITIES. WE HAD FACILITIES ANI'D AND TAGGED AT CUSTOMERS SNID ON 12/23. CUSTOMER STATED HE WOULD DO INTERIOR HOOKUP. ON 12/26 CUSTOMER HAD EXPERIENCED SERVICE PROBLEMS AND DID NOT HAVE A WORKING SECOND LINE ON 12/24 OR 12/25. MR MORNINGSTAR CONTACTED CONSTRUCTION SUPV
AND OPERATIONS TO FIND OUT STATUS. A FACILITY MAINTAINER WAS UNABLE TO RESTORE 2ND LINE SERVICE. ON 1/2 MR HASS CONTACTED MR MORNINGSTAR VIA VOICE MAIL STILL NEEDING HIS 2ND LINE AT 4:45PM. ON 1/3 MR MORNINGSTAR HAD
CONSTRUCTION/OPERATIONS ROUTE THE FAMILIAR MAINTAINER ON THE PROBLEM. THIS FACILITY MAINTAINER CALLED MGR ACCESS DESGN MR THOMAS NEWMAN AT APPROXIMATELY 12 NOON STATING
HE HAD THE SECOND LINE SERVICE TO THE HOME. VERY ACTIVE AREA. ORIGINAL WORK THAT COMPLETED THE SERVICE NEEDS ON
12/23 WAS DUSTURBED BY ACTIVITY IN THE AREA OR SOMEONE ELSE. THERE IS A WORK ORDER IN PROGRESS TO PROVIDE RELIEF TO THE AREA AND ANOTHERWORK ORDER IN DRAFTING TO PROVIDE A NEW CROSS BOX WITH FEEDER PAIRS. AVOIDABLE: FACILITIES NOT AVAILABLE

19961114	19970107	DATA SYSTEMS INTEGERATORS		9414747479
	ED	FL FL		
03C	B	COASTAL		

DISPOSITION: ** PRELIMINARY INFO SHOWS NO FACILTIES AVAILABLE INTO TO RESIDENCE. CUSTOMER CURRENTLY HAS HI-CAP FACILTIES. FIELD DISCUSSING OPTIONS WITH GTECC. ** AVOIDABLE: NO FACILITIES AVAILABLEINTO THE RES. FIELD DISCUSSING OPTIONS

19970107	19970108	SHEPARD JOHN		8135937437
	EC	FL FL		
03C	R			

DISPOSITION: ON 1/8 TECHNICIAN 3902 NO ACCESSED MR SHEPARDS ORDER AT 3.15PM. THE ORDER RE-DUE DATED TO 1/22 PER 'LG' IN THE SSTA CCC. THERE
ARE NO REMARKS REQUESTING AN EXPEDITE. SERVICE CENTER SUPVDENISE FRENCH CONTACTED RM SHEPARD AT THE CBR# HE REQUESTED A DUE DATE OF 1/14 WITH A 12P-5P APPOINTMENT. UNAVOIDABLE: ORDER WAS NO ACCESSED ON DUE DATE BETWEEN 8:30AM-5:00PM. 1/15 10:37AM LEFT MESSAGE 1/15 3 10PM LEFT MESSAGE.

19970108	19970109	WHITED LEAH		8135500285
	EA	FL FL		
03B	R			

Customer Relations - Complaints

04/26/2001

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION: DIANE HINES CUT ASSIGNOR ATTEMPTED TO REACH MS WHITED AT THE PHONE MART BUT APPARENTLY SHE HAD ALREADY LEFT THE CUSTOMER DUE DATE WAS 1/4. TWO FACILITY MAINTAINERS WENT TO THE CUSTOMERS PREMISE ON
1/9 (KEATON AND RICHARDS AT 12 30 PM TO SEE IF WE WERE ABLE TO PROVIDE FACILITIES FOR THE CUSTOMERS REQUEST. AS THEY WERE LEAVING A SERVICE
INSTALLER RANDY BRYANT CAME TO THE CUSTOMERS ADDRESS TO COMPLETE THE ORDER. THE CUSTOMER IS SATISIFED. AVOIDABLE. THE DAC ASSIGNOR (BRIAN SMITH) SENT THE ORDER TO A DR QUE INSTEAD OF A BP QUE. SO ENGINEERING DID NOT RECEIVE THE ORDER (AS ABAD PAIR). 1/14 10:30AM TALKED TO LEAH WHITED SHE IS SATIFIED.

19970108	19970109	WHITED	LEAH		8135500285
	EA	FL	FL		
03B	R				

DISPOSITION: DIANE HINES CUT ASSIGNOR ATTEMPTED TO REACH MS WHITED AT THE PHONE MART BUT APPARENTLY SHE HAD ALREADY LEFT THE CUSTOMER DUE DATE WAS 1/4. TWO FACILITY MAINTAINERS WENT TO THE CUSTOMERS PREMISE ON
1/9 (KEATON AND RICHARDS AT 12 30 PM TO SEE IF WE WERE ABLE TO PROVIDE FACILITIES FOR THE CUSTOMERS REQUEST. AS THEY WERE LEAVING A SERVICE
INSTALLER RANDY BRYANT CAME TO THE CUSTOMERS ADDRESS TO COMPLETE THE ORDER. THE CUSTOMER IS SATISIFED. AVOIDABLE: THE DAC ASSIGNOR (BRIAN SMITH) SENT THE ORDER TO A DR QUE INSTEAD OF A BP QUE. SO ENGINEERING DID NOT RECEIVE THE ORDER (AS ABAD PAIR). 1/14 10:30AM TALKED TO LEAH WHITED SHE IS SATIFIED.

19970108	19970113	CATTINARI	RICHARD		9414731337
	EC	FL	FL		
03A	R	COASTAL			

DISPOSITION: ORDER PLACED ON 1-3 WITH DUE DATE OF 1-17. DUE TO MANPOWER RESTAINTS AND HEAVY WORKLOAD DUE DATE MOVED OUT TO MEET CUSTOMER COMMITMENTS. SERVICE INSTALLED ON 1-10 AVOIDABLE: DUE DATE EXTENDED OUT DUE TO MANPOWER AND HEAVY WORKLOAD. APP DATE

19970120	19970120	HOPKINS	FOSTER		8135326881
	ED	FL	FL		
03B	R				

DISPOSITION: I WAIVED THE INSTALLATION CHARGES AVOIDABLE: FACILITIES NOT AVAILABLE / ORDER WAS NOT WORKED IN A TIMELY MANNER

19970103	19970122	LIVELY	EVERRETT		8136710811
	ED	FL	FL		
03A	R	INLAND		INFRAPROV	

DISPOSITION: WHEN INSTALLER WAS DISPATCHED ON 1-2 HE FOUND BAD CABLE PAIR. HE TOLD THE CUSTOMER IT COULD BE UP TO 30 DYAS HOWEVER WAS CLEARED AND SERVICE PROVIDED ON 1-6. 30
DAYS IS THE MAXIMUM FOR DELAYED ORDER DUE TO FACILITIES. THE INSTALLER DOES NOT KNOW THE TIME FRAME WHEN HE ADVISES
CUSTOMERS AVOIDABLE: INSTALLER FOUND BAD CABLE PAIRS AND QUOTED TO THE CUSTOMER POSSIBLE 30

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DAYS FOR SERVICE. ORDER WAS WORKED 4 DAYS LATER HOWEVER THE INSTALLER DOES NOT KNOW THIS AT THE TIME AND WAS CORRECT IN QUOTED 30 DAY DUE DATE FOR NO FACILITIES.

19970129	19970129	GOLBOM	LAWRENCE		8133987757
	EC	FL	FL		
03B	R				

DISPOSITION: ORDER REFERRED TO CABLE TO FIX BAD PAIR ON 1/15 (CUSTOMER DUE DATE). CUSTOMER WAS ADVISED ON THIS DATE THAT HIS SERVICE WOULD BE DELAYED UP TO POSSIBLY 14 DAYS. CUSTOMER ADVISED TO CALLBACK ON 1/25 IF HE STILL HAD NO SERVICE. ORDER REFERRED BACK TO ENGINEERING ON 1/17 BY CABLE REPAIR BUT ORDER NEVER FORCED TO ENGINEERING PRINTER 900R. CUSTOMER CALLED POI ON 1/27 TO CHECK ON SERVICE. POI REFERRED CUSTOMER TO DOR DESK AT 8 40AM. ENGINEERING OFFICE ONCE AGAIN REFERRED TO CABLE TO FIX BAD PAIR. ON 1/28 CABLE REFERRED ORDER BACK TO ENGINEERING SAYING THEY WERE UNABLE TO CLEAR ABAD PAIR. LOCAL MGR DAVE BONDS REFERRED PROBLEM TO CARRIER MAINTENANCE TO REPAIR A BAD CHANNEL UNIT TO PROVIDE SERVICE CUSTOMER CALLED DOR DESK AGAIN ON 1/29 AT 2:45PM AND LEFT MESSAGE CONCERNING HIS SERVICE. DOR CLERK RETURNED CUSTOMERS CALL ON 1/30 AT 8:30AM INFORMING HIM THAT HIS SERVICE WOULD BE INSTALLED ON 1/30. MR GOLBOM WAS SATISFIED. OUR MAIN BREAKDOWN WAS IN THE PROCESS OF FORCING ORDERS REFERRED TO ENGINEERING TO THE PROPER PRINTER. CUT SECTION SUPV IS WORKING HARD WITH DAC TO IMPROVE THIS PROCESS. DAC IS FORCED TO USE EMPLOYEES FROM TAMPA AND BRADENTON TO HELP OUT AND INFORMATION ABOUT ALL THE PROCEDURAL CHANGES DOESN'T ALWAYS GET PASSED ALONG IN A TIMEL MANNER. AVOIDABLE: FACILITIES NOT AVAILABLE.

19970122	19970207	SLADER	SAM		9414245589
	ED	FL	FL		
03A	R	INLAND			

DISPOSITION: ORDER PLACED WITH DUE DATE OF 1-9. APP DATE WAS 12-30. ON 1-9 PLACED ON DOR STATUS. INSTALLER ADVISED THE CUSTOMER. ENG ASSIGNED A PAIR AND SENT TO FIELD ON 1-10.
ON 1-10 AGAIN THE PAIR ASSIGNED WAS BAD. ON 1-17 ORDER REFERRED TO LOCAL MANAGER AS WRONG TERMINAL ON 1-17 GTE
EXPLAINED THE DELAY TO CUSTOMER. ON 1-20 ORDER PLACED ON DOR STATUS AGAIN. ON 1-21 CUSTOMER BUSINESS ADVISED OF DUE DATE FOR 1-22 HOWEVER THE MESSAGE WAS RELAYED INCORRECT AND CUSTOMER TOLD SERVICE WOULD BE NEXT WEEK. SPG ISSUED AND SERVICE PROVIDED ON 1-22.

19970203	19970218	RUTGER	WILLIAM ATTORNEY AT LAW		8137718411
	ED	FL	FL		
03A	B				

DISPOSITION: CUSTOMER ORDERED SVC ON 01/28 AND WAS QUOTED A DUE DATE OF 01/31. ON 01/31 THE CUSTOMER WAS ADVISED THE ORDER HAD BEEN DELAYED DUE TO THE LACK OF
FACILITIES AND THE CUSTOMER WAS GIVEN A'STANDARD 30 DAY COMMITMENT'. ON 02/03 WORK ORDER ISSUED AND CUSTOMER
CONTACTED. ON 02/05 SERVICE INSTALLED. AVOIDABLE. COMPLAINT COULD HAVE BEEN AVOIDED IF CUSTOMER HAD NOT BEEN QUOTED A 30 DAYCOMMITMENT AFTER THE ORDER WAS DOR'D. NEW PROCESSES IN PLACE WILL HELP TO ELIMINATE THIS ON FUTURE ORDERS.

19970310	19970313	SCHWARZ	VICTORIA		8139429794

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EA	FL FL			
03B	R			INFRAPROV	

DISPOSITION. AFTER INVESTIGATING RANDY JONES LOCAL MGR FOUND THE INSTALLER SIGNED OFF THE ORDER WITH REMARKS THAT HE INSTALLED THE FIRST LINE AND THE SECOND LINE
WAS PUT ON DOR STATUS DUE TO FEED PAIRS HAVING TROUBLE ON THEM AND REQUIRED SEALED PLANT REPAIR O ADDITIONAL
FEED PAIRS ADDED TO THE CROSSBOX DAC CLEARED THE SERVICE ORDER (SO) ALERT WITHOUT ROUTING IT CORRECTLY TO THE CUT ASSIGNER FOR EITHER BAD PAIR QUEUE OR TO ENGINEERING FOR WORK ORDER INITIATION. AVOIDABLE: DUE TO DISPATCHER ERROR

19970422	19970423	RIDDELL			9412997944
	EC	FL FL			
03B	R	INLAND			

DISPOSITION LOCATED VACANT PAIR AND PROVIDED CUSTOMER SERVICE. MARK RECORDS SHOWED NO FACILITIES AT THIS ADDRESS WHEN IN ACTUALLY THERE WAS A VACANT PAIR IN SERVING TERMINAL. IF A COLD INSTALL HADBEEN DONE INSTALLER COULD HAVE WORKED SERVICE ORDER BY FINDING VACANT PAIR IN TERMINAL.

19970423	19970508	CARTER AND VERPLANCK			8132870709
	ED	FL FL			
03B	B	INLAND		INFRAPROV	

DISPOSITION: ORDER DID NOT HAVE THE CORRECT ADDRESS WHICH WAS GIVEN BY VENDOR INTERTEL. WHEN CORRECT ADDRESS WAS RECEIVED THERE WERE NO FACILITIES

19970512	19970527	REPKA DAVID			8133973878
	ED	FL FL			
03B	R			INFRAPROV	

DISPOSITION THE AREA CUSTOMER MOVED INTO REQUIRED NEW AND ADDITIONAL FACILITIES. A WORK ORDER WAS PLACED AND THE CUSTOMER HAD WORKING SERVICE FOR

19970606	19970607	SPRUNGER GARY			8138910533
	EA	FL FL			
03C	R	INLAND			

DISPOSITION· A REPAIRMAN WAS DISPATCHED IN THE AFTERNOON ON 6/6/97 TO DO A COLD INSTALL. DOR WAS CLEARED ON
SATURDAY 6/7. PLACED A FOLLOW UP CAL TO CUSTOMER ON 6/07 TO MAKE SURE PHONE WAS WORKING AND EVERYTHING WAS SATISFACTORY. CUSTOMER'S 2ND LINE ORDER WAS DOR'D. DAC HAD DOR'D THE ORDER AND FOR THIS REASON NO ONE WAS ROUTED ON DUE DATE.

19970618	19970618	MCINTYRE KEVIN			8136546799
	EA	FL FL			
03B	R	INLAND			

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

DISPOSITION: CONNIE MCGONAGLE RESEARCHED THIS COMPLAINT AND FOUND WHEN THIS ORDER WAS INITIALLY ASSIGNED A PROBLEM WAS INDICATED AND THE ORDER WAS REFERRED TO CUT SECTION ASSIGNER. BERTHA IN THE CUT SECTION ASSIGNED THE ORDER AND RELEASED IT OT
DISPATCH. THE ASSIGNOR PLACED ORDER IN HOLD QUEUE INSTEAD OF COPYING TO CUT PRINTER. THERE WERE ADEQUATE PAIRS AVAILABLE TO ASSIGN TO THE ORDER SO ORDER SHOULD HAVE
BEEN ASSIGNED BY FAC AND THE DUE DATE WOULD HAVE BEEN MADE. CONNIE LEFT MESSAGE FOR MRS AND ROUTED AN INSTALLER
WHO COMPLETED THE ORDER ON JUN 18. CONNIE LEFT HER OFFICE NUMBER IF THERE WERE ANY PROBLEMS AND MRS MCINTYRE HAS NOT CALLED BACK. BREAK DOWN BETWEEN CUT SECTION AND FAC. ORDER PLACED IN HOLD QUEUE INSTEAD OF COPYING TO CUT PRINTER.

19970707	19970722	LANDSTAR LOGISTICS	8136897112
	ED	FL FL	
03A	B	INLAND	

COMPLAINT: DELAY IN CONNECTION OF SERVICE DUE BY 6-23. WAS TOLD ORDER SENT TO ENGINEERING DEPT ON THE 24TH. DISPOSITION: The original commitment on the customers service request was 6/23. Dueto a lack of facilities the order was delayed and sent to the
Engineering group on 6/23. On 6/24 it was determined that a work order needed to be completed in order to provide service. The custome was adsvied of the delay. On
6/26 the work order activities were delayed due to a declared service emergency within our GTE service area. Heavy thunder storms with excessive lightninghad generated a very high volume of trouble reports. On 7/9 the work was completed and service was provided. On 7/10 Robin Arnold GTE Engineer contacted Ms. Hughlett she was satisfied withher service.

19970717	19970801	GREMLI ERWIN	9413660000
	EC	FL FL	
03B	B	COASTAL	

COMPLAINT: In a letter from Henry Trawick Mr. Gremli's Atty Mr. Gremli states he paid for a terminal box to be installed at his commercial location 1527-39 Second St Sarasota Fl in 1975. He claims GTE is using the facilities for other GTE customers who aren't Mr. Gremli's clients. Mr. Gremli has 2 vacancies in his building that he can't fill because his clients can't get phoneservice. Mr. Gremli believes GTE is trespassing and wants everyone that isn't his client removed from the terminal box by 7/21/97 or a libel suit will be filed. In the future Mr. Gremli wantswritten consent before any changes are made on his clients services by GTE. UPDATE 7-29 Meeting was held on 7-22 with our legal cust atty and cust. Closure to follow on 8-1 Tony preparing Daks letter Tim Bowman Section Mgr-Access Design addressed concerns raised in the letter. GTE
is not 'Trespassing' on Mr. Gremli's property as the lines running from the neighboring building are actually providing service to Mr. Gremli's tenants. The serving terminal can no longer meet the demands for service. GTe is in the process of adding facilities to serve Mr. Gremli's building so that its needs can be met with the need to run temporary service from the neighboring buildings.

19970805	19970806	FARRINGTON TOM	8137076111
	ED	FL FL	
03B	R	INLAND	

COMPLAINT: Customer requested service on 7-30. Customer has been advised of cable problems and was given 8-2 installation date. He has been advised the due
date is now 8-23. DISPOSITION:MARK records were corrected and jumpers run in cross box to give customer service. Unable to identify department that failed to update MARK. THC Engineer Rick Lear did not look at this DOR until 8-5. 8-13-97 Customer was contacted to see if satisfied with correction. Customer is satisfied.

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970807	19970807	COCCO LYNN			9412997981
	EC	FL FL			
03C	R	INLAND			

COMPLAINT: Customer is out of service on all lines. Two lines were to be installed on 8-2. The main line went dead on 8-6 that night and was reported to repair on 8-7. DISPOSITION. Order C309313-2 f900-299-7981 was placed 7-10-97 and due dated for 8-2-97 per customer request. Sherman Stephens service installer was dispatchedon the due date but was ot able to complete the installation because a jumber needed
to be run in the DMS. Sherman completed the cold install and a bad pair (IR) was created to have a schedule B technician install the jumper. Facility Maintainer Carl Reiter was dispatched on 8-6 to run the jumper. The customer was not at home after completion of the jumper to
verify service. Mr. Reiter tried to contact Mr. Cocco at the cbr buthad no success. 8-7 Mr. Cocco reported no dial tone dead. One jumper in DMS had been cut and was open Mr Cocco had
only reported one line and not the other two lines which added the 2ndand 3rd lines on the C order. Carl Reiter found that the inside wire had been cut when the electrician wired the house and installed the jacks. Mr. Reiter repaired the inside wire and all 3 lines were working to Mr. Cocco's satisfaction. 8-8 Local Manager Steve Rountree re-contacted Mr. Cocco and the customer was satisfied.

19970811	19970814	CADVANTAGE DRAFTING SERVICES		8133212072
	EE	FL FL		
03B	B			

COMPLAINT: Mr. called upset over his transfer/installation of phone service scheduled T841422 F207 for sat 8-9 AWAS 8a-12p dual service w/w F320630 F207. No break in service on both numbers 321-2072 and 327-5159 to remain working on T8411422 F207. The T841422 F207 was Dor'd (delayed order due to no cable facilities). No one advised Mr. of situation. He was at the new Business location from 8am to 12pm. No one came out Mr. called POI
advised that a call will be forwarded to Dispatch Supervisior to return call to Mr. Sinclair on his cell phone number 408-3216. Mr. Sinclair claims that installer came out Saturday around 5:30 pm or 6:00 pm Mr. Sinclair left the business at 7:00pm was there all day in order to get his service
installed. On Monday after installationMr. Sinclair came in to find no dial tone at the old location nor the new location. On 8-11 Mr. Sinclair reported situation to repair. Mr. feels certain repair
situation has something to do with his installation from Saturday. Mr. still waiting for answers as to what happen concerning his installation and repair situation. (Read all remarkers on F & T). DISPOSITION: Inquiry requestsent to BSC to verify orders issued correctly. Advised remarkers on order indicated both lines were to remain working as DPA's (Different premise address) in order to continue service at both a

19970820	19970822	COWAN DENNIS		8133239058
	EC	FL FL		
03B	R			

COMPLAINT:Customer applied for new service and was give 8/14 as his due date he still doesn't have service.RESOLUTION:A work order to have more cable pairs cleared
in the area will be completed on 8/20 to provide the customer telephone service. Ron Porter is in contact with the customer and will notify th customer when the service will be installed. customer called and advised of actions.
CAUSE: Delayed installation because offacilities.

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970821	19970825	GENT G			8138453385
	ED	FL FL			
03B	R				

COMPLAINT: Ms. Cappus does not want her mother to be without service for a week or more as advised by Mary at 813-483-9630. DISPOSITION: On 8/25 Ricky Gibson OSP Construction Supervisor contacted the customer and assured her that her mother would have service by the end of the day. Mr. Gibson contacted the linecrew supervisor Ken Baker to find out what the problem had been. Mr.Baker had not received the work order (9P750GRL11 5321 due date 8/19) or want list to place cable on Roland Court until 8/21 about 930a from scheduling. The work order ha an inservice date of 8/22 and construction complete date of 9/02. Mr. Baker contacted Volt contracting firm to have temporary service installed for Ms. Gent at apprx 220p temporary service was provided Jerry Yagmin THC engineer issued work order and was held up in engineering due to design completions and was hand deliverd to supply on the 8/19 and to scheduling on 8/20 in the morning. Supply was unable to react to order cable in a timely manner due to not having all paper work from engineering. At 225p Mary Treskpvoch DOR clerk contacted Mr.Limbert son-in-law advised was service wasprovided. At 349p Mr. Gibson contacted Ms. Gent to make sure everthing was fine. Customer was satisfied. Construction linecrew did not receive work and want list prior to 8/21.

19970826	19970829	NEWMARK NANCY		8133631370
	EC	FL FL		
03B	R			

COMPLAINT: Customer states she was refused service by an installer back in July 23. The customer was told the apt was not setup for a second line and would have to knock down walls to provide theservice. The main number is 363-1370. The customer advised she has bee speaking to many people for the last month about this however there is no order in the system. I have faxed a copy of the canceled installation order and the customer has placed a new install order. DISPOSITION: Div: Matt Butler Manager and Ken Kuck CST II made a premise visit on 8/29. They verified thatit was not possilbe to provide a second line in her apartment without having to go into the wall between a second kitchen and hallway to livingroom. The customer stated the only reason she called customer relations id because nobody at the CARE center would help to direct her to a field supervisor for her area. 8/28 jbd copied DIV response to CARE for closure CARE: There wasn'ta ticket created on this number. The representatives don't have access to field supervisors telephone numbers. If Ms. Newmark was persistent about reaching a field supervisor the representative would have transferred her to the upward referral line and they would have created a ticket advising them to refer it to a supervisor or contacted the on-call supervisor.

19971001	19971007	MCALISTER JEANIE		8138542082
	ED	FL FL		
03C	R	INLAND		

COMPLAINT: I103558 f634 dd 9/29 load 2 40 to add 3rd and 4th lines was signed off and not worked. Order canceled. Ms. claims new order placed I103558 f634 3rd and 4th lines dd dor'd edd Engr. Shook or Stewart called Ms. to advise that he may be able to connect the service at the end of this week or the first part of next week. Ms. is wanting service on ASAP. Ms. clams she spoke to Alicein pending orders and confirmed information with Barbara at the dor'd desk. UPDATE 10-1-97 HENRICHS STEWART SHIPP CALLED TO ADVISE OF NUMEROUS UNSUCCESSFUL ATTENPTS TO REACH CUSTOMER SINCE THIS MORNING. MR. SHIPP WILL MAKE ADDITIONA PM ATTEMPTS. UPDATE 10-2-97 HENRICHS FRIENDLY REMINDER DUE 10-3 SENT. DISPOSITION: Stewart Shook advised the work order issued on 9/30 and scheduledfor completion on 10/3. Customer was provided service on 3rd and 4th lines on 9/30. Customer is satisfied. On the original service orders - two lines were signed off in error. (Mr. Shook researching for information leading to employee involved.) UPDATE 10-8-97 HENRICHS MS. SATISFIED AND ALSO

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

WANTED TO
COMPLIMENT MR. SHOOK ON ASSISTING IN GETTING HER 4TH LINE NUMBER CHANGED ALONG WITHINSTALLING HER SERVICE. MS. CLAIMS RECEIVED 17 CALLS ON HER PERSONAL SEC. AND 15 CALLS WERE FOR SEX LOVE ADDICTS. MR. SHOOK REASSIGNED 4TH LINE NUMBER FROM 814-0090 TO 814-0090. C483591 F920 D

19971002	19971009	FOSTER	ALLEN		8133233933
	AB	FL	FL		
03B	R				

COMPLAINT: T415809 f900 was delayed due to no facilities. The original due date was 9/29/97 but service was not installed until 10-01-97. Service was disconnected at old address on 9/30/97 leaving the customer without phone service. Looking for compensation. UPDATE 10-7 HENRICHS FRIENDLY REMINDER: RESPONSE DUE 10-7 PLEASE RESPOND OR CALL FOR EXTENSION ASAP. DISPOSITION: On 10/2 Manager Ron Porter
contacted Mr. Foster apologized for the inconvience and informed him that when the order was placed there was no information on the order not to disconnect at the old address until the new address was connected. The old address was disconnected on 9/30 and the new address
connected on 10/01. On 10/2 Ron called CSOC to have the installation charges waived and an SPGissued to reflect on Mr. Foster's bill. Ron attempted to inform Mr. Foster of the credit but
had to leave a message. On 10/3 Mr. Foster returned Mr. Porter's call to thank him and let him know everything was up and working. On 10/8 Mr. Foster Ron again to say thank you for the quick response and a great job he did to resolve the problem. UPDATE 10-10 HENRICHS LEFT MESSAGE COMPLAINT CONSIDERED SATISFIED IF NOT TO PLEASE CALL ASAP. F and T should have Work with related numbers

19971014	19971014	ASHBY	WILLIAM		8137348932
	EA	FL	FL		
03C	R				

COMPLAINT: Mr. Ashby has a C432380/F900 dor'ed to add a 3rd line. His main number 734-8932 is not working. He has called repair however he isn't satisfied with the commitment to have it repaired. He is also upset that the above C order's DD was changed without his authorization. DISPOSITION: Mr. Ashby's C order adding a second line was DOR'd due to a facilities problem. Unfortunately an unknown
Assignor who DOR'd the order failed to contact Mr. Ashby to let him know and he was not aware until he called to check the status on the due date of 10/9. An installer was dispatched on 10/10 to do the inside work as Mr. Ashby requested however it was still necessary to DOR the order through engineering for facilities. The outage on the main number was caused by dualline carrier failure. Local Manager Bob Dodman contacted Mr. Ashby and informed him
that a technician was working on his line. The tech was able to remove his line from dual line carrier and put his main line on a straight copper pair. On a follow-up call Mr. Dodman explained why the third line installation had been delayed and he apologized for the inconvenience that this serviceinterruption had caused. Mr. Ashby has Mr. Dodman's name and number for future reference.

19970911	19971015	HUTCHCRAFT	WILLIAM		8136813152
	ED	FL	FL		
03B	B	INLAND			

COMPLAINT: CUS WAS DENIED SVC TO 15 OFFICES IN HIS BUIDING BY GTE. GTE ADVISED NEEDED TO PROVIDE CONDUIT DISPOSITION: Dennis Smith Engineer was advised on August 8 by subscriber (sub) the back
2 building would not require phone service since they would be used for storage. Also sub advised he would place one 4' conduit when the water line went in on Sep 9. It was explained GTE can't place conduit on private property without an easement. Mr. Smith requested an easement with sub's agreeing. The easement was obtained on Sept 16. The work ofer issued and service installation

Customer Relations - Complaints

04/26/2001

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

completed on Oct 10

19971015	19971015	COOPER TRACIE			8137374664
	EC	FL FL			
03C	R	INLAND			

n COMPLAINT: Ms. Cooper placed an I473654/F920 on 9/30 with a DD of 10/6. She works out of her home and needed this 2nd line for her job The order was dor'ed. Ms. Cooper states she was given3 different dates for installation. Because this was a 2nd line going into he res. she feels it wasn't top priority. The line didn't get installed until 10/14PM. She says her reputation withher job is in jeopardy. I've issued an SPG due to
customer dissatisfaction. DISPOSITION: On October 15 Louis Holley Local Manager contacted Tracie Cooper. He asked her what he could doto help her. She siad that her service should have been completed on October 6. She was very upset about her service not bein given top oriority. She
was going to use this for her business that she operated out of her home. This is the second line in house. There was no charge to install the line and she was given an SPG of $25.00. Ms. Cooper
stated she was professional and GTE was not Mr. Holley apologized for the inconvenience and gave her his number for any future problems
she may have. 10/6 Cold install on service order completed by installer Reynolds order DOR'd for bad pair. 10/10 Pair cleared by Lane CZTII hooked up drop at term. No access to DMO or front door due to dogs roaming around the house. 10/13 Salter CZTII needed to notify sub o

19971029	19971103	ALGER RICHARD			9414279167
	ED	FL FL			
03C	R	INLAND		INFRAPROV	

COMPLAINT. Order C496671 F920 is DOR per sorces claims no one has advised the status of installaton. RESOLUTION: On Oct 21 Robert Rutledge THC Engineer asked to speak to sub and proceeded to
explain delay caused by lack of facilities and order issued to place aerial drop and expected date of completion. Mr. Rutledge later advised by sub he spoke to roommate on 10/21. Mr. Rutledge adviseddelay after jack installation because of lack of available facilities dual line couldn't be used because already on 914A CXR. Sub agreed to speak with roommate. CAUSE: Roommate failed to communicatewith GTE and subscriber.

19971021	19971104	BAUER JAMES			9413129037
	EC	FL FL			
03C	R	COASTAL		INFRAPROV	

COMPLAINT: Customer had an appt 8-12 on 10/20 which was missed and then a 8-12 appt for 10/21 this is now missedd. The customer had not been called on either day to advise the
appts would not bemet. Update: 10/30 jbd requested response.RESOLUTION: Local Wayne Troyer contacted the customer. The customer had two appointments for service installation. Due to service emergencies and manpower deployment these two appointments were missed. The C-order was completed 10/22. Mr. Bauer was mainly concerned over not being notified of the change in plans.

19971023	19971118	BROWN WAYNE			8136431992
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Mr. called to speak with div. manager upset over his transfer service order. Mr. stated GTE took four additional days to

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

connect his service and his drop wire is still not buried. DISPOSITION: 10-27 Local Manager Connie McGongle attempted to reach Mr. Brown left message with sec. Michell 10-28.(several attempts with no return call Orig. due date was 9-17. Cut section determined there were no fac.(3 lines going in). The order was sent to the field for a cold install on the due date. Then cleared back to the DOR desk and a work order was issued. On 9-19 order was released to the field. When the installer arrived at the customer's residence he discovered the pairs had not been cut in and referred the order back to the DOR desk and to his supv. Doug McCorvey. On 9-20 the work order was completed and released again to be worked. (There were no vacant bad or cuts to be worked to provide service. Dual line would not work so order had to be DOR'd to E&C According to Dot Martinez Cut Section Supv a contractor (Mr. Causey) completed the work order on 9-19. The order was released to AWAS. When the service installer was dispatched that afternoon ther were no pairs to use. Referred back to the DOR desk. The order was released to AWAS on 9-20 remarks 'work oder completed by Coolidge'. Cause: No remks to bury drop wire crew not notfied

19971120	19971120	HUNT HAROLD		9413269472
	ED	FL FL		
03C	R	INLAND	INFRAPROV	

COMPLAINT: Customer applied for 2nd line on 11/10 . All the inside work has been completed and he has been told it will be December before the work outside can be completed to give him service.RESOLUTION:James Farmer of Infrastructure provisioning was called about this DOR. The terminal cut will be made on 11/21 and thecustomer will be given service. The work order will be completed on 11/21. Customer was called and advised his work would be completed on 11/21. CAUSE: Customer thought it was rediculous to wait a month for a second line to be installed.

19971114	19971201	SESSIONS CARRIE		9414194712
	EC	FL FL		
03C	R	INLAND	INFRAPROV	

COMPLAINT: Pending 2nd line due dated for 11-13-97. We prom'd to be there between noon and 5pm. Customer called at 5 and we said we were on our way. WE NEVER CAME OR CALLED CUSTOMER. She calledthis morning requested a supervisor and was hung up on. Called again and clerk said could not find a supervisor. Customer was prom'd we would be there again today between noon and 5pm.RESOLUTION: Local Mgr Lana Cheshire contacted customer 11-14-97 and advised order for 2nd line was DOR'd due to no facilities. Orderwas re due dated for 12-6 however customer has been temporarily served 11-24. Customer also signed up for internet service however she does not have local access near Winter Haven.CAUSE: DOR'd order due to no facilities.

19971124	19971205	HEGER MARY JO		8135265015
	AB	FL FL		
03B	R		INFRAPROV	

COMPLAINT: T551689 f920 due date 11-21-97 order rescheduled for 11-29-97. Customer is upset over initial delay 'different stories' she feels she is being given. Customer requests call back to her work number.

RESOLUTION:Ms. Heger was contacted by Orville Grounds Local Manager. Her order was delayed on November 17 and sent to engineering. They had the SLC updated to accept a DPA and re-negotiated a new due date of November 29 1997. The customer's service was installed on November 29 1997. The initial delay referred to was while waiting for a special card for the SLC-5. Ms. Heger did not elaborate on the different stories she had been getting but is now satisfied with her service. She will call Orville Grounds if she has any future problems.CAUSE:Equipment waiting for special card for the SLC-5.

Customer Relations - Complaints

04/26/2001

1997 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971206	19971212	LANFORD MASON			9417471737
	EC	FL FL			
03A	R	COASTAL		INFRAPROV	

COMPLAINT: Customer's second line install delayed. Cannot get order number nor firm DD. new TN 941/749-6404. RESOLUTION: Tech onsite to install 11/7 was hurt on job. 11/8 tech was sent and 'no accessed'. Tech informed customer wires were no good at the MUX but okay at the house. Order was DOR'd pending Engineering review Local Manager contacted and tech sent out. NRC's were waived and $25 SPG applied for missed commitment. CAUSE: OrderDOR'd and not referred to Infrastructure Provisioning.

19971216	19971217	KIEHN DONALD			8136457485
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Mr. had I514739 F900 due 12/10 and it is still not working. Please call Mr. by 12:00 to advise what is going on.RESOLUTION: Order was run in and DOR'd due to bad cable pairs in sod box on 12/10. Installer went out at 2:30pm 12/16 and attempted to clear assigned cable pair but foundmultiple faults and could not clear because of buried plant. Installer cut in new cable pair to sod box and completed order. Customer was very happy at 7pm 12/16.CAUSE: Bad plant and sod box construction. These are new homes being built on lots where cable and sod boxes have been dormant for over 10 years. This order was originally put in the DOR queuebut during service emergency they were not being forwarded to Construction.

19971215	19971230	BARTHOLOMEW M			8137078640
	EB	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Ms. had I523126 f917 due 12-6. Order is DOR'd due to bad cable pair. Ms. insist on line being hooked up ASAP. This is for her mother who is in a nursing home.RESOLUTION Service Installer placed Dual Line to give the customer service on 12/15. Assignment should have worked this up for Dual Line when installer was there the first time. This was referred to Dwight Pennington Assignment Supervisor. There was some confusion among the assignment clerks as to the use of Dual Line for 'second line at same address' when used inmulti unit dwellings. Mr. Pennington used this opportunity to coach the entire assignment group on the use of dual line carrier. The installer should have seen the carrier unit there when he did his cold install. This order should not have been DOR'd. CAUSE: Missed due date on I order due to order being DOR'd instead of using dual line carrier.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971226	19980106	KALOS DANNY			8139392600
	EC	FL FL			
04A	R	COASTAL		FULFILLMENT	

COMPLAINT: Svc reported out on 12-12 and not repaired until 12-14. RESOLUTION: GTE records indicated a report was received on Dec 13 at 9:59a of No Dial Tone (NDT) trouble isolated to inside jacksand a commitment of Dec 16 by 9a was quoted excluding Sunday repair this was a 48 hour commitment. On Dec 16 a technician repaired the interior wire restoring servic but leaving 1 jack dead. Sub believes GTE should have a 12 hour repair commitment time regardless of weather. Jim Dorsett Local Manager was unsuccessful on 4 attempts in reaching sub to explain there had been 11.85 inches of rain when report was received and the tremendous volume of trouble during this time CAUSE: Lack of staffCAUSE:

19971226	19980106	HARVEY SHAY			8135394858
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT.Static on line 12-11 then no dial tone on 12-13 - as of 12-17 not repaired. RESOLUTION: On 12/12 at 8.36a. a trouble report was received however because of high volumes of trouble and inclement weather a commitment of 9p 12/17 was quoted. On 12/14 a technician was dispatched at 7 24a who found the cause of the trouble was inside the apartment. Comments were entered on the ticket stating sub not home access was needed. The report was then routed to the no access queue for arrangements to be made. On Dec 17 a technician was dispatched at 1:13p and trouble was cleared at :25p prior to the commitment time. Local Manager Sid Appel apolgozied for the inconvenience and ensured customer satisfaction. CAUSE: Lack of StaffCAUSE:

19971230	19980106	COCHRAN ROBERT			9416838035
	EC	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Mr. has I545531 F900 due dated for 1-5-98. This due date is not acceptable. RESOLUTION: Darren Wilson local manager contacted the customer at 5:15 pm on 12/30. Mr. Wilson called Mr. Pennington FAC supervisor and verified that the address had EDT express dial tone and was able to establish service by 12/31. The customer is very satisfied. Mr. Wilson also found out there was an error in the address. It should be 2517 instead of 2617. Donna Lopresto had service address corrected.CAUSE: Unsatisfactory commitment time; however due date was assigned by due date manager and procedures were followed.

19971219	19980107	GEISBERT ANITA			8137718399
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Mr. called 12/15 to have jack work done and was given a commitment of 9pm 12/18. No one has come. The jack work was for second line 787-2908. RESOLUTION: Order was due 12/18 and commitment was not met due to service emergency. An installer was dispatched and service order was completed 12/19. Ms. Geisbert is satisfied with her service. CAUSE: Commitment time was missed due to service emergency.

19971226	19980107	BURNETT WILLIAM F.			8133476280
	EC	FL FL			

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B R COASTAL FULFILLMENT
COMPLAINT: Reported svc out on 12-15 and as of 12-19 not working. RESOLUTION: On 12/15 at 8:26a a report was received of No Dial Tone (NDT) and a commitment of 12/19 9p was quoted. Because of overwhelming trouble volume repair commitments were pushed past 24 hours. GTE was working under a service emergency conditions because of inclement weather including flooding and sub called FPSC priorto expiration of GTE's commitment time. On 12/19 at 2:10p a repairman was dispatched to change cable pair because of high resistance on isolated field pair. Trouble cleared on 12/19 at 5 10p. CAUSE: practice followed.

19971226 19980107 WHITE DAVID 8137968660
EC FL FL
04B R COASTAL FULFILLMENT
COMPLAINT: Service out on 12-11 and told repaired on 12-17..still not repaired as of 12-18. RESOLUTION: On 12/713 at 5:51p a report of Out of Service (OOS) was received. Because of inclement weatherand the high volume of trouble in the area a commitment of 5:30p 12/17 was quoted. On 12/18 a technician was dispatched at 10:33a restoring service by 1:10p. Joe Maynard Local Manager confirmed working service with subscriber (sub) and apologized for the delay in repair providing his name & number if future problems arise. CAUSE: Staff AvailabilityCAUSE:

19980102 19980108 MOURADIAN ARTO 8132863016
EC FL FL
04A R INLAND FULFILLMENT
COMPLAINT: Customer not satisfied with due date on her transfer order. RESOLUTION: Bryan Fairbank contacted Joyce in the DAC center and she advised that if Bryan could get it assigned that shecould schedule it for Saturday 1/3/98. Bryan called Russ in assignment and got it assigned. The order was worked on Saturday 1/3/98 and the customer is satisfied. CAUSE: Customer not satisfied with the due date assigned by Due Date Manager.

19980105 19980108 WRIGHT VICKI 9412991036
AE FL FL
04B R INLAND FULFILLMENT
COMPLAINT: Customer requested service on 12/27 for 12/29 order# T625829 F920. It was not connected and put on CWA. The number that is supposed to be the LIW at this address is 941/294-3493. There isno service at this address and in MSOS it shows it was out complete on 12/22. They have called many times since 12/27 and can get no results.RESOLUTION: Local Manager Steve Roundtree contacted Mr. Wright within two hours. He committed to Mr. Wright that his service would be in and working the afternoon of 1/5. Paul Ezell technician determined that Williams Aluminum Gutters who previously had service at this address was no longer there. Paul worked with the cut assignmentsection and service was provided on the afternoon of 1/5. An SPG was issued. UPDATE 1/8: MJW contacted Mr. Wright. He is satisfied and will contact Martha when he receives his GTE Wireless billfor credit. CAUSE: The order was put on CWA by off line and not released.

19980105 19980113 LAWSON RICHARD 8137829308
ED FL FL

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B R INLAND FULFILLMENT
COMPLAINT.Customer transfered service on 12/09 was a missed commitment and is not satisfied with the SPG offered. The customer wrote a letter to the Exec ofc on 12/10 but has not received a response. RESOLUTION: Installation order was due dated for 12/04 the order was DOR'D and the customer was left a voice mail at the F number (no CBR on order) 12/04 at 230p advising of the delay and a call back number The customer called the DOR desk that no installer had arrived and indicated he had a 8-12 appt (no AWAS appt on order). Joe Grogan Engineer determined a new terminal needed to be cut inand advised customer of the work involved and left his business card with the customer. On 12/08 a work order was issued to place terminal on 12/11. On 12/09 terminal cut in by W.M.Kriston splicers then routed for installer to be dispatched. The installer was dispatched and provided service. The customer called repair at 5p stating the line was crossed trouble found in splice closure. Installation charges were waived a SPG $100 and one mouth local service was issued by Roy Carpenter local manager. CAUSE. Missed commitment

19971226 19980114 WHITEHORN JERRY 9419840559
EC FL FL
04B R INLAND FULFILLMENT
COMPLAINT: Requested svc for 12-17 and as of 12-19 no service RESOLUTION: Order signed off in SODA on 12-17 as worked. Repair report received and customer not satisfied with commitment date of12-21. Customer sod box was in neighbors yard covered up which had a bad pair. On 12-20 tech went to customer home and was sverbally attacked and was accused to knocking the sewer line off its hookupand cutting wires. Supv then went to customer house and was told to leave the property. UPDATE 2-18-98 a bill was generated to customer for NRC's and taxes. The bill was zeroed out by Customer Relations Mrs. Edwards 70 01 (including tax) customer never received service. CAUSE:

19980106 19980115 TANDY DENICE 8135396165
EC FL FL
04B R COASTAL FULFILLMENT
COMPLAINT: Customer has been OOS since 1/03 and repeated reports on 539-9051 for noise. COmmitments have been missed on 539-6165 and reports were cleared as no trbl or no access for the 5399051. RESOLUTION: On 1/6 trouble was bad 3-C block on 539-6165 and insulation brakedown in cable on 535-9051. Sid Appel Local Manager contacted the cusomter on 1/7 and was satisfied. CAUSE: missed committment on 1/5 TAS report

19980112 19980115 HO HO NORTHDALE 8132658484
BC FL FL
04A B INLAND FULFILLMENT
COMPLAINT: Order# I800961 f207 was no accessed 1/9. This is a new business and they need a phone badly. Much of their business is call in plus they need service to get set up. Customer called today and was told it would be a week before anyone can come out. RESOLUTION: Terrywas contacted in regard to the no access on the I order for new installation. To foster good customer relations the order was rescheduled for 1/12 between 1-5p.m. Customer is satisfied. Martha called customer 1/15 and he is satisfied. CAUSE: customer was no accessed and the first availavle due date was 1/20 according to due date manager.

19980116 19980121 MINKOFF STEVEN J 8133274930
EC FL FL

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
04B	R	COASTAL		FULFILLMENT	

COMPLAINT DIV· Missed commitment of 1/15 4p-8p for repair jack worked CARE gave new appt which is unacceptable 1/22 4p-8p. CARE: Customer spoke to a rep last nite concerning the missed commitmentand requested a suprv customer was told none available and gave mgr Dick Terrell's address rep did not know who was the president. The rep was not rude but he was not satisfied how the situationwas handled. RESOLUTION. DIV. The customer was Not Out of Service on the repair commitment and were only dispatching on Out of Service trouble. The customer commitment was changed to customer satisfaction. On 1/17 at 1120a a repairman was dispatched and replaced a bad jack. Ron Smith Local Mgr issued a $25. SPG and the customer is satisfied. CARE: Joe Whitehurst CARE Supervisor apolpogized for the inconvenience caused by the CARE representative Jennifer Johnson.CAUSE: CARE rep lack of knowledge on proper upward referrals. Missed commitment due to staff availability.

19980121	19980122	KRUG TAWNA L			8132900029
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT. Missed commitment on 1/12 for repair ticket for static. RESOLUTION: On 1/9 a repair ticket was issued for static closed for no access. 1/10 1201p 2nd report was issued commitment 1/129p closed 1/13 644p replaced IW. Jerry Betancourt Local Manager has made several attempts to contact and left messages. A $25 SPG was issued for the missed commitment. CAUSE: Missed commitment

19980113	19980123	MALLARD JUDI			8138490091
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Ms Mallard called about repeated repair reports & missed commitment dates. she stayed home and no one showed up whic she is upset about. RESOLUTION· The tech found the problem to be in the DMS channel unit and there were no spare channel units to change and ticket was referred to Carrier Maintenence Group(CMG). The ticket sat in the queue past the commitment. CMG sent ticket backto Service Center said it was their problem. The Service Center proved the trouble to be in the channel unit. Bob Weekly local mgr and Chris Alahouzos CMG suprv provided a test channel to use and were able to give service to the customer. Mr. Alahouzos promised to fix the rest of the bad channel units that day. Mr. Weekley and Mr. Alahouzos are working together to keep this from happening again. CAUSE: Miscommunication between CMG and Division caused missed commitment

19980114	19980123	JACKSON RICHARD			8139020228
	AB	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: 1032328 f900 field due date 01-19-98 quoted customer after order released. Customer had been questioned about outstandin bill but has been determined is not his record. He is now upset over having to wait until 1-19-98 requests service today 01-14-98 call back to 254-8242. RESOLUTION: The customer's complaint was handled by the DRM group who scheduled the order to be worked 01-16-98. They called the customer 10 50 a.m. 01-14 leaving a message regarding the scheduled due date and also a pager number if necessary to call back. The remarks on the order only state that the contact representative quoted the customer the next available day in Due Date Manager.CAUSE:Procedures followed.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980116	19980123	WILLIAMS BARBARA			8135491109
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: C033241 f917 due date 01-15-98 to add 2nd line 549-1109. Customer wishes call back to main number 549-8180 for status when he can expect service on new line. Customer is not happy aboutdelay new line gift for his son requests Service Performance Guarantee. RESOLUTION:At 4:30 p.m. 1-16-98 Mr. Williams was contacted by Richard Shields Local Manager. Anapology was given for missing the due date due to lack of manpower. A Service Performance Guarantee of $25.00 was invoked and an installer dispatched at 5 p.m. the same day. The order was completedand the customer is now satisfied.
CAUSE:The original due date quoted to the customer was missed due to lack of manpower.

19980109	19980126	LICHTLE EDWIN			9417297146
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Requested service on 12-30 and as of 1-6 no service RESOLUTION: On 1-7 Local Manger Mr. Wiggerton dispatched a technician to repair the bad facilities. Technician was unable to repair facilities in the underground system and used express dial tone pair to provide service. On 1-12 a follow up call was made to customer is she is satisfied.CAUSE: Assignement not permitted to use EDT pair order sent to CUTS CUTS Failed to release order in timely manner back to the field. Do not know if customer was contacted on missed due date. order due date was 1-5. Order was routed to dor file for correction. Order was not releaed to the field until 1-7.

19980116	19980126	J & K INTERPRISES			8135860334
	EB	FL FL			
04B	B	COASTAL		FULFILLMENT	

COMPLAINT. Mr. Kanyuck changed his number from residence to business and it has not worked properly since. The number 586-0334 is completely dead. the line that remained residence 588-0662 is working intermittently. Please call him ASAP. RESOLUTION: Complaint was researched by Mamie Billups FAC Supervisor. Mark and MSI records show that the number was deleted as a residence on Ord# C333438 F207 DD 1/13. The I order I800973 F207 was not processed until 1/16. These orders should have been worked together.CAUSE: Assignment failed to work the orders together.

19980119	19980126	HILL DIANE			8137813636
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT:Customer's second line is not working. Order I047666 F920. She works out of her home and is extremely upset. She has called CARE many times. The first time she was told there was an outtage. She called today and was told it has't been assigned. She has ha a 2nd line in this apartment before.RESOLUTION: Curtis Haley acting Local Manager contacted Ms. Hill to assure the service would be connected that day. Service was restored at 6.30 p.m. An SPG was issued. The customer's order had been signed off by SODA. when she called to report her problem there was a major outage at the same time. Every time Ms. Hill called to inquire about the line she wastold it is being worked on. when the cable outage was cleared the service did not restore however the trouble report was cleared.CAUSE: Failure to follow through on a trouble report.

19980122	19980126	WHITE SAMUEL	8132312107

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Missed commitment of Monday 1/19/98 due to left in working at address. Then gave customer dd on tuesday 1/20/1998 Service was then hooked up in incorrect apartment.RESOLUTION. Local Manager Dale Guthrie contacted Mr. White. This complaint was caused due to theservice being run to the wrong apartment. Dale made premise visit with Service tech to re-run the service to the correct terminal. The $55.00 installation fee was waived for Mr. White's inconvenience. The CO connects which went to the wrong apartment was referred to Clyde in Assignment. CAUSE: Service was connected towrong apartment due to incorrect apt# on order.

19980126	19980126	ROBLES ANTHONY			8139621635
	AB	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Advised called 1/23 about 9p requesting order to change name & features on existing account 813 962-1635 being advised order on CWA because current owner needed to show PID (couldn't remember code) and new owner needed to pay former UA. Also claims requested 2 additional lines on separate I order's and wanted all worked on 1/26/98. Claims call lasted until close of business because 3people hung up on her. RESOLUTION: On 1/26 Ms. Johnson Cus.Rel.FL apologized for hang ups and confirmed UA paid & PID shown contacting CSOC troubleshooter to remove CWA making due date 1/26. Called Paula Assignment to expediate order(C059886 F920) today agreeing to give to assignor immediately Advised sub I033777 F927 (962-8522) & I 033762 F927 (962-6284) would not have been given 1/26 due date because of call at end of business day(9p). Therefore order's issued on 1/26 and due date manager gave 1/28. Cust.Rel.Fl didn't expediate the pending I's because of the existing working service (962-1635) at the premise. Sub was somewhat satisfied. CAUSE: Practice followed.

19980112	19980127	MATOS SAMUEL			8135287260
	EB	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer placed order for service 12/27 and still has no service. He was not notified and is upset. He lived in a trailer park at 4061 58th Av W Lt 227.RESOLUTION: Remarks on service order indicate the order was sent to Cuts for a terminal address. The order should have been on the NFCA report for no terminal on 12/31. Cuts responds to this report daily. The address was corrected and returned to FAC at 3:30pm on 1/8 the due date was 1/9. The order was returned 1/10 for no facilities. There were noremarks to indicate why the order was not responded to in SODA before 1/10. CAUSE: FAC failed to notify the customer 1/10 when the facility problem was found. this has been addressed.

19980121	19980129	WHEELER RODNEY			8135326849
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer has pending order to add a 2nd line (813-531-7137). He says commitments have been missed a few times. Customer does not know when the line will be connected. RESOLUTION: Order was DOR'd on 1-10-98. Cust was contacted by Cut Sectio 1-12 about the delay of the order and was referred to Engineering. Order was released by Engineering 1-15 to install dual line carriers. It was DOR'd again due to dual line not linked up. On 1-21 the customer filed this complaint. On 1-21 Mary on DOR desk found the order not in dispatch que. Allen Pool

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

dispatched on 1-21 and was able toget dual line carrier to work. George Agisodelis contacted customer on 1-21 and left message on recorder. Customer was recontacted 1-28 and service is working.CAUSE. Failure to place order in dispatch queue.

19980114	19980202	RAYBURN LEONARD		9419841671
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT: GTE missed install date and now told 1 more week. RESOLUTION: Order put on CWA due to address couldn't be found. On 1/13 facility maintainer completed job Customer satisfied. CAUSE.Installer couldn't locate address no answer at the CBR number.

19980120	19980202	HARTLEY WILLIAM		8138612046
	EC	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT: Ms. Hartley placed an order for a 2nd line 1 1/2 weeks ago. ORD# I028336 f927. It is due dated 1/19 AWAS 1-4pm. No one showed up or called. She tried to call POI until late last night.She was told it had been dispatched on. Today she called again and could not get any information. RESOLUTION: Lack of manpower wa the issue due to rain and heavy trouble. DAC should have made contact the day the order was missed. Service was installed the morning of January 20. Bob Weekley Local manager issued an SPG. Martha Wood called and verified the customer is satisfied. CAUSE: Lack of manpower.

19980129	19980203	MORVINSKI ROGER		8133932170
	GN	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT:Claims ordered internet service on Jan 6 but hasn't received software yet. RESOLUTION: Rebecca Internet confirmed with sub address is correct noting software for another line shipped tosame address had been received. Rebecca agreed to overnight software on 2/3 since overnight pickup's had already been completed on 2/2. Sub was appreciative & satisfied. CAUSE: Practice followed.

19980202	19980204	HUIE STEVE		9414222591
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT: Mr. T033100 due 1/29 is not worked yet. RESOLUTION: The customer gave the incorrect address on the order. A message was left on 1/29 for the customer to verify the address. Mr. called back on 2/2 and verified the address. Local manager Dwight Clanton had service worked 2/2 at 1:45 pm. Mr. Clanton contacted Mr. Huie and he is satisfied with his service. Mr. Clanton issued an SPG. CAUSE: Customer gave incorrect address on the transfer order.

19980123	19980205	MADDEN GREGORY		9416192260
	BC	FL FL		
04B	R	INLAND	FULFILLMENT	

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT: RESOLUTION:CAUSE:

19980205	19980209	V.L.O C.			8133724407
	EC	FL	FL		
04A	B	COASTAL		FULFILLMENT	

COMPLAINT. Claims advised due date on order I850817-2 was yesterday however found out today the due date is tomorrow which is unsatisfactory RESOLUTION Order placed on 1/30/98 at 2:14p and processed on 2/2/98 Sub quoted 2/6/98 which was unsatisfactory. GTE Sales Paula George escalated to supervisor who escalated to Clyde Burns who escalated to Leila Darity. Leila also quoted 2/6/98 due date. Paula George placed order to reuse facilities on existing circuits (F5QGDA001179 & 80). New circuit (F%DHDA001396GTEL) was designed on all new facilities. Redesign was done on 2/5/98 at 11a by R.K. Mercer. The original 2 frame relay circuits which were expedited for a 12/8/97 due date & installed on 12/8/97 should never have been ordered. Sub wanted a point to point & doesn't require the frame relay equipment. Sub contacted Bill Faye expressed satisfaction & apologetic. Sub upset with Lucent Atlantic for ordering wrong equipment rather that GTE. Mr Mercer provided pager number to Mr.Faye in case there were any future problems. CAUSE: Customer service request misinterperted.CAUSE:

19980205	19980210	BAPTIST MARGO			8133190521
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Customer is extremly upset because no one came or called to relocate her drop after she took a day off from work. She calle 4 times and was assured someone would be out each time. Ord# C069203 F917. Please call her at work ASAP.

RESOLUTION: Richard Shields Local Manager investigated this complaint on 2/6/98. This appointment wa missed due to lack of manpower. A joint decision was made between Richard Shields and Richard Krzan Area Manager-Customer Operations to remove service order charges ($131 00). Ms.Baptist was contacted and is satisfied with this decision. UPDATE: MJW Left word for Ms. Baptist to call if not satisfied.

CAUSE: Lack of manpower.

19980205	19980210	CASE CAROL			8138490566
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Advised Installer didn't show up on 1/26 to transfer residential service didn't receive a status call although GTE knew there were not enough available lines to allow the addition of a 3rd line. (Complaint only included a CBR # for a FAX 813 844-0258 reaching DA (Don't Answer) calling 849-0566 & Directory Assistance which rang 17 times. RESOLUTION: Bob Weekly Local Manager contacted the customer on 2/6. She was concerned with her service order that was missed. There was no call from GTE indicating that the order was going to be missed due to lack of good facilities. The order was worked and an SPG was issued due to missed DD. CAUSE: Missed DD due to facilities.

19980205	19980210	FLESHER JANELLE			9416888736
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Mrs. placed I032666 F004 for 941-688-8736 and was told due to medical emergency it would be on within 4 hours. It took

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

5 days to get her phone on. The Due date on oder was 1/31 and not connected until 2/1 RESOLUTION: The service order was signed off by DAC LK033 on due date 1/31. An OOS trouble ticket was issued on 1/31 medical emer noted and completed on the commitment date 2/01 repaired cable pair. Aubrey Haynie Local Manager contact the customer who was satisfied.CAUSE:

19980206	19980210	HAIG LLOYD		9416761160
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT:Mr. Haig is 100% disabled and his phone is vital. He was promised service yesterday2/5. He placed 4 calls between 1-4 pm to see when the service would be connected. Each time he was assured it would be connected. He had to reschedule doctor appointments for today and now he is going to have to reschedule again.

RESOLUTION On 2/5 Contract installer went out to premise and found bad cable and referred for repairman to change cable pairs. It was unknown if he informed the customer of the problem. On 2/6 Local Manager Jeff Spotswood contacted Mr. Haig within 2 hours and made arrangements for premise visit. Field Tech Terry Tull changed out cable pair and Mr Haig was in service at 11:30 a.m. He was issued an SPG of $25.00 for delay in service. He is satisfied. MJW contacted customer and he is satisfied. CAUSE. Contract Installer failed to refer change of bad cable pair

19980209	19980212	WALTERS BETTY		9419550871
	EC	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT.Customer has a bednidden spouse and the jack needs repaired. The 2/3 appt was missed and has been told would be fixed as soon as possible no appt was made.RESOLUTION: Randy Lohr Local Manager made an appt for 2/7 with the customer to repair the jack serving her ill husband. The 2/3 appt was missed due to manpower and weather there was indication on the repair report that illness was involved. A $25. SPG was issued and the customer was satisfied. CAUSE:lack of manpower

19980209	19980213	DAVIDS ROBERT		8135765092
	GL	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT. Customer ordered GTE Americast cable and due date was missed without customer contact.RESOLUTION: Supervisor sent to site to determine cause of delay. Found wiring damage by other cable co. expedited repair and customer in service the following day. Customerpleased with efforts.

CAUSE: Root cause of complaint was customer not beingnotified of missed due date and GTE service reps. lack of knowledge when customer called to inquire about problem.

19980130	19980218	JACKSON CARL		8132328623
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT Delay in repairs to service. Orig due date was 1-23 RESOLUTION: Per GTE no repair rpts in Jan. On 1-27 ord placed

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

with due dte of
1-31. Cus was not satisifed with commitment date of1-31. Service worked on 1-30
CAUSE:

19980217	19980218	FRANKOS GEORGE			8139439028
	GN	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer ordered internet service 2-2 and has not received the service yet neither has he received the software.RESOLUTION: On 2-17-98 Bill White of Internet Services contacted customer and advised software had been shipped but the address was incorrect. New software was shipped (CD Rom multiple platform) on a 3-day expedite place in mailbox no signature required at customer's request. The account was active as of 2-4-98. 2-25-98 left mess to see if cust received software yet. CAUSE: Failed to ship software to proper address.

19980130	19980219	LIBERTY CEILING & DRYWALL			8135952888
	EC	FL	FL		
04B	B	COASTAL		FULFILLMENT	

COMPLAINT: Not satisfied with missed commitment of service installation. Cus ltr dated 10-97 RESOLUTION: Transfer of svc delayed due to no facilities in the field. On 10-7 Engineering dept released order and order worked on 1-10. On 10-9 there was no access at customer home. 100.00 spg issued This was a FPSC complaint in Oct.CAUSE:

19980211	19980220	MAITHER BARBARA E			8133450698
	EB	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Ms. Maither's service was to be connected 2/5 Order# T075519 F926. She has a sick child at home and has been promised service will be connected several times.RESOLUTION: Ron Smith Local Manager investigated this complaint. The order was DOR'd to engineering on 2/5/98 due to no facilities. On 2/9 was copied to engineering never received DOR. 2/10 Customer again calle for status. 2/9 & 10 The order was still assigned to the DR que to have a pair cleared. On 2/12 8:51 AM release to AF18 changed due date from 2/5 to 2/12 perD. Hines.
Order signed off on 2/12 by #7011. Customer is now happy. CAUSE: FAC
Assignor failed to copy the order to the Cut Section.

19980218	19980223	DECKER JOE			8138425566
	EC	FL	FL		
04A	R	COASTAL		FULFILLMENT	

RESOLUTION: Bob Hayes Local Manager advised by sub irritation & complaint caused by POI's treatment.POI supervisor in meeting so Lloyd Rucker CO supervisor was paged who advised POI clerk to advisesub service would be working by 4p. which was unacceptable to sub who requested call back from Mr. Rucker which was not received. (Sub on hold with POI for about 30 minutes while clerk was paging& waiting for return calls from supervisor). Sub called Mike Flynn District Manager's office speaking to Bob Weekley. POI clerk stated she didn't transfer sub nor provide Mr. Flynn's number POI was reminded not to transfer customer to internal office number. Mr. Rucker returned sub's call & Mr. Weekley dispatched technician to premise to insure order would be worked. The Central Office ran

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

thejumper and service was working. CAUSE. Length of time sub on hold with POI and the amount of time to contact supervisor. Complaint caused because order was not worked in the CO

19980217	19980225	CLARKE KERRI			8135768167
	AB	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT.On 2/3 placed order I076365-6 F920 dd 2/14 NDT (No Dial Tone can't make or receive calls. Advised order delayed becaus of abandoned LIW (Left In Working). RESOLUTION On 2/14 Assignment advised NCCSC of a discrepancy which indicated LIW (813 579-8679) NCCSC issued order O093970-1 F920 on 2/14 (SAT) with next available due date of 2/18/98 (per due date manager) following practice. Inan attempt to foster customer relations the order due date was changed to 2/17 (TUE) and I order dd changed to 2/18 (WED) 1 day is needed to kill LIW in central office. On 2/18 Ms. Johnson Cust.Rel.FL. confirmed dial tone with sub and agreed to issue an SPG for missed commitment Sub expressed satisfaction. CAUSE. CCC Representative (EMP:JJS SLS=G028405) who placed 'I' order on 2/3 didn't recognize or take action on LIW information that should have appeared when sub's address was entered or system failed to provided LIW info to Rep.

19980223	19980225	PERSONAL TOUCH HOME			9413624390
	BC	FL FL			
04B	B	COASTAL		FULFILLMENT	

COMPLAINT: I809311 f207 due dated for 2-19 is still not working. The responsible party is Crystal Kline; however her father Stan Harri is inquiring. The 800 number is suppose to be 800-542-0781and customer wanted to keep 941-362-4390 as a smart ring on the 800 service. The order is under 941-373-9088. RESOLUTION: Crystal Klein was contacted 2/23. Randy Lor Local Manager had already beenin contact with her and had made all the necessary corrections to give her the correct service. The main number on her account is 941-362-0381 with a smart ring of 941-362-4390. Her 800 number is 800-542-0781 will ring in on the main number. The 800 number is still in the process of being connected and the customer is aware of this. An LOA needed to be sent to MCI to transfer the line to GTE.The customer was issued an SPG of $100.00 and the NRC of $38.00 has been waived. The customer is satisfied. CAUSE: The original I order was not placed correctly by the BSC rep Rick Wells. The Corder to correct was also issued incorrectly by THC Judith Hartman.

19980223	19980225	FELLANDER ANN			9416445988
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

RESOLUTION: Aubrey Haynie Local Manager was unsuccessful in reaching sub at CBR 3 times on 2/23 leaving word to call on the resident number. On 2/24 Mr. Haynie again was unsuccessful in reaching sub & left a note at sub's premise. At approximately 1p Cust.Rel.FL relayed word that CBR was incorrect and provided correct number. On 2/20 Robert Thomason Service Installer was dispatched after 5pm(6:30p because of load of service orders). Installer stopped at cross connect box to heat up pair on way to sub's premise failing to notify sub he had arrived but did so before departing. Mr. Haynie reemphasized with employee the importance of contacting sub first when dispatched as well as upon completion. On 2/24 Mr. Haynie was advised service was working satisfactorily however sub wishedto emphasize her time is just as valuable as GTE's and expected to be contacted regarding any delay in meeting commitment quoted. CAUSE: Sub not notified of delay & installer didn't contact upon arrival at premise.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980205	19980226	MCCANN JOSEPH			8136710097
	EB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Service was to be installed on 1-29 and still no svc RESOLUTION: SPG issued on 1-31 to be on Feb bill. GTE did not send order to Eng in timely manner. GTE attemped to contact cus butcbr # out of svc. on 1-31 referred to Eng. Work order had est comp date of 2-7. Svc installed on 2-3. on 2-6 drop buried. CAUSE GTE error not routing order to proper dept.

19980210	19980226	LAWSON LARRY J.			8136857587
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Delay in connecting service RESOLUTION: Due date was for 12-15. Terminal located in neighbors yard. On 2-7 GTE arranged for access and service installed on 2-9. Cus misunderstood and thought he was to get access. CAUSE: miscommunication between GTE and customer.

19980219	19980226	BRUNDAGE ARLENE			8135709298
	EE	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer is OOS was to be installed on 2/18. Customer requesting compensation. Customer had service installed at apt G107 DD 2/13 I033053 f061 the complex moved her to G111 DD 2/18 T093962 f920.

RESOLUTION: Bob Wilson local Manager found when the installer moved the service an EDT line was used because the original isolated cable pair was bad. The update was not completed in the central office which caused the OOS condition. Mr. Bledsoe CZT II correct the problem on 2/19 and contacted the customer. A SPG of $25 was issued by Bob Wilson. CAUSE: Digital equipment failure

19980219	19980226	BRYAN NORMAN W			8132545577
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer reported wires down in his yard. Missed commitment to have them repaired. RESOLUTION: Trouble was cleared on 2/19 at
2:45PM. Repaired arial drop. A tree limb broke off and knocked the drop off the house. CAUSE: Missed commitment due to heavy rains and excessive trouble count. George Hoffman was unsuccessful in reaching Mr. Bryan on 2/19 2/23 on 2/26 he reached Mr. Bryan and he is satisfied with the action taken.

19980217	19980302	KOLZE BETTY			8136714122
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Ms. Kolze has a pending installation that was due yesterday. (Ord # I079705 F917). She waited all day but no one came out. She has been trying to see if anyone is coming today but she can't get through.

RESOLUTION: Felix Perez Local Manager called the customer at 11:30 a.m. that a service installer would be out that afternoon to install the
service. The order was carried over and completed on 2/17 due to inclement weather on 2/16 (service order due date). A follow up call by Felix Perez to Ms. Kolzeon 2/18 found her to be satisfied. MJW called customer on 3/2. She was satisfied.

CAUSE: Lack of manpower due to high trouble count.

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980205	19980305	NEWTON CARL			9414737436
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Service due on 1-9 and was not installed until 1-10. Also concerned of extra 21.00 charge for labor.
RESOLUTION: On 2/30 an order was issued for new service duedated for 1/9 the due date was missed due to manpower. On 2/10 service was provided. A $25. SPG was issued and credit adjustment of $21. was issued for the jack work. CAUSE: missed commitment dueto lack of manpower

19980212	19980305	LITZELL RON			9413717781
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Delay in connection of service 2nd line 813-921-8389 RESOLUTION: Second line service due date was changed from 2/6 to 2/11 appt
8a-11p. On 2/11 the tech was dispatched after 11a commitmment at that time all outside work was completed. Several attempts had been made to contact the customer at CBR and messages left on a recorder. The order has been placed on Customer Will Advise(CWA)status. An CAUSE:missed commitment

19980218	19980306	ARTHUR NICOLE			8136852059
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT. Applied for new service on 2-5 and as of 2-17 no service RESOLUTION: On 2-5 placed order for svc with due date of 2-10. Ord placed on DOr status. on 2-17 service provided. Eff 2-27 cus disc svc. CAUSE: Ord placed on DOR status and cus not happy

19980218	19980306	HAPNER DAVID			9417419613
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Applied for service 3 wks ago and still no service RESOLUTION: Cus ord two line for 1-10. One was worked and the other placed on DOR status however in error the order was signed off. On Feb 18 the service was worked. CAUSE: GTe signed off order in errore

19980223	19980310	QUICKDRAW DESIGN			8136544321
	EC	FL FL			
04B	B	INLAND		FULFILLMENT	

COMPLAINT: Contacted GTE for service installation with due date of 2/17. As of 02/23 still no service RESOLUTION: Local Manager found service order in the DOR que for bad facilities. The order
hadno indication or remarks to indiciate where the order was DOR'd from field or assignment. On 2-23 arranged to get facilites by using dual line carrier; on 2-24 inside wire and jack work completed.CAUSE: Quality of performance ; order sitting in DOR que possibly from 02/17 to 02/23 and no remarks at all on the order. Making the assumption of the 02/17 date from what the customer says was theoriginal due date.

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980223	19980310	KDA INC			9414227278
	ED	FL FL			
04B	B	INLAND		FULFILLMENT	

COMPLAINT: due date of 2-13 missed to install 3 lines RESOLUTION: On 2-11 prior to the due date customer was advised order was placed on DOR and a pre-field visit was required. Thiswas service to a construction trailer. On 2-13 work order issued with estimated due date of 2-25 but customer not satisfieid with 2-25. On 2-18 cable placed under road. On 2-19 cable placing completed and service installed on 02-20 Customer called the FPSC at the time the installer had already been dispatched for installation. CAUSE followed procedure and also keep customer very informed of actions It is not unusual to need facilities to an area where a construction trailer in going in.

19980226	19980310	BLEDSOE ALVIN			8136774090
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Delay in connection. Orig due date was 2-12 RESOLUTION: Due date of 2-12 missed due to cable problem. on 2-24 order released from delayed status and GTE dispatched however no access. Order worked on 2-26. This was a third line cus was never without service. CAUSE: No facilities; however looks like could have been avoided if customer was advised of status. Based on response from thefield sound like bad pair DOR and no customer contact made between due date of 02/12 and complaint date of 02/24.

19980225	19980316	ALEXANDER BETH			8136531927
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Advised missed commitment on installation of 3rd line (dd 2/18). Claims has bill although service is inoperable. Bob Alexander caller is VP @ GTE Directories requested to speak to Mr. Daks. Complaint taken & forwarded to appropriate area via DShook. 3/12 e-mail follow up to Debra Shook Executive Office for closure.3/16 e-mail follow up to Debra Shook for closure. RESOLUTION:On 2/25 Larry Lunsford confirmed with Joyce Bruno the service order was dispatched at the appointed time & was incompleted by installer because of bad cable pair. Because of high trouble volumes the workcenter has been carrying 20-25 bad pair DR's. The job was completed on 2/25 and Joyce Bruno was advised by sub satisfaction had been achieved. CAUSE: Original technician should not have promised service without advising dispatch of the same commitment and the trouble volume the field was not able to commit the necessary manpower to keep current on the 'bad pairs' DRs. Lack of communication from the field and adequate manpower.

19980303	19980317	SELF KRIS			8133211053
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer's original T order was due dated for 2-28 and was signed off complete in error. The order was re-entered and due dated for 3-5-98. Customer is very dissatisfied and was promisedservice and call backs and did not receive either. RESOLUTION: On 3-3 Larry Wiggerton local manager contacted Ms. Self. Customer statedservice (4 lines) was to be installed on 2-28 which did not happen. On 3-2 installer had no access because of vicious dogs in area. Installer Beckwith call dispatch about dogs procedures requiredBeckwith to contact a supervisor. New arrangements were made for installer to dispatched on 3-3 which Ms. Self agreed to. The order was completed on 3-3 at 5:30pm. On 3-11 info was given back to division for handling. 3-13 Larry Wiggerton local manager dispatched fac maint John Dandy to repair 2 main cable pairs and 2 isolated pairs to remove from dual line carrier system. 3-16 Wiggerton made a follow-up call and spoke with Robin who stated everything was working fine. A $25 SPG has been credited to her account. No reason on

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

order as to why initial order was signed off in error CAUSE Original order was signed off in error. No access 2nd time (dogs).

19980226	19980323	WADDY DAVID			8136347002
	ED	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Delay in connection of second line GTE said not enough connectors. Customer says GTE would not give alternate connection date. RESOLUTION: On commitment date 2-21 inside wire and jackwork completed. The outside work was placed on DOR due to 850 feet of 'C' wire needed. Customer was advised someone would be out WITHIN SEVEN days to complete On 2-27 Construction Dept. not able to place 'C' wire from bucket truck due to inclement weather. On 3-2 an installer placed an aerial drop and service was provided. CAUSE: Facilities ('C' wire) not available and inclement weather.

19980313	19980324	PAYROLLING PARTNERS INC			8137970005
	EC	FL	FL		
04B	B	COASTAL		FULFILLMENT	

COMPLAINT: Tech did not arrive at appt time and moved slowly in peforming the work it took two days to complete the job on new instal on 2/25. The customer was told the installation would take approx 6 hours and would be out in earlier afternoon the tech did not arrive until 330p.RESOLUTION Local manager Bob Peck attempt contact on 3/16 10a 3/17 125p 3/18 8a and 3/18 11a. Mr. Peck madea premise visit and found no one available. The order was not dispatched until 330p which is a manpower issue. The technician was willing to stay as late as necessary to complete the job but lost access due to the maintenance man who would not leave the door open. The order was completed by 1030a on the following day by two techs running cable to complete the job. CAUSE: lack of manpower

19980319	19980324	HERNANDEZ Z			8139357639
	DB	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: MRS HERNANDEZ REPORTED TROUBLE ON 3/18 5:27PM & WS GIVEN A COMMITMENT OF 3/19 5:27PM & A APPOINTMENT WINDOW OF 8A-12N C IS A HEART PATIENT & NEED SERVICE REPAIRED ASAPRESOLUTION: There was no mention of medical condition at time of trouble report. It was routed correctly to off line then to AWIR and notSPCD. The complaint was closed shortly after it was received and the customer's records noted of medical condition.CAUSE: Procedures were proper since there was no mention of medical condition on initial trouble report.

19980309	19980325	BLAKELY JUDY			9416359322
	ED	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Applied for service 8 wks ahead of time due to undeveloped area and still no svc RESOLUTION: On 2-26 order placed for service. Order placed on DOR due to no terminal. On 3-3 again incompleted due to no available facilities road not accessible and no power in trailer. On 3-4 GTE found no terminal available within quarter mi of customer location. SPg issued. on 3-9 customer advised ofdelay and on 3-11 service was provided. CAUSE: No terminal or facilites caused delay

19980317	19980325	MAXEY DIANA	8139140366

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer said is trying to transfer service for over a week and keeps being promised someone will be out between 12pm an 5pm but no one has shown up yet. Customer said she has a person on a monitor that she can not move into the home until service is connected. Said she called in today and was put on hold for over 45 minutes. UPDATE: Customer wants restitution for 2 days missed work RESOLUTION: New apartment was vacated without disconnecting previous ALEC service. Due date given was 3-10-98 Clearwater POI typed remarks regarding bad test 78K tip and ring ground Order to CA queue. 3-13 customer called POI and call was escalated to Bob M 3-13. 3-14
customer called back and per POI order wasno access need to tone out line going in and could not work until 3-16 due to major cable problems (no record of outage in Noel's office) with the address. 3-16
customer called again and POI said could not connect new due date 3-17. 3-17 customer filed complaint (Noel Rivera's office was notified) and order was worked 3-17. 3-18 Noel Rivera recontacted customer and apologized for delay. Shewas satisfied.
CAUSE: Missed commitment due to lack of coordination from POI and dispatch. Order was not dispatched after commitment was changed.

19980311	19980326	CROOK THOMAS			8137334025
	GE	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT. Customer signed up for GTE Communications services in November of 97 and as of March 98 he still did not have the services he requested.RESOLUTION: GTECC
ensured customer's service was set up correctly and are using his situation as a learning process for futurecustomers. Customer was sent a $20 prepaid
calling card. CAUSE: Service orders rejected
causing multiple delays in customer service.

19980325	19980401	T BONE COMMUNICATION INC			9419536711
	BC	FL FL			
04B	B	COASTAL		FULFILLMENT	

COMPLAINT: Verbal call to Mr. Daks' office from Sherry friend of Steven Johnson. Sherry is requesting status why I809871 f207 business lines into home not working yet. RESOLUTION:The customer originally applied for new business service on January 28. He was quoted a due date of February 9. The order was placed on Delayed Order status with service
being provided onMarch 6. In order to provide service a dual line carrier was used which was not satisfactory to Mr. Johnson. He did not feel that this was reliable for access to the Internet and per his request theline was converted to copper cable on March
18. Mr. Johnson was concerned that he only became aware of the delay in his order on the original due date. If he had known sooner he could have made adjustments in the
opening of his business. CAUSE.The customer's order was delayed because of facilities. If
this status had been communicated to him betterhis dissatisfaction would have been less. UPDATE: 4/23/98 Per research Irene Guy changed to charge to BSC and Operations. Facilities' checklist should have been checked before due date given.

19980327	19980401	HENRY RALPH			9414247424
	EB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer requested new service on 3/25. The due dated was changed to 3/26 appt 8-12 then changed to 12-5 and again to 8p. He spoke to Ms. Purdue who advised he needed to make a repair
report since it had been signed off. Repair has now given another unacceptable commitment. RESOLUTION: A new installation order was signed off completed by clerk# LK018 in the FAC and never sent to tnefield. Local Manager Alan Cheshire dispatched tech #1954

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

and installation was completed on 3/27 at 130p. A SPG $25. was issued and customer was satisfied. CAUSE: FAC clerk signed off field ordern error.

19980324	19980409	DAVIS WILLIAM C.			8133229250
	AB	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT. Placed order for fax line - CLAIMS GTE missed an 8:30 am commitment- Also clims when he called GTE to question was told no record of his request.RESOLUTION: On March 19 order placed for second line. Commitment of 03/23 was given Per GTE records no appointment time was made. GTE does not quote a specific hour appointment. only will quote appt window of AM or PM if requested by the customer Second line installed on the due date. CAUSE. GTE Followed Procedure

19980319	19980417	COPELAND EUGENE			8137997254
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT T115603 f900 due date 3-18-98 field visit required has already been referred today to Pending Orders but customer requests call back from field supervisor assurance that he will have service today 3-19-98. Customer Relations has already issued Service Performance Guarantee to customer. He can be reached at 797-9130. RESOLUTION: 3-19-98 Field Supervisor contacted customer assuredthem service today as technician was dispatched to clear trouble on cable pair. Customer was given service 3-19 and also SPG $25.00 credit. CAUSE: Trouble with cable pair on order and customer notnotified of delay.

19980323	19980417	BENSON RAY			9417760276
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Applied for svc more thatn 3 wks ago and still no svc. RESOLUTION: Customers service was installed on 3/20. CAUSE: DOR unable to reach customer due to no CBR number. In error orderwasn't released by splicers.

19980325	19980417	KIRBY JAMES			9413220109
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT. Service to be connected on 3-9. Then customer provided due date of 03/22 because facilties were necessary. Then customer provided EDD of 4-11. RESOLUTION: Service connected on 3/25. CAUSE. Volt failed to inform GTE DOR that 500ft of wire had been ran on 3/18 so the order could be released from DOR status. Info passed back to DOR desk on 03/23. Volt's explanation was SWID laid 03/18 the person that placed the SWID had a scheduled lay day on the 03/19 and then he did not work 03/20 due to rain. (03/21 and 03/22 was the weekend then DOR desk notified on 03/23.

19980401	19980420	WILKERSON NANCY			8138461849
	EB	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT. Customer was to have service transfered on 3/28. RESOLUTION: The second line install due date for 3/28 and was a

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

central office connect which never went to the field. Wayne Mathewsontech was dispatched for a wrong number on line. The second line had an old Left in Drop(LID) with the wrong number on it. Service was restored on 3/31. CAUSE:Procedure followed for central officeconnects.

19980409	19980421	WOOD FORREST			8137856679
	GN	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT. Claims has not received refund check from GTE Internet that was promised several weeks ago. RESOLUTION: According to Bill White GTE Internet Solutions sub was contacted at 605 468-1273 on Apr 13 and was advised a request for refund would be initiated immediately however processing takes about 4-6 weeks. Mr. Wood agreed to recontact Mr. White after the processing time period quotedif refund is not received at
the current address of 361 Lycoming Av Wenonch NJ 08090. CAUSE:Failure to follow thru by Internet on promised credit. UPDATE: 5-5-98 Customer received check but in incorrect name. Reached Aaron GTE Internet who will reissue mail to customer. Explained bill to customer he will sign check back to GTE as it is a refund instead of credit added to bill. CWH

19980413	19980421	LYON MARY LOUISE			8134617346
	EB	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: T161793 F917 DD 4/11/98 no dial tone can't make or receive calls. Sub's medical condition requires dial tone immediately. RESOLUTION. Ken Cleckner FAC Supervisor advised sub's orderwas due for 4/11/98. Because the orders were not written correctly an error occurred in the system that sends the orders to the appropriate areas to be worked. The order was a coc with no fiel work required. FAC
supervisor Ken Cleckner researched the problem and had the order worked at 11:30a on 4/13. Debbie Cruz left word to call on sub's vm & followed up with an additional call to Mr. Sach's sub's neighbor. Mr. Sachs will provided Ms. Cruz's name & number to sub if there are any further problems. CAUSE:Unknown system error F&T due 4-11-98 never worked by SODA.CAUSE:

19980416	19980423	CASELL JANE			8133600447
	EB	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer was to receive new service on 4/15. RESOLUTION: Installation order was issued on 4/4 and due dated for 4/15. On 4/16 1014a customer called advising no dial tone. COCI JEHcopied to assignment for missed due date and issued a SPG $25. On 4/16 1044a a left in working (LIW) service was found and copied to offline center. At 1154a the offline center left a call back message at th LIW and placed the
due date on hold. At 340p the LIW customer advised COCI RAS of the correct address and changed the due date to 4/16. CCC associate 546 issued an order to correct the address on the LIW but failed to change basic address information. At 350p REM CLR FAC sent order back to offline for
LIW discrepance. At 400p J Durst cust relation advised Bob Hayes of therecords error and to work order. JDurst issued order to correct address. FAC: Due to a system problem SODA template 302
the order was lost on 4/15. It was not recovered until the customer called on4/16. The customer number was assigned to an LIJ facility processed and completed on 4/16. Ken Clecker Service Center Supervisor contacted the customer on 4/16 615p and the customer was satisfied. CAUSE. CCA 546 failed to place record order to change address correctly. System failure with SODA template 302 lost the order.

19980408	19980423	GOODMAN MARK	8137545151

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer experienced missed due dates/commitments when ordering second line installation. Failure to contact customer prior to appointment. Failure to follow-through Customer upset because he made special arrangements to meet techs at his home at specific times & appts. were not kept. Customer filed formal PSC complaint.RESOLUTION. Region responded to PSC complaint. Customer's NRC charge was waived he was awarded 6 months
free service and an additional SPG.

CAUSE: Missed commitments due to number of orders vs. workers available to complete orders. Poor quality of performance when on-site with customer failure to follow through with customer when commitment was to be missed.

19980401	19980427	THE GLASS CANVAS GALLERY			8132530055
	AC	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT. Customer has request immediate disconnect of CentraNet. The customer has had constant trouble with the service which has caused loss of business. The customer was told the service would be disconnect on 3/20 and now has been told it will be disconnected on 4/3 which
is unacceptable. RESOLUTION· Joyce Hutchinson DBM supervisor contacted the customer on 4/2. A change order was issued and worke on 4/2 to change the customer back to POTS service with an
effective date of 3/16 giving credit for the CentraNet. The customer was satisfied. Debbie Marquis Complimentary Sales received the request to remove CentraNet from U.S Telecenters on 3/27 the agent requested an expedite of the due date from 4/3 due date effective date 3/16 and an SPG $100 credit was issued per the agent's request. CAUSE:Proper Procedure followed for current due dates.

19980409	19980427	DICKINSON JOYCE			8133925189
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer contacted GTE 3 wks ago to have service transferred and as 4-7 still no service RESOLUTION: On 3/26 an order was placed to transfer service due 3/31 which was put on DOR status because there weren't any
facilities. order referred to Engineering & a work order was issued. Sub was quoted a 4/11 due date which was satisfactory to sub but unsatisfactory
to caller. On Apr 7 Facilities Supervisor John Snook advised caller Ms. Bradley service would be activated on 4/8. On 4/8 the ground on the cable pair was repaired which allowed link-up to the carrier. Mr. Snook confirmedsatisfaction with Ms. Dickinson & Mrs. Bradley. CAUSE:Facilities not available.CAUSE:

19980430	19980505	SANTOIEMMA FRANK J			8138475484
	EC	FL FL			
04A	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer does not want to wait 5 days to have drop buried from a repair report on 4/29. Customer was given the number to call for burying the line
and told that was as soon as it could beburied. RESOLUTION: Bill Sass technician replaced buried service wire on 4/29 at 215p. Neil Fotch THC Local Manager arranged to have the drop buried and work was completed 5/1 11a. Mr Fotch contacted the customer at 1130a who was satisfied. CAUSE. Buried Drop due date procedure followed.

19980428	19980506	RIZZO BARBARA			8137828717

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Advised order T21300 F926 DD 4/24 still not completed can't make or receive calls.RESOLUTION: On 4/24 Stephen Ferrell Service Installer sent the order to cable after making several line changes & notified the customer. Because of a lack of manpower the cable pair was not cleared until 4/28. The customer was not home & a CBR was not included on the order therefore a 'No Access' card was left on the door which advised the pair was cleared by Johnny Cox at 3p. On 4/28 29 30 & 5/1 Lonnie Gay Local Manager made attempts to reach sub to confirm satisfaction which were unsuccessful but left messages. CAUSE: Lack of Manpower

19980424	19980507	FANSLER CALLA			9416472165
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Original service order due date 4-17-98 Customer has made repeated calls that she is still without service. Has been promised twice that would have service that day still no service. RESOLUTION: On 4-24 GTE Engineer Tom Davis researched facility records and found a recent disconnect. The order was rerouted and completed 4-24 on those facilities. The customer was issued a credit of$25.00 for delay of service to appear on her next billing. The customer was satisfied. CAUSE: Delayed order to clear cable pair.

19980501	19980508	HOUSECALL HOME HEALTH INC			8138313090
	EC	FL FL			
04B	B	INLAND		FULFILLMENT	

COMPLAINT: Requested a expedit on order c047583 f625 from Sue Clay who gave a due date of 5/6. The customer is requesting 5/01 due date due to medical emergency. RESOLUTION Dan Llamas Area Manager contacted the vendor who stated they need the lines because AT&T direct service coming from the AT&T POP on one 800 number would not allow any callers to call in after hours. Mr. Llamas had the order assigned dispatched and working at 4p The vendor complimented GTE on an outstanding job to accommodate their request. Mr. Llamas advised Tom Nugget Sales Rep to contact the customer concerning changing to GTELD after a discussion with the vendor. [BCC]: The vendor did request an expedite and Sue Klay Bus Sales Support Rep contacted the BDCC dispatch group for Tampa(Steve or Trina). They denied the request for an expedite. The vendor did not pursue the issue with Ms. Klay. CAUSE: Vendor did not object to due date given.

19980427	19980511	GOSSETT JEFF			9414399225
	EB	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT: Customer has been waiting over 30 days for telephone service. Has no clear explanation why or when this will be resolved order taken date 2-25-98. Customer is using their cellular phone and has charges over $300.00 already and Mrs. Gossett is 5 months pregnant. Customer is very upset. RESOLUTION: On 3-27 the customer was notified that their order would be delayed as no terminal was found. On 4-22 the Delayed Order desk notified the Contact Center that the order needed to be reissued as it had been signed off in error by FAC. Engineer Larry Bray issued a work order 4-23 to place the terminal which the work center received 4-24 and dispatched a cable splicer 4-27 to complete the order. The customer was given $50.00 in delayed order credits and the $55.00 connection fee was waived. The customer is satisfied. CAUSE: Delayed service order signed off completed in error.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980501	19980511	MUNNA ANTHONY			9414261146
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: ustomer wishes to discuss why the second line 423-9631 was not installed on time and why the installer never knock at his door
or called. RESOLUTION: The orginal due date was an AWAS apptfor 4/30 8a-12p due to lack of man power the service was not installed until 5/1 AM. Niel Olmsted Area manager contacted the customer at 430p and advised a SPG $25 was issued for the missed due date. CAUSE: Lack of manpower

19980511	19980511	KAPLUN HARRY			9414972023
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Mr. called for repair service and they did not meet their 24 commitment to clear the problem. Could not get a supervisor from the Care Center to help him. RESOLUTION. Mrs. Messer
Servicerepresentative contacted Mr. Kaplun 5-11 and advised him that there was a 24 hour commitment time to clear his problem or he would be entitled
to a $25 00 credit. In verifying the repair report the trouble should have been cleared by 5:07pm 5-9 but was not completed until 8:00pm 5-9 The repair office was requested to issue a credit to the account Mr. Kaplun was satisfied. CAUSE: Repair commitment of 24 hours was missed by 2 hours and 53 minutes.

19980430	19980514	SCORDATO ANN-MARIE			8138612356
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: I187229 F920 due dated 4-18-98. Main line 813-868-5899 not working now. Customer very upset refuses to pay non-recurring charges. Wants credit for missed committment and main line being out of service. Please contact customer ASAP at cbr number. RESOLUTION: Per local
service manager Mark Lyon in Tarpon Sprgs District the customer's main line was call forwarded to the 2ndline by Mrs Scordato. She was advised. New I187229 F920 for second line was removed from DOR status
on 4/27/98. Verified with customer both lines are working. Customer states Fred Lang a Service Manager told her she would not have to pay the non-recurring charges however they were not removed from the order. A follow-up has been added to issue credit for these charges. CAUSE: Main line was call forwarded by customer to 2nd line customer was advised. Second line was left in DOR status with failure to notify customer.

19980424	19980515	FANSLER CALLA			9416472165
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Called GTE on 4-10 for service on 4-15. As of 4-24 still service not provided RESOLUTION: On 4-14 order placed for servic with due date
of 4-18. On 4-16 assignment sent order to cut section due to bad facilities. On 4-17 installer did cold install and left access card. On 4-23 zone tech couldno clear the pair and returned order to Eng. On 4-24 GTE located vacant pair and provided service. SPG issued. CAUSE: No vacant pairs available for serivce.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980521	19980522	WILD MARIA B			8135847929
	EC	FL FL			
04A	R	COASTAL		FULFILLMENT	

COMPLAINT:Ken Rice from FPSC transferred Ms Wild to Customer Relations. Ms Wild is upset. She has made several requests by calling CARE to get a drop raised above the new addition to her house. On 5/17/98 a technician came to her house and told her he needed an order to raise the drop. She thought the technician was going to place the order. On 5/19/98 she found out from CARE that he 'no accessed'her yet she talked to him while he was there. And
no one has shown up today. She placed an order on 5/21/98 to raise the drop but it is due dated for 5/26/98. Ms Wild feels she has received the run around long enough. She wants it done before Tuesday due to no one telling her she needed to place an order to do the necessary work at her home. RESOLUTION:
The order was re-routed for completion forfirst thing Friday morning 5/22/98 by Kathy in dispatch. Order was completed at 10.14 A.M. on 5/22/98 Customer is very satisfied.According to Amy Napper in CARE Ms
Wild called in on 5/20/98 to have the drop moved. The technician went out on 5/21/98 and closed the repair report at 3:00 P.M. as 'need service order'. An order was placed by the customer on 5/22/98 and this order was signed off and sent to billing. CAUSE: Repeated requests and unsatisfactory due date to move the drop. Care did not advise a service order was needed because these circumstances were different. Per Dick Terrell

19980505	19980524	BATTLES JUDY			8138810788
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Customer called GTE on 4-23 to request transfer to new location. As of 5-4 still no service RESOLUTION: On 4-21 orde issued to ransfer service with due date of 4-25. On 4-25 old number was disc.
In error Oldsmar number was assigned to new location instead of Sweetwater number. Customer advised next due date was 4-27. On 5-4 service was
provided. Two SPG's issued. CAUSE:On 4-21order issued to ransfer service with due date of 4-25. On 4-25 old number was disc. In error Oldsmar number was assigned to new location instead of Sweetwater number. Customer advised next due datewas 4-27. On 5-4 service was provided. Two SPG's issued.

19980506	19980524	SIMS THEODORE			9412943550
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Cus said on 4-1 requested Caller ID. GTE said would install within 24 hrs. Called GTE and they said if no on after another 24 hrs would receive credit of 25.00. Was installed on thirdday and no credit on the bill. RESOLUTION: On 3-30 customer ordered Caller ID with due date of
3-31. On 3-31 customer called and said caller id no working. Bus ofc said would be working by 12:00 a.m. or would recieved SPG. on 4-2 GTE found problem at terminal box. Cus called on 5-4 and bill
did not reflect credit. On 5-11 GTE issued SPG which should be on next bill. CAUSE:On 3-30 customer ordered Caller ID with due date of 3-31. On 3-31 customer called and said caller id no working. Bus ofc said would be working by 12.00 a.m. or would recieved SPG. on 4-2 GTE found problem at terminalbox. Cus called on 5-4 and bill did not reflect credit. On 5-11 GTE issued SPG which should be on next bill.

19980515	19980607	DUBOSE ROBERT L.			9419840208
	ED	FL FL			
04B	R	INLAND		FULFILLMENT	

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT· Cus called for new svc on 4-1 Quoted due date of 4-17. As of 5-15 still no service. Has contacted GTE several times to discuss RESOLUTION: On 4-7 order placed for service with dd of 4-17. On 4-12 order on DOR due to no available fac. GTE Eng found it would be 60-90 days delay due to application of state road permit to bor SR 33. Cus said they would take care of it. On 4-13 GTE completed cold install. On 4-16 GTE issued work order
to place terminal requiring a state road permit with a due date of 5-29. On 4-21 cus called DOR desk. Cable ordered with arrival date of 5-18 ON 5-4 state road permit was recieved in Eng On 5-15 GTE called customer with an update and cus said was calling PSC. On 5-19 WM Kriston crew stated work order of
boring SR 33 and placing terminal and drops. ON 5-20 temporary service was provided to customer. On 5-22 service was provided and SPG issued. Customer is not satisfied. CAUSE.On 4-7 order placed for
service with dd of 4-17. On 4-12 orderon DOR due to no available fac. GTE Eng found it would be 60-90 days delay due to application of state
road permit to bor SR 33 Cus said they would take care of it. On 4-13 GTE completed cold install. On 4-16 GTE issued work order to place terminal requiring a state road permit with a due date of 5-29. On 4-21 cus called DOR desk. Cable ordered with arrival date of 5-18. ON 5-4 state road permit

19980515	19980607	SHANE GLENN		8137876680
	EB	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT: Applied for service 6 wks ago and still no service. Called GTe several times and told something different each time RESOLUTION: On 4-13 order placed for transfer of service with due date of 5-9. On 5-5
order placed on DOR status due to no available fac. In error GTE failed to follow thru on the order. On 5-11 customer called and given due date of
5-13. Service worked on 5-13 and SPG issued. CAUSE.On 4-13 order placed for transfer of service with due date of 5-9. On 5-5 order placed on DOR status due to no available fac. In error GTE failed to follow thru on the order. On 5-11customer called and given due date of 5-13. Service worked on 5-13 and SPG issued.

19980515	19980607	KING HOWARD		8135389454
	GE	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT: Customer requested service from GTE Comm to GTE and had a delay of service. Cus says the two companies are blaming each other RESOLUTION: On 5-2 order placed for Terrace and Sylvia King to establish service at father residence die 5-13
where the father had service with GTECC a CLEC with a due date to 5-14. The CLEC expeidted the order to 5-13 and service was provided.CAUSE:

19980520	19980608	HUTTON J		8135509843
	EB	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT: Customer was given new service commitment date of 4/27. Order was in Test Q delay in running thru switch. Customer placed several calls for status. he was told by service rep. that hewould be looking at $40. charge plus $85.00 per hr. labor to
dispatch technicians which was erroneous info. as customer had lineskeeper at the time. Customer & landlord went to box outside and located correct wires and made connection
themselves.
RESOLUTION: Customer awarded $25.00 SPG for missed commitment and install fee waived as customer hooked up his own service.CAUSE: Order in Test Q and delayed in running through the switch. Customer given subsequent erroneous info. from CCC rep.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980601	19980615	DROUANT LINDA			8131234567
	AB	FL FL			
04B	R			FULFILLMENT	

COMPLAINT· Customer states they had planned on switching their cable to GTE americast but due to the missed installation dates and confusion they are having second thoughts. Customer does not like theway the whole situation has been handled. When the sales rep called the Wentzville CCC the rep should have noticed the committment date 4/29 was already booked and changed to 4/30/98. No one calledthe customer to inform them of the change. RESOLUTION: Explained to the customer what happened apologized and issued a $20.00 prepaid calling card. CAUSE: Missed committment date/quality of performance.

19980609	19980617	KUVER JOAN			9416460890
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:Customer requested 2nd line installed 6-4-98 technician was out and advised customer couldn't complete the order someone else would be back in about 2 days. No one has returned Ms. called to check the status was transferred 3 times after the 4th person said she needed to be transferred again she asked for the supervisor was put on hold for over 5 minutes hung up. RESOLUTION On June 9 Supervisor Roy Carpenter contacted Ms. Kuver to advise her a technician would be out to complete her order that day. The order had been delayed due to bad cable facilities and was waiting in the ADOR que for dispatch since 6-4. Due to excessive repair reports from 6-5 to 6-8 it had not been dispatched in 2 days as the installer had told her the customer had not been notified of the additional delay which prompted her call to GTE. CAUSE: Order delayed due to bad cable facilities and customer not notified.

19980615	19980626	SMALL WM A III			8139382436
	GL	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Mr. Small call to speak with Mr. Kevin Crooms supv or someone over at Americast. He stated he has spoken to everyone at 1800-483-8433 with no satisfaction. Mr. advised that Americast has dug up his yard missed four appts within the last fifteen days. He would like to be contact ASAP on his cell phone 813-267-0833. 6/19/98 refaxed to Cynthia fax 461-1134 Ken Rice's group extend to 6/24. RESOLUTION: Customer was contacted drop was wrecked out and the hold was filled where vault needed to be placed. CAUSE: Missed commitment.

19980612	19980630	MILLER ARTHUR			8138454179
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Requested 2 lines installed on 1-5 as as of 1-14 still no service. Other line 847-0575 has static RESOLUTION: On 12-2 ord placed for svc with due date of 1-5. Conduit needed underdriveway so order placed on DOR. On 1-13 Volt placed conduit and new drop pulled to take care of static on first line. On 1-14 svc provided. CAUSE: Fac no available

19980616	19980706	WAGENBRENNER DEBBIE			9414261257
	ED	FL FL			

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

04B R COASTAL FULFILLMENT
COMPLAINT: Applied for service on 6-8 with due date of 6-12. Now due date is 7-11. Has sick newborn and needs service RESOLUTION. Due to lack of facilities order placed on DOR and work order issued. On 6-15 GTE explained to customer the status of order. On 6-16 GTE located some crd wire in supply yard and issued workorder to place CRD. On 6-17 service was provided. Customer was grateful andexplained he did not call the FPSC nor did his wife (perhaps his mother in law) GTE made every attempt to keep customer advised of status CAUSE: No facilities; however unavoidable -GTE contacted customer in timely manner

19980626 19980709 AMERICAN HERITAGE CREMATION 8134617773
EB FL FL
04B B COASTAL FULFILLMENT
COMPLAINT:Mr. A'addio is very upset. He has lost thousands of dollars in his business because his Centranet service isn't working like GTE sold it. In particular busy call forward and busy no answer. He stated we have totally destroyed him. His next step is to the PSC. He also complained about his display ad but says that has been resolved. RESOLUTION: Mr A'addio was contacted an incorrectorder had been placed on June 18th with a due date of June 24th to make his two lines of Centranet non hunt because these features will not work on rotary lines. The order on June 26th had still notbeen worked. I placed a call to Margie in the Centranet Group and she corrected the problem with myself and the customer on the line. Customer is satisfied and was given a 100.00 SPG for the missed due date. Cause: Centranet order C808157 f203 was not worked on the due date causing the features not to work properly.

19980701 19980709 RATKE JOHN 8139686220
GE FL FL
04B R INLAND FULFILLMENT
COMPLAINT. Customer requested an 800 # was told should have within 4 days he called back in and was told it would take 7 days/ It has now been 10 days still no service. Also he needs the 800 # RESOLUTION: 6-30-98 GTELD review Sorces RPMS and found no record for toll free however Sorces showed order issued 6-19-98. Rick Costello GTELD was contacted and he checked PAM and IOL neither showed orders. Order was issued and RPM rechecked and the order was there. Customerhad service as of 7-1-98 and a message was left. Customer called back and was satisfied with service. CAUSE: System between Sorces RPMS and PAM did not interface properly causing the service to not be connected.

19980624 19980710 GOLDEN IMAGE PRINT SEPC. INC. 8137727076
ED FL FL
04A R COASTAL FULFILLMENT
COMPLAINT: on 6-3 GTE installed service but not complete due to bad wiring. Now has been told work order not assinged and as of 6-24 no service RESOLUTION: On 6-3 ord placed with dd of 6-4.On 6-4 GTE found no facilities. On 6-19 cut section failed to advise cus of further delay. on 6-23 work order issued and on 6-24 service provided. CAUSE: No facilities

19980629 19980714 FLOYD BETH 9412943434
ED FL FL
04B R INLAND FULFILLMENT
COMPLAINT: Customer has been waiting since 6-20 for service. Customer has been DOR'd customer thinks this should have been cleared

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

by now RESOLUTION: Supervisor Roy Capenter was already involved with this customer prior to the executive complaint. Mr. McCall Engineer from the cut section scheduled a service date of 6-30. The work order was completed on that date. CAUSE:
Records error caused assignment of working facilities and insufufficient additional facilities available in serving terminal. Roy Carpenter worked with Bob Terlowski retired GTE employee who is Beth Floyd's father. DRM failed to check bad pair queue for 3 days. DRM referred to engineering for facilities 6/24 DD was the 20th.

19980714	19980715	BRAUDIS WALTER J JR		8136895999
	DB	FL FL		
04A	R	INLAND	FULFILLMENT	

COMPLAINT. Customer has been OOS since 7/12 on 813-689-5999 and 681-8762. The customer has been told numerous different reason for the delay. A supervisor stated the ticket would be expedited butstill no results.---- RESOLUTION: On 7/12 130p a ticket was issued for no dial tone CARE coded ticket NOOS because customer would not isolate trouble and a commitment of 7/14 9p was given. On 7/13 9p CARE escalation desk gave
customer a credit adjustment of $25. Due to the large volume of reports early dispatch was not possible. On 7/14 Mr. Hanna technician contacted the customer at 1p andthe repair was made at 150p Gary Allshouse Area Manager contacted the customer at 230p and was satisfied. CAUSE: CARE followed procedure when customer declines isolation of trouble.

19980706	19980717	HAWLEY KENNETH J		8138273584
	EC	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT:Customer's service still not working satisfactorily wishes call back this afternoon after 3 p.m. to discuss that and also was tol by GTE employee working order 7-4 to call Customer Relations to request a Service Performance
Guarantee. I297213 F926 appointment 8a-12n 7-4 GTE did not arrive until 3 p.m.--------RESOLUTION: On 7/6 Joe Wilkes THC Local Manager contacted the customer.The
missed appointment was due to the job and manpower constaints. Mr. Wilkes made a premise visit and found one phone dead another had static. The customer will replace the phones. A SPG $25. has been issued. -------CAUSE: Installer did not verify service with the customer before signing off the order. Missed appointment due to lack of manpower.

19980706	19980720	BENCHMARK CUSTOM CABINETRY		8134426222
	BC	FL FL		
04B	B	COASTAL	FULFILLMENT	

COMPLAINT: Brian Berry ordered GTE pager 3 weeks ago and has never received it. ------ RESOLUTION:The order was taken by a Business Account rep and failed to check MSOS
for credit risk which is a high risk account. The order should have not been issued and Paging has no record of receiving the order. Tim Haines Supervisor GTE Paging contacted the customer and advised the order could not be fulfilled due to credit rating. -----
CAUSE:BSC rep failed to check customer's credit rating before ordering the pager.

19980716	19980720	BAREFOOT ETC INC		9412946111
	BC	FL FL		
04A	B	INLAND	FULFILLMENT	

COMPLAINT: Customer requested a due date sooner than 7/26 to move the fax line 941-294-6111 from rep Eric Brown. Customer believe since the number was call forwarded to the new address originally that the move could happen today. -----
RESOLUTION: Kelly Smothers BSC Supervisor expedited the due date from 7/26 to 7/21 the customer was satisfied. The BSC associates

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

has been advised that no due date
expedites unless a GTE error occurs or a medical emergency. Eric Brown Assistant coach assessed the situation an determined it did not warrant an expedited due date. Order was completed at 7/21 903a by field tech. On 7/22 1025a at test fax was sent and verified with the customer. ----- CAUSE: BSC associate followed procedure for due date expedites.

19980630	19980721	HOWERTON MAURICE		8135468324
	ED	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT: Applied for service last week and quoted due date of 6-25. As of 6-29 no service ----- RESOLUTION: On 6/23 an order was placed for service with a due date of 6/25 On 6/23 the order wasreferred to engineering for a bad pair and a message was left on customer's voice mail at 315p advising the
order was placed on Delayed Order Request(DOR)status. On 6/29 5p a tech was dispatched andcleared a main pair however an isolated pair was also needed. Local Manager Richard Shields attempted to contact
the customer and left a message. On 6/30 730p a tech was dispatched cleared anisolated pair and service was provided. At 1p Mr. Shields made a premise visit dialtone was at the demarcation and the customer was not at home. On 7/1 Mr. Shields left a message that the servicewas working. ----- CAUSE: A bad pair and an isolated pair required order to be DOR'd. Lack of manpower prevented service getting restored in a timely manner.

19980630	19980721	BICKERTON C D		9416466696
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT:Customer was told that on Thursday June 25 his service would be transferred was not done. Spoke to Debbie Baldwin on Fri 6/26 and she told him it would be on mon 6/29. Then a supvs Sue Bellan told customer would be done on Monday but he would be notified. I is now Tues 6/30 Sue hasn't called back and he still has no service. I also called the dispatch area & was told that it would be inthe am 7/1. He asked me who is over the customer
relations office I adv him that it is Mrs Bryant he wanted her first name I advised him that anyone could get her for him. He also wanted the mailingaddress I also provided that to him. ***update 7/8/98 refaxed to Debbie never rcvd. Extended response to 7/11/98. ***Update 7-9-/98 per Dale Levi do not
close with response received wait on his final response extended til 7-14-98 any questions can reach Dale at 914-4878. RESOLUTION: Dale Levi states customer order was placed on DOR 06/23 from which it was
released 06/24 to have bad pairs cleared. On 06/30 it was discovered order had not been copied back to AWAS. It was copied to AWAS by Engineering Cut section and a call was made to dispatch requesting it be dispatched ASAP. Due to heavy amount of repair commitments it was set for 07/01 7:30 a.m. On 07/01 GTE technichian used facility vacated on 06/30. Customer satisfied on 07/01. CAUSE: Bad pairs/heavy repair commitments

19980728	19980731	BRIERLEY GLEN E		7277350293
	EC	FL FL		
04B	R		FULFILLMENT	

COMPLAINT:Mr Brierley says every time it rains his line goes dead. This has been going on ever since his service was installed 5/27/98. When a dial tone finally comes back the static makes it unusablefor voice or data. He has called CARE to come out and fix the problem several times. It's still not fixed. He called again on 7/20/98 was given a 24 hr commitment only to find out on 7/21 that he had been pushed out to the 22nd. The reason
given was there were a lot of problems in his area. He feels he called first and since he has been out of service so many times he should get priority. Why are others getting served before him how can they possibly have worse problems than he has had for over 6 wks?RESOLUTION:Local Manager Bob
Dodman made a premise visit on 7/28/98 at 10:15 a.m. He dida thorough inspection of the service. Everything was working properly. Mr

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

Dodman apologized for the commitment time and explained the initial report was taken as static and given a 'not out of service commitment'. On 7/21/98 the Ms Brierley called to advised she now had no dial tone and the report was changed to 'out of service' An open cable pair was repaired on 7/22/98. Mr Dodman left his cardfor Ms Brierley to contact him directly if they experience any further problems. Ms Brierley is satisfied with her service at this time.CAUSE:Missed commitment on repair ticket.

19980730	19980731	RAYBURN STEPHANIE		8132374041
	EC	FL FL		
04A	R	INLAND	FULFILLMENT	

COMPLAINT Mr Speer called to complain Pending Orders couldn't give any better time frame than Noon to 05:00 pm today for field visit order I093059 F932. He says he doesn't want to wait all day. There is a locked gate that needs to be opened for access. He was requesting Lenny Griffin for assistance. RESOLUTION: Lynda Wilson reports that Nathaniel James installer visited Ms Rayburn's residence at 3:30 pm 07/30. This was the first available time an installer could be dispatched. Nathaniel had service put on dual line carrier due to no facilities in area. Service is in and working. MrSpeer is satisfied. CAUSE: Customer didn't like time window instead of exact time of field visit.

19980710	19980803	FERRELL A A		8137968178
	EC	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT Customer has had trouble since cut in area Tuesday July 7 Now she is crossed with 796-7690 cannot receive calls hum on line. She has received misinformation as far as access needed cancelled classes this morning to wait for technician who has yet to show. She has lost money because of this and missed an important incoming call. RESOLUTION:Local Manager Joe Maynard and CARE SupervisorBrenda Simmons responded to this complaint. CARE history records indicate trouble reported 7-8 ticket did not document adequate access arrangements. The technician dispatched 7-9 was unable to gainaccess needed and left a message for the customer to call. A fence and gate were locked. Mrs. Ferrell responded to the message left calling back 7/9 3:53 p.m. An appointment was made for 8a-12n 7/10and a Service Performance Guarantee credit issued for the missed commitment. The technician dispatched 7/10 corrected the problem in the cross box(no jumper) and notified Mrs. Ferrell. 2 days Time Outof Service credit ($1.23) was issued. Brenda Simmons CARE Supervisor spoke with Mrs. Ferrell 7-14 and apologized to her for any inconvenience. Ms. Simmons assured the customer that training efforts will be re-emphasized to prevent repeat occurrences of this nature. CAUSE:More detailed information needed on customer's trouble ticket for field technician to gain access.

19980729	19980803	HESTER MARION DR		9416834569
	EC	FL FL		
04A	R	INLAND	FULFILLMENT	

COMPLAINT: Dr Hester called to register complaint that he reported his line out of service 07/27 and also went to Lakeland Phone Mart 07/29 and made additional complaint. RESOLUTION: Amy Napper reports that Jose Serrano Supervisor spoke with Dr Hester 07/30. Dr Hester told Mr Serrano of repeated calls and commitment dates. Repair records show first trouble ticket noted 07/29. Service was restored at 5:15 pm 07/29. Mr Serrano apologized for our failure to meet his expectations and to reinforce our concern for customer service problems. CAUSE: Customer was unhappy with restoral time however committment time was met..

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980715	19980804	JONES CARMALITTA			7278690065
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT Customer original due date 7-13-98 I086777 F932 has been waiting for service. She has been told access problems etc. no being told commitment 7-16 which is unsatisfactory RESOLUTION:Mike Potochniak Local Manager was unable to contact customer 7/15(cbr number office closed) but scheduled dispatch for a.m. 7/16 The customer's order had been no accessed on the original du date because the GTE employee did not follow instructions for after hours at gate. When the customer called on 7/15 for rescheduling it was too late in the day for order to be worked 7/15 The order was completed 7-16 and in a follow up call Ms. Jones is satisfied that she now has service. CAUSE.Order was delayed no accessed because technician did not follow access information.

19980806	19980810	FLORIDA SEAL AND RUBBER			8136815502
	EC	FL FL			
04B	B	INLAND		FULFILLMENT	

COMPLAINT: Ms Scheller called to complain that her 4 new business lines are still not working. The Service Order C869187 F207 was signed off complete 07/20 even though it wasn't scheduled until 07/23. She was concerned she would be billed for services that she doesn't yet have. RESOLUTION: Lynda Wilson reports that Tom King Local Manager researched this complaint and found that a GTECC installer completed this order in error and failed to DOR on 07/20. This never was referred to DOR desk or Cut Assignors. Local Manager Mike Tompkins generated a company detected report on 08/05 and routed two men. On 08/07 work was completed awaiting completion of CPE. Tom King visited the customer's premise and learned Ms Scheller was satisfied and gave compliments on our two repairmen. Mr King referred the complaint to Wally Albritton Business Connection who was responsible for order. CAUSE: Quality of service.

19980717	19980811	MC MAHON WM MICHAEL			8138323597
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:T301680 F920 due date 7-7-98. Customer did not receive service until 7-12-98. Customer requests message left on 832-3597 Monday July 20 from replying party but also final history explanation to be in writing as can't be reached for any length of time. Mrs. Mc Mahon mentioned also her husband was not treated well by Debbie Phillips Care Center employee. RESOLUTION:This customer's complaint was addressed by Liz Matz Supervisor CARE Center Jack Piticavong Local Manager Brian Fairbanks Central Office Coach and Paula Peters Inland FAC Coach. No dial tone was reported the evening of7/8 but dispatch was not possible due to manpower. The trouble ticket was cleared 7-12 as no jumper in the central office. The central office never received the copy of the transfer order. The customer was contacted by Jack Piticavong and apologies made for the inconveniences. 2 SPG credits have been issued($50) and 4 days time out of service($2.31). Mrs. McMahon has Mr. Piticavong's number for future contact and is very satisfied. Mrs. McMahon decided that a letter response was not necessary. CAUSE:Transfer order signed off as working no jumper in central office central office records not updated.

19980812	19980819	MC CLOSKEY JOHN T			7275779995
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Ms Cook wrote to Mr Daks to complain about recent addition of second line. Although this is residential service it is used for a home based business C & M Professional Services. Her second line was DOR'd no available pairs. When installer went to install on 07/31 he cut TV Cable and told customer to call Cable Company to repair. He also told her there was no reason for this order to be delayed. She is looking for SPG waiver of NRC's and compensation for lost business. RESOLUTION: Ariana Reed writes that when Facility Maintainer Rob Tondreault was dispatched to repair cable pair he found that the order had been given a bad assignment and would

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

not
have been delayed if properly assigned The original installer would have had no way of knowing. It is normal procedurefor customer to contact the cable company as GTE is not
authorized to call and make requests on customer's cable account. An SPG of $50.00 has been credited to account. Local Manager Bill Bolin made a premise visit 08/18 and spoke with Mrs McClusky and she stated that the service was now working fine Mr Bolin offers his name and number for future assistance. CAUSE: Bad cable pair assignment and Delayed Order Status. Installer cut cable TV.

19980818	19980819	HERMAN KENNETH			7273671764
	EC	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: Ms Herman called to complain of recent add of second line. The original due date was 08/12 but was missed due to lack of manpower. When Ms Herman called to check on order at 6 30 pm shewas told 'we work until midnight' so she stayed up waiting. When sh called 08/13 in the morning she was told her service would be worked that day. When she called back 08/13 and asked for a supervisor Mrs Philips told her the order had not even been scheduled for 08/13. Mrs Philips changed due date to 08/14 with a request to call when dispatched. Ms Herman just happened to notice installer in the yard on 08/14 in the morning. When she asked if he had been told he should have called he just said he missed that instruction. Order C312257 F900 shows reschedule and request for call to cbr when dispatched. She has now received order confirmation
with NRC charges. She is now looking for NRC waiver or other compensation. RESOLUTION: Mark Rice Local Manager contacted Amy in theBusiness Office to waive $55.00 NRC. Mr Rice then called Mrs Herman 4:45 pm 08/18 to let her know of waiver. He also gave her his name and number if he could be of further assistance. Mrs Hermanwas pleased with waiver of NRC's. CAUSE: Lack of Manpower.

19980707	19980820	KIGHT LARRY			8137807127
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: GTE promised jack install last week and not done RESOLUTION:On June 25 GTE provided service to the protector on lot 23 in the RV prk that Mr. Kight lives. The jack was not installed in Mr. Kight's RV camper. The technician left a not and explained that GTE does not install jacks in RV campers. On June 29 report received service not activated. On June 30 a technician was dispatched however there was no access. A note was
left again explaining that GTE does not install jacks in RV campers. On July 7 Ms. Sherrie McGhee GTE Local Manager made numerous attempts to reachMr. Kight. Ms. McGhee made a premise visit. Ther was dial tone at the protector on lot 23. Both the service order and repair ticket indicated lot 23. Ms.
McGhee left a note asking to be contacted. Ms.McGhee went back out to each camper until she located Mr. Kight. His lot number is 25 not 23. Mr. Kight explained the park manager changed the lot numbers after
he had called in his service request.Mr. Kight failed to notify GTE of the change. Mr. Kight's definition of a jack is known as a protector to GTE. Mr. Kight had made other jack arrangement for his camper. On July 6 Ms. McGhee advised she would have service connected to lot 25 and his service records corrected. Mr. Kight is satisfied.CAUSE: RV park manager changed the lot numbers after Mr. Kight had called in his service request.

19980817	19980820	BRUCE BOB			8136812026
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Mr Bruce has been trying to get service transferred for 10 days. He at first was going to go with GTECC but when it was determined it would take too long to get service he placed orderwith LEC. On Saturday when his service was scheduled the installer left a note on wrong apartment door. He has been 'bounced around'

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

between departments trying to get his service established. Hisorder T109510 F927 shows due date 08/15 CWA. He expects to have his service today. RESOLUTION: Lynda Wilson reports that Tom King Local Manager contacted Mr Bruce who is a GTE employee. Theinstaller required access to the apartment for which several attempts were made to reach Mr Bruce with no answer at cbr. The building terminal did not have the apartment IW labled in the demarc. MrKing made an appointment to have the order completed 08/17 6:00 pm. When Mr Bruce mentioned that the installer went to the wrong apartment Mr King apologized. CAUSE: Missed commitment dueto installer going to wrong apartment.

19980819	19980901	ADVANCED TECHNOLOGICAL		9413518838
	EC	FL FL		
04B	B	COASTAL	FULFILLMENT	

COMPLAINT:Ms Goldstein is upset that her 2 business lines are not in service. Service order I876089 F207 is still in system with due date of 8/18/98. She says there is a tech on site whose cell phonenumber is 941-720-8952. He indicated he could help her but advised her to call GTE. The Business Billing Office told her there seemed to be a cable problem. The customer says no one has contacted herto let her know what the delay is. She needs the service connected as soon as possible.RESOLUTION:Local Manager Bruce Dillon investigated this complaint and contacted Ms Goldstein on 8/19/98. The order to add a 2nd line was completed on 8/20/98 with 2 jacks rewired and 2 jacks added. This order was placed in DOR status on 8/17/98 for a bad pair. According to Cut section supervisor Chip Sines the order was released back to AWAS on 8/18/98 the bad pair having been repaired. Mr Sines has no information as to why this order did not copy back to AWAS for dispatch. The customer did not keep theaccess arrangements she had made. However Ms Goldstein is satisfied with the lines being installed and working.CAUSE: Missed Commitment on installation of business lines due to bad cable pairs.

19980811	19980902	LAWRENCE A JACOBS ATTNY		9419573355
	EC	FL FL		
04B	B	COASTAL	FULFILLMENT	

COMPLAINT: Customer says they placed an order to add 10 new lines and was due dated 8-7. No one has come to connect the service neither did anyone call. UPDATE 8-26 per Ken Haas' office they arestill working on complaint.
RESOLUTION: Local Manager-Business THC Bill Gardener found the order was rerouted 8-10 to Carl Land Zone Tech to install a fax line modem and one B1 line to the demarc in the telephone closet. There was no access to customer's office to install jacks. The pilot number of the rotary group on the RJ21X was connected to a bad pair. He fixed the pair but had to DOR one line due to no cable pairs to the fax line Customer was not there while Zone tech worked. 8-12 Bill calledJulie Johnson and explained when the B1 and the CBR were installed they were connecte to a bad cable pair on the demarc which is why there was no answer when the pilot number was called. 8-13 thefax line was released from DOR but tech had no access. Bill asked Julie when could we get in t complete the job. She said 8-21. Mr. Land completed all the jack work and installed the fax. Customer is satisfied with the work. CAUSE: Missed commitment due to resource availability (no cable and pairs).

19980902	19980906	WAGENER BRUCE		9417221122
	ED	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT: Delay of installation of primary service at new development RESOLUTION: The account is in the name of John Dorr wiht Bruce Wagener as an additional listing. On 3/18 a pre-contrustion meeting for a new subdivision Palms of Manasota was held. On 4/1. plans were sent to Provisioning Support and perliminary design layout began 4/20. A transfer order was issued and dated for 6/1 at customer request. The house was not ready on this date and a series of due date changes occurred. On 6/25 the order was referred to the engineering from the cut section to provide facilities. On 6/30an attempt was made to contact the customer and the developer

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

was advised of the delay. On 7/7 customer requested status and was told a week. On 7/15 the customer was advised of delay date 7/24 On 7-20 cus called CARE to add 2nd line to the order. On 7-24 order noted cable to be placed on 7-31. On 8-1 order completed. SPG issued. CAUSE:Lack of facilities

19980831	19980914	CUSTOMS SIGN & GRAFX		9416768385
	EC	FL FL		
04B	B	INLAND	FULFILLMENT	

COMPLAINT. Customer was OOS from 8/24 to 8/29 on the smart ring number to become the business line 676-8385. The customer was offered $100 SPG but is not satisfied with the compensation.----- RESOLUTION: Jeff Spotswood Local Manager contacted the customer at 8/31 1p On 8/19
two orders were issued to remove a Smart Ring number from the residential primary line and change it to a business line both due dated for 8/24 and remarked as such. The smart ring number
was removed to add the business line. When tech was dispatched there was no access due to a locked gate no answer at the CBR number and a card was left on the door. Customer called and made an appointment for 8/29. Customer had been unaware the Smart Ring had been disconnected. A SPG $100 was issued for the missed due date. -----CAUSE: Tech failed check associated order noted in the remarks.

19980910	19980914	HOWARD DAVID		8132690443
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT.Mr Howard placed an order to F&T on 8-28-98. T421534 F926 is still in precomplete proof status with a due date of 9-4-98. Customer is extremely upset. Wants to know what the delay is and wants his lines installed immediately.RESOLUTION:Mr Sockwell technician was dispatched to the job at 5:30 p.m. on 9/4/98. Due to adverse weather
conditions he left the job incomplete at 6:30 p.m. Mr Zerance was dispatched on 9/5/98 at 8:30 a.m. He completed the necessary outside work and rewired one duplex jack. However the service order had to be dor'd for a bad main and isolated
pairs. He advisedthe customer of the delay. On 9/7/98 the Dor was assigned to Mr Keough. The trouble to the main pair was isolated to Manhole 405 load point 1
inside a 3000 pair stalpath cable. On 9/10/98 at 2.45 p.m. Local Manager Steven Leung offered the customer an SPG credit. The assigned main pairs were cleared at 5:30 p.m. On 9/11/98 the assigned isolated pairs were cleared at 1:30 p.m. and service wasprovided at 2:00 p.m. The customer is satisfied.CAUSE: Missed commitment due to bad pairs.

19980827	19980915	MORRIS ROY		9418585050
	EC	FL FL		
04A	R	INLAND	FULFILLMENT	

COMPLAINT:T407138 F926 new house this address due date 9-1-98. Customer also has pending T407209 F926 2 more lines status DOR. Please call her as early as possible Friday a.m. or leave a message. Sheis not happy about the DOR status of the 2 additional lines but if she can have a guarantee that this main line will be in and working she will be happier.
RESOLUTION:Mrs. Morris was contacted August28 by Darrin Wilson Local Manager. The customer advised him that there had been a change in their moving plans and the customer needed service at the new address A.S.A.P. Mrs. Morris agreed that thetwo
additional lines on delayed status could wait until facilities were cleared. Mr. Wilson alerted service order dispatch to the change and went himself to the new address
to make sure service was provided that same day. On a follow up call August 31 the customer was satisfied that they had working service and that the delayed order was being worked. Mr. Wilson assured her that he would continueto follow up. CAUSE:Customer needed to change original due date and be assured of service to at least one line at new address.

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980908	19980921	RENNIE CHARLES			8132654145
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT Problems with order due date 9-4 has no service. RESOLUTION· On 9-8 at 3 35pm Local Manager Steve Leung left a voice-mail message for the customer advising him a technician was dispatched at 2.27pm to complete the order and his number for direct contact. At 8 30pm the customer's order was completed. Mr. Leung has not heard from the customer and expects he is satisfied. Technicians were covered on the importance of
communication with the customer and the Cut Section supervisor was advised of the unclear remarks problem. CAUSE: On the due date a technician picked-up job at 4 00pmwas on hold for 45 minutes to the cut section for unclear remarks then turned the order back. The order was again refused at 5:51pm and 6.12pm by two other technicians based on the remarks by the first technician.

19980908	19980922	HENSON ROBT R			8139962573
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT Customer requested second line (996-1559) due date 9/2/98 still has no service. Has called many times wants an answer.----- - RESOLUTION· On 8/28 an installation order was issued with adue date 9/2. Order was sent to engineering for bad facilities. On 9/3 was released to the field with line and station transfer. On 9/5 customer called for status Linda in Dispatch advised the POI clerk th order would be worked the same
day. On 9/8 9a the customer called for status Linda in Dispatch advised the POI clerk the order would be worked in the afternoon. On 9/8 11a Local Manager George Suarez had a tech assigned and the service was connected at 1p. At 2p Mr. Suarez contacted the customer who was satisfied. -----CAUSE: Due date was missed and customer was not notified.Insufficient Manpower.

19980904	19980924	SISTRUNK GREGORY W			8136639296
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:I118567 F927 adding second line inside work requested(jack rewire). Missed original due date 9-3-98 rescheduled this morning for 9-4 8a-12n customer requests a call back on status guarantee that order will be worked. RESOLUTION:Tom King Local Manager
called Mr. Sistrunk at 11.43 a.m. 9-4-98 and the technician was working his order on site then. Mr. Sistrunk appreciated the verification call as he was concerned that the second
scheduling of his order would not be met. The order had been rescheduled from 9-3-98 because of not enough force in the field. A $25 Service Performance Guarantee credit was issued because of the missed commitment. CAUSE. Customer's original due date was rescheduled and he requested confirmation that second date would be met.Manpower due to high trouble count/weather related

19980910	19980924	BERTRAM ROLPH			9417799098
	ED	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT.Mr Bertram placed order for service 9-4-98. I432168 F926 is still in precomplete proof status with due date of 9-9-98. Customer is very upset. Has called Engineering many times and has beentold over and over that someone would call them back but no one has. He wants his service installed today and wants a call from someone in authority.
Mr Bertram states someone named Martin from Engineering at 941-952-5604 just called him and said 'weather permitting we'll get your service installed in the next day or two.' Mr Bertram says this is not satisfactory. RESOLUTION: Martin
Knudstrup Engineering attempted to contact the customer twice on 9/10/98 to advise him of the reason for the delay. However there was no answer at the 'can be

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

reached' number of 941-778-8381. The terminal was full and a new cable and pair had to be cut to provide him service. Work order 9P840RC22 was created and Joe Harvey was dispatched to work the order on 9/11/98. The customer was provided service on 9/11/98 and is satisfied. CAUSE: No available facilities which caused order to be delayed.

19980908	19980925	FRANKLIN FREDERICK G			7278567237
	EB	FL	FL		
04A	R			FULFILLMENT	

COMPLAINT:C120826 F927 due date 9-3 not complete yet as needs field visit today 9-8 change cable/pair to accomodate caller number/name. Original order signed off as complete and was not. Mr. Franklin requests a follow up by manager to make sure service worked and a call back about quality work of original technician assigned to his field report.
RESOLUTION:Customer's service order to add callernumber I.D. was not assigned to a CNID channel through carrier 8131(field facilities needed to be changed to accomodate the feature). The order had to be dispatched to the field because of the carrierchange and the original due date quoted 9-3-98 could not be met due to lack of manpower. Mark Lyon Local Manager had technician dispatched 9:15 a.m. 9-8 and the line in the field was changed to theproper carrier. The order was not signed off until 9-8-98 so billing did not start until feature working. Mr. Lyon followed up with Mr. Franklin that the feature was now working and he was satisfied. CAUSE:Customer's order to add caller I.D. feature required a facilities change and field visit.

19980921	19980928	PALMER DAVID W			8136330424
	DB	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT:Ms Palmer placed an order to F&T on 8/25/98. There is an order in NOCV M0057808 or T116244 F927 in sorces. Customer is upset. Wants service today. Says no one has called her. Her 'can be reached' is 813-230-0233.RESOLUTION:Per Mike Tompkins Local Manager the service order was completed on the due date. According to Mr Tompkins the CARE Center should have made a trouble ticket for 2 bad jack when the customer kept calling in to see why her service wasn't working. Mr Tompkins feels the CARE Center Manager needs to follow up on this. The customer has all the names and numbers of people she has talked to. This matter has been referred to Natisha Lightbourn CARE Supervisor and Amy Napper CARE Administrative Assistant for the associates to be coached on proper procedure.CAUSE: CARE failed to create a trouble ticket for jack repair.

19980916	19981001	MISSY'S BAR & GRILLE			7278948804
	BC	FL	FL		
04A	B			FULFILLMENT	

COMPLAINT:Customer requests call back today September 16 from Pam Perry who has assisted her before. She is placing a transfer order has been quoted a due date of next week which is unsatisfactory.RESOLUTION:Pam Perry Business Sales Center spoke with Tracey 9-17-98 The customer's original order was lost during conversion to NOCV and she had been quoted a due date when order entered of 9-22-98.Ms. Perry was able to expedite the order to 9-19 and service at the old address was left working until the new number 727 522-8804 could be activated. Ms. Perry also assured that operator intercept would be in place to refer callers to the new number until 12-22-98. On follow up Tracey expressed her appreciation to Ms. Perry for her intervention and assistance. CAUSE:Original order lost in NOCV conversion due date quoted unsatisfactory.

19980922	19981001	WHITE M C	7273454417

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Customer waiting for service to be restored(no dial tone) since committed last night. She requests a status call (neighbor 727 343-3119) and dispatch A.S.A.P.RESOLUTION Joe Wilkes Local Manager contacted Mr. White 9/22/98 at 12:30pm and advised him that the problem would be resolved. A technician was dispatched at 12:35pm. The line was tested and trouble was found going to the feild which was resolved at 2 08pm Mr White was then advised that service restored and was satisfied.CAUSE: Missed commitment/ staff availability/ weather due to high trouble count and dispatching on OOS orders. This ticket was marked NOS and Mr. White had 2 other residential numbers working and was not OOS.

19981002	19981002	RV LAND			8136436846
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT.Mr. Tony Barber called questioning the status of his service order I0279755 which was due 10-1 Remarks indicate the order was sent to Engineering however Engineering referred customer back to POI. Customer needs at least one of his business lines. Please call with update status of installation.RESOLUTION:10/2 Lynda Wilson's response Order was sent to dispatch and wa completed in AWASat 3:35 pm on October 1. Not in NOCV shows routed to dispatch and not signed off. Area Manager Gary Allshouse investigated and found that GTECC had not done the inside work. Installer are there at RV Land now. Installation will be completed today. Mr. Allshouse contracted the customer and he is satisfied.CAUSE: Service not installed on 10-1.(miss committment.)

19980914	19981006	SLATER MARK			7277863444
	ED	FL FL			
04B	R			FULFILLMENT	

COMPLAINT:Ms Slater F&T'd 4 wks ago. Engineer John Snook told her he would call her back on Friday. He didn't. He told her today at 11:00 a.m. he would call her right back. He did not. She had an appointment on 9/14 from 8:00 a.m. to 12.00 p.m. No one came and now it's not working at either location. She wants it to be working at least to the F location until it can be connected to the T location.She is also upset that the due date was changed to 9-30-98. No one told her and it is not acceptable.RESOLUTION:On 8/19/98 the order was delayed due to no pairs available in XBOX. On 8/30 it was referred to engineering and work order # 9P850RC-175 was created to install cable pairs. On 8/31 John Cotucchio Cut Assignor left a message on customer's voice mail about delay. Also on 8/31 the customer requested due date of 9/14/98 was changed to 9/30/98 due to no facilities and customer was again advised on voice mail. Ms Slater says no message was left. She is not happy with due date change. Shecalled to question why no one showed up on 9/14/98. John Snook Supervisor explained GTE converted to a new system and no orders were scheduled. On 9/15 an attempt was made to advise Ms Slater the order would be expedited. The order was completed on 9/17/98 at 3:32 p.m. CAUSE: No available cable pairs.

19981007	19981008	BOARDMAN CHRISTINE I			7276698186
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Customer placed I 0295386 DD 10/6 with access after 1:00pm. We came out @ 12:00 yesterday and no accessed her. She wants someone back out today after 4:00pm. She stayed at home all dayyesterday. Please call her at 727/845-9150. RESOLUTION: Local Manager Guy Pippin contacted Ms Boardman at 12:15pm on October 7. Mr Pippin apologized and re-negotiated an appointment for October 10 between 8:00a and 12:00n. Mr Pippin advised dispatch and the on-call supervisor

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

Frank Ferguson of the new appointment. CAUSE. Missed commitment. Service technician Sam Voiles has been coachedwith regard to proper handling of service order appointments.

19980923	19981012	MILLER GERALD			9417399127
	AB	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Customer states svc installation delayed for no reason. Wants install charges removed. RESOLUTION: Service was not working at the premise as the
service order was written without a load and was treated as a central office connect; therefore noone was dispatched to the field.
SPG appeared on the 09/04 bill and response also states field was going to envoke a SPG which should appear onthe OCotber bill.
CAUSE. Service order error/ happened during the weekend coversion to NOCV

19980923	19981013	PREFERRED MEDICAL SYSTEMS			7277333440
	BC	FL	FL		
04A	B			FULFILLMENT	

COMPLAINT:Customer relocating to above location wanted escalation on service change as he does business with Puerto Rico. He experienced some trouble was told by Joyce Hutchinson that there was no one higher to refer. In conversation with Customer Relations he was also called back by Julie Green assuring him(Dr. Sideris) that order would be worked 9-24-98. This is satisfactory but he wants to addres the matter of upward referral and also
make sure that the orders now state an overlap in service at both of his addresses. RESOLUTION:Pam Perry Business Sales Center spoke with Nick SiderisSeptember 23 1998. She discussed the threat of Hurricane Georges and the need to escalate his relocation order. Earlier Dr. Sideris had changed the due
date to 9-25 but had misunderstood Joyce Hutchinson Asst.Supv. Business Sales Support when he called back for another change. Ms. Hutchinson per procedure advised Dr. Sideris that her superior was in a
meeting but referred his request. Julie GreenBusiness Sales Representative contacted Due Date Resource Manager(DRM) to change the due date
to September 24 per medical emergency. She called Dr. Sideris back to confirm. Follow up was made for order completion and overlap of service. Dr. Sideris is satisfied. CAUSE:Business Sales Center personnel worked with customer and Due Date Resource Manager to change dates on move order.

19980924	19981013	ADAMS JANET B.			7274617085
	GE	FL	FL		
04B	R			FULFILLMENT	

COMPLAINT: Requested phone service which has not been connected. Received a number that has been assigned to someone else and previous number has not been disconnected. RESOLUTION: Complaint received
09/24 Field found out service had been installed on 09/23. Customer was a CLEC order not a GTEFL customer PON#07646-01-0000000001136032) .
GTEFL received the order on 09/19 with a due date of 09/23. Service was provided on the due date. Response to FPSC explained above as well as referred the customer and FPSC to CLEC (GTECC) for any questions regarding delay in the service. CAUSE: OtherBusiness Unit - GTEFL followed procedure.

19981002	19981013	ROESER KATHRYN			7273931017
	EC	FL	FL		
04B	R			FULFILLMENT	

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT. Customer called two weeks in advance and ordered jack work (due date 10/1) and the due date was missed. RESOLUTION: Local Manager
David Bonds contacted Mrs. Roeser 10-2 and scheduled an appointment for 3:00pm that day Mr. Bonds followed-up with Mrs. Roeser at 4:30pm and verified the order was completed and the customer was satisfied. CAUSE: The DRM held the 'C' orders from the field which caused the missed due date.

19981012	19981014	KRAUS H J		9417564151
	EB	FL FL		
04B	R	COASTAL	FULFILLMENT	

COMPLAINT Ms Kraus wants to know why it took 2 days to get her phone turned back on from vacation service. RESOLUTION:Ms Kraus called GTE on 9/14/98 requesting to be reconnected from vacation service. She did not receive the usual letter at her summer residence requesting the reconnect date. The
order was created at 5:59 p.m. on 9/14/98 but wasn't worked until 9/16/98 and it clearly stated she needed her service as soon as possible for medical reasons Mrs Kraus called CARE on 9/16/98 at 2:26
p.m.. The CARE rep accessed the switch and updated the order. The report was coded at 2:37 p.m. on 9/16/98 by CARE rep Jayne Dandaneau.
Neal Hughes Local Manager contacted Mrs Kraus on 10/13/98. The service is working fine but she did not understand why it took several calls and 2 days to correct.Customer Operations was not routed on any field trips. CAUSE: Failure to work vacation service reconnect order in a timely manner.

19981008	19981015	JTL GROUP		7275282858
	EB	FL FL		
04B	B		FULFILLMENT	

COMPLAINT:Mr. Lovern requested to speak to the VP. He had 36 lines installed last week. He was advised GTE would be out on Monday 10/5 to install the remaining 12 lines. He has now been informed wecan't get them in for 2 to 3 weeks.
He doesn't want Bobby Ralston to call him he hasn't been any help. Please call him ASAP. RESOLUTION: 10/08/98 6:25p.m. Section Manager Gene Smith and Dan
called the Mr. Lovern to apologize for the confusion with the two orders and that his order would be worked the following morning 10/09/98 at 9a.m. Gene left his office number and pager number should Mr. Lovern have and questions or concerns. CAUSE: THC failed to verify cable pair. Mr. Lovern was very pleased with the completed job.

19981009	19981015	BARNHILL ROBERT T CPA		8138543780
	EB	FL FL		
04B	B	INLAND	FULFILLMENT	

COMPLAINT:Mr. Barnhill transferred his service. The DD was 10/7. We missed the DD. He was put on hold for over 30 minutes and the hung up on. Please call. RESOLUTION: Mr. Barnhill's
service order had been a D.O.R. straight to engineering. It never made it to the field. A service installer was dispatched to Mr. Barnhill's address we were able to give him service by making a line and station cut. An SPG of $100.00 was given. CAUSE: FAC forwarded to Engineering as DOR when a line and station transfer would have provided service. IP failed to advise customer of delayed status.

19981015	19981016	DEERING MARIE		9417618638
	EC	FL FL		
04B	R	COASTAL	FULFILLMENT	

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT: Ms Deering has an I0404748 pending. She has been waiting for over a week to get service installed. She is a severe diabetic. Every day
she has been told service will be connected. Please call Ms. Simpson her friend at the CBR number. RESOLUTION: On 10/15 a repairman was sent out to fix the bad pair It was cleared at 1:30pm. Danny Pearson Local Manager called Ms. Deering and she was very happy. CAUSE. Lack of manpower to clear bad cable pair.

19981001	19981018	DESIMONE STEVE		7275363507
	EC	FL FL		
04B	R		FULFILLMENT	

COMPLAINT Customer states in July he called in service problem. It took over 3 days to resolve. Service is out again. Customer says Company does not meet its committment dates. RESOLUTION: The cable and service terminals are onlt accessible in this area by access through the front door of each unit. Privacy
fences with no gates surround each patio and run the entire lingth of the complex encompassing the easement. Unsuccessful attempts have been made to have the fences removed or gates instlled. Climbing the finece
is not an option for obvious saftey reasons. At present if the customer or neighbor is home GTE leaces a card advising them to call. Repair reports: 7-31 noise cleared as jack causing static 7-31 noise cleared as replace jumper in cross box and replaced drop 9-30 no dial tone cleared as replaced jumper in cross box. 10-2 5 & 6 Loc Mgr called cus and no return call has been received. CAUSE:missed commitments and GTE would not enter yard

19981002	19981019	DAVIS SHIRLEY		8136778145
	EC	FL FL		
04B	R	INLAND	FULFILLMENT	

COMPLAINT: Cus has been without phone service for more than 1 week. Service always has loud humming RESOLUTION: Report of 9-18 ooise on line cleared on 9-21 as inside wire problem 9-27 noise on line cleared on 10- as replaced inside wire. Due to excessive workload and recent storm both commitments were missed. 2 SPG's issued. CAUSE:missed commitments

19980929	19981022	C M & J DEVELOPMENT		8139636936
	EC	FL FL		
04B	B	INLAND	FULFILLMENT	

COMPLAINT: Customer was to have service on 9/5 with jack installed. The customer contacted CARE on 9/5 and has been in contact with Mr. John Bach CARE. --- RESOLUTION:An order was due dated for 9/5to install a line and a jack. On 9/5 a tech completed all x-box and terminal work however the jack work was no accessed at 1p and order was signed off completed. On 9/7 Tim
Martin business zone tech contacted the work center for the customer concerning the order. Mr. Martin would contact the customer for an access appointment. Mr. Martin never called the work center with access information.Steven Leung Local Manager
sent a tech to the site to do the jack work on 9/7 8 & 9 a 12-3 card was left and no answer at CBR number. Sometime between 9/5 & 9/29 the customer hired contractor but
did not have access to the terminal room. On 9/29 130p Mr. Leung contacted the customer and set an appointment. On 9/30 Mr. Leung and a tech were dispatched and jack work was completed at 1030a.An SPG $100. was issued. On 10/3 Mr. Leung made a follow up call and customer was satisfied. -- CAUSE:Order was signed off completed before jack work was done.

19980929	19981023	ARBOR SHORELINE OFFICE		7275384933
	EC	FL FL		
04A	B		FULFILLMENT	

COMPLAINT:Business customer placed original order 9-19 due date has been changed is now set for 10-05 which is unsatisfactory. Bob

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

Pitcher is requesting A.S.A.P of at least 1 line as they have already moved in. RESOLUTION.In a call to Business Sales Center (BSC)9-28-98 Mr Pitcher had been quoted a new due date of 10-5 because of Centranet work to be done. Per his request for escalation BSC representative Casandra Owen received approval from Amy GTECC dispatch for an appointment 9-29. Upon follow up 3:34 p.m. 9-29 Ms. Hunter GTE Customer Relations was told that technicians were on siteworking and appreciation for the escalation was expressed. CAUSE:Escalation of due date quoted requested procedures followed.

19981015	19981023	SYNERGETIC DESIGN			8139300833
	EC	FL	FL		
04A	B	INLAND		FULFILLMENT	

COMPLAINT:Mr Sutton said that he has placed 3 orders total and the first 2 got cancelled. He said that he is having to use his cellular service and trying to get a multi-million dollar business started and he can't get anyone out to get his service started he keeps getting the run around. He wants someone to call him on his cellular number to let him know what is going on.RESOLUTION:Order was completed on October 15. The original due date was October 20. We have been unable to locate any previous orders as stated in his comments. Noel Rivera attempted numerous times to speak to Mr Sutton. He was told by Mr Sutton's secretary that Mr Sutton is a ver busy man and will call us back when he can. We dispatched a tech out there on October 14 and he needed access so he called the can be reachednumber and reached his voice mail and left a message. We sent someone out on the 15th and worked the order.CAUSE:No previous orders found. Procedures followed.

19981020	19981024	BUBELA ALLEN			9413512364
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Bubela transferred service having two lines installed. Only one line is ringing in the house has an order to rewire jacks. We missed morning appointment time. Customer was then told we would be ther in the afternoon before 5pm. We missed that appointment time also.RESOLUTION: Contacted Peter Dak's office Myrt Mullins appointment was rescheduled for 8am following day. Jacks were rewired and chargaes were waived per local manager Bruce Dillon. Work was comleted by 10am. CAUSE:Missed committment due to overbooking of orders and lack of manpower.

19981002	19981026	BELL JO			9417397245
	ED	FL	FL		
04A	R	COASTAL		FULFILLMENT	

COMPLAINT:I0025078 on hold since July customer has been told needs to be referred to Engineering. This is located Twin Dolphin Marina customer has been told by GTE working in the area that the conduit in place is not correct. Customer requests status call service as soon as possible. RESOLUTION:Senior Designer David Kerr contacted Ms. Bell 10-02-98 who verified with her that the telephone number assigned to her would not correct for the address given. Ms. Bell made arrangements to call Mr. Kerr back with the correct address. Ms. Bell had also never called back after placing the order as requested because the owner of the Marina did not know where he wanted GTE to place the SNID. When she called back she had the correct dock and slip number. She was advised that another telephone numberwould have to be assigned the order would be released for 10-7. Ms. Bell was satisfied. CAUSE:When placing the order for new service the customer did not provide the correct address or get clearance from property owner.

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981015	19981026	STARR EDGAR F			8139354461
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:C0411519 adding second line residence telephone number 813 935-4751 customer originally quoted 10-9-98. Customer wishes input as why order was delayed did not get service until 10-12-98. Also he wants labor charge verified technician had trouble when out Mr. Starr does not want to be billed for 2 hours' work. RESOLUTION:Mr. Starr
was contacted by Local Manager Art Pryor 10-15-98 Heapologized to Mr. Starr for his inconveniences 10-9 and issued a $25 Service Performance Guarantee for the missed commitment Excessive workload had caused the missed commitment. Only
$15.00 was charged for the jack work. Ms. Hunter GTE Customer Relations verified with Mr. Starr in her contact later the same day that C0411519 was completed
10-12 to remove the local bill detail. Ms. Hunter requested C0560732 be worked 10-17 to establish PIC 432(LCI) as the carrier choice on both of Mr. Starr's residential lines. A letter of confirmation was also requested and mailed. Mr. Starr is satisfied.
CAUSE:Excessive workload caused missed commitment order to add second line.

19981028	19981028	MANTELL SCOTT			7275955515
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT: Wendy Sachs called in and requested Mr. Daks. She advised that she has two lines 595-5515 & 595-3284 and added the third line 517-8608. Now nothing works her calling
features don'twork and she is now told of purchasing equipment to add to her lines so features will work. All she did was add a 3rd line and now nothing is like it was. She is very upset about it all. RESOLUTION: On 10/23 Henry Black Technician took care of the jack changes Ms. Sachs wanted. She was initially upset that we had missed appointments two mornings in a row.
CAUSE: Missed commitment.

19981009	19981029	TENNEY MICHAEL			9414939330
	AE	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: us told service would be connected on 10-1 and was not connected until 10/02. Customer said he was not notified of the delay. RESOLUTION: Order issued for service with dd of
10-1. An investigation revealed LIW facilities. Remarks dated 09/29 on NOCV order show LIW to be disconnected on 09/30. ROuting history on order however show the order not released from Customer Contact centerto FAC until 10/02 (after 10/01 commitment was missed). SPG was issued. Rep that released order on 10/02 is TF0W147 in SSTA Contact Center. CAUSE: Quality of performance/ Missed commitment

19981005	19981030	LABONTE RICHARD			7275315023
	ED	FL FL			
04B	R			FULFILLMENT	

COMPLAINT:Customer called regarding missed due date of 10/2. Customer needs service due to medical emergency which is noted on the order. No CBR and customer will be at home.RESOLUTION: Ms. Labontewas upset that her service had not been installed on the due date of October 2. Mr.
Stillwell apologized for the delay and explained that due to a lack of facilities in this area it was necessary to work with the engineering department to establish this service. Ms Labonte
was also upset with the hold time she encountered when attempting to find out when her order would be worked. Mr. Stillwell again

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

apologized and issued an SPG credit for Ms Labonte. Ms. Labonte is satisfied with her service which was activated at 10:45am on October 5. She has Mr. Stillwell's name and number for future reference.CAUSE: Customer not notified of DOR and hold time added to irritation.

19981028	19981030	SUNDSTROM KARL			8139299303
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Ms. Sundstrom was to have her service transferred on 10/23. The order was on DOR due to facility problems and was completed on 10/26. Being without service was a hardship as she has elderly family she needed to stay in contact with. I offered an SPG of $25.00. That is not satisfactory
she wants the NRC charges waived. Please call her CBR # RESOLUTION. On October 28 Sal Diaz Local Manager contacted Ms. Sundstrom to discuss the complaint. After hearing what happened to her
orders Sal agreed to a compromise waiver of the NRC charges. Customer stated F order was disconnectedtwo days early according to the order customer requested F DD 10/23 service disconnected on that day not on the 21st. CAUSE: Order DOR'd to clear cable pairs. Customer stated F order was disconnected two days early according to the order customer requested F DD 10/23 service disconnected on that day not on the 21st.

19981029	19981030	MARLOW JAMES F			9413555065
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Ms. Marlow has a C0685811 to add two jacks DD for today with an AWAS of 8-12. We missed the appointment. She want someone out today. I've issued an SPG for $25 00 due to missed
DD. Please call her ASAP. RESOLUTION: The appointment to add jacks to Mr. Marlow's telephone service was missed. C orders where the customer has working service are less of a priority than orders/ticketswhere the customer has no service. On 10-29-98 there was not sufficient manpower available to handle all of the customer requests. The order was completed on 10/29. CAUSE. Lack of manpower.

19981016	19981102	HOKE LEE			8136812859
	EC	FL	FL		
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Ongoing service problems RESOLUTION: On 9-10 report of static. On 9-11 cleared as repaired cable pair hit by lightning. On 9-24 report of stative. Commitment missed due to heavy trouble On 10-1 report cleared as repaied inside wiring. SPG issued CAUSE: Static on line

19980917	19981104	HORTON GERALD			9419227928
	EC	FL	FL		
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Fax line to be installed by 9-8. As of 9-17 line still not installed RESOLUTION: Ord placed for svc with dd of 9-6. On 9-6 order was completed for field portion
then placed on DOR dueto no available fac. Do not know if tech contacted customer. On 9-8 ord ref to Eng to clear fac. On 9-8 Eng released ord to field however due to human error the ord was not dispatched until 9-17. DRM working srvice order activity over DOR activity. SPG issued. CAUSE: Ord sat in DRM que/svc orders were worked on and not DOR's. Quality of performance

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981019	19981104	JOHNSON CARL HENRY			9416074716
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT Cus relocated and hole in roof made by GTE on a repair call. Has not paid for final bill and current number disc. RESOLUTION: Cus withheld Aug Payment due to pending dispute with a svc issue. On 10-15 svc was disc due to NPY. On 10-15 svc reconnected after 3 spgs posted to the account. ON 9-24 ord placed to transfer svc with dd of 10-1. DD changed to 10-7 however 2nd line was neverassigned therefore on 10-7 only 1st line was worked. Six repair reports were recevied of no dialtone. On 10-21 2nd line installed and replaced the inside wires to the jacks. GTE's Contracting Company has made arrangement to pay the cus for the ceiling repairs. cr of 22.096 issued for 2nd line that billed and was not worked. CAUSE: 2nd line not worked and cus billed Cus to be reimbursed for ceiling repairs cus did nto notify GTE of service dispute and did not pay Aug bill.

19981102	19981106	NOORI FATEMEH			8132697976
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT Customer's service I order due dated 10-31 still has no service today Said was promised a call back no one has called. Mother elderly and ill they really need the phone.RESOLUTION: 11-2-98 Local Manager L. A. Smith contacted customer and spoke with customer's son who provided the correct address as 12835. The order was corrected in NOCV and was dispatched 11-2 and order was completed. The order was previously placed in a CWA queue until correct information was provided because installer could not reach the customer. CAUSE. Customer provided incorrect address on order. Son provided the correct address procedures followed.

19981102	19981106	DENNIS JUNGERBERG MD			8138752866
	BC	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT:Ann called upset because GTE promised to connect the doctor's phone service at the new location on Friday as the first order since she placed the transfer order in advance.Ms. stated she demanded to speak with a supervisor with no satisfaction. She spoke with a Yevonne and Ken pending orders (f0284287 t0284287). Ms. looking for compensation.RESOLUTION:11/3 Bob Lee Manager - Business Dispatch Control Center responded.The order issued was to add 2 CNET Lines & 1 B1.Customer requested first dispatch for installation.BSC representative (Media Howell) failed to put the business ISOC onthe order & did not set the Visit on the order to AM. According to the customer they called in on several occasions & were assured installation would be first install.Because the Business ISOC was notused the order went to the AW dispatch queue instead of the AB queue on 10/30 at 12.34p.The order was dispatched by the BDCC on 10/30 & the work was completed that evening.Because the appointment was improperly added to the order AWAS did not know to dispatch in AM.The appointment was in comments but not in correct location to be picked by dispatch.SPG issued $100.BSC Gini Lipsey to contact customer with response Ms. stated technician did a great job.CAUSE.BSC representative Media Howell failed to put the business ISOC on the order and did not set the Visit on the order to AM.

19981105	19981109	AMERICAN STATES LEASING	8132891788

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	BC	FL FL			
04A	B	INLAND		FULFILLMENT	

COMPLAINT. Mr Kerrutt called through Winstar to request expedite of the move of his service. His move order number is M0804525. Hi new main number is (727) 524-4559. His business depends on telephone service being available.
He was told to call Action Line by Business Representative RESOLUTION: Pam Perry reports that she spoke with Paula Peterson Assignment Supervisor and
expedite was unavailable. She has over 100 orders to assign each day. The due date of 11/09 stands. Ms Perry spoke with Mr Kerrutt and advised of due date. He understands that any other due date cannot be guaranteed but if one becomes available we will work sooner and advise him. CAUSE. Dislike of move due date.

19981113	19981116	THOMAS TRACY			8132263904
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:Ms. Thomas' I0878300 order was DD for 11/11. The order was no accessed for directions. There were explicit directions on the order.
RESOLUTION: Jack Piticavong contacted Mr Thomas @ 10:50 on 11/13 and advised an installer had been dispatched. The installer completed the order 11/13 at 12 noon. Jack called Mr. Thomas to follow-up at approximately 2:oo pm today. The customer is nowhappy and satisfied. CAUSE. Missed due date.

19981005	19981117	MICROFOCUS			7278199816
	EC	FL FL			
04B	B			FULFILLMENT	

COMPLAINT.Customer upset about missed commitment scheduled for Friday 10/2. She was also upset about the day and the time she wasted on Friday. ------ RESOLUTION Mike Potochniak local manager madecustomer contact at 9:50 a.m. on October 5. Customer is upset that her order was not worked on Friday October
2 after she canceled her appointments. Customer called in 10/2 and she was told thatthere were problems with the cable but she does not understand why the inside work was still not done. Arrangements were
made with customer to do inside work on October 6 and complete cable work.All work has been completed and customer is satisfied. We (outside
plant) did not give the customer an SPG. The Order was sent from FAC to Engineering on 10/1 131p and not released from the FS queuein Engineering until 10/2. On 10/2 the customer contacted GTE at 510p and changed the due date to 10/6 and sent to AWAS queue.------CAUSE: Customer changed due date.

19981109	19981117	SANDERSON P RHONNE PHD INC			8139151729
	EC	FL FL			
04A	B	INLAND		FULFILLMENT	

COMPLAINT:Missed due date on transfer of service. Requesting compensation for missed business opportunities from a newspaper ---- RESOLUTION: On 10/1 an Install order was due Tech Hickman(2040)was dispatched had no access to the office or terminal a no access card on the office door at
11:45am. On 10/2 11.55am Pending Orders advised the customer of the next available date for installation would be 10/8. It appears the call was cut-off in error. On 10/2 at 2.33pm the landlord
called Pending Orders and was advised they would try to dispatch earlier but there was high order volume inthat area. On 10/8 technician Sockwell (2027) installed the line. On 11/6 330p Mr. Pryor Local Manager contacted the customer and issued an SPG $100. per line (2) and will appear on the next bill. Letter mailed 11/13 ---- CAUSE: Region followed procedure when there is no access on requested due date.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981006	19981119	LEFFLER RYAN W			9413462692
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINTCustomer called regarding missed commitment order no. I0174615. Supervisor was supposed to return customer's call and never did. RESOLUTION:On original due date quoted 9-22-98 a no access card was left at the customer's address which he claimed never to have seen. 10-2 per customer
request Pending Orders requested an order due date escalation per dispatch. Order documentation reflectsa request for a dispatch supervisor to contact the customer but Mr. Leffler understood that
he would receive a call from an Operations' Field Supervisor. Dispatch Supervisor Jim Hannaford spoke to Mr. Leffler 11-16-98 and apologized for the misunderstanding. Mr. Leffler accepted the apology and is satisfied that he will receive a $25.00 credit Service Performance Guarantee. CAUSE:Due date delayedbecause of no access request for a call back from dispatched supervisor not communicated to correct source

19981103	19981119	SHINN SHERYL			7275317765
	AB	FL FL			
04B	R			FULFILLMENT	

COMPLAINT:Ms Shinn was promised service on 11/2. Order M0736098 still pending in system now due dated 11/5. Customer very upset says no one called her. She left CBRs in case of emergency. No one called her work or the manager's office. She called GTE around 9:30 this morning and was transferred 5 times and the last rep was extremely rude to her.
She told the rep she was being rude and the rep said 'My supervisor knows me and this is my tone! You don't know me! Do you know me?' She said rep's name was Juanita Bell her ID is G046297. RESOLUTION: The customer was 'No Accessed'.
This was not a missed commitment. Local Manager Ted Stillwell had the order expedited by Tech Joe Torch on 11/3/98 at 6:46 p.m. Mr Stillwell also called the
CCC in regards to Rep Juanita Bell's rudeness. He requested her supervisor contact the customer. Ms Shinn feels we have made up for our lack of service with our quick response. She is very happy with the people from the executive complaint line whom she felt were very kind and responsive. CAUSE: Rudeness of CCC Rep Juanita Bell.

19981109	19981119	TRAVIS ROGERS & ASSOCIATES			8132387913
	EB	FL FL			
04A	B	INLAND		FULFILLMENT	

COMPLAINT:I0754574 new number 813 930-2876 all physical not complete 11-6. Also 238-7913 supposed to be on enhanced call forwarding (I0813020)now is on dead number recording. Customer cannot receivecalls directly on 930-2876 or 238-7913. Suzanne Rogers very upset will be waiting 12403 Florida Av. N. at 10:30 a.m. RESOLUTION:The customer's complaint resolution was coordinated by Local Manager
Business Noel Rivera 11-9-98 who was also the customer contact. A technician had already been dispatched that morning to complete the work on the 3rd line requested which was satisfactory with Ms. Rogers. She commended the work of technician Joe Mossey and was satisfied that the request for the enhanced call forwarding was escalated. The due date of the order was 11-09-98 but Ms. Rogers had assumedthat the service would be operational in the morning
not that the order would be worked during that day. With assistance from Provisioning and National Customer Support Center the Business previousnumber 238-7913 was forwarded to the new main number 930-2876 and the previous fax number 237-4256 to the new 930-8737. CAUSE:Procedures followed customer had assumed call forwarding would be in place before start of business day(due date).

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981110	19981119	WEEKS LLOYD			9416921573
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT Verbal-PSC from Tarrah Gordon. Mr Weeks states he called 1 1/2 weeks ago to have his service removed from vacation service. His line is still dead. They are 85 yrs old and live out in the county. Need their service on as soon as possible. RESOLUTION: On 10/30/98 customer reported no dial tone when he returned from vacation. The cable pair was changed by contractor 920C. On 11/2/98 customer reported can't receive incoming calls. It tested as fault in central office no cable. Trouble found new CO pair and ran new jumper per contractor 978C On 11/10/98 Local Manager Dwight Clanton contacted tech Steve Conner to have him meet him at the customer's residence. They found a new buried drop had been run from the terminal but was connected to the wrong isolated cable pair. Steve foundthe customer's number on the right pair and spliced it. Dwight Clanton called the customer to make sure everything was working and the customer was very happy with finally getting his phone back in service. he thanked Mrs Cochran Customer Relations for the speedy resolution to his problem. CAUSE. Drop connected to wrong cable pair.

19981104	19981123	ELLMAN DR NORMAN			9417613811
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Customer requests call back from Local Manager explanation as to missed commitment/due date 11-02 T0612034. Dr. Ellman placed repeated calls was promised 11-2 11-3 finally received service this morning. He is also requesting appropriate compensation for inconvenience. RESOLUTION:As requested Local Manager Danny Pearson contacted Dr. Ellman 11-4-98. Mr. Pearson explained the high volume of service orders which caused the missed commitment to Dr. Ellman's transfer order. A $25 Service Performance Guarantee credit was issued and Dr. Ellman is satisfied. CAUSE.Missed commitment because of high service order volume

19981106	19981125	BRYANT GERALDINE			9413590497
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Customer has been promised since Monday that her line would be connected. It is Friday and it is still not working and no on has called her back like they said they would. RESOLUTION. LocalManager Bruce Dillon contacted the customer 11-6 and arranged for connection of the line 11-7. The original due date of 11-2 had been comprimised due to incorrect processing of a questionable address was put into a CI que where it remained until 10-31 when it went to the work que where it stayed until 11-5 due to workload volume and manpower deficiency. 11-5 it was sent back to engineering due to DOR satatus. Facilities were repaired and a technician completed the order 11-7. CAUSE: Order was delayed due to improper handling of address conflict manpower deficiency facility problems and failure to keep customer apprised of the situation.

19981023	19981130	INNOVATIVE BUSINESS CONCEPTS			7277998996
	EC	FL FL			
04B	B			FULFILLMENT	

COMPLAINT: Fax line has been out for 3 days and the rest of his line are going out one by one. RESOLUTION Pat Stickney Local Manager-Business contacted the customer who stated the fax calls were coming in on the 3rd line of the key system. No recent trouble history A tech found the fax line was on the cable and pair previously on line three and line three had been removed from the switch and MARK records. The tech moved the jumpers to repair the fax line. The office manager Faye was satisfied. CAUSE. Cus initiated 5 orders with changes everyday which caused fax line to be disconnected.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981124	19981203	PARDEE L M MD			9417532449
	EC	FL FL			
04B	B	COASTAL		FULFILLMENT	

COMPLAINT: Paula placed an order M0840326 to have Dr. Pardee's service moved. She advised the Representative that the demark was full. The order was due for 11/20. Two of the three lines were installed on 11/23. She stayed at the office all day Saturday and Sunday. She wants compensation for the missed commitment. RESOLUTION: A cable technician and engineers were able to provide 2 of the lines by early afternoon Monday. The customer was out of service all day Monday because the customer's vendor did not arrive to carry forth the dial tone. The third line was not installed until the morning of 11/25 due to facility problems. Please waive the NRC charges issue 2 SPG's to cover no service Sat 11/21 & Sun 11/22 and issue time out of service for 5 days. CAUSE: Missed DD technicians were out Saturday and Sunday and still couldn't get the lines working.

19981120	19981207	WATTS LEONARD			9413181628
	ED	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:Verbal-PSC/Elsie. Mr Watts has order for 3rd line with due date of 11/10. He is upset. He called engineer Jerry Livingston several times he is always in a meeting or in the field. He sayshe can never get any information on the status of his order. He has tried the chain of command and it's not working. Wants to file a complaint. RESOLUTION: On 11/10 a Tech was dispatched on order could not locat sod box and requested a Tech/2 to locate sod box and complete install. On 11/12 a tech was dispatched he referred order to cut section copied to engineer for no vacant facilities. On 11/13 a cut assigner requested order be cold installed. Mr Watts was notified of delay. The order was then routed to engineering. On 11/19 Mr Watts called FAC Supervisor Regis Foster who will have engineeer call him on delay of service. She then contacted Mr Livingston THC engineе to call Mr Watts. On 11/20 received customer complaint. Mr Livingston called Mr Watts to advise he would make a field visit. On 11/24 Mr Livingston made a field visit and met with Mr Watts. Work order 3215/9P830RC-550 was issued with an estimated completion date of 11/30. The order was completed on 11/30 and customer was satisfied. Mr Livingston is a new THC and has been educated on the importance of customer contact on all DOR's when received. CAUSE: Missed commitment due to no facilities.

19981202	19981208	TIFFANY JACK			9412949545
	EB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Mr Tiffany called to complain that his move order (M1021390) has not been worked. It does show complete as of 12/01 but still not working. Mr is at new location please leave voice mail.RESOLUTION: Linda Whisenhunt reports that Olin Britt Local Manager left voice message for Mr Tiffany 12/02 10:35 am. A Central Office Technician deemed problem was outside the residence at 10:40 am. Mr Britt contacted dispatcher in Division Resource to have ticket moved to AWIR queue for field work at 10:40 am. Barney Everage Field Tech was dispatched at 11:40 am and cleared tickets at12:50 pm as missing jumper in cross box. This was a service order that was a CO connect signed off complete by Two Hrac FAC and the jumper was missing in cross box Mr Britt left voice message at4:08 pm. Mr Britt left messages 12/4 9:00 am and 3.56 pm. Mr Tiffany returned call 12/4 4:11 pm and stated everything was acceptable and that he was satisfied with his service. A $25.00 SPG was requested by Mr Britt for missed due date. Mrs Keppel Customer Relations left voice message to call if not satisfied 12/08 11:00 am. CAUSE: Order signed off in error.

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981112	19981209	BROOKS MARGARET			9417270938
	EC	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT Customer has been waiting since 11-4 for service and thinks she is getting the 'run around.' Called the PSC today. (Verbal) RESOLUTION: Access Designer Terry Frankford contacted Ms. Brooks 11-12 and assured her that her service would be working that night. The order was completed at 5:15pm. The order was orignally delayed from 11-4 due to lack of manpower and the customer was not notified that the order would be missed. The customer called 11-5 was given a $25.00 credit for the missed appointment and advised the technician would be out that day. The 11-5 due date was also missedfor lack of manpower and the customer was not notified. 11-6 the customer called and was again advised it would be done that day and that date was also missed for lack of manpower. 11-7 a technicianwas dispatched and found no available pairs did a cold install and referred the order back to the cut section who forwarded it to Engineering 11-9. 11-9 attempts were made to contact the customer which were unsuccessful and an order was issued to cut in a terminal. 11-10 the customer was notified that her line would be completed 11-12 and it was. CAUSE: Multiple delays on order and customer not notified.

19981116	19981209	BEALS BETH			8139860470
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT T0124634 due date 9-19-98 customer's original number changed twice service interrupted etc. Customer requests explanation from outside Supervisor and compensation. She was quoted a Service Performance Guarantee but so far none on her bill given. RESOLUTION:11-16-98 Local Manager Mike Young contacted Ms. Beals and discussed her move order which was delayed because of a double telephonenumber assignment error. Mr. Young requested the issuance of a $25 credit/Service Performance Guarantee which appears on the customer's November 28 bill. Customer Contact Center employee G008834 9-15assigned in error Ms. Beals' telephone number 886-6335 to be kept at her new address.The new address required a new number 986-0641. Per Robert Jonke Manager Service Inventory Telephone Number Assignment Center(TNAC) a possible records' descrepancy with MARK(mechanized assignment)showed the number available when it was not. The correction was made to 986-0470 but this delayed the order completion until 9-21. TNAC has an ongoing validation of GTE's telephone numbers for accuracy to prevent further double number assignment errors. 12-3 Ms. Hunter GTE Customer Relations spoke with Ms. Beals who was satisfied with the explanations and credit issued. CAUSE:Service order error by rep G008834 and double number assignment by TNAC.

19981204	19981209	HOLM S			8132542002
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT Mr. Holm called to complain about the installation of an ISDN line C0508304 due 10/31/98. Mr. stated the order was cancelled after several attempts of installation and missed appointmentslasting a week. He is looking for compensation for 44 hours at $50.00 an hour of time wasted on GTE trying to obtain the service or $1 800.00 of cell phone time. Mr. also stated that GTE employees need to be more knowledgeable of the ISDN installation.RESOLUTION:On November 10 Jack Piticavong made a field visit to talk to the customer. Mr Holm was not home so Jack left a message on voice mailwhere Mr Holm could reach him. Jack advised him that we would waive the installation charges Mr Holm's wants more compensation than we can give.CAUSE:Missed due dates and commitments also the software was not installed in the Central Office for the ISDN line.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981106	19981210	MAGNUM ENVIRONMENTAL SERVICE			8132426200
	ED	FL FL			
04A	B	INLAND		FULFILLMENT	

COMPLAINT:ustomer has been told by Mike Bacia Engineering date has been delayed until November 9. Orginally T0058178 due date October 30 this is a move from temporary location to permanent building same site. Richard needs lines working no later than Saturday November 7. RESOLUTION:Per Steve Foxx Senior Manager Access Design service to the customer's new address was placed on a 'will notify' status 9-17-98 as the necessary conduit was not in place. 11-5 GTECC dispatch notified Access Design service not complete. 11-6 Mike Bacia GTE contract engineer made an on site visit and spoke with thecustomer Richard. Richard then notified Mike that the conduit was in place Mike quoted a completion date of 11-9. Richard requested escalation as his vendor also had work to do 11-7. A work order1612 9P813GR-007 was issued to provide service using a temporary terminal 11-6. The customer was satisfied. CAUSE:Procedures followed to escalate due date customer did not notify GTE that conduit was in place

19981201	19981210	SIMMONS MAX			9417392772
	EB	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT:I order scheduled for 11-24 for two additional lines. No show-no call. Engineering said the order was DOR'd. Customer wants to know when he'll have service and what's the hold up? 2nd line 941-751-5813.RESOLUTION:On November 24 at 6:45am Diane Spencer sent the order to AWAS at 1:42pm Charlotte Bryant showed No Assignment for the order routed it back. Rena Montere routed the order toCut Assignment at 2:15pm because of no vacant pairs. The customer had not been notified of a delay. November 26 at 11:19am Al Neuman changed the count of the serving terminal and routed the order toDelayed Reports. November 30 Jeff Gueltzow was to work on the order. The order was completed an sent to Leslie Nanny at 3:00pm and she routed to AWAS at 3:16pm still the customer hasn't been notified. At 2:30pm Stanley Todd called and spoke to Mr Simmon's daughter and made an appointment for December 2 after 2:15pm. Dan Arflack on December 2 was able to install 1 of the 2 lines and incompletedthe order. He returned on December 3 to complete the order and found the isolated pair for the 3rd line was in use at 11:00am referred back to DOR for an isolated pair. Al Neumann assigned the thirdline to dual line carrier the order was completed 3:26pm.CAUSE:Customer not notified of missed due date by Fac or Engineering.

19981201	19981211	MCLEOD ELIZABETH A			9419233477
	AN	FL FL			
04B	R	COASTAL		FULFILLMENT	

COMPLAINT: Elizabeth was to have service installed on 12/01/98. The technician could not find the service address arrived early afternoo and stated to Elizabeth that he could not get the service working and that someone will contact her. No one contacted her so Elizabeth spoke to someone in pending orders where she was advised that an engineer will need to make a visit in order to establish service. Customer was transferred by a PSC representative who claimed no complaint would be filed due to commitment within same business day. Elizabeth is concerned that service will not be working before she leaves for New York 12/3/98 and more importantly that no one has contacted her. RESOLUTION: Contract Access Designer Rand Carter contacted the customer. She wanted assurance that the phone would be working when she returned after the first of the year. Customer was in service as of December 10 1998 at 11:45 am. CAUSE: NOCV/Testboard automatically signed off the order. Once a cause isdetermined we can try to put checks in place to stop this from reoccurrence.

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981116	19981216	POPE KRISTINA			9414201616
	EC	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT:Customer having problems with installation on I0318633 10-02-98 numerous delays. The same with I0318934 on second lin 941 420-8396 repeated calls for repair. Customer has been quoted Service Performance Guarantees (multiple). RESOLUTION: Local Manager Jeff Spotswood was given this report by Local Manager Dwight Clanton on 11/20/98. Dwight had already tried to reach the customer numerous times to no avail. He also went to the residence and performed a quality inspection on both lines and everything was up to specifications. Dwight was leaving for vacation so he asked Jeff Spotswood to take over. Mr Spotswood also tried to reach the customer by phone on 11/20 11/21 11/23 and on 11/24 on both numbers. At that time there were no answering devices on the line. Mrs Cochran Customer Relations left a message on 11/30 to verify the customer was satisfied. Ms Pope-Rhoads has not returned her call. CAUSE: Missed commitment on install.

19981207	19981217	GOODALE STACEY			9413301858
	EC	FL FL			
04B	R			FULFILLMENT	

COMPLAINT:Customer was advised to call this number to get bill credited for SPG for missed due date on order (said she called Care as to why service not working first CARE representative failed to make appointment). Order was scheduled for 12-4 and was not connected until 12-6. Customer claims there was no card left by technician out 12-5 that access was needed. RESOLUTION:12-7-98 Ms. Hunter GTE Customer Relations spoke with Ms. Goodale and confirmed that the Customer Contact Center had issued $55 credit waiving the transfer charge. T1101839 completed 12-4 but not working and was reported 12-5. Ms. Goodale had to call a second time to schedule an appointment as she had not been informed that access was needed. The drop wire was repaired a.m. 12-6 and in a visit to the residence 12-8 Randy Lohr Local Manager confirmed service was working. Per request from Ms. Goodale Marie Curry Lead Rep Customer Care contacted her 12-11 and apologized for the rudeness which Ms. Goodale claimed tohave received upon her call 12-5. It was unclear as to which representative but coaching will be given and Ms. Goodale is satisfied. Ms. Hunter issued credit $25 Service Performance Guarantee requested by Ms. Goodale. CAUSE:Order signed off but field visit required to give service customer had to call Care Center twice before corrected

19981207	19981217	CASTRO RAY			8132690878
	AH	FL FL			
04A	R	INLAND		FULFILLMENT	

COMPLAINT:Customer has been out of service since 12-1 and Care says line will not be repaired until 12-9. Customer is due time out of service. He called from the Phone Mart on Dale Mabry. Customerrequested a manager and did not get to see one. The rep at the phone mart referred customer to Customer Relations. He did not appreciate the way he was treated at the phone mart. The terminal box and wire are in need of repair due to corrsion. RESOLUTION: PHONE MART customer was contacted 12-7 by Manager Marcia McCollough and apologized to the customer and coached the local manager and staff on how this matter could have been avoided. DIVISION 12-9 Local Manager Steve Leung had a facility maintainer (Woodaz) dispatched and he replaced the existing NID (CP-800) a new DMARC. A follow-up call was made to the customer a voice mail was left to contact Local Manager Steven Leung if he had anymore problems. The Care commitment date of repair was correct as the customer reported it 12-7. Customer tried repairing and running wires himself. Customer was given time out of service from 12-1 thru 12-9. CAUSE: Care commitment date policy failure of phone mart manager to speak with customer in a

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

timely manner.

19981211	19981217	BRICKEN JOHN			8138319858
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

COMPLAINT: Missed commitment on move order. RESOLUTION: Jack Piticavong Local Manager contacted the customer on 12/8 and apologized for the inconvenience he experienced. The service had already been installed. Jack waived the NRC charges to foster customer relations. CAUSE: Per the CCC customer gave incorrect house number causing due date to be missed.

19981215	19981217	ROBERT RUTH FINANCIAL SVCS			7278964567
	EC	FL FL			
04B	B			FULFILLMENT	

COMPLAINT: Customer was promised someone to be at his business by 8am this morning. When no one showed up he called CARE and was told there was no repair order. Customer has no dial tone dead and really needs his business. He was transferred to Customer Relations from the PSC. RESOLUTION: There were no remarks indicating an appointment timeframe of 8 am on 12-15
however business hours were noted as 9 am to 5 pm Monday - Friday. A repairman no accessed the ticket at 12:48 pm on 12-14 The ticket sat in the noaccess queue until the customer called back at 11:39 am on 12-15. Remarks state 'sub called in to report that he had made appointment for 8 am on 12-15
currently in no access from 12-14. Ticket isstill in no access queue at 11:13 am. Called dispatch to see if CZT available to go out today. If no answer at CBR 727/896-3456 try after 2 pm 12-15. Jan in
Coastal dispatch report to make appointment from 2 pm to 8 pm 12-15.' The ticket was closed at 3:19 pm on 12-15. We did have a ticket entered however no remarks regarding an 8 am appointment time? Marie Curry Lead Rep spoke with Robert yesterday afternoon and verfied
that service was working. CAUSE: DRM- failed to reroute ticket from no access and dispatch as customer requested.

19981202	19981218	THRIFTY CAR RENTAL			9413558884
	BC	FL FL			
04A	B	COASTAL		FULFILLMENT	

COMPLAINT: Customer is IRATE he was left on hold approx 45 minutes by a supervisor when inquiring about his pending order for new service due dated for 12-4. He has been trying to reach a Greg Williams (party that took the order) to discuss the phone system. When is that coming prices etc.
RESOLUTION:12-2 Debra Mendez Bus Phone Systems tried to speak with Mr. Vollendorf however he refused to speak with her because he wanted his phone systems installed the
next day. Debra tried to explain thatwas not possible as contracts are involved financing etc. Jimmy Bussi (field technician) made a visit and ISDN
was expedited and temporary service was provided however customer has yet to returnthe contracts. The service in Bradenton was installed 12-8. Mr Vollendorf was recontacted on 12-8 and he is satisfied at this time.CAUSE: GTE policy and procedures followed it takes 7 to 10 days for installation of phone systems.

19981209	19981222	GIBNER DOUG K			8139723098
	AB	FL FL			
04B	R	INLAND		FULFILLMENT	

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT. Mr Gibner called through Headquarters to complain of missed commitment for second line install. Order I1257879 has field visit required for jack install and was scheduled originally for 12/7 then delayed to 12/8. Mrs Gibner missed a day's work to stay home and no one showed. Today Mr Gibner was advised it was not
guaranteed what time of day the service would be installed. Mr Gibner is very upset and wants to have this taken care of. RESOLUTION: Toni Cannon reports that George Suarez Local Manager handled complaint and spoke with Mr
Gibner 12/9 12/10 and 12/11. Mr Suarezadvised order was delay needing driving directions but when directins were given order was not released to
set new due date. Mr Suarez states this should have been upwardly referred in Customer Contact Center (CCC) and Customer Inquiry Center (CIC). The work was completed 12/9 12:56 pm. Field personnel followed procedures when dispatched and upon receipt of complaint. CAUSE: Service Order error not setting due date.

19981215	19981222	CLARK WILLIAM		7273982653
	EC	FL FL		
04B	R		FULFILLMENT	

COMPLAINT: Mr Clark called to complain that his move order (M1258714) has yet to be worked. It was scheduled for 12/11 and no one even made a cold install. He has called several times to POI and thelast attempt made to Denise resulted in rude treatment. This morning an installer came to residence to inquire if he would be home all day because if not he couldn't guarantee would work correctly. Hewill only be home for another hour. RESOLUTION:
Joan Tippey reports that Cindy Hodgkiss Service Center Supervisor contacted Mr Clark 12/15 10:50 am. Ms Hodgkiss apologized for anything that the CIC clerk might have said to upset him. Denise CIC clerk has been coached on the complaint. Ms Hodgkiss offered $25.00 SPG for the delay in his service.
Ariana Reed reports that Debbie Cruz DispatchSupervisor investigated the Operations part of this complaint. Ms Cruz found that the order was not dispatched until 12/14. Ms Cruz has been unable to tell
exactly what happened to the order it maynot have copied over from NOCV to AWAS. A technician was dispatched 12/14 but no accessed due to
serving terminal being located in neighbor's yard which was locked. An appointment was made 12/15. Three lines were complete 12/15 fourth is DOR'd until 12/21. Ms Cruz spoke with Mr Clark 12/15 and he said everything was fine. Two $25.00 SPG's have been issued. CAUSE: Order not copied to AWAS.

19981221	19981228	STROYAN AMY		9413781975
	EC	FL FL		
04A	R	COASTAL	FULFILLMENT	

COMPLAINT:Paul Nevins cbr 941-993-1511 called in repair report on thursday and upset with the commitment time of today. He wants to know why GTE is taking so long.RESOLUTION:12/21 Tom Ackerman's Division response The customer reported this trouble on 12/12/98 at 5:26 pm.This trouble ticket sat in the dispatch que until 2:02 pm on 12/21/98. Dispatch made no attempt
to dispatch earlier due to lackof available manpower.Service in field working repair order & service will be restored today.Mr. called back in because no one had called him.Sandy advised of response received.Mr. looking for compensation.Sandy agreed
to one time Cust.Rel $25.00 good will gesture since committment was met. Mr also stated that he received $25.00 SPG for repair issue occured again last month.Tom
contacted customerto reconfirm information & to inform him that he would not be receiving any additional compensation other than the $25.00 Cust.Rel good will gesture.Mr. understood but still threaten to disconnect his GTELD & GTE Internet Service. 12/21 Amy Care response received from Division no need for Care to contact customer.CAUSE:Lack of Manpower

19981216	19981230	CHAPAE		9413870902
	AB	FL FL		
04A	B	COASTAL	FULFILLMENT	

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT Ms. Slusser is not satisfied with the 12/30 due date to install service. ---RESOLUTION: Randy Lohr local manager contacted the customer and arranged for service to be install on 12/17. Noindication as to why a 14 day due date was quoted--- CAUSE. CCC rep G109023 Jennifer Horvath failed to enter correct due date.

19981230	19981230	ASHMORE JULIE			8136437776
	EC	FL	FL		
04A	R	INLAND		FULFILLMENT	

COMPLAINT:Apt 1308. Victor PSC transfer. Ms. upset with 1/6/99 due date on M1518648 RESOLUTION:Sandy Cust.Rel requested service order to be
expedited with Morgan DRM from 1-6-99 to 1-4-99. Ms. satisfied with action taken.
CAUSE:Customer disatisfied with commitment datequoted.

Customer Relations - Complaints

04/26/2001

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971230	19980105	WARD GEOFFREY			8136841632
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT:Customer requested new service be installed on 12/18. Has been promised due date of 12/24 12/26 and 12/29 all have been missed. He has been
told there is a cable problem in the area is the reason for the delay. RESOLUTION: The order has been DOR'd for main ca-pr on 12/24 and DOR is not being worked due to service emer Mike Tompkins local mgr. The customer had no cbr to advised of situation.
CAUSE:Service Emer

19971202	19980106	GAY MICHAEL			8133938000
	ED	FL FL			
03C	R	COASTAL		INFRAPROV	

COMPLAINT: RESOLUTION:CAUSE:

19971209	19980106	DENNINGER DENNIS			8137724188
	ED	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT: Customer concerned on the delay of service connection which was to be 11/24. RESOLUTION: On 12/22 1997 a letter from Pete Daks President GTE Florida was mailed to sub which explains theunfortunate delay was caused by a facilties upgrade in service area. Letter provides District Manager's name & number to call if there are any future problems. CAUSE: Lack of facilities.CAUSE:

19971205	19980115	HICKS LESLIE			8136508112
	ED	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT:Customer's service install has been delayed and has not received any further information as to why it is taking so long.RESOLUTION: On 11/24 an order was issued due 12/2. On 12/2 GTE service installer was dispatched however no facilities were available. The order was referred to
Engineering to have 5 spans of CRD placed. The Installer contacted the subscriber (sub) explaining the delay. On 12/4 Chip Levick GTE Section Manager advised sub that an engineer would make a field
visit to determine if service could be provisioned by placing 850 feet of 5 pair buried drop along sub's drive. A note was left on sub's door as well as a voice mail explaining service should be provided by 12/10. On 12/8 Mr. Levick provided an update to sub. A SPG credit of $25 was issued and should appear on the next bill. On 12/9 dial tone service was provided and sub expressed satisfaction.
CAUSE: No facilitiesCAUSE:

19980127	19980127	QUANTUM TECHNOLOGY			8139208725
	BC	FL FL			
03C	B	INLAND		INFRAPROV	

COMPLAINT:INTERNET Ref 980114044. Mr. Hunter having trouble getting additional ISDN lines and also feels that the outside plant facilities at this location are out of date needing repair.RESOLUTION: Mr. Hunter was contacted on 1-20 by Gini Lipsey Business Sales Center. The problem with an additional ISDN line
installation was referred to Chuck Carroll Hi Tech Engineer. He and the customer's Business Sales Center account rep Maryann Sheldon determined that when the engineering section was able to provide facilities Ms. Sheldon
was not notified and the firm saleorder was not placed. The order has now been placed and the customer notified. Mr. Carroll is also

005380

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

coordinating
the placement of facilities to support the installation of a frame relay and the repair problems at the outside plant.
CAUSE:On the ISDN issue there was miscommunication between our field engineer and the Business Sales Associate as to theavailability of this service.

19980120	19980129	KANYUCK KEVIN			8135861350
	ED	FL	FL		
03C	R	COASTAL		INFRAPROV	

COMPLAINT:Customer is having 3rd line installed. He placed the order 1/9 Ord#I036974 F917. Mr. Kanyuck had the same problem whe he added his 2nd line and has had other problems since. He stated he told a repairman that he had trouble getting his 2nd line installed and was told there would not be a problem this time.RESOLUTION:
Ken Dowell OSP Construction Supervisor called Facility Administrator John Snook to obtain a service order. No vacant main pairs were available Ken then dispatched an installer to repair a main feeder pair for X-Box 3136.
On 1/20/98 4P.M. repairs were completed and Ken advised the customer. He was satisfied . On 1/21/97 Mr. Dowell called the customer to confirm his
satisfaction and left his name and number should he have any further concerns.
CAUSE. Lack of facilities placed in DR queue. If order had not sat in Queue order could have been completed sooner. MJW contacted customer and verified his satisfaction.

19980211	19980211	SUTER KEITH			8133454162
	EC	FL	FL		
03C	R	COASTAL		INFRAPROV	

COMPLAINT.Customer Keith Suter request a 2nd line to be added to 813-345-4162 when GTE arrived to install the line and jack customer was advised due to the control box down the street this
orderwould be delayed aprox. one month. Customer became irate. RESOLUTION: Ron Smith Local Manager expedited order from Dor que and facilitated getting customer service. Customer is wellsatisfied and thanks GTE for completing is order.
CAUSE:Customer's order was Dor'd due to no facilities. Since customer trouble was high Dor's were given second priority.

19980211	19980212	EAGLE BUSINESS ENTERPRISE			8136413383
	EC	FL	FL		
03B	B	INLAND		INFRAPROV	

COMPLAINT:Mr. called upset over his installation t811176 f207 dd 2-10 which rmk. indicate dor'd to cut isol pairs w/w Barb Assmt per 466c bkw/disp 0850a. Contractor involved Cody 891-3752 may not be aware to work as 2nd chanel dual line according to Dispatch. Mr. called repair yesterday & spoke to B. Simmons which added call forwarding from 645-3233 to 641-3383 which forwarded to 301-0155. This arrangement worked last night at 10:00 this morning
it is not. Mr stated his bus. line is not installed & is loosing business. (FYI 2nd t078236 f917 dd 2-16 F078292 f917 eff 2/15 however soda has signed off 2/7 per dd)RESOLUTION:2-11 per Doug Cust. contacted 3:00 pm 2-11. Cust. upset with Due Date provided by Bus. ofc. He also has 3 lines going in at
1601 S 41 Ruskin. 1st line 641-3383 Dor'd perno isolated cable pairs on 2/10 by Contractor. Contractor is now back on customer location trying to hook up dual lines but it will not work. Instlr. still
trying to install. Customer wants all three lines call forwarded to 301-0155. I did this at 3:20 per his instruction. Comp. also ref. to E&C to have pairs cut in term. The service order for Eagle Business Enterprise was completed 2/12 at 3:30. 2-16 Doug adv. 3 pairs added to provide svc. at 1601 addr.CAUSE:Plant conditions did not match mark rcds.Field forces failure to updt rcds.Pairs should of been cut & wrkd on dd not dor'd.

Customer Relations - Complaints

04/26/2001

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980205	19980216	MCLUCAS NORMA			8139716135
	ED	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Ms. had T038139-1 F900 due 1-23 but it is DOR'd due to no available cable pairs. If customer is not at the CBR number leave a message with her father-in-law.RESOLUTION: John Reed Construction advised that on 1/19 1/23 and 1/31 installers were dispatched. All three timesthe ticket was no accessed and no door hangers were left. As of 2/3 after complaint was received the service is in and working. Mrs. is now satisfied. Resent complaint to Region on 2/4 to respond. REGION: On 1/19 contractor Oliver DOR'd to clear isolated cable pair. The contractor stated in remarks no access to do jack work. The contractor claims he left a 'no access door hanger'; however the customer claims no card was left. On 1/23 the POI clerk assumed it was a DOR order and left it in the no access queue. On 1/31 Jim Tigue cleared the isolated cable pair tagged it at theterminal and put in remarks to have the installer complete the order. The order never went back into the flow. Mr. Tigue's remarks never showed up on the service order. On 2/3 order cleared aftercomplaint. CAUSE: Due date missed due to failure to follow through.

19980212	19980219	LUNSFORD WINNIE			8137374211
	EC	FL FL			
03C	R	INLAND		INFRAPROV	

COMPLAINT:Mr. concerned with connection of I072187f926 advised ready over this pass weekend then ok for monday. Mr. still waiting for information was on hold for 20 min with no satisfaction. Update2/12: Linda in Debbi Johns office has refered this to Dave Woods office and they will be responding.RESOLUTION:Customer ordered Service on 1/30 dd 2/4. On 2/5 5pm order was dor'd to engr. 5:40 Rick Lear THC Engr. found one vacant pair. He contacted customer 5:40pm to adv. referring the order to Customer Operations to clear a bad pair for her service. Order referred to the 'Bad Pair' queue. On 2/12 at 7pm Steve Spencer CZT II cleared the facilities and provided customer service. According to Steve Spencer the pair was not bad it merely needed to be added to the terminal. He said the customer was working out of a GATM Terminal. Out records indicated the pari 3045 232 was bad. This was a records error. If the records had been correct we would have dispatched someone to add a pair to the existing terminal. Customer contacted 2/5 1/12 and 2/16 satisfied.CAUSE: Cust. was not contacted prior to order being dor'd to IP. Customer called in on 2/5 at 10am and was told there was a cableproblem. Rick Lear contacted the customer on 2/5 at 5:40 pm and adv. referring her order to the 'bad pair' queue and that someone would be fixing her facilities w/3 days.

19980224	19980304	CRAWFORD MICHAEL			8136816401
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT:Mr. called upset with the lack of information provided concerning his installation of phone service. (I079358 f917 dd 2-18). Appears to be dor'd due to cable pairs. 2-24 Update Kathy IP forwarded complaint to Lynda Div to respond. RESOLUTION:2/27 per Doug. Tried to contact Mr. Crawford at cbr 228-7507 no answer but received fax tone. Left a fax for customer to return call 626-11515pm 2/24. Dispatched Carlisle to try and clear pair 2/24 5:30. He turned his back incomplete at 7:39 2/24. 2/25 Called cbr again-still no answer. Dispatched Reynolds at 10:30am on 2/25. Reynolds repaired last vacant pair in the 25 pair count that runs down Waylon Lee Ln. No pairs left to fix and no cuts to work. Also a Dual Line would not work that far out. Contacted customer at 2:30pm on 2/25 advised him the line was working. He stated he was satisfied.CAUSE: Dor'd for cable pair.

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980220	19980310	KDA			9414227278
	ED	FL FL			
03B	B	INLAND		INFRAPROV	

COMPLAINT Mr. Gary Hiser called from pay phone 941-421-3906 requesting to speak with Manager concerning the installation on I810570 f207 941-422-7278 dd 2-20-98 Per remark on order *Dor*No asgn avail wb 2/10.lz53 and ref to eng per rh 2/11 st. Sandy transferred Mr. Hiser over to speak with Ron Johnson 941-683-0691 Mr. still wanted to file a formal complaint concerning his installation. 2/25called left message requesting response. 2-27 called requesting response or return call for extension.RESOLUTION: 2/25 Action line turned into PSC complaint response as follows: Ron Johnson GTE Contractor Engineer contacted Mr. Hiser which was unhappy with new due date. To satisfy customer Mr Johnson completed service request to construction trailer by placing cable. 2/23 service completed Follow up Customer satisfied.2/25 PSC written response. This process worked as designed. The customer was unhappy with the commitment however considering the amount of construction involved and weather GTE was able to complete the service prior to the ECD date. CAUSE: Customer was unhappy with commitment date on his DOR'd order; however proper operating procedures were followed for new construction trailer.

19980303	19980311	LEMKE KENNETH			8136510209
	EC	FL FL			
03C	R	INLAND		INFRAPROV	

COMPLAINT. [DIV] : Customer is OOS on 2nd line installed service [CCC]: Customer requested a special 2nd line number 653-0514 which is a Smart Ring (SR) for another customer (main ln 684-2042) bothorders were to work together. The installation was DOR'd and the customer stated the SR order was canceled When the line was installed she was given a temporary number 813-643-8111. Now she wantsthe original number requested but CCC insists that the owner has to place the order to remove the SR number. RESOLUTION: [DIV]: Second line service order was DOR'd on 2/23 and the w/w SR number (653-0514)removal order was canceled by DAC. On 3/2 2nd line service was installed with a temporary number 643-8111 and not the requested number. On 3/3 a tech was dispatched repaired the cable pairfor the OOS condition. The temporary number was changed to the original number requested from the SR order. {CCC}: There are no notes on the 2nd line order to apprise the associates of a previous canceled order to remove a SR number that was w/w the DOR'd order or of the number change. Per procedures an order must be issued by the customer who owns the service therefore the associates would advise a customer authorized change to a service would be needed to be issued by the owner of the service. CAUSE:DOR'd order and SR order due date was not placed in hold status to w/w the DOR'd order.

19980311	19980313	SZYMANSKI DAVID A			8139624150
	ED	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Mr. Szymanski is having trouble getting his phone installed. Order# I106366 F917. He is Editor of Tampa Bay Business Journal and is rather upset about this problem. Please contact him and let him know we are working on this and when he can get the service ASAP. RESOLUTION: The order was originally due dated 3/6. The service order was DOR to engineering needed one main pair to complete service order. On 3/7 the DOR was released at 7:00 a.m. however the order was not served to the appropriate department. On 3/9 customer spoke with DOR desk to check the status. That is when DOR realized the order was not worked. On 3/10 Mr Gertz was dispatched to the jobthe facility provided was bad and it was again returned to the DOR desk. On 2/11 the order was again released and the installer was on the job when the complaint was received. Local Manager Steve Lueng Local Manager researched and attempted to contact customer by leaving his number at customer's name and place of business. Has not returned the call. 3/13 MJW left word for customer to call ifnot satisfied.

CAUSE: Dor desk failed to use proper routing procedures.

Customer Relations - Complaints

04/26/2001

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980313	19980313	PEIFFER BEVERLY			9413651356
	AD	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT: Customer does not feel should be held responsible for previous tenant's UA (Scott Haas 941-954-0694). Beverly's pending I order(941-365-1356).LandLord Terry Frankford happens to be a GTEemployee 941-755-1854.RESOLUTION:On 3/13 Ms. Johnson Cust.Rel.FL had the next available due
date assigned to I096522 F900 because according to FPSC guidelines 25-4.113 Paragraph (4) subparagraph (a)service can't be denied unless previous sub & current sub occupied premise when ua debt
incurred AND previous sub continues to occupy the same premise.Remarks noted on order indicate landlord confirmed UA name is not on lease. What documents can current sub provide that prove previous sub is no longer residing at this residence? Ms. Johnson explained service is scheduled to be installed on 3/16 and the guidelines GTE follows. Sub expressed appreciation. CAUSE: Failure to comply to FPSC guidelines.

19980305	19980316	LOTT MARY			9418593139
	ED	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT. Service delay for new installation due date 3/3/ changed to RESOLUTION: On 2-6 an order placed for svc. On 3-2 order placed on DOR status due to no available facilities. Due to miscommunication with Eng group and the DOR clerk cus called and given EST date and also quoted 30 for svc. On 3-4 service provided. terminal had to be placed. CAUSE: no facilities

19980305	19980316	KELLY FRANK			8136776195
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Customer transfer of service was delayed and treatment by GTE RESOLUTION: On 2-13 order issued to transfer svc. On 2-23 order incomp due to sod box not located. On 2-26 svc provided. Also
delay was due to rainfall CAUSE: Installer could not locate sod box causing a delay. Cannot tell by order or remarks but suspect the cusotmer's original due date was 02/13 and then delayed by GTE.Customer mostly upset because she was told by GTE personnel that the order could not be expedited even though she had a heart condition 'without a doctors note'.
NOTE SENT TO OPERATIONS AND CCC REGARDING THE COMMENTS MADE TO THE CUSTOMER.

19980319	19980319	HUNTER MICHAEL WAYNE			8139208725
	ED	FL FL			
03C	B	INLAND		INFRAPROV	

COMPLAINT: Delay in providing addtl ISDN lines RESOLUTION: On 12-16 customer requested 2 ISDN lines. Cus had 6 business lines and one T1. On 12-16 order sent to Access Design and work order issued.Due
to construction required and weaher GTE quoted due date of 90 days. On 1-20 Customer committed to due date of 4-14. Orders worked on 2-11. On 12-29 customer requested T1 but could not jprovide terminating point of circuit. Once this was provided to GTE the order was worked on 2-17. GTE is addressing plant condition issues. CAUSE: Customer expected immediate installation for ISDN and T1 which required work orders.

19980311	19980320	GOODMAN RONALD MARK			8137545151

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
03C	R	INLAND		INFRAPROV	

COMPLAINT: Mr. Goodman has left work 4 times to meet an installer who is adding a 2nd line in his home. He is extremely upset and wants a call from Mr. Daks. Please have the Manager call in lieu of Mr. Daks. RESOLUTION: Mr. Goodman's order was due 3-9 and was no accessed at 1.45pm. Contractor claims he left a voice mail (he is no longer emp'd as a contractor). Customer said he did not receive 12-3 card until he got home. 3-10 Jim Crews local manager was called by technician to say customer denied him access because original commitment missed. On 3-11 customer filed a PSC complaint and an Executive complaint. Local Manager questioned both technicians and they both said they called customer's CBR because they remembered how detailed the voice mail is. 3-12 Mr. Goodman agreed toallow GTE to complete the installation. A voice mail was left for customer. Customer called back and wanted to speak with David Woods Area Manager. Customer expressed his dissatisfaction with theenture matter and requested credit to his accounts. He was assured he would receive a credit adjustment.CAUSE: Execessive am appointments and extremely heavy order activity GTE missed the am appointment Lack of manpower). The next appointment was no access

19980313	19980324	HOEK WM			9417587949
	ED	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT: Customer's order was dued dated for 3-2. However per SOR it was DOR'd as engineering problem. Customer's wife has serious arthritis and he really needs a phone RESOLUTION: On 3-18-98 a splicer was sent to complete the installation and Mr. Hoek was notified. Bryan Lantz recontacted Mr. Hoek and verifiedthat he was satisfied. Initial service order was signed off in error as a CO connect which was placed by I&M employee Danny on 3-2 with due date of 3-5. It was noted on the 2nd order it would need to go to Engineering as a DOR. Work order 42143P001RM to place distribution cable in Creekwood was issued 7-10-97 with an estimated in service date of 9-5-97. During splicing of the work order two 1500 ft sections of 600-pair cable were found to be defective. Cable was reordered 10-29 and placed by 1-18-98. During November-March hourly splicers were loaned to Customer Operations resulting in lack of manpower causing another delay. Terry Frankford notified Construction superviosr Bryan Lantz of the DOR and cable would be spliced by 3-13-98. Frankford was advised and indicated in future hewill look more closely for CBR's to notify customers of delays. CAUSE: Initial order signed off in error as CO and not noted as a DOR. 2nd order failed to notify customer of delays.

19980309	19980325	VANGUARD SCHOOL			9416766091
	BB	FL FL			
03C	B	INLAND		INFRAPROV	

COMPLAINT: Customer order for lines into student rooms and additional DID lines not completed in timely manner numerous miscommunications &/or lack thereof.RESOLUTION: Request for DID lines faxed to Branch 10/31. Customer wasn't called until 11/17 regarding order. Account mgr was communicating to customer's secretary who did not keep the director informed of activity. Installation was delayed due to heavy rain and flooding on school property James Farmer Sec Mgr sales engineers and customer met w/customer regarding installation problems miscommunications and CPE. All issues were resolved and single point of contact established for future.CAUSE: Lack of single point of contact for customer account.

19980325	19980326	MADDEN JAMES			8135448259
	AB	FL FL			
03B	R	COASTAL		INFRAPROV	

Customer Relations - Complaints

04/26/2001

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT Customer called CCC to place order for new service. He said the rep would not take his order with his SS#. Customer does not like giving out his SS# and asked for a supervisor The supervisor told him we had to verify his credit worthiness. He told the supervisor he already has
res and bus lines why couldn't she check those. She would not. She suggested he go to the phone mart.Customer went to phone mart and placed order without SS#. He could not understand this concept.
RESOLUTION· An order was placedat the phone mart to transfer the
customer's service without SS#. Customer was contacted by Customer Relations Mrs. Edwards and he is satisfied I apologized for the confusion.CAUSE: Failure to verify customer's other accounts for credit worthiness. No name of rep or supervisor customer spoke to initially.

19980323	19980327	MILLER SONYA			9413772194
	ED	FL	FL		
03B	R	COASTAL		INFRAPROV	

COMPLAINT. Customer has T order DOR'd said Engineering promised to have a new terminal box installed by 3-21. Customer still has n service.RESOLUTION: FAC Supervisor Penny Keen advised customer she would have service by 3-21 however we could not provide the service on 3-21. On 3-23 installer Baileefrom Venice could not
use Dual Line. He told customer it was not his problem and DOR'd the order for Engineering. Note on order stated Bailee placed two pair 5501 box instead of the proper SNID. Bailee did not contact the local manager or
IP supervisor. OSP Supervisor Regis Pontuere advised customer he would take responsibility for getting the service by 3-27 she agreed. 3-24 Dough
Blackburn cable splicer did a line station transfer to provide service. Volt Supervisor Cale Stevens placed a new terminal
sometime earlier and had not had MARK updated. $25 SPG was added to order.CAUSE. Failed to keep commitment to customer.
Failure to communicate to other departments to resolve problems.

19980401	19980414	KNIGHT ANGELA			9416838118
	AD	FL	FL		
03B	R	INLAND		INFRAPROV	

COMPLAINT: Customer has been denied service for previous tenant's bill. Previous tenant is her mother Lilac Foster $590.60. Customer has UA under her name
$22.11 (not enough to hold service).RESOLUTION: Customer was contacted on 4-3 and advised must provide lease agreement and proof of previous residency. Customer was also asked for mother's new address. Customer said her mother would not provide new address.CAUSE. Customer will not provide documentation required to provide service.

19980320	19980417	MISKANICK MICHAEL			9417274275
	ED	FL	FL		
03B	R	COASTAL		INFRAPROV	

COMPLAINT: Transfer of service was due dated for 3/16 the main line is working. The 2nd line 941-727-4497 was due on 3/16 it has bee DOR'd . RESOLUTION: Two orders were issue to transfer service and due dated 3/16/98 the T orders were DOR'd and F orders were signed off by SODA. On 3/20 the customer was informed the service would be installed on 3/25 which was accepted. The customer advised Davi Kerr Access
Designer the old service was placed on operator intercept before the new address active. On 3/17 Mr. Kerr attempted to notify the customer of additional cable needed but found no CBR number on first service order. The second order had a CBR number which David reached an intercept
recording referring the new number. Volt contractor placed new cable in the wrong location on3/17 and moved it to the correct location on 3/19. Construction splicers had been loaned to repair for
an undeterminate time. On 3/25 two splicers began working on project and Mr. Kerr contacted thecustomer to advise. On 3/27 one

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

line had been connected and splicers notified the customer the additional line would be in the following week. Splicing of the addition line was completed on 4/01 On 4/4 a f/u call and premise visit was made by Mr Kerr. Customer was satisfied. CAUSE:Facilities not available

19980430	19980504	MRGAN BERA			8135214360
	AB	FL	FL		
03B	R	COASTAL		INFRAPROV	

COMPLAINT: Left in working service is keeping the customer from getting service. LIW 813-525-2117 is a CLEC account. Ms. Grabova is a friend and the customer does not speak english. She had a conference with CCC rep and landlord. The landlord will not verify account information nor that the LIW has moved out and will not call the CLEC. RESOLUTION: On 4/28 an installation order was issued and place on hold status due to a CLEC(Easy Cellular EZC) left in working service(LIW) rep G081244 The rep called the landlord and requested they call EZC and disconnect service. JDurst contact National Open Mkt Ctr(NOMC) who contacted EZC and placed an out abandon order. The installation order was rescheduled for 5/2. The customer was satisfied. CAUSE CCA G081244 failed to follow CLEC LIWprocedures which the NOMC was to be contacted to coordinate the out order.

19980504	19980511	CONTIS ELENA			8132588345
	AD	FL	FL		
03B	R	INLAND		INFRAPROV	

COMPLAINT: Customer requested service on 4/30. The order was issued on 4/09 and customer was told someone would contact her in 48 hrs. The customer called on 4/24 and was told a PID and lease agreement were required. She faxed in the PID however would not have the lease agreement until she moved in. She understood the service would be put in even though the lease would be faxed later. Thelease was faxed on 4-30 the due date given was 5-5 which is unacceptable. RESOLUTION: Service representative Mrs. Messer contacted Ms. Contis 5-4 and apologized for the misunderstanding. The customer was advised that both identification and lease agreement have to be received before connection of service. The order was completed on 5-5 and the customer was satisfied. CAUSE: Customer was required to show lease agreement and identification which delayed service connection date.

19980529	19980529	PERRY ROBERT			9412918510
	EC	FL	FL		
03B	R	INLAND		INFRAPROV	

COMPLAINT: Customer wished to move and was told he could keep the same number and everything is fine. Recieved a letter on the 16th saying and confirming the information and service will be ready and provided. Here it is 5/27 and the service is not complete. Now there seems to be a problem. Seems it was delayed because the wire was bad and issued a 2nd dispatch to repair bad pair. However it will take additional 7-10 days. Unacceptable to the customer wants service now. Please help. RESOLUTION: I spoke to Joyce Bruno Tampa dispatch and she will send someone back out tonight to fix the wire and have the customer in service by the evening or first thing in the morning. Customer had service by the end of day and was very happy. CAUSE: DOR order customer not notified.

19980609	19980610	BURD DENNIS			8133431119
	AD	FL	FL		
03B	R	COASTAL		INFRAPROV	

COMPLAINT: Customer's address has disconnected service listed to Gina Musto 813-384-1206. He states he rented a room to Gina and

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

she's now gone and left the UA (balance at this time is $805 19). His girlfriend Jennifer placed a new order for service and it was placed on HFP
due to the UA. RESOLUTION:6-9-98 trouble shooter George was contacted and advised to release
the order. It is due dated for 6-12-98 (field visit) Customer was called back and advised of due date. Jennifer has os 813-323-7774 excellent account. Per tariff when roommate leaves remaining party cannot be held responsible for other parties debt.CAUSE: Rep (G115601/Richard Travers) placed order on HFP Customer Verification Center failed to release order after requesting identification.

19980609	19980616	FINKLESTEIN TONY E		8139860582
	EB	FL FL		
03C	R	INLAND	INFRAPROV	

COMPLAINT:Mr. calling for update status on his service order I220814 f900 813-986-0582 dd 6/3. Remark on order indicates. Dor Eng w/w Louise in assignment need to add pair to terminal. Other servicesame addr 813-986-6047 cbr after 7:00 pm today or for the next 15 min at wk 286-8734 X1261 Mr. Finklestein. Update 6/9 Per Toni Cannon delivered complaint to Ron Mixon of IP at 4:15 Univ Work Center. Also Toni provided a copy of the
complaint to Bob Gambrell's office. Division is handing off complaint to IP at this time. 6/12 per Toni Cannon - forwarding to fac to answer. RESOLUTION:On 6/3 Installer Dickens went out on a Service Order and found no facilities in the serving terminal. He called assignment and
was unable to provide service to the customer. Dickens Dor'ed the service order to Engineering in Awas on 6/3/98. On 6/10 Service Coach Sal Diaz received by cut section or engineering. After research
Ron called Cut Section to have them issue a RC work order enlarging the serving terminal. On 6/11/98 at 7:30 am the customer was given service. Bobby talked with Assignment Supervisor Paula Peters to discuss Dor procedure. She informed him of a new practice which requires the Service Installer to call Cut Section when an order needs to be dor'ed. CAUSE:Assignment failed refer Dor'ed order to Cut Section for resolution.

19980611	19980617	FIGUEROA ALEX		8139649202
	ED	FL FL		
03B	R	INLAND	INFRAPROV	

COMPLAINT:Yesterday Mr. called concerning the lack of his installation on transfer order T283005 f926. Mr. stated no one provided him an update status on the installation. Sandy Henrichs called situation over to IP and provided Mr. Figueroa's cbr work number 813-651-0887 x242. Also provided the customer with the number to Mr. Richardson/Engr. working Dor situation. Mr. Figueroa stated he receivedcall from Engr. advising someone would be out
last night to work order. Today Mr. Figueroa called back stating no one came out and he still does not have service. His wife is pregnant and needs the phone.RESOLUTION: Original service order was dor'ed to engineering on 6/9/98 at 9:50am for lack of terminal address. Mr. Figueroa contacted Access
designed B. Richardson at 12:08pm. & explained his wife's pregnant condition & expedite this DOR. Access designer R. Epperhart was at the customers's location fielding the job for a terminal address. Rick
notified cut section person J. Smith of the properterminal address & she put together 9P812RC #599 to enlarge the count of the existing GATM terminal. M. Blaxton verified if she could send someone that day. Janie brought the RC work order to scheduling C. Henkle. On 6/11 service installed.CAUSE:Dor'ed order due to lack of correct terminal information/work order was not built within the time frame quoted to the customer.

19980529	19980619	BLUE DOLPHIN GIFTS		8133918199
	EB	FL FL		
03B	R	COASTAL	INFRAPROV	

COMPLAINT:Customer requested service at the residence. Has been trying to reach Ms. Tutor 562-1142. RESOLUTION: On 5/27 an

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

order was issued to extend (DPA)the business line to the residence due date 5/29. Vickie Singleton Acting Manager-Access Design & Const contacted the customer on 5/29 430p. Adrianne Tudor Acc On 5/27 FAC found no facilities and referred to Engineering. On 5/29 a CZTtech was dispatched because it was not removed
from AWAS found no facility but did not cold install and notify customer. On 5/29 852p CZT tech was dispatched found facility on the station change was open it referred to engineering and customer was notified. On 5/30 810a Cut Section E Long referred order to dispatch a cableman and Dave Bonds
field coach was advised. On 5/31 805p a cableman Adler added a facility instead of fixing assigned facility. Adler sent it back to cut section and notified customer. Dispatcher Geoann signed off
order complete and copied order to Cut Section. On 6/1 930a cut assignor updated the order. Mr. Snook had a SPG $100 credit issued mad a
follow up call on 6/1 205p and the customer was satisfied. CAUSE.FAC employee JDD failed to contact customer of delay and order was not removed from AWAS. Tech G Harrington failed to do a cold install. Dispatcher Geoann sign off order before service given. DOR due to lack of facilities.

19980617	19980706	PORCHER VINCENT		8139623771
	EC	FL FL		
03B	R	INLAND	INFRAPROV	

COMPLAINT: Customer's service is due dated today and installer was out there however order is now DOR'd for bad pairs. Customer sai repairman said he did not have enough facilities and
told him he would be back next week. Customer does not want to wait that long for his service.
RESOLUTION: 6-19 order was signed off.Installer was not able to connect service due to no facilities. Local Manager Alex Hunter had technician dispatched and the cable facilities were cleared to provide service.CAUSE: DOR'd bad pairs.

19980622	19980706	PRELOVSKY ROSEMARY		8136261028
	EC	FL FL		
03B	R	INLAND	INFRAPROV	

COMPLAINT: Customer called to report that the technician that was at their home on Saturday had an unpleasant attitude not friendly threw his tools on the ground when the customer advised him thatthe drop needed to be moved to another pole since the existing one was to be cut down. When leaving the technician drove across the yard
knocking branches off their tree. The customer has no serviceeither due to DOR situation. RESOLUTION: Mr. James Area Manager contacted the customer 6-22 to discuss the situation. The customer reported that her problem was not
really with the installer but with the fact that the service was not connected 6-16 as requested. Mr. James made a premise visit to verify damage to the tree
and found none. A technician came out 6-22 and completed the order givingcustomer service. On 6-25 Mr. James made another call to the customer and she was satisfied. CAUSE. Order was delayed for 'bad pairs' and the customer placed personal blame on the technician interpreting inability to provide service as unfriendly behavior.

19980622	19980706	YWCA-EMERGENCY SHELTER		8138232859
	ED	FL FL		
03B	B	COASTAL	INFRAPROV	

COMPLAINT: Customer's contractor has been waiting for service at this location has dealt with Mr. Dorsett Mr. Tolbert and Mr. Himes. RESOLUTION: On 6/23 2p Tom Darling contract Engineer contacted the customer Don Johnson. On 6/24 1p a premise visit revealed that work order 2411 3P001TJ had been performed up to the point of heat-up for the customer's cable and had been stopped due to lack of a required City of St Petersburg permit. Mr.
Darling applied for and walked the permit through the St Petersburg process. Permit was approved and ready on 6/25. The work order was resumed and completed on 6/25. Temporary service was fed to the customer on 6/25 via the customer's conduit. Permanent service

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

was installed on 6/29. CAUSE: work order progress was halted due to the permit application not being issued in a timely manner.

19980630	19980707	VOGT DIANE			9414743911
	ED	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT Customer requested a second line connected due date 6-27 order has been delayed and he has not been contacted as to what i the problem. (cbr 941-486-8088x218) RESOLUTION: June 30 customerwas contacted by Field Manager Bruce Summers to advise that work was in progress when the Executive Complaint was received. A field engineer had been out to the location 6-29 but failed to leave a note or business card to discuss the delay. Cable splicers were at the location at 9am 6-30 placing a pedestal and adding pairs for facilities A Service Installer completed the order for the second line 6-30. CAUSE: Order was delayed for facilities and customer was not notifed.

19980629	19980708	BURDEN MILDRED			8133992097
	EC	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT Customer has been waiting since 6-22 for service. Mr. John Snook promised the customer she would have service 6-26 or 6-27 at the latest. She still has no service. RESOLUTION: Local Manager Matt Butler contacted Ms. Burden 6-29 to advise her of the situation regarding the delay of service. Due to manpower constraints a technician was not dispatched until 7-1 to clear the facility problem and give the customer service. Mr. Butler called Ms. Burden 7-2 at which time she stated the technician did a good job and she was pleased with our response to her needs. CAUSE: Order delayed for'no vacant and good isolated facilities.' Customer was misinformed about expected completion date.Manpower problem delayed clearing the facility

19980623	19980709	KELLNER MARY E			8135853021
	EC	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT Customer ordered service 5-26 due date 6-17. The order has been delayed. The customer called to find out when the service would be installed and was advised it would be 7-2. Customer askedfor a supervisor who was Sherry Wilborn. The representative advised the customer Sherry would call back at 11:am he did not hear from her. He called back at 2pm and this representative told the customer that Sherry didn't work on her floor so he asked to speak to her supervisor. She said 'OK' and then came back on the line saying she had paged twice and there has been no response. The customer hung up and called Customer Relations. RESOLUTION: 6-23 Field Supervisor Frank Fergurson contacted the customer to resolve the situation. The order had been delayed for problems with the isolated pairs a technician was dispatched 6-24 and the order was completed. The customer was issued a $25.00 credit for the dealy and the $55.00 connection fee was waived. CAUSE: Order was delayed for isolated pairs customer not notified and supervisor from CCC failed to call customer back adding additonal aggravation.

19980624	19980709	BRACKEN BARRIE			8132690797
	GE	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Customer said GTECC reps and Supv. were rude and arrogant and discourteous while trying to correct a billing problem.RESOLUTION: Letter of apology and $50.00 GTE CAlling Card was mailed to customer.CAUSE: Delayed primary service install and unprofessional behavior from reps and supv.

Customer Relations - Complaints

04/26/2001

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980713	19980715	TATE PAMELA			7273281387
	EC	FL FL			
03B	R			INFRAPROV	

COMPLAINT: Service was to be installed on 7/6 has been told it would be another week because of others ahead of her requesting service. The customer spoke to Debbie Cruz. ----- RESOLUTION: On 6/30new service order was issued with a due date of 7/6. On 7/1 assignment preassigned the order on a bad feeder pair (all that was available)and noted the order there was no CBR# for the customer On7/6 DOR released the the order to dispatch (DR queue) instructing the tech to repair the facilities. Due to extreme high volume and inclement weather the order was not dispatched. Debbie Cruz dispatch supervisor was not on duty from 7/9 - 7/13 however may have had contact on the due date. On 7/13 Guy Pippin Local Manager contacted the customer and was satisfied. On 7/15 Brandy FretterCoastal Resource Manager contacted the customer and was satisfied. On 7/13 330p a technician was dispatched and a cable pair was cleared to provide service. ---- CAUSE: Bad pairs and inclement weather delayed order CCC rep M. Castellanos failed to add a CBR number to the order.

19980709	19980720	SZYMANSKI PETER			7275817400
	EC	FL FL			
03C	R			INFRAPROV	

COMPLAINT.Customer requested a second line with jack-work was given an appoitment customer waited and the order has been delayed. The customer was promised a call back on 7-6 to advise status and noone has called. Has spoken to dispatch engineering and referred to Care for an SPG credit. Cassandra in Care was not helpful to the customer and she gave her the wrong number for Customer Relations. RESOLUTION: Local Manager Ted Stillwell had already contacted Mrs Szymanski at 9:45am to advise delay problems. The customer was not satisfied and called Customer Relations. Mr. Stillwell responded to the customer again using EDT facilities a technician was dispatched at 2pm to complete the order. Mr. Stillwell contacted Mrs. Szymanski at 3:50pm after the installation to verify her satisfaction. She was pleased. A $25.00 credit was applied on her other account 727-581-3601. CAUSE: Customer was not contacted about delay due to bad pairs on order and waited all day for a technician. .

19980716	19980804	COPAS BOBIE L			8137198116
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT:I314896 F920 due date 7-13-98 adding 4 lines. Only 1 working others dor'ed. Customer very upset has been paging calling Mr. Banks engineering has not heard back from him. Mr. Copas canbe reached on cell 800 989-1579 or office manager Sheila 941 688-3810 RESOLUTION:7-9-98 customer's order received in delayed order section. Work order 9P830RC/50 was issued to add pairs to the terminal. 7-13 cable splicer was dispatched to add pairs and provide service to the dmarc per customer request. The customer was notified that all four lines were working up to that point. 7-16 on receiptof the customer's complaint the supervisor Scott Walls made a field visit verifying again that the lines were connected at the demarc. Mr. Copas was notified and requested to contact his vendor. Thecustomer is satisfied. CAUSE:The customer only requested working service to the outside completed on the due date.

19980721	19980804	WILSON LYNN			9413189344
	ED	FL FL			

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

03B R INLAND INFRAPROV

COMPLAINT:Verbal transfer Kevin Rice PSC I328464 F926 DOR status due date 7-30-98. Customer is irate has not gotten any status or satisfaction in conversations with engineering Also he was originally assigned telephone number 326-9716 had to be changed. He is very upset because he had given that number out He also wants guarantee of reimbursement for use of his cellular phone. Jeanne(Mrs.) can be reached at work 941 294-7070 RESOLUTION:7-21-98 the customer was contacted by Local Manager Olin Brit advising the order would be worked by late 7-22-98. The order had been put on delayed order status for 7-20 but was not worked due to a workload backup. Work order 9P830RC/525 had to be worked in order to provide facilities. The customer was provided with service 7-22 and advised Mr. Britton a follow up call that he was satisfied. Tom Broxton Engineering also spoke with Mr. Wilson 7-27 and requested credits given totaling($91.36 NRC charges 1 month's service and SPG)for the inconveniences of the delay and because the original number assigned to him was changed. CAUSE.The customer's order for new service was delayed because of lack of facilities.

19980716	19980805	WORK OF ART AUTO		7278491822
	EC	FL FL		
03C	B		INFRAPROV	

COMPLAINT:Only 1 line working customer waiting on cable pairs to be cleared for 2 additional requested T807935 6-5-98. He has been talking to Engineering supervisors in the field but has heard nothing new now for 2 weeks is difficult conducting business with just 1 line. RESOLUTION:7/16/98 Vickie Singleton Acting Manager Access Design and Construction spoke with the customer advising would investigate and resolve The cut section(Engineering) found the transfer order 6-12 was signed off in error by BLOB TECH. Otto Wall Access Designer Infrastructure Provisioning should have followed throughto insure that a 'C' order was issued for the remaining two lines. 7-16 C349270 F207 was issued per Engineering(work order 9P850RL-20) and 842-2884 and 849-1729 were working for the customer 7-17. C026182 F203 effective 6-13 no physical work adjusted the customer's bill accordingly and the customer is satisfied. The Section Manager coached Otto Wall on the proper procedures for issuing followup C orders. CAUSE:I order signed off in error by BLOB tech and follow up order to add additional lines originally delayed because of facilities not issued by Access Designer.

19980804	19980813	FURR SUE		8139610902
	EC	FL FL		
03B	R	INLAND	INFRAPROV	

COMPLAINT: Ms Tidwell called to complain that her service has not yet been transferred to her new location. The Order T098380 F927 was scheduled for 07/31 and shows DOR to ENG no isol prs to sod term. She also gave a fax line number of 813/968-0541 T098382 F927 shows DOR and schedule date 08/28/98. Modem line number is 813/269-0375 I098386 F927. RESOLUTION: Toni Cannon reports that customerwas contacted by Steven Leung Local Manager. Mr Leung apologized for delay and assured him he would check with Engineerin and send technician to his residence to check on jack. The previous repair tickets were dispatched to old address because service had not yet been transferred. Mr Leung spoke with Bill Richardson Engineering and relayed information regarding complaint and isolated pairs needing attention. On 08/05 IP and Service identified 3 possible pairs. The pairs were cut in and Mr Elrod was dispatched to complete. He installed one DL+ and one single to provide service. Mr Elrod rewired one bad jack. Mr Leung also made premise visit 08/06 to ensure service. The orders didn't have cross reference information for all lines originally. CAUSE: Orders DOR'd for cable pairs and CARE took tickets on DOR'd F&T.

19980730	19980814	KOWALEWSKI DONALD		7273817176
	ED	FL FL		
03C	R		INFRAPROV	

COMPLAINT: Mr Kowalewski called to complain that his second line was requested when his transfer was requested early July. Move was made 07/17 first line only (727) 344-6854 His second line orderwas not processed until 07/20 with original due date of 07/21. His second line has now been DOR'd until 08/17. He spoke with pending orders and was told

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

supervisor would get back to him last week He wants to know why no one gets back with him and why this is taking so long.
RESOLUTION: Carollea Goodner reports that John Shook Facility Admin Supervisor for the Cut Section contacted customer 07/31 08:23 am to affrim receipt of complaint. He also advised that GTE would make every effort to establish second line before the work order completion date of 08/17. Mr Shook was advised that jack work had not yet been completed. Mr Shook contacted B Laconi THC OSP Construction in the Gandy work center to expedite work order. Mr Laconi concurred. The second line was established perinstaller #2323 08/07 10:34 am. CAUSE: Customer not kept informed frequently enough of DOR status.

19980805	19980814	VENEZIA WILLIAM			7278217245
	AB	FL	FL		
03B	R			INFRAPROV	

COMPLAINT: Mr. Venezia is a longtime GTE local customer in Florida. He's unhappy that GTE asks him to put down another deposit and pay for installation to get telephone service at his second home in North Carolina. He said many other residents in Florida feel the same way He doesn't believe GTE treats its customers very fairly Basically he belives GTE should offer INCENTIVES to long standing customers to reward them for their loyalty.
RESOLUTION: Per Sybel Deaton External Affairs as a courtesy to Mr. Venezia the deposit can be waived but not the installation charges. Mrs. Bragg spoke with Mr. Venezi and advised that the deposit could be waived but he would have to pay the installation charges in the state of North Carolina. Mr. Venezia was not satisfied and stated that senior citizens are on a fixed income and too much money is wasted on hook-up fees.CAUSE: Customer wanted deposit and installation fees waived because he is a longtime cust of GTE's.

19980721	19980820	GLASS MICHAEL F			7277894329
	CC	FL	FL		
03B	R			INFRAPROV	

COMPLAINT.Customer requested transfer of service and was told it would take 2 weeks to complete transfer. The previous customer's number is working at his new address. RESOLUTION: GTE's order center that works ALEC disconnect orders issued a disconnect on 7-14. A technician was dispatched to the customers address 7-15 to connect his service. CAUSE: Disconnect order not processed by ALEC order center in a timely manner.

19980724	19980820	CAMERON MICHELE			7275962258
	ED	FL	FL		
03B	R			INFRAPROV	

COMPLAINT:I262494 F900 to add second line main #517-0709. Customer has had DOR problems now 7-23-98 order signed off as complete per GTE employee out told customer still needs to be activated atDmark. Customer has CPE jack vendor work scheduled today needs dispatch A.S.A.P. charges on order adjusted accordingly. RESOLUTION:7-4-98 service order copied to Engineering for assignment of straight feed cable customer not notified of possible facility problem. 7/8 order referred to Access Design Engineer. 7/9 Customer Contact Center adds remark to please call customer when pending date is identified to coordinate jack work. 7/10 work order issued to add pairs with an estimated date 7/22 customer not notified. Customer called 7/16 and 7/22 requesting status 7/22 work order RC #21 o.k. tobe released per Ken Dowell/OSP Construction Supervisor. 7/24 order signed off completed cable pair defective. New order issued original cancelled 7 p.m. cable pair repaired. 7/25 order complete customer contacted satisfied. CAUSE:Facility delay customer not informed of progress status.

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980803	19980820	CLINT'S FLOORS			8138686075
	ED	FL FL			
03B	B	COASTAL		INFRAPROV	

COMPLAINT: Applied for svc in July with due date of 8-1. As of 8-3 svc not connected RESOLUTION: On 7-15 order placed to transfer service. On 8-1 order turned back due to pair assigned was in use.On 8-3 order ref to Eng to issue work order and due date changed to 8-15. ON 8-4 work order issued and on 8-5 began installing service. On 8-6 service provided. CAUSE: No facilities

19980812	19980902	STEELE SUSAN			7274474118
	ED	FL FL			
03B	R			INFRAPROV	

COMPLAINT Cus placed order for svc with due date of 7-28. Now told due date of 8-27 because no facilities available due to other home owners installing more than one line.RESOLUTION 7/30 the serviceorder for new installation was placed on Delayed Order Request (DOR) status due to lack of
facilities 8-12 Local Manager Dennis Burg had a service technician dispatched. It was determined that a records error associated with the cable terminal and outside plant facilites caused the dalay
in providing service.8-12 at 6.00pm service was provided. Mr. Burg contacted Ms. Steele who stated the service was working. Mr. Burg provided his
office number for future reference.
CAUSE:Records error associated with cable terminal and outside plant facilities caused the delay in providing service.

19980828	19980911	FOSTER'S CREEK			9417217500
	ED	FL FL			
03B	B	COASTAL		INFRAPROV	

COMPLAINT: Mr. Donaldson has an I868284/F207 it's on DOR. He advised GTE came out on 8/12 and offered to install a temporary line. He refused the temporary line because he was advised that the permanent line would be
installed in one week. That week has come and gone and Mr. Donaldson needs a temporary line installed. Four billboards are going up this weekend
with that number on it. If we can't install a temporary line he needs voice mail or call forwarding. Please call his cell #
941/928-6546. Linda called to extend complaint until 9/10. RESOLUTION: On 8/28 Voice Mail was established. CAUSE: DOR'd order due to facilities customer refused temporary line.

19980902	19980917	VAN KEYMUELAN PAUL			7273920975
	EC	FL FL			
03B	R			INFRAPROV	

COMPLAINT: Customer is IRATE order DOR'd. Customer said it was scheduled for 8-24 no one has called him to say what's going on or explained what's going to be done to get him service. Customer requests compensation.
RESOLUTION: 9-2 John Snook/Adm
Supervisor contacted the customer. Remarks on service order reflect inquiry referred to Dave Bellinger/OSP Construction Supervisor to advise work order status remarks per Ruth Clark/Cut Assignor. 9-3 Remarks on service order shows work order
completed per Curtis Baker/TGC OSP Construction Supervisor. The order was released to field for provisioning of service order through a station change. Order
reflected 'DO NOT REDOR' - wire out of limits (WOL) if necessary. Due date changed from 8-24 to 9-10 then to 9-4. 9-8 the service order was completed. 9-9 The customer called John Snook back to thank him for completing the order.CAUSE: Failure to keep customer abreast of the delay in service. Cable Pair queue and failure to contact customer /DRM

Customer Relations - Complaints

04/26/2001

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980915	19981001	THE TRAVELERS			8138897284
	ED	FL FL			
03B	B	INLAND		INFRAPROV	

COMPLAINT Customer transferring business lines into residence. An order has been completed but not all lines are working. RESOLUTION:Local Manager Mike Franklin spoke with Ms. Parker 9-14-98 in reference to problems she had with transfer orders of her Business and Residence lines. A repair technician was dispatched that day to activate the second residence line 813 886-8253 T328302 F917 signed off 9-1 but service not working. The original order for the Business lines was delayed by Engineering for lack of facilities. Order research documents the DOR released by mistake for 8-14 service was provided 8-18-98. Also dual service could not be provided cable not compatible. Mike Franklin apologized to Ms Parker for the inconveniences caused. Two Service Performances total credit $50 were issued for each of her residential lines. Mr. Franklin provided Ms Parker with his name and telephone number if needed in the future. CAUSE:Facility delayed orders dual service not all lines workingwhen committed.

19980923	19981007	STAMABAUGH DEBRA			9419675339
	ED	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT Customer has order with due date 9-16 still has no service. This is at Palms Mobile Home Park she is lot 29 on Jerico road. RESOLUTION: Local Manager Steve Rountree dispatched a technician9-23 who could not connect the line due to no terminal DOR status. 9-24 assignment advised the technician the order was still DOR status. 9-25 technician connected service on an EDT number that he had previously requested from assignment 9-24 that they had advised was not available. Mr. Rountree contacted Ms. Stamabaugh 9-28 and verified that she was satisfied. CAUSE: Order had been routed fromengineering to assignment 9-16 and it sat in the Due Date Change que until 9-25. Also assignment failed to give technician available EDT facilities to complete order.

19980923	19981012	WISE KARI J			7277342490
	EC	FL FL			
03C	R			INFRAPROV	

COMPLAINT.Customer ordered three lines to residence third line 734-2490 on DOR status. Customer requests escalation work outside ha been partially done yard is still dug up with flags. RESOLUTION:The customer's second telephone number 734-2490 had been delayed because of lack of facilities. Local Manager Dennis Burg left a message on September 23 1998 for Ms. Wise. He advised that the servicewould be activated on September 24 and the line buried. Construction Supervisor Bill Ellerd advised Dennis Burg that a work order to place new cable pairs in the service terminal had been worked September 22. After the work order had been completed a service technician dispatched felt that the work order had been worked in the wrong terminal and delayed the order again. Dennis Burg confirmed that the cable pairs were in place and contacted contractor D.O. Creasman to bore under the driveway so that the service drop could be placed. The work was completed and service activated on September 24. The field technician dispatched who had delayed the order again was coached on proper procedures. In a follow up Mr. Burg spoke with Ms. Wise September 28 and she was satisfied. His name and officenumber were provided for future reference. CAUSE:Service order was delayed a second time by a service technician dispatched to the service terminal.

19981009	19981012	RANSON CHARLES	9416668791

005395

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Cus req svc and assigned a T# - now told no facilities RESOLUTION: On 9-22 GTe dispatched to provide svc and found defective cable pr and referred to AWCA que. GTE left door hanger. Cis called several times and GTE Svc Rep hung up on him. On 9-28 cus told GTE had 137 cases to trouble. ON 10-2 GTE cleared cable pair and provided service. CAUSE: DOR

19980930	19981013	FINNEGAN MARY		9419264511
	EC	FL FL		
03C	R	COASTAL	INFRAPROV	

COMPLAINT: Customer has been waiting for second line service since 9-21 and still has none and does not know why. Cannot get a 'straight' answer from anyone.
RESOLUTION: Local Manager Tom Ackerman contacted Ms. Finnegan 9-30 to discuss the delay of her order. A technician had completed interior jack work on the due date 9-21 but was unable to connect the line due to a bad cable pair. On 10-2 theorder was completed and the customer was satisfied. CAUSE: Order delayed for bad cable pair and staff availability.

19981009	19981013	TURNER ROBERT LINCOLN		8137154902
	ED	FL FL		
03B	R	INLAND	INFRAPROV	

COMPLAINT: Ms Turner called in regards to an order placed by her inlaws for new service for 9/2. Ms Turner then called in on 10/5 and was advised that the service would be on by 10/7. RESOLUTION: 9-19 the order was referred to the Cut Section for no terminal. 9-21 Order referred to Engineering because no terminal found in records for this address. Terminal was located in field and limbs needed trimming around terminal. 9-22 Division Resource Manager routed order back to facility surveyors queue to contact aerial drop. Alan Reynolds issued work order 3623-9P830RL/94 to add feeder pairsto cross box for relief. 9-23 order was Dor'd for feeder pairs. 9-25 Alan Reynolds contacted Mr. Turner with estimated completion time of 10-7. 10-7 work order completed and due date was routed on 10-8 to provide service. 10-8 Mr. Brantley
contacted Mr. Turner to advise he would have service same day. 10-9 Mr. Turner filed complaint. Upon investigation the order was located in dispatch system (AWAS) with no assignment. Cut Assignor Frank Crane made assignment and order was sent to field and service provided. CAUSE: No feeder pairs in cross box and Cut Assignor failed to update recordsand route order to the field.

19980914	19981018	NEWMAN WILLIAM		9417484287
	ED	FL FL		
03B	R	COASTAL	INFRAPROV	

COMPLAINT: Cus called GTE on 8-28 for service transfer. Every time he called was told something different regarding the due date and why service was not worked RESOLUTION: On 8-28 order placed forsvc with due date of 9-2. On 8-29 order referred to cable to have a feeder pair repaired and also ref to cut section. On 8-31
order ref to engineering. Prior to the due date on 8-31 cus informed of the delay and that fac would be available in 10 days. While splicing was in progress it was discovered that each of the cable complements that were
added to the cross box were open in several locations delaying the ability to add the necc reflief to the box. Volt unit contractors were in the process of wkg to get the pairs spliced through. On 9-11 cus ref to Eng Ofc for status of order. Order wasexpidited however due to conversion of the order system and down time the order was not worked on Sat. On 9-14 order was worked and cus advised. CAUSE: Order delayed due to no fac and coversion of GTE's system

19981001	19981018	BOUCHER DENNIS	8139200752
	EC	FL FL	

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
03B	R	INLAND		INFRAPROV	

COMPLAINT: Customer has been waiting for service since August. RESOLUTION: Order placed for svc with due date of 9-25. On 9-25 installer found no main pairs
and order placed on DOR status. Card left with reason for delay. New Due date of 9-28 given. On 9-28 order released to the field with install date of 9-29. On 9-29 in error order not put in the system and service not installed. On 9-30 order was worked. SPG issued. CAUSE: no facilites and order not placed in system for dispatch

19981012	19981020	LAPIERRE JOE			7273761322
	ED	FL	FL		
03B	R			INFRAPROV	

COMPLAINT: Mr. Lapierre's I0335335 is DOR'd. He was advised it would be 5 to 30 days before his service could be installed. That is unacceptable. Please call him @ 727-394-6121 RESOLUTION: 10/08/98 @ 1430 Remarks in NOCV show order turned back per installer due to bad feeder pairs 'cold' install complete
customer notified of possible 30 day delay Remarks per Mann Holland/Facility SurveyorCoastal. Referred to John Snook Coastal Facility Surveyor Supervisor. Demanded service today (10/12/98) not 10/16/98 as
quoted. Wanted compensation for missed due date (10/08/98). Granted $25 SPG. Remarks also reflect John Snook contacted Due Date Manager
(escalation desk) and requested service order be routed today. Permission was granted. John Snook contacted customer advising servicewould be provided today (10/12/98) 10/14/98 @ 1753 John Snook Coastal Facility Surveyor Supervisor contacted customer. Customer Satisfied. CAUSE: Delayed order.

19981002	19981026	I C F			7275451076
	EC	FL	FL		
03B	B			INFRAPROV	

COMPLAINT:Business customer cannot receive calls on main number 545-1076. Order to add 3rd line delayed 9-30 because box not hooked up outside after technician left first line went out. Was promiseddispatch late yesterday afternoon so far still has trouble has not seen technician
promised. RESOLUTION:9-28-98 Business Zone Technician was dispatched to install one line and jack at the customer's business. The technician found that the terminal was not linked to the crossbox
and there were no available facilities. The order was put on delay status. The technician was back out on October 1to ask if the customer has received any status. That evening the customer reported trouble. 10-2-98 a dispatched technician corrected the problem a bare wire touching the customer's line. The customer was satisfied. Follow up the new line was completed 10-6-98. CAUSE: Repeated reports of trouble.

19981009	19981027	ERNEST GREG			7273221407
	ED	FL	FL		
03B	R			INFRAPROV	

COMPLAINT: Customer placed order for new service and never received the service. He said it was scheduled for 10-8-98 and no one showed up. Customer said he was so angry he called back and canceled the order. The order has been reentered and customer expects service.
RESOLUTION: Original order due dated for 10-8 was DOR'd.Due to customer's frustration he canceled the order. 10-9 Customer contacted Customer Relations really wants service. A new order was placed and requested to be expedited. A work
order was issued#2417 3P001QV. 10-12 Facility Adm Supervisor John Snook spoke with THC OSP Construction Supervisor Phil Cordosi requested expedite of work
order to effect SCO (Station Change) in order to vacate pair for customer. Phil agreed. A message was left for the customer that efforts being made to provide service by 10-15. However 10-13 at 6:32pm order completed by #7965 Mr. Liddle.CAUSE: No facilities

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

order DOR'd. Work order expedited in order to provide customer service.

19981023	19981105	GOFF KEN		9416766916
	ED	FL FL		
03C	R	INLAND	INFRAPROV	

COMPLAINT: 2nd line due date was 10-13 and was not connected. As of 10-20 no svc RESOLUTION: On 10-9 ord placed for svc with a due date of 10-13. On 10-13 ord placed on DOR and ref to engineering. Eng did not do anything with the order until 10-20. On 10-21 service was provied. CAUSE:Delay in service

19981029	19981106	AGUILAR GLENN L		7273812059
	ED	FL FL		
03B	R		INFRAPROV	

COMPLAINT Customer called to have service moved from one location to another at the new address there are no facilities and the order has been Dor'd. Customer has a medical emergency and has contacted the PSC to get this service working.
RESOLUTION: Work order 9P820RL-17 was issued by engineering on 11/2/98. The order had been delayed since 10/22/98 due to no isolated pairs. Bob Ralston Access Designer
worked the order on 11/6/98 when an isolated pair became available. A change in terminal count at 4915 30th Ave N terminal #441. Pair 3052-1050 was removed on 11-2-98 a work order was assigned and customer had service by 11-6-98. Customer not satisfied with delay however glad his service is finally in. CAUSE: Order delayed due to no facilities available.

19981030	19981116	CORBIN CHRISTEN		7275338107
	EC	FL FL		
03B	R		INFRAPROV	

COMPLAINT. Customer's new service was due dated for 10-2 however it was DORD'd to 11-10. John Snook called on 10-29 and said sh would have service by 10-30. Mrs. Mitchell called and said she should have it by (same day) 10-29.
RESOLUTION: 10-28 Local Manager John Snook
contacted customer to advise service to be connected by 10-29. 10-29 NOCV remarks reflect assigned station change move telephone number 531-4140 from 154-2002 + 3161-852 to 3161-886 T-100627 1027 Fay Avenue. 10-30 Station changes would
notwork due to 'rolled' pair and/or solid troubles dual line carrier deployment failed due to light trouble on physical pairs. Sebastian/Installe resorted to
using split pair in order to provision. 11-4 Customer recontacted by John and service is fine except for some very light static.
Contacted Coach for replacement which was corrected. CAUSE: Failure to maintain facilities pairs rolled with MARK records not reflecting as such troubles on working pairs preventing dual line deployement.

19981106	19981117	GULF COAST FIBERS		8136204000
	ED	FL FL		
03B	B	INLAND	INFRAPROV	

COMPLAINT: Customer's service was connected 11-2 and requested 8 lines however only 1 line is working. He's been told by Engineering not enough facilities in his building.RESOLUTION: 11-6-98 Blane Birby Engineer contacted Mr. James Rice to explain
what needed to be done and that he would have service by 11-9 A work order [9P813RL #31 (1717)]was engineered to add 50 pairs into th area. BDCC was asked to do their
cold install and it was completed by Tim Martin. Tim also ran jumpers and provided service by 11-9. 11-16 a follow-up call was made to Mr. Dawkins to
see if service working ok it is. CAUSE: No facilities bad

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

pairs in the field. Could not be cleared.

19981105	19981130	JONES EDWARD			7273200113
	EB	FL	FL		
03B	R			INFRAPROV	

COMPLAINT Customer request ISDN removed and residential line installed. Line delayed RESOLUTION: Order placed for svc with due date of 10-21. Due to
human error order was directed to an incorrectque and was assigned facilities. On 10-27 Cus tomer contacted GTE and the order was then dispatched to field. The field ref to Eng to have a mid span repeater removed. On 10-29 order was reassigned and the order was worked SPG issued. CAUSE: Service delayed due to GTE error

19981201	19981203	SELG LOUISE			7278199610
	EB	FL	FL		
03B	R			INFRAPROV	

COMPLAINT. Customer IRATE I service was working Wednesday 11-25 then it went dead. The technician was out but no one has repaired the service. Customer is in Apt G Number
originally assigned was 727-937-6685 and was changed to 727-819-9610.
RESOLUTION· 12-1 customer was contacted by Valerie in Division Manager's office and service had been connected. There was a cable imbalance. Customer thought service was working due to LIW status.CAUSE. Order delayed due to LIW in Mark only.

19981113	19981209	ESPOSITO RALPH			7275216826
	ED	FL	FL		
03C	R			INFRAPROV	

COMPLAINT.Delay I0770486 adding two additional lines to residence. Appointment scheduled this morning customer requests follow up to make sure wants technician inside home to test lines. Also yardis torn up even sidewalk broken. Customer feels like he was not updated o status ongoing work.UPDATE:11-18 A. Read requesting extension CWH. RESOLUTION:Local
Manager contacted Mr. Esposito in regardto his complaint. I0770486 adding additional lines was put on delayed status 11-05-98 to clear facilities needed.(4 bad cable pairs) The installer in the field referred to GTE Engineering and notified
the customer. Order documentation also shows the customer updated 11-7. Service was established 11-10 but the sidewalk had to be dug up to cut in a new buried
terminal. Contractor Volt was notifiedand the damage repaired. Mr. Grounds spoke to Mrs. Esposito on November 20 1998 and she was satisfied. Mr. Grounds left his name and number if there should be any further questions.CAUSE:Delay in adding two additional lines additional facilities needed. Sidewalk damaged during construction to add terminal.

19981116	19981209	SOLTOFF ROBIN			7275216216
	ED	FL	FL		
03B	R			INFRAPROV	

COMPLAINT:T0751835 3 lines original due date 11-14-98 customer upset that first contacted 11-13 to advise of DOR. Robin has been speaking with Dan Afeld for escalation but he indicated work load preventing him from resolving problem. RESOLUTION:11-12-98 due dat changed from 11-14 to 12-14 (30 day procedural allowance for
Delayed Order) and order referred to Engineering for field splice of facilities in the field. A message was left for the customer who on 11-13 spoke with Engineer Dan Afeld. Mr. Afeld documented that he would advise Mrs.
Soltoff of the status. At the time of Ms. Soltoff's call to GTE Customer Relations field work was in progress to clear the problem. Ms. Soltoff was

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

contacted by Section Manager Gene Smith and Dan Afeld @5:50 p.m. 11-13 and notified that the terminal would be cut to provide service on 11-16. Gene Smith followed up 11-16 to insure escalation of the due date Ms. Soltoff is satisfied. CAUSE:Procedures followed order original due date delayed becauseof facilities

19981119	19981209	BLAIR MARYANN		9413429272
	EC	FL FL		
03B	R	COASTAL	INFRAPROV	

COMPLAINT: Customer has been waiting since 11-9 for service and cannot get a straight answer from installation department as to when she will be completed. She has been told that she is on a list
andothers are ahead of her. Customer feels like she is being put off because this is a 'hard' job. There is a main number in the house 941-379-9048 that belongs to someone else RESOLUTION: Local Manager Tom Ackerman contacted the customer 11-19 and had the service completed that day The order had been in a delayed order status for bad pairs. The customer was satisfied. CAUSE: Order delayed for bad pairs and lack of manpower.

19981130	19981209	CENTEX ROONEY CONSTRUCTN		8136320831
	BC	FL FL		
03B	B	INLAND	INFRAPROV	

COMPLAINT: Customer had work order scheduled for 11-30 placed 11-9 and has been advised by the Engingeering department that the order is delayed. Customer called Mr. Ferrell's office. RESOLUTION: Local Manager Gary Raab was actively working on this
order since 11-25 prior to the executive complaint. It was determined that representative Robin Hooks failed to refer the order to the cut section per procedure for
installation at a construction trailer. 11-25 Mr. Raab met with Mr. Keese and arranged to provide a quote for construction charges related to the installation. 11-27 the estimate wasdelivered and the job was scheduled for 11-30. The service was working by 4:30pm 11-30. CAUSE: Representative failed to refer order to appropriate department to meet installation date.

19981203	19981209	BRADSHAW GARY L		9417274788
	ED	FL FL		
03B	R	COASTAL	INFRAPROV	

COMPLAINT: Mrs Bradshaw called to complain that her service that was scheduled for 11/10 still is not working. She has been told many stories by different areas and just wants her service to work. She's having to use cell phone waiting for service. Order I0832134 was on DO status as of 11/13 with no further notes. Someone advised her 12/1 that it would be working 12/2. When her husband called late day 12/2 h was told it was still pending.
RESOLUTION:Linda Smith advised that Access Designer Terry Frankford had been working with Mr Bradshaw throughout the DOR process and leaving his telephone and pager numbers for contact. The order was on DOR due to both aerial and buried cable would need to be placed and a DOT State Road Permit issued. Mr
Frankford had advised would be second week in December before service would be working. Permit was approved 11/20 and Mr Frankford advised Mr Bradshaw of construction to be started soon. Due to Thanksgiving
holidays the construction was started 11/30 and Mr Bradshaw was advised service would be on second week of December as planned. On 12/4 Bob
Couchois Contract Cable Splicer completed the splicing but advised would be 12/7 before service would be working due to time of day. Mr Bradshaw was left a voice message and Mrs Bradshaw was called to advise. Order was signed off complete 12/7 7:35 pm.
CAUSE: Mrs dislike with DOR process

19981130	19981210	EDELMAN SHARI	9413222677

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	ED	FL FL			
03B	R	COASTAL		INFRAPROV	

COMPLAINT:Verbal PSC/Elsie. Ms Edelman placed an order for service on 11-1-98. She says she has spoken to many people at GTE everyone has been very rude.Her father is very ill. She has been using hercell phone at $.60 cents a minute. She wants to be compensated. We keep giving her the run around. She says they knew they had to lay cable the day she placed her order yet it took them unti Saturday to do it. Her security system cannot be activated until the phone is in She will expedite further if she needs to...FCC TV Tampa Tribune.RESOLUTION:Mr Mark St. Denny Local Manager received thecomplaint on December 2 1998 at 9:19am. He dated the order and routed it to a technician. Service was provided within 4 hours.CAUSE:DOR'D for service wire to new house no CBR was provided on order.

19981207	19981210	WINCHESTER JOHN			8136419324
	ED	FL FL			
03B	R	INLAND		INFRAPROV	

COMPLAINT: Mr. moved into new house on 11/23 in an established development. First he was advised that the phone would be installed on the 2nd of December. To his suprise when it came time to get thephone connected he was advised the line was never run to the street that he lived on. He was advised that he would get a temporary line until his line could be installed. But it would take up to December 7 to install. So in the mean time he is without phone service and alarm system. RESOLUTION: Lynda Wilson reports that Gary McGee Local Manager routed technician who brought dial tone to Mr Winchester's NID. It was wired out of limits from 5 houses away. Mr Winchester was not home when Mr McGee was at residence. Since Mr Winchester gave no CBR Mr McGee was unable to call customer. CAUSE: Lack of facilities caused DOR'd order status.

19981209	19981216	CASELLA AUDREY			7272980226
	ED	FL FL			
03B	R			INFRAPROV	

COMPLAINT: Customer has pending order due dated for 12-3. She said a tech was out there however he said the pole connections are not working. RESOLUTION: Local Manager Dennis Burg contacted Ms. Casella on 12/9. Mr Burg advised Ms. Casella her order had been delayed due to a problems with the cable pair (order was placed on DOR status 12/5) but that he would have someone out thefollowing morning. Mr Burg had a technician dispatched 12/10. A cable pair was repaired at that time and service was provided to Ms Casella. Mr Burg spoke to Ms. Casella again on 12/10 at 1.00pm.Ms Casella was very pleased her service was working. Mr. Burg also provided his office number for her future reference.CAUSE: No facilities in serving terminal. Order was DOR'd.

19981210	19981216	SARASOTA ELECTRIC CORP			9413795585
	ED	FL FL			
03B	B	COASTAL		INFRAPROV	

COMPLAINT: Mr David Perna emailed that his two-line business service has been delayed due to facilities not available. When an installer did come to his premise he was told at least one line would be available but still wasn't according to CO technician. Mr is upset with unprofessional behavior of installer. RESOLUTION: Pam Cummings reports no Operations employee was dispatched to this location 12/7. Linda Smith reports that Tim Bowman Section Manager contacted the customer 12/10 5:30 pm. Service was provided on 12/11 at 12:30 pm by dual line. An SPG was issued 12/9. CAUSE: DelayedOrder caused displeasure.

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981125	19981217	DAVIS WARREN A			9419237500
	AB	FL FL			
03C	R	COASTAL		INFRAPROV	

COMPLAINT:Mr. Downard called on behalf of Mr Davis requesting to speak with Mr. Ferrell. He requested Mr. Ferrell's address in order to submitt his complaint in writing. However he allowed me to request his concerns. Mr. stated the 941-923-7500 941-923-0315 & 941-925-0315 was supposed to be transferred back in 11/18 Also on the transfer order GTE was supposed to add one more line for a computer along with additional jack. Mr. advised that on

11-18 three GTE installer came out however they did not understand the work orders. He stated they said he could not have the same service at his newaddress which he did not understand. He advised that three of the lines were installed with the cable laying on top of the ground. On 11/19 He called back

because the installer advised the 4th linewas not on the service order and he needed to place the order and request the cable to be buried. He was advised that on 11/25 GTE would be out to complete his

request. RESOLUTION:Brenda Neely CCC Operations advised that previous orders had been cancelled in error. Ms Neely spoke with customer 11/25.

Non-Recurring Charges (NRC's) have been waived due to error ($90.00). First 3 lines were working11/25 Dial Data Link Line was work 12/01. Ms Neely will follow up to be sure bill is correct. All rep's will be coached. Voice message left 12/15 11 00 am to confirm.

CAUSE: Service order errors.

19981130	19981217	BLICBLUM STEVE			8136819507
	ED	FL FL			
03B	B	INLAND		INFRAPROV	

COMPLAINT: Dr. Blicblum received a call from Steve in dispatch moving the due date to November 30 1998 because no one at location Now we cannot install service today because there is no terminal installed. --- RESOLUTION: Bob Gambrell Manager-Access Design & Const spoke with Steve Foxx Section Manager Tampa East Engineering. On

4/22/98 a work order was issued to place new cable to fournew office buildings. Cable was placed on 11/30 but terminal was not placed and spliced. On 5/28/98 the terminal was built in MARK by mistake. On 11/16 customer

changed the due date to 11/25 due to dual service could not be provisioned. On 11/25 Business Service Center negotiated a 11/30 due date with the customer.

The business tech discovered the terminal was not in place and passed toEngineering at 920a. Steve Foxx Section Manager Engineering contacted the customer at 205p and advised service would be provided on 12/1. This ok with the customer since they were not moving into the building for two days. ----CAUSE:Lack of facilities

19981208	19981218	INTERCONNECT SERVICES			9413776036
	BC	FL FL			
03C	B	COASTAL		INFRAPROV	

COMPLAINT: Customer was referred to this office by the FPSC. Has pending order to add a 2nd line and order was due dated 11-24 then changed to 12-4 then a RUDE contractor was at premise 12-8 and advised there are no cable pairs and probably won't be any until the first of the year.

Customer called the Mega Center at 800-483-5200 to see if something could be done and was told by a MALE rep to call the FCC at 888-332-8255 (this is a sex line NOT FCC).

RESOLUTION: 12-8 Local Manager Tom Ackerman contacted the customer to advise a technician was dispatched and the service was installed and completed 12-11 using DuaL Line Carrier for feeder pairs and separating the customers at the cross box. An employee 9967 (no name) gave customer the 888 number to call (not the FCC).CAUSE: Lack of facilities and unprofessional treatment by employee 9967 (no name).

1998 -- Florida -- DORs

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981215	19981218	LAST CHANCE FINANCE LTD			7277844678
	ED	FL FL			
03B	B			INFRAPROV	

COMPLAINT Customer's I order has not been completed for CENTRANET service. It was due dated 9-24 then 10-6. Customer said he had to open for business by 9-30 and date was changed to 10-2. Customer has spoken with several people and no one can seem to get the service connected.

RESOLUTION: 10-2 Local Manager Randy Eldridge contacted customer and advised of the no facilities status. However Rick Wells Engineer was able to find available pairs in a terminal across the street and instructed technicians Don McMann and Carl Davis to wire out of limits to get the service connected. The order had been previously DOR'd because the cable to the building had been removed in preparaton for demolition of the building due to road widening. There were no TAS tickets on the service. Don McMann followed up with customer 10-3 to make sure all was working ok. CAUSE: No facilitiesto the building.

19981208	19981223	WYATT ENTERPRISES			9413796644
	ED	FL FL			
03B	B	COASTAL		INFRAPROV	

COMPLAINT.T0962922 due date 11-19 customer still does not have service. Jerry Wyatt has called CARE his inside vendor has cleared. This morning found note at tag/DMARK line dead. Order also indicates facilities' problems. Also call forwarding is not working customer cannot forward calls to cellular number. He has incurred cell charges vendor visit charges requests compensation.RESOLUTION: Local Manager Tom Ackerman had dispatch route a repairman on this DOR which was completed 12/11/98 byusing reserved facilities. The customer is satisfied and service has been provided. CAUSE.Lack of Facilities

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
19981130	19990107	CARLSON PROPERTY MANAGEMENT				7277717753
EXE	FULFILLMENT	FL	FL	B	COASTAL	TARPON SPRINGS
D02C	BUSINESS-BSC					

COMPLAINT. Customer advised placed an F&T order on 11/16 with a due date 11/25 Now will not be on at new location until 12/2. Mr. Ulrick stated he was told that his old service (736-2577) will be cut today He cannot afford to be without phone service. ---- RESOLUTION: Pam Perry
BSC Cust. Rel. contacted Melody in dispatch and will work the order 11/30. Ms. Perry contacted the customer andadvised the service would be on today. The customer stated the old number
could be disconnected today. The customer was satisfied. On 11/16 a transfer order was issued for a POTS lines and due dated 11/25.
On 11/20 customer requested change to Centranet and Kevin Paus assisgnment was unable to meet the original due date changed it to 12/2 and notified the customer however no remarks were placed on the order .--- CAUSE: Customer changed form POTS to Centranet.

19981215	19990108	SMITH TOM				8139262477
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT. Mr. Smith's service was due for 12/14. The I1209717 has been referred to Engineering for no facilities. He was advised the service would be installed within 2 to 3 days. That isn't satisfactory. Please call the CBR #. RESOLUTION: Tom Gambrell's office reports that Access Designor David Wynns handled this complaint. Due to lack of good vacant feeder pairs we were unable to meetthe service order due date. Service
installer Mike Dovidio claims to have informed a facility surveyor in reference to the lack of good feeder pair for this order that dual line was not available and could not provide the name of the person he talked to. There is no record of this on the NOCv order and no one in the Tampa North Facility Survey shop recalls talking to this installer. The order remained in the FS queue until the customer called in to complain. This took place after the customer talked to DOR desk
clerk Barbara Brughardt and was quoted an additional 2-3 days before service could be completed. Service Coach Art pryor sent an installer to customer's premise 12/15 and gave the customer service utilizing dual line plus at 9:15 pm. Local Managers have been informed of possible problems for coaching. CAUSE: Lack of proper Facility Surveyor notification caused customer's order to sit in FS queue.

19981222	19990112	SCHOFIELD VICKI S				8138909189
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA CENTRAL
D02A	REGION-FAC					

COMPLAINT: (1). Customer was OOS frm 12/18 until 12/22. (2). Customer transferred service on 12/10 does not know why she had to take a number change for the same apt complex and then told she hadto take another number change.---- RESOLUTION:The customer could not keep same number(813-806-9189)assigned on transfer order and was changed to 813-890-3492 and completed on 12/10 as an
Express Dialtone (EDT). The large apartment complex is serviced by a GTD5 and a 5ESS switch the new apt was in a different switch customer was notified. The customer chose to change the number again to 813-890-9189 completed on 12/19. The customer contacted
CARE on 12/19 at 633p for OOS the ticket was reissued under the new number on 12/20 645p. There was no access on 12/21 421p and redispatched 12/22 331p repaired inside wires.
Bob Hayes Assignment Supervisor contacted the customer on 1/8 231p and explained the situation and apologized. A SPG $25. was issued for a missed due date. CCC rep issued atest transfer order on the apts in question and the same central office(ACO) appeared for both apartments--- CAUSE. Number changed was not explained to the customer's satisfaction.

19990104	19990114	ALLEN CHARLES				9419269438
EXE	FULFILLMENT	FL	FL	R	COASTAL	SARASOTA
D02A	REGION-CUST OPER					

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT Ordered new service for his 92 year old mother at Ranch Retirement Home was promised a due date of 12-30. Has been promise every day since and today is 1-4-99 and there is still no service connected. Called Mr. Ferrell's office. RESOLUTION. Wayne Troyer Local Manager contacted Mr. Allen 1-4 and arranged for a technician to complete the order that day. A jumper was run in at the crossbox at approximately 2:00pm and the customer had service. The original order was a central office connection with a due date o 12-30 that had been completed however dispatcher Charlotte in error removed the order from the completed que made it a field order and changed the due date to 1-3. Charlotte also removed the NRC charges from the order and gave the customer a $25.00 credit for the missed appointment. The order should have been left in the completed que and referred to Care for a repair which would have been worked on Sunday 1-3 as service orders were not. CAUSE Central officecompleted order was removed from completed que and reassigned a field connect due date by the dispatcher instead of making a repair ticket on a completed order.

19990104	19990115	MATHIS CHAD				9412934273
COM	FULFILLMENT	FL	FL	R		
D02A	REGION-CUST OPER					

COMPLAINT placed transfer order asking for due date of 12/03/98. Customer promised due date of 12/15/98. As of 12/24 no service. Customer has made previous contact with the company RESOLUTION: In11-24 order issued for service with due date of 12-4 CWA status. On 12-8 due date changed to 12-16 as customer trailer not ready On 12-16 order worked as CO connect. On 12-16 repair report receivedof no diatone no drop or protector going into the home. On 12-18 repairman determined that work order was necc to add cable prs to the terminal where trailer was located. The CARE issued an order to add fac with due date of 12-22. Order then placed on DOR due to no fac. SPG issued. Per GTE records trailer pk owner relocated the trailer and never notified GTE. On 12-29 service was provided. CAUSE: customer perceived missed due date no facilities at location

19990113	19990115	BELLSOUTH PUBLIC				9419267298
OFC	FULFILLMENT	FL	FL	B	COASTAL	SARASOTA
D02C	BUSINESS-BSC					

COMPLAINT:Customer requested an expedit on order C1758876 due date 1/19 from Eric Brown BSC. Customer stated that Mr. Brown quoted company policy and did not attempt to contact a supervisor.----- RESOLUTION: Pam Perry BSC Cust Rel advised Mr. Olsen that there were no expedites unless medical emergency. Ms. Perry explained that 3 day regulations only applies to initial service not subsequent 2nd lines. Eric Brown Supervisor BSC had explained the same to the customer prior to the complaint. The customer understood but not happy. ----- CAUSE: Expedite due date procedures followedby BSC supervisor.

19990104	19990118	CAIRNS JOHN				9417524107
OFC	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D02C	REGION-POI					

COMPLAINT:I1623219 quoted due date 1-14-99 is requesting expedite earlier date. Wife has medical problems. RESOLUTION:Per procedure customer quoted next available field due date when placing his request for new service 1-2-99. 1-4 Mr. Cairns requested that a change in the quoted due date 1-14 be considered because of a medical emergency. Employee CMT of the Customer Inquiry group documented therequest on the pending order but was unable to offer Mr. Cairns an earlier date. Instead of following escalation procedures the customer was given the telephone number for GTE Customer Relations. Therequest was referred to the Division Resource Manager and Susan Jenkins Coastal Division Resources changed the due date to 1-6. Ms. Hunter GTE Customer Relations left a message with this informationon Mr. Cairns' cell phone and followed up until service was provided as scheduled on 1-6. CAUSE:Due date availability procedures were followed but employee did not follow procedures for upward escalation.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

19990106 19990129 MARTIN MILIARD 9414201973
COM FULFILLMENT FL FL R
D02A REGION-CUST OPER
COMPLAINT Possible facility problem. Svc was to be installed on 12-31 and now told due date of 1-6 RESOLUTION: Order issued with dd of 12-31. On 12-31 installer could not locate the
premise. Theorder had not been assigned and did not have a cross box that he could cross reference. Installer advised no CBR number on the order - order placed on CWA status. Cus called and dd of 1-7 quoted. FPSC complaint 1-5 - On 1-5 order assigned and worked. SPG issued. CAUSE.Installer from different work center unable to locate address. Employee has been coached by Dwight Clanton.

19990113 19990201 BAYER-LOPEZ BARBARA 8139352928
OFC-NET FULFILLMENT FL FL R INLAND TAMPA NORTH
D02A REGION-CUST OPER
COMPLAINT.C1669701 adding second line(main number 935-0448) quoted due date 1-9-99. Order rescheduled for 1-11-99 customer requests explanation for delay and why was not advised of change. RESOLUTION:Documentation furnished from Steve Leung Local Manager indicates order due date 1-9-99
missed due to insufficient manpower. 1-11 technician had no access and left a card for the customer. 1-13 SteveLeung spoke with Ms. Bayer-Hamilton and arranged for an appointment 1-16 1-16 order
completed follow up call Steve Leung customer satisfied. Steve Leung authorized a credit $25 Service PerformanceGuarantee. Dispatch Supervisor Joyce Bruno documents that on 1-9 the Tampa North District did not have the manpower to work all of the orders due dated or clerks availability to contact the customers.CAUSE.Insufficient manpower caused order not to be worked or customer notification of change

19990126 19990202 HARDY ROBERT 8137591484
OFC-NET FULFILLMENT FL FL R INLAND LAKELAND
D02A CONSUMER-FULFILLMENT SYSTEMS
COMPLAINT: Customer was to have service on 1/14 for a second line(813-759-8694). On 1/16 customer was told would be contacted 1/18 for update. On 1/18 customer told due date 1/20. --- RESOLUTION:On 1/26 Jim Crews Local Manager attempted to reach Mr.Hardy at 11:30 a.m. and 3p and around 5:00 p.m. Mr. Crews made contact. An install order that was due on 1/14. The order was signed off by NOCV on 1/15 as a central office
connect. On 1/16 a customer initiated trouble ticket and a technician was dispatched on 1/16 at 5:40 p.m. The techncian saw that a service order had not been worked andthere were no facilities. He explained the problem to the customer and contacted the On-Call Supervisor for the Lakeland District who told him to put the ticket in the Supervisors Queue. The Local Manager in Plant City did not see the ticket in the Supervisor Queue. On 1/23 the customer initiated
contact for the second time. On 1/24 a technician provided the customer with service at 10:45a. The Customer appreciated the fact that mistakes are made and that he was very impressed with the way GTE handled the situation. The customer was satisfied.----- CAUSE: Repeated calls system signed order off in error. Supervisor failed to call customer back and ticket was left in supervisor queue.

19990129 19990202 ROWE MERITA 9416799110
OFC FULFILLMENT FL FL R
D02C REGION-CUST OPER
COMPLAINT: Angela is calling on behalf of grandfather. His service was disconnected for non-payment. They have paid the bill in full and are being told it will take until 2/5/99 to get the
service reconnected. She says this is an emergency her grandfather has a heart trouble and must have service reconnected as soon as

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

possible. RESOLUTION: Per Local Manager GTE Network Operations due to the customer's health situation the due date was changed from 2/5/99 to 1/30/99. The customer was very happy with the resolution to this matter. CAUSE: Due date unsatisfactory

19990201	19990203	LANGELIER DANIEL				8138542973
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA CENTRAL
D02A	REGION-CUST OPER					

COMPLAINT:Customer extremely upset. He ordered a 2nd line and was given an appointment for 8 a.m. to 5 p m. on 1/30/99. He waited all day no one showed up and no one bothered to call He called POI this morning and talked to a Denise at ext 1178 who was very rude. She told him GTE techs do not wait for anyone. She said someone will be there today between 8-5 and he says no one is home. He wants someone to call him a 813-226-1108 and he will meet them there. He also wants all installation charges removed because he waited 9 hours. Also he says he asked to speak to a supervisor and was told noone was available. RESOLUTION: Mr Langelier was contacted by Service Center Supervisor Cindy Hodgkiss at 10:30
a.m. on 2/1/99. She advised him when he called POI this morning the supervisors were all in a meeting. She discussed the problem with the customer and explained that the installer's truck broke down
and apologized that no one called him to make him aware of the situation. She also toldhim ALL installation charges would be waived and an installer was sent back today to work the order Mr Langelier was satisfied with the apology and the waiving of the charges. The POI (CIC-CustomerInquiry Center) rep has been coached regarding the conversation she had with the customer. CAUSE: Missed commitment.

19990204	19990211	FIGGS TERRI				8138400869
OFC-NET	FULFILLMENT	FL	FL	R	INLAND	TAMPA CENTRAL
D02A	REGION-CUST OPER					

COMPLAINT: Customer has a pending I order to add a 2nd line due dated 2-3. Customer's line still has not been connected.RESOLUTION: 2-4 customer was
contacted by local manager Jack Piticavong. A message was left for customer that someone would be out 2-4 to connect the service. A technician was dispatched around 1:30pm and the order was completed. 2-8 customer was recontacted and service is working fine.CAUSE: Lack of manpower to complete the order.

19990201	19990215	ALS MORTGAGE INC				8136728218
OFC	FULFILLMENT	FL	FL	B	INLAND	TAMPA EAST
D02A	REGION-FAC					

COMPLAINT: Customer wants to discuss the reasons why it took two weeks to change service to new location. She was promised 12-16 as due date then GTE rescheduled for
12-30.RESOLUTION: 2-1 customer was contacted by Local Manager Tom King and explained the order was DOR'd from Assignment (no facilities). IP provided facilities on 12-18. The original due date was change because 12-30 was the next available due date. Customer was given $250 SPG.CAUSE: No facilities available FAC failed to contact customer to advise of due date change.

19990209	19990216	CREGO JACK				9413245437
OFC	FULFILLMENT	FL	FL	R		
D02A	CONSUMER-CCC					

COMPLAINT:Mr. was advised that he would have two new lines installed today before 12:00 on M2049323.He called in to verify his order at 11:30 & was advised the installer is not going to make it to hishome before 12:00 noon.Mr. upset because he made arrangements to be home for the installation.Mr. stated if he is not going to receive both lines today then he does not want the 941-318-8607 line disconnected. RESOLUTION:Local Manager Larry

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

Catania contacted Mr. Crecko at 12:20 p m. on 2/9/99 Mr. Crecko stated he had an appointment for service between 8 & 12.00 noon on 2/9/99 & no one had arrived.Local Manager Catania contacted dispatch & the order indicated 8-5:00 p.m access for installation.A technician was immediately dispatched & installed 324-5437.However the second line 318-8607 wasDor'd.Remarks in the system revealed the order had been dor'd to Engineering.Dispatc completed the order.Mr. Crecko wanted 318-8607 left on if it could not be installed at the new location.Mr. Crecko's 2nd line 318-8607 was scheduled to be installed on 2/11/99.The order was completed & service installed for the second line that afternoon 2/10/99.Local Manager contacted Mr. Crecko & he is satisfied.CAUSE:CCC Patricia Henry (TFO1992) representative failed to add am access Dispatch signed order off instead of forwarding to IP IP dor'd order on 2nd line.

19990216	19990216	GREINER	GUNTHER			2125595461
OFC-TEL	FULFILLMENT	FL	FL	R		
D02C	REGION-CUST OPER				LOCAL	

COMPLAINT: Customer's secretary phoned Mr. Lee's office on customer's behalf as she claims he has been attempting to have line installed in Palm Harbor FL condo for two weeks to no avail.RESOLUTION: Customer's wife Ms Greiner placed order for apt. 2709; however thecorrect apt. is 2707. Due to customer's oversight order was no accessed on due date Local manager contacted customer rescheduled for today and customer was very thankful and understanding.CAUSE. Region - Customer Operations - operating policies and procedures followed.

19990212	19990218	YEBBA	ROSALIE			7278476005
OFC	FULFILLMENT	FL	FL	R	COASTAL	TARPON SPRINGS
D02A	REGION-CUST OPER					

COMPLAINT· Ms Yebba called to advise her second line ordered in December and DOR'd for cable pair has now been established in place of he main line. Her second line telephone number is (727) 847-3705 C1394982. The order was signed off complete without being worked to her home.

RESOLUTION: The order was delayed because of bad facilities. 1-6 a technician repaired cable and pair. The DOR for 727-847-3705 was signed off in error by a clerk. 2-9 an appointment was made for 2-12 between 1-3pm. Because of the trouble on 727-847-6005 and installation of 847-3705 the installer only connected 3705 at the drop. All of this was done before the appointment time. The customer was given an SPG and the technician went back out to the customer's premise to complete the job.CAUSE: Failure to check appointment time on document and make contact with customer. The employee has been coached concerning this matter.

19990211	19990226	THOMAS	ROSETTA			8137076249
OFC-TEL	FULFILLMENT	FL	FL	R	INLAND	LAKELAND
D02C	REGION-CUST OPER					

COMPLAINT:Customer very upset with DD of 2/17/99. She requested service on 2/8/99. On 2/10 customer order released and given next available due date of 2/17. Customer has 3 children with ADD and shehas to be able to be reached by the school in case of any difficulties. RESOLUTION: On 2/10 customer was given next available duedate 2/17. Escalated to Myrt Mullins Region Ops order was expedited and installed on 2/11/99. CAUSE: Operating procedure/process followed. Customer unhappy with due date.

19990114	19990305	LAMB	ROGER			8133070318
COM	FULFILLMENT	FL	FL	R	INLAND	TAMPA CENTRAL

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D02A REGION-CUST OPER
COMPLAINT Customer said GTE could not install their additiona line un 1-26. Also customer called regarding ISDN line and GTE will call back with info RESOLUTION: On 1-14 Rep explained to the customer that until his svc is installed GTE can't test for ASDL compatibility. The rep also gave cus info on using CFTNET as ISP. At time cus requested addtl line GTE was experiencing higher volum ofsvc order out of cusotmers area than orig forcasted. Therefore manpower limitations caused extended due dates for a period to time. Opration wkd 10 hr shifts and was able to bring due dated back inline. CAUSE: Cus dissatisfied with commitment date for install NOTE: Cus advised line not compatible for ADSL to far from CO. Cus requested line disc and PSC ask that GTE credit all charges.

19990224	19990305	BABEL CHUCK				8139368621
OFC-NET	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT: Customer has T order that was due dated 2-19 and customer is still without service.
RESOLUTION: 2-19 a DMS channel was found and the customer was given service at 4pm. Customer had dial tone but could not receive calls. 2-22 trouble report was called in and was dispatched but it was rerouted to CRCC. CRCC dispatcheed a tech at 2pm 2-24 and cleared the trouble. 2-24 Mr. Babel was contacted by L. A. Smith Local Manager and he apologized for delay in provision of service. 2-24 Mr. Babel was recontacted an service wasworking fine. He was advised to contact Mr. Smith if he had any other problems.
CAUSE. Customer not notified of delay when trouble rerouted to CRCC.

19990224	19990305	CALLAGHAN BETTY				9417928795
EXE	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D02A	REGION-CUST OPER					

COMPLAINT: Customer placed order for new line on 12-28-98 and was due dated for 1-16-99. The installer could not complete the job and an appointment was made for the Monday after. There were specific instructions given to call before going so that we could meet the repairman. RESOLUTION: 1-16 when service was due dated technician was there and connected one jack however customer had an appointment and could not wait for tech to complete job. An appointment was set for 1-20 which we missed order in wrong queue instructions to call before going no access. This continued for various dates. Finally 2-23 Local Manager Neal Hughes sets up jack work for 2-24. Customer calls and cancels again. 2-26 Mrs. Callaghan advises to Neal Hughes her daughter's phone is working. CAUSE: Missed commitment order in wrong que failed to followcustomer's instructions.

19990219	19990315	RUMSEY LOREN				9417277949
COM	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D02A	REGION-CUST OPER					

COMPLAINT: Since 10-12 service request and installed until 12-21. Service disc twice with no reason. Billed for calls did not make.
RESOLUTION: On 10-12 order placed for service with dd of 10-15. On10-14 cut assignment determined no good pairs and ref order to the cable que. On 11-2 splicer repaired a pair and completed the order. On 1-18 report of NDT. Report cleared as repaired the cable pairhowever report cleared in error. On 1-19 tech completed th repair of the cable pair. On 1-26 report of NDT and on 1-27 as cable cut by road construction on Hwy 70. On 1-28 report received of NDT andon 1-28 cleared as trouble on the cable pair and drop repaired. Two SPg's issued. CAUSE: Delayed installation 3 Trouble reports in January. Issues resolved prior to customer calling FPSC on 02/19;suspect he called FPSC at that time when Jan 25th bill was due becasue he wanted another SPG. Closed as 40E - because all issues resolved prior to FPSC complaints

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990309	19990324	ZACCARI ANTHONY					8139029347
OFC	FULFILLMENT	FL	FL	R	INLAND		TAMPA CENTRAL
D02C	REGION-CUST OPER						

COMPLAINT:I2389639 due date 3-8-99 no access Customer waiting all day today no show Emergency family in Texas waiting for phone to be working. Dispatch best could do to quote customer 3-12-99 customer requests sooner. RESOLUTION:3-9-99 4:15 p.m. Local Manager Jack Piticavong contacted Mrs. Zaccari at her neighbor's number to advise that two technicians would be dispatched to complete her service order for new service. 3-8 the order was placed on hold because the technician dispatched could not open the gate to the customer's community nor could Mrs. Zaccari. The next available duedate was 3-16 but since this was unsatisfactory dispatch had already escalated the order to 3-12. After Mr. Piticavong's intervention the order was complete by 5:30 p m. 3-9 Mrs. Zaccari was happyand had no other requests for Mr. Piticavong. CAUSE.Original due date no access procedures followed customer unhappy with escalated due date

19990324	19990329	REGULATORY SUPPORT SERVICES					8137543720
OFC	FULFILLMENT	FL	FL	B	INLAND		LAKELAND
D02A	REGION-FAC						

COMPLAINT.Judy called to complain that GTE disconnected her service yesterday in error. She was advised it would be reconnected within tw hours however she was without service from 10.36 am to 6:00pm. Judy would like to know why it took GTE so long to reconnect her service? (Per customer O2614454 had the wrong due date & was disconnected in error.)RESOLUTION:3/24 Pam Perry BSC has spoken with Judy & advised her that the original order placed by Debra Allen 3/17 requested next available due date which was 3/23 she never requested any other due date.The orders issued by BSC were correct. Pamfurther explained to Judy that the reconnection of service is not automatic that everything has to be ran back into the switch.Ms. understands. 3/29 J. Walker FAC apologized for the amount of time tohave the service ran back in.Order was in the FAC queue too long from 3/23 10:21 til the customer called a second time to POI. Angelina Rosa POI routed the order to OD. BSC rerouted the order to DD3/23 2:54 this added another delay. Ms called the BSC at 4:03 reporting no service.Ms was in & working at 5:43 p m.3/23 by C. Schalles (Spag employee). It is the responsibility of the select assignment group to monitor the FAC queue which was not done. CAUSE:Select assignment group did not monitor the FAC queue causing quoted time to run service back in to be missed.

19990319	19990331	COLLINS P E					8137372526
OFC	ASSURANCE	FL	FL	R	INLAND		LAKELAND
D02A	CENTRALIZED-CARE						

COMPLAINT: Ms. Collins has had problems with her phone for over 6 months. The line goes in and out. She advised the service is so bad she got a 2nd line installed so if one line was down the 2nd linemight work. Someone was scheduled to come out on 3/17 and no one showed. GTE blames her problem on her alarm system. The alarm people were out and checked everything and found no problems within their system. She is very upset. Please call her 2nd line 650-0689. RESOLUTION: On March 19 Sherrie McGhee Local Manager contacted the customer. The customer was mostly upset that we had missed the AM repair commitment as someone from their alarm company was at the residence to meet with the repair technician. All facilities were checked and no problems were found. Ms. Collins has Sherrie'sname and number for future problems and someone will be dispatched immediately because they need to catch the problem as it is happening. CAUSE: CARE put wrong appointment time and commitment was missed.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990329	19990331	HOLT ERIC					8136715443
OFC	FULFILLMENT	FL	FL	R	INLAND		TAMPA EAST
D02A	REGION-CUST OPER						

COMPLAINT: Mr Holt called to complain that his new service (I2644261) was not installed as scheduled 3/27 He had left cbr and had an AWAS appointment for Saturday afternoon. When no one arrived by 4pm he called Pending Orders to advise and was told installer had been out and no accessed. Mr Holt spoke with a supervisor who made him feel he was lying because he was home all day and no one had called. He had offered driving directions but was told it wasn't necessary. Please call cell phone number as cbr. He needs to know if service is to be installed today as superviso told him. RESOLUTION: Lynda Wilson reports that Local Manager Mitch Kerwin contacted Mr Holt 3/29. Mr Kerwin could find no remarks on who no-accessed order. Mr Kerwin apologized for missed appointment and advised installer should have at least done cold install even if no one was at home. There was no cold install done nor was end office work requested to be completed. Mr Kerwin had service completed by 5:11 pm3/29. The drop is scheduled to be buried 3/30. Cynthia Keppel Customer Relations called Mr Holt 3/30 to verify service. Mr Holt replied that all was to his satisfaction. Mrs Keppel apologized for perceived rudeness CAUSE. Missed install commitment perceived rudeness by CCC Supervisor Rhonda Lewis.

19980311	19990409	GOODMAN MARK					8137545151
COM	FULFILLMENT	FL	FL	R	INLAND		LAKELAND
D02A	REGION-CUST OPER						

COMPLAINT: Customer due date of 3-9 missed 3/16 researched customer bills for Arlene/jsm. RESOLUTION. On 3-6 order issued to add addtl line with dd of 3-9 and appt time of 8am to 12pm. GTE missedappt and left no access card and a voice msg. On 3-10 tech arrived on premise however was denied access into res by customer. On 3-11 supv called cus and agreed on appt of 8:15am on 3-12 to complete inside wk. On 3-11 cus called and advised would finish job himself. GTE convinced cus to allow GTE to do the work. On 3-12 order was completed. This was addtl line cus was never without service. May98 bill reflects cr of 303.93 for installation and loc svc credit. Nov 98 bill reflects cr of 49.20 but unable to determine what for. On 1-10-99 cus service was disc per customer request. CAUSE: Missed due date

19990401	19990420	HOLT ERIC					8136715443
COM	FULFILLMENT	FL	FL	R	INLAND		TAMPA EAST
D02A	REGION-CUST OPER						

COMPLAINT: Cus clms does not have service after placing an order for service wk prior to 3-27. RESOLUTION: On 3-27-99 ord issued for svc with dd of 3-28. On 3-28 ord noted as no access due to the tech not able to located the address. Ord place on CWA status. Cus called and ord was reschduled for 3-29. On 3-29 service was provided. CAUSE: missed due date

19990408	19990428	PEMPSELL GERMAINE					8138392090
COM	FULFILLMENT	FL	FL	R	INLAND		TAMPA CENTRAL
D02A	NON-GTE						

COMPLAINT: Delay in connection of service with TNC to 813-839-3955 RESOLUTION: Customer contacted FPSC via Internet in 01/99 GTEFL received INQ on 04/07/99. On 12-22-98 ord issued by GTE Comm Corp to est svc on 882-9559. On 1-5 GTE Comm Corp issued an order to chg the T# to 839-2090 with dd of 1-15 however the cus did not agree with the dd therefore the dd was changed to 1-13. On 1-8 ord issued on 12-22 was canc by GTE Comm Corp. On 1-22 cus filed an inq with PSC. On 1-25 GTE Network Services issued a Win Back ord with a T# chg to 839-3955 and was completed that sameday. cr issued for installaiton and loc svc crgs of 110.96. cr on Feb bill. CAUSE: Delay in connection by CLEC; customer ultimately was WINBACK order.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

19990426	19990505	GULF SURF RESORT MOTEL				9419662669
OFC-COM	FULFILLMENT	FL	FL	B	COASTAL	SARASOTA
D02A	REGION-FAC					

COMPLAINT: Ms. Alby was transferred from Elsie @ the PSC. She had an order due for 4/23 to relocate an off premis extension from 8901 Veronica to 131 Woodland Pl. The extension has been removed fromVeronica however it is not working at Woodland Pl. She advises Chet came out yesterday. He was very caring and understanding and did a wonderful job. Matthew in CARE promised her an SPG of $100.00for the missed due date. RESOLUTION: Service was connected at the off premise address on 4/26. Gini Lipsey BSC Supervisor reviewed the order and determined that the order was put in the incorrect queue by FAC. This delayed the order getting worked. Susan Miller Customer Relations issued an SPG due to the missed commitment. CAUSE. Missed commitment.

19990429	19990505	LIPSCOMB JIM				7275188686
OFC	FULFILLMENT	FL	FL	R	COASTAL	CLEARWATER
D02A	REGION-CUST OPER					

COMPLAINT: Customer is very upset about order to connect 3rd line to work in rotary with this line. Number assigned 727-518-8687. We installed 1 two line jack and 1 reg jack. Customer says he was quoted 55.00 connection and $21. jack labor= $76. We missed the commitment and gave 2 SPG's. Customer is still not satisfied. RESOLUTION: Mrs. Edwards Customer Relations went over the bill with customer. The bill included the 2 SPG's and the rest of the bill is correct. However due to GTE taking so long to get the service installed a compromise was issued for this customer. The Non-recurring charges were (Time Payment Arrangement $164.00) deleted. CAUSE Missed commitment

19990503	19990505	FRAZEE CHARLES				7279423443
OFC	FULFILLMENT	FL	FL	R	COASTAL	TARPON SPRINGS
D02A	REGION-CUST OPER					

COMPLAINT: Customer moved his service in the same MHP. We missed the due date @ the new address. Customer is 82 years old has heart condition and was without service for 48 hours. At Ms. Lisle's request I have issued an SPG. Service wasn't connected until Sunday 5/2. RESOLUTION: DRM dispatched a repair technician on Sunday am to restore service. The daughter was very understanding and appreciated follow-up phone call. CAUSE: Installer called for a co-connect which was completed but pair was open. Installer had left premises for his next job.

19990514	19990520	GLOBAL STAFFING SOLUTIONS				8136216222
COM	FULFILLMENT	FL	FL	R	INLAND	TAMPA EAST
D02A	REGION-INFRA PROV					

COMPLAINT:Delay in installation of a T1 - claims GTE employees walked off the job and customer claims order deadlines not met.RESOLUTION: 04/20/99 Customer requested Enhanced Call Forwarding on 3 lines order due for 04/23. on due date 04/23 customer called to have three additional lines added was advised not able to add to the orginal request without affecting the work due for 04/23. 2nd orderissued with due date of 04/28. For T1 installation pre-fielder advised customer on 04/23 that he needed to place a ground and plywood for the equipment to be installed. Customer advise would go toHome Depot and take care of. Installers arrived at premise on Monday 04/26 but no plywood. installers returned Tuesday 04/27 and circuit installed. CAUSE: GTE followed procedure. Customer also having probelms with CLEC - T1 delay was caused by customer not complying with his requirements.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990517	19990521	ACTION AIR CONDITIONING					8139356644
OFC	ASSURANCE	FL	FL	B		INLAND	TAMPA NORTH
D02A	CENTRALIZED-BRC.BDCC						

COMPLAINT:Customer contacted repair at 130p 5/14 to advise a fire occurred and needed service asap. CARE rep Liz contacted dispatch Lisa advised someone would be out that afternoon. Noone wasdispatched. The customer had to pay a contractor to restore the service. ------ RESOLUTION:
BDCC associate Lori Hopf contacted the customer and apologized and issued a $100 SPG on 5/18. A repair ticket was issued on 5/14 234p commitment 5/17 1200n cleared 5/17 1115a. Business
Response Ctr(BRC)specialist contacted the Business Dispatch Control Ctr(BDCC) dispatcher to determine which queue toroute the ticket to. There was no sense of urgency on the ticket indicating that the ticket needed to be dispatched the same day. As the commitment was for another day the trouble never appeared onthat days work plan. ------- CAUSE. Missed commitment due to ticket not noted properly

19990521	19990604	BUBAN STEVE J					7273947925
OFC	FULFILLMENT	FL	FL	R		COASTAL	ST. PETERSBURG
D02C	REGION-CUST OPER						

COMPLAINT:T3568361 due date given field 5-24-99 son calling to request earlier is not satisfied. RESOLUTION:5-20-99 son calling from ou of state on cellular phone could only contact Ohio CustomerRelations who relayed his request for assistance to Florida Customer Relations. There was no
indication that an earlier due date had been requested but Ms. Hunter Florida Customer Relations asked forthe assistance of Susan Jenkins Supervisor Division Resources. The due date was changed to 5-22-99
and documented as a do not miss . This information was relayed to the customer's son via Ohio Customer Relations and he expressed his thanks. Ms. Hunter made two attempts the afternoon of 5-20 to contact the customer at his current number 727 545-8765 but there was no answer Follow up order completed 5-22. CAUSE:Procedures followed for field order due date due date change requested through Customer Relations

19990602	19990607	GREEN JULES					9413878240
OFC-NET	FULFILLMENT	FL	FL	R		COASTAL	SARASOTA
D02C	REGION-CUST OPER						

COMPLAINT: Ms Carol Green emailed about delayed move order (M3522322). RESOLUTION: Pam Cummings reports Local Manager Bruce Dillon investigated and contacted Mr Green. Mr Green's order was due 5/29.A technician accepted overtime to specifically finish this last order on that Saturday. The technician arrived at an unoccupied guard station. The technician waited for a short time called the canbe reached (CBR) number received no answer
and no accessed the order. Mr Green's order was rescheduled 6/2. A technician was dispatched and the order completed at 3:45 pm 6/2. Mr Dillon left voice messages 6/2 6/3 and reached Mr Green 6/4. Mr Green felt the technician should have waited at the guard station until someone appeared. Mr Green is now satisfied. CAUSE: Procedures followed noaccess.

19990603	19990618	HARRISON RICHARD H					9413881305
COM	FULFILLMENT	FL	FL	R		COASTAL	SARASOTA
D02A	REGION-CUST OPER						

COMPLAINT: Service installation missed commitment & unsatisfactory commitment. RESOLUTION: 6/17 Response recived. On 5/27 An order was placed for a second line with a due date of 6/2. On 6/2 a service installer was dispatched and found no good pairs available. The wiring was completed & the service installer advised Mr. Harrison that his service order would be completed the following day 6/3. On6/3 Mr. Harrison

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

called to check on the status of his
order & was told the dispatcher would call him back. Mr. Harrison then asked to speak with a supervisor & was connected with Facility Surveyor Supervisor John Sines. Mr. Sines spoke with Mr Harrison & advised him that GTE would have a pre-fielder available to install his phone on Monday 6/7 or Tuesday
6/8. Mr. Harrison then requested to speak to a manager. Mr. Sines contacted Section Manager Don Durden & asked him to contact Mr. Harrison. On 6/3 Mr. Durden advised Mr. Harrison that his line would be
installed on 6/7 at which time Mr.Harrison threatened to notify the FPSC & terminated the call. On 6/4 after the FPSC inquiry received Mr. Durden attempted to contact Mr. Harrison. Mr. Harrison never contacted Mr. Durden. On 6/7 thesecond line service was installed.
CAUSE.Installer should not of quoted customer a due date failed follow DOR' procedures.Cause for delay was due to manpower as related to previous commitments.

19990623	19990625	MCARTHUR W.				8132376503
OFC-COM	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02C	REGION-CUST OPER					

COMPLAINT. RESOLUTION: 6-22 the ticket was routed to the SPCD queue. The ticket was then re routed to AWIR. 6-23 Local Manager Bob Williams
contacted Mr. McArthur at 12:15pm to apologize for the trouble and to tell him a technician would be out after lunch to investigate the problem. The repairman found an open cable pair andrepaired it. Customer is satisfied with service.
CAUSE: The DRM Group Rep Betty Carter re-routed the ticket to AWIR andfailed to note what supervisor she referred it to.

19990621	19990630	DAVIS JOHN				7275597944
OFC	FULFILLMENT	FL	FL	R	COASTAL	CLEARWATER
D02A	REGION-CUST OPER					

COMPLAINT.Mr Robinson states he was told service would be transferred on 6/3/99. He has heard nothing but excuses about delays. He was told last week the drop was in place and an appointment was madeto make a premise visit on 6/19 from 8am to 5pm to check inside wiring. No on showed up and they stayed home all day. He is on call for medical supplies. He says house had previous service and does not understand
what the delay is and tired of all the excuses. RESOLUTION: Ted Stillwell contacted Mr Davis on 6/21. He had a tech dispatched and found the cable assigned to service was faulty. A new isolated cable pair had to be provisioned in the field. Service was connected on 6/21.
Original due date of 6/3 was misssed due to lack of manpower. On 6/4 it was discovered the facilities were bad andthe order was routed as a DOR. On 6/18 the order was routed to the field
but was missed again due to lack of manpower. It was rescheduled for 6/21. During this time the customer called many times and was never given satisfactory answers and felt no one would take ownership of the situation. Mr Stillwell will issue make sure the customer receives a Service Performance Guarantee. CAUSE: Missed commitment due to lack of manpower and no facilities available.

19990621	19990706	ALL SUNSHINE CRANE RENTALS				8136227357
OFC-COM	FULFILLMENT	FL	FL	B	INLAND	TAMPA EAST
D02A	REGION-CUST OPER					

COMPLAINT.Warm transfer from PSC. Mr. Norris requests status I3726475 original due date 6-9 only line working is 622-8467. Mr. Norris ha been working with Paul Dudley. RESOLUTION:I order had been delayed due to bad cable plant original pairs showing to be good were in need of repair. Local Manager Paul Dudley had been talking with Mr. Norris almost daily during the delay. Technicians working inthe field to clear enough pairs were delayed because of
high trouble volume heavy rains. The order was completed 6-23 and P. Dudley verified with Mr. Norris. He is satisfied and each line is to receive a Service Performance Guarantee credit. Management will reinforce the need to update records of bad pairs when found in the field. CAUSE:Technicians in field clearing cable pairs for delayed order pulled due to high trouble volume

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990623	19990707	WERNER ROBERT					7278698553
EXE	FULFILLMENT	FL	FL	R	COASTAL		TARPON SPRINGS
D02A	REGION-CUST OPER						

COMPLAINT: Customer installed 2nd line. The installer could not complete the job and said would be back the next day (no cable facilities). Next day customer had no phone service on the main line and was without it for over 24 hours. RESOLUTION: 8-26-97 customer ordered 2nd line. The order was dor'd. 8-31 tech was dispatched and got 2nd line and main line working. Division gave Mr. Werner anSPG which should appear on the 8-1-99 bill. CAUSE. DOR'd order/no cable facilities missed commitment.

19990707	19990708	GILLIAM JENNIFER					7273636618
OFC	FULFILLMENT	FL	FL	R	COASTAL		ST. PETERSBURG
D02C	REGION-CUST OPER						

COMPLAINT. Ms. Gilliam placed an I4255074 due for 7/9. This date isn't acceptable for her. She and her husband David Gilliam are separated. He works for GTE in the Clearwater assignment section.She does not want him getting her # or address She is a former GTE employee and she knows how things work around GTE. RESOLUTION: Susan Jenkins Supervisor in DRM worked the order on 7/7. She walked the order thru herself. No one saw the order. CAUSE Unacceptable due date.

19990701	19990715	GRANADO ANNE					7278666114
OFC-COM	FULFILLMENT	FL	FL	R	COASTAL		ST. PETERSBURG
D02C	REGION-CUST OPER						

COMPLAINT:Warm transfer from PSC. Customer requests escalation of due date C4201574 requesting additional jack installed because of recent discharge from the hospital. She has been told cannot be before next week. RESOLUTION:Dispatch supervisor Debbie Cruz contacted Ms. Granado 7-1-99 and advised that she could change the due date of her order from 7-7 to 7-3. Ms. Granado was satisfied. CAUSE:Unsatisfactory commitment

19990628	19990720	Sun Trust Bank					941284460
EXE	FULFILLMENT	FL	FL	R			
D02A	BUSINESS-BRANCH						

COMPLAINT. Delayed T-1 order costing the business.----- RESOLUTION: On 6/5 an order was issued by Ella McAllister Sr Svc Rep to mov 15 OPX circuits due dated for 6/25. On 6/21 Ella contacted Laura in dispatch of the order. Jeannine Bender Assist Brch Sales Support contacted Pat Neff Local Mgr who would check the facilities and be in touch with the customer. On 6/25 the OPX circuits weredead at the old location GTE was not on site and found provisioning and engineering had not been notified. Frances Fernandez Sr Acct Mgr had the OPX curcuits reinstalled at the old site at 2pm. TheOPX circuits cutover was completed at the new site at 7pm. ----- CAUSE: Branch Sales manager failed to have the order project managed to track the order.

19990709	19990720	CARDWELL JANICE					8139941833
COM	INFRAPROV	FL	FL	R	INLAND		TAMPA NORTH
D02A	REGION-INFRA PROV						

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT: Customer complained about delay in service. RESOLUTION: Ron Mixon Engineer-Infrastructure/Provisioning spoke with Ms Carwell within 2 hours of receipt of complaint. This service was delayed due to cables and terminals not being placed before service was requested. The customer was originally quoted an estimated date of 7/2. The original due date was 6/18 and completed 7/15. Mr Mixon spoke again with Ms Carwell 7/16 who advised now satisfied. CAUSE. Missed committment facilities not available.

19990719	19990723	FLYNN BEVERLY				9414266345
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D02A	REGION-INFRA PROV					

COMPLAINT: Ms Flynn called to advise her transfer has again been delayed for lack of facilities. She has spoken with Tim Bowman who told her it would be the end of the month. She has elderly parentswith medical needs in her home. The order number is M4210321.
RESOLUTION: Bill Albee Engineer spoke with Ms Flynn 7/19 1:20 pm. Mr Albee upwardly referred the order and it was rescheduled for 7/20. The order had an original due date of 7/6 but was referred to engineering for facilities The expected in service date was 7/16 but budget restraints pushed it out to week of 7/25. On 7/20 the work order 9P41GR#78 was worked routed to operations and installation completed by 5:00 pm. On 7/21 Mr Albee spoke with Ms Flynn who is satisfied with resolution. CAUSE: DOR commitment missed.

19990722	19990723	RAMSEY JAMES				8139855591
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT: Customer made repair call about a week ago about static on line. Care report states someone came out on 7-9 and was cleared as no access. Customer says no one was there. His grandmotheris there all the time. He was advised to plug a phone into the box to see if static still on line. He went out to the box and found corrosion and no place to plug a phone in. RESOLUTION: 7-5 ticket 7-9 dispatched (missed commitment customer was notified) however was cleared as no access and a card was left at premise. 7-12 ticket with commitment for 7-14. Complaint came in 7-13. 7-13 Local Manager Tony D'Aliso contacted customer and had a tech dispatched. The trouble was identified in the alarm system and tech Rafael Gallart replaced NID. Mr. Ramsey was recontacted the sameafternoon and Mr. D'Aliso left his number in case he had any further problems. Customer was satisfied. CAUSE: Missed commitment

19990712	19990727	CHIPPENDALE CONTRACTORS INC				8139490839
OFC	FULFILLMENT	FL	FL	B	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT:Heidy PSC transferred Mr. Don Lekin to Customer Relations regarding his installation on a move order M4073761. Mr. stated he has spoken with Celeste Jeff Martin Patty Guess David Winns& Chris with no satisfaction. Mr. stated he has been quoted several due dates 6/17 6/18 6/30 7/3 7/9 & 7/10. He wants his service now.RESOLUTION: 7-22 Bob Gambrell's IP response. Installer dispatched 6/30/99 placed order on CWA due to no one at site & cbr was the same as the number to be installed which was still working at old location according to Pam Perry
BSC.(CWA DD 7/30/99) On 7/6multi-line CWA removed customer from CWA status - new due date changed to 7/9. On 7/7 remarks for installer with regard to demarc location at trailer at construction site. On 7/9 DOR to Engineer unable to locate sod box - cold install completed. On 7/12 Engineer referred to DR to dispatch pre-fielder On 7/13 Pre-fielder located sod box & cleared pairs. Customer notified - in service at 10:30a.m. CAUSE:Missed commitment on M4073761 order.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990721	19990727	PFEFFER	STEVE				8138069685
OFC-NET	FULFILLMENT	FL	FL	R	INLAND		TAMPA CENTRAL
D02A	REGION-CUST OPER						

COMPLAINT.C4362478 appointment 8a-12n 7-17 add jack customer placed order 7-12. Mr. Pfeffer very upset that commitment missed(worked 7-18)but even more because noone called him to let him know status missed etc. He is requesting waiver of charges. RESOLUTION:7-21-99 Ms. Hunter GTE Customer Relations spoke with Mr. Pfeffer to verify that the requested jack work had been completed. Per request from Mr. Pfeffer Local Manager Ron Caldwell contacted Mr. Pfeffer and offered apologies for his inconvenience. Because of lack of manpower 7-17 the order had to be rescheduled but Mr. Pfeffer shouldhave received a call from the DRM(Division Resource)giving him status. R. Caldwell advised Mr. Pfeffer that a $25 Service Performance Guarantee had already been added to his order by Customer Inquiryemployee D. Cordosi(S000274). R. Caldwell contacted Tampa Customer Contact W. Prata G056434 who issued a credit voucher for $50 labor non recurring charges. Mr. Pfeffer was satisfied. CAUSE:ServiceOrder due date not met customer not notified

19990720	19990803	BOZEMAN	MARTIN C				9416662804
OFC	FULFILLMENT	FL	FL	R			
D02A	REGION-CUST OPER						

COMPLAINT:305447 cable delayed status adding second line. Customer requests call back within 1 hour when to expect service credit for delay. RESOLUTION:7-12-99 order routed to cable after GTE dispatched technician completed cold install but located bad cable pair. The technician also notified Mr. Bozeman and explained delay 7-13 order moved from FS(Facility Surveyor)queue to the DR(Delayed Order)queue and due to weather conditions field technicians working repair instead of orders the order remained in the DR queue. 7-20 Gerald Nance supervisor-Facility Administrator left a message for Mr. Bozeman that the estimated completion date for his order would be 7-23. 7-21 G. Nance left at message for Mr. Bozeman that a GTE technician was dispatched on his order. 7-22 bad cable pair cleareddial tone provided per customer request to DMARK only. A card was left at the premise and the delayed order desk left a message also advising the customer of the completed status. A $25 Service Performance Guarantee credit was added to the service order the customer is satisfied. CAUSE:Facilities' delayed order not routed because field working repair due to weather conditions

19990726	19990804	RAPPAPORT	GREGG				9413783571
OFC-COM	ASSURANCE	FL	FL	R	COASTAL		SARASOTA
D02C	REGION-CUST OPER						

COMPLAINT: Customer was no accessed on 7-23 for jack repair and was promised another visit 7-24 am and no one came. Called the PSC this morning.(PSC Verbal-Stanley) RESOLUTION Local Manager Carl Buckelew contacted the customer 7-26 and apologized for any misunderstanding. Our records indicate the customer called 7-23 requested am access on 7-24 but was given a clear time of 7-26 by 9:30pm. A technician was dispatched 7-26 and cleared the trouble at 10:43am. Mr. Rappaport must have been confused about the appointment dates and someone coming out on 7-23. The customer is now satisfied with his service. CAUSE: Followed procedures.

19990730	19990804	MARTIN	SHAWN				7275400022
OFC-COM	FULFILLMENT	FL	FL	R	COASTAL		ST. PETERSBURG
D02C	REGION-CUST OPER						

COMPLAINT:Bruce PSC transfer Mr. upset with commitment date of 8/9 on his M4633906 new phone number 727-521-0222.RESOLUTION: 7/30 Debbie Cruz Dispatch Supervisor Coastal DRM contacted Mr. Martin and rescheduled his service order for Saturday 7/31/99 between 8 a.m. & 12 p.m. Mr. Martin is satisfied.CAUSE: Customer dissatisfied with the original due date provided by DRM procedures.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990730	19990804	ENGLISH	RONALD				8132435750
OFC	FULFILLMENT	FL	FL	R	INLAND		TAMPA CENTRAL
D02A	REGION-CUST OPER						

COMPLAINT: Mr. English's I4357050 is on DOR and was advised it could be delayed up to 30 days. He called on 7/12 which gave GTE ample time to get his line installed. He has also spoken to Dot Martinez. RESOLUTION: Bill Richardson IP Supervisor responded to this complaint. Service was provided on 7/31 @ 4:30pm and the customer was notified. CAUSE: Missed commitment due to lack of manpower.

19990805	19990806	ROBERTS	CHRYSTI				8136818669
OFC-COM	FULFILLMENT	FL	FL	R	INLAND		TAMPA EAST
D02C	REGION-CUST OPER						

COMPLAINT:Heidi PSC transferred customer (Chrysti verified code word.) Chrysti is unsatisfied with commitment date quoted. Ms. stated she was first quoted the due date of 8/4. Now she is advised herservice installation date is 8/12 on M4712303.RESOLUTION:8/5 Linda Huskamp RO.SVCNTR response. Linda advised there was nothing on the order indicating the customer was ever given a 8/4 due date. On that date GTE was quoting 9 days out based on the manpower numbers GTE received from the field. That would have been the 8/12 due date. 8/5 Sheryl Pegg CCC response. No indication that the customer was quoted anything other than the original due date assigned to the order on 7/31 which was 8/12 earliest field due date available in NOCV. Customer also called back to request a toll block to be added on 8/2 still no indication of any changes regarding the due date nor a possible expedite.8/5 Sandy Customer Relations called Ms. back to advise that both DRM & CCC followed procedures. Sandy alsoexpedited Ms. service order for 8/6 with Mike Tomkins Operations & Clyde Assignment. Ms. satisfied with action taken.CAUSE:DRM & CCC followed procedures.

19990728	19990812	OATES	REGINALD D				8132759123
OFC	FULFILLMENT	FL	FL	R	INLAND		TAMPA CENTRAL
D02C	REGION-CUST OPER						

COMPLAINT:I4524533 no access 7-27 needs inside work. Customer quoted 7-31 morning appointment not satisfied is requesting evening 7-28. RESOLUTION:7-28-99 Ms. Hunter GTE Customer Relations confirmed with Mr. Oates that he had been unaware that inside work was needed(jacks) at his new address and understood need for access. Although he was quoted the earliest field date available his request for due date expedite was referred to L. Huskamp Division Resources. An appointment was scheduled 4 p.m.-8 p.m. 7-28 but the technician dispatched needed to have the serving pole replaced. Mr. Oates was advised of a delay to 7-29 and made arrangements for access. Service was completed 7-29 customer satisfied. CAUSE.Procedures followed for field order due date due date change requested through Customer Relations

19990805	19990812	ALRED	KEN				8137596161
EXE	FULFILLMENT	FL	FL	R	INLAND		LAKELAND
D02C	REGION-CUST OPER						

COMPLAINT:GTE employee calling Mr. Ferrell's office assistance in expediting son's transfer order M4692910. Son is truck driver wife pregnant. RESOLUTION:8-3-99 Customer's order due dated field procedures 8-5-99 was referred by Customer Relations to Division Resource Manager for expedite. Per Larry Lunsford the order awaiting assignment was pulled routed to DRM who changed the due date to 8-4. Gretta/DRM contacted Margaret Alred customer's mother and advised of dispatch 8-4. She was very pleased with the response. CAUSE:Customer needing earlier due date move order procedures followed to expedite

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990804	19990817	GLOBAL TECHNICAL RESOURCES					7275243777
EXE	FULFILLMENT	FL	FL	R	COASTAL		CLEARWATER
D02A	REGION-CUST OPER						

COMPLAINT. Customer called the President's office because an ISDN line was due on 8-3 and no one came out or called him. He has paid $250 00 in excess Internet fees since ADSL service isn't availablelike the leasing agent told him. His bill address was changed to a PO box withou his permission RESOLUTION: Local Manager Gary Winter was working with 2 technicians at the time the customer called-in his complaint. The due date was missed 8-3 due to heavy workload but the customer advised 8-4 would be OK. On 8-4 technician Don was having problems with the circuit and did not let the customerknow what was happening. The trouble was found to be a bad and missing card in the slick in the cross box. A special service technician was needed to resolve that problem. On 8-5 the orde was completed Don was coached about working more closely with customers when problems arise. The customer was satisfied. Dave Garcia Internet Supervisor has been unable to reach the customer to address his billing concerns. Supervisor Pam Perry produced documentation received from the customer requesting a bill address change. CAUSE: Missed committment and followed procedures.

19990811	19990820	DR GARY RONAY					8136847707
OFC-COM	ASSURANCE	FL	FL	B	INLAND		TAMPA EAST
D02A	CENTRALIZED-EPG/BRPC						

COMPLAINT: Repair person is late and per dispatch a tech picked-up their job at 12 51pm and someone elses' and is working the other ticket still. Has 4 lines on a Meridian system that need reprogramming. Called the PSC-Bruce. RESOLUTION: Two trouble reports had been overridden to a tech at the same time both had missed commitments. The tech worked the report marked out-of-service first as Dr. Ronay did have service. The technician arrived and cleared all trouble (reprogrammed the system to customer specs and provided missing features) by 5pm. The problem was caused by a commercial power failure and the customer was advised if they had a battery back-up this problem would not have occured. The customer indicated they would install one. BDCC dispatcher failed to take appropriate action on 2pending trouble tickets to ensure they were not missed. CAUSE: Missed commitment.

19990818	19990820	KENT JEWISH CENTER PRE-SCHL					7277365728
OFC	ASSURANCE	FL	FL	B	COASTAL		CLEARWATER
D02A	REGION-CUST OPER						

COMPLAINT: Customer reported service outage 8-11 with a commitment of 8-12. 8-12 GTE told customer they could not find anything. She was advised to call Lucent. Lucent checked equipment and was told to call GTE again. Called again Friday 8-13 and thought it would be fixed by 8-16 still no service. RESOLUTION: 8-19 Local Manager Tom Suits contacted customer and apologized for taking so long to get problem corrected. Tom also advised customer would receive an SPG. Ticket sent 8-13 but CO unmanned over the weekends and LNP had not coverage over the weekends either. 8-17 further investigation revealed an order to put all lines to espire had been canceled but this line did not get put back in the switch. 8-18 The CO tech took care of the problem. CAUSE: Missed commitment

19990817	19990820	BURGESS BETTY					8138771951
OFC	ASSURANCE	FL	FL	R	INLAND		TAMPA CENTRAL
D02A	REGION-CUST OPER						

COMPLAINT: Customer reported not being able to dial out 8-13 commitment 8-16. Customer called back 8-16 because no one came out. 8-16 was changed to no dial tone dead. 8-17 this morning no one hascome out. Customer has doctor's appointment at 3pm today elderly woman and needs the phone repaired. She has inside wire maintenance.
RESOLUTION: 8-17 Local Manager Jeff Lockhart dispatched a tech. Tech found a bad drop and replaced it. Service was restored 11am.

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

Customer was recontacted same day and customer was satisfied. Original commitment was missed due to manpower.
CAUSE. Missed commitment

19990816	19990823	BALOG MARK				9413427946
OFC	ASSURANCE	FL	FL	B	COASTAL	SARASOTA
D02C	REGION-CUST OPER					

COMPLAINT: Mr. Balog placed his I4750165 on 8/3 We have missed his due date three times; we came after 7pm a gate was locked that he advises GTE didn't need
to get into and cement was in the way of their ladders. He wants his line connected today. RESOLUTION: Technician went out on 8/13 @ 5:01pm no access left 12/3 card for customer to reschedule. Mr. Buckelew had a technician dispatchedat 5 pm 8-16-99 to complete Mr. Balog's installation. CAUSE. Unsatisfactory commitment.

19990823	19990823	BOSTIC				9416863252
OFC	ASSURANCE	FL	FL	R		
D02C	REGION-CUST OPER					

COMPLAINT: Ms. Bostic reported her phone out on Friday 8/20. She was given a commitment time of 8/27. That isn't satisfactory. CARE confirmed that she was not put in
out of service queue because she didn't check her demark. Ms. Bostic says she doesn't have a demark but did not advise CARE of no demark. RESOLUTION: Linda in DRM is going to work the repair ticket today. Susan Miller Customer Relations advised Ms. Bostic. She is satisfied with the action taken. CAUSE. Unsatisfactory repair commmitment.

19990823	19990824	SHEALS LATASHA				8132386711
OFC-COM	FULFILLMENT	FL	FL	R	INLAND	TAMPA EAST
D02A	REGION-CUST OPER					

COMPLAINT: Customer was transferred by PSC. Customer's Move order due dated for 8-20. Customer is still without service today. Custome said she was told service held because of UA at this address.She does not know the party that lived here before.
Order also states address wrong. RESOLUTION: 8-23 per Larry in dispatch tech went out on 8-20 but could not find address W Hamilton. I advised
Larry address on top of order is E Hamilton. CVC said they never looked at the account about previous UA at this address. Order was placed on CWA by unknown party becausetech could not find address. SPG was given by tech. Larry rescheduled due date for 8-24.
CAUSE· Tech failed to locate customer causing missed commitment.

19990820	19990825	RICHARDSON BECKY				9413189881
OFC-COM	INFRAPROV	FL	FL	R		
D02A	REGION-INFRA PROV					

COMPLAINT: New service has been delayed for 45 days. Customer is an on-call nurse and needs the service. PSC transferred call --------
RESOLUTION:New service was issued with a DD of 7/22. On 7/22 acold install was completed and DOR'd for no facilities. Technician left 12-card and referred to the cut section. On 7/29 Ron Johnson issued work order to place buried drop and referred order back to the DOR desk. On 7/30 DOR clerk contacted the customer with a due date of 8/10. On 8/11 D. O. Creasman contractor completed work order. The customer contacted the DOR desk and was advised changed DD to 8/20. On 8/13 the DOR desk clerk routed order to Dispatch with a note to override due date of
8/20 due to manpower requirements the due date would remain the same. On 8/14 GTE technicianwas routed on order he could not provide service due to a property violation and no facilities
available. On 8/20 Supervisor Steve Lindsay contacted the customer to provided service customer waswired out of limits. Neighbor

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

gave permission to cross property for temporary service. Sherri McGhee contacted the customer and assured that a work order would be issued to correct problem. Customerrs satisfied A $25 SPG was added to order. ------ CAUSE:Missed commitment on DOR'd order.

19990817	19990827	SOSKIS JACK				8139030737
OFC-TEL	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT: Customer upset new service is not working on the due date. Customers mother is in a nursing home and he traveled a long distance only to find her
without service. RESOLUTION: Per Kenneth Soule/Local mgr I order was completed as CO connect. The room at the nursing home had service at one time and facilitites were apparently used for another order but he could not tell for sure.$25 SPG issued to 8/19 bill.
CAUSE: Missed commitment on I order

19990816	19990831	UPTHAGROVE BELLE				9414201330
OFC-NET	FULFILLMENT	FL	FL	R		
D02A	REGION-CUST OPER					

COMPLAINT:Customer placed an order for 3rd line on 7/12/99 & was given a due date of 7/27. Then she decided to add a 4th line 941-420-8785 on the same order I4373012. Customer has already received the bill
for the 3rd line even though it didn't get connected until 8/6 The 4th has not been connected at all. RESOLUTION:Installation of 3rd line was delayed due to driveway & sidewalk condition. A contractor was hired to bury the wire but they failed to connect the line to provide service. 4 Service Performance guarantees have been issued on the customer's account. She now has service and is satisfied.
CAUSE: Missed commitment.

19990809	19990901	CRANFIELD PETER				7274433371
OFC-COM	ASSURANCE	FL	FL	R	COASTAL	CLEARWATER
D02A	REGION-CUST OPER					

COMPLAINT: Customer was transferred by the PSC: Customer called 7-29 for repair of two jacks due date was 7-31. Tech came out twice on 7-29 and left hand tag access required. Customer called backon 7-31 and was given due date of 8-6 between noon & 4pm no one came.
RESOLUTION: CARE - 8-10 Maria Curry Lead Rep spoke with Regina about the importance of customer perception and follow-up 8-9 Local manager Joe Maynard contacted customer
and a tech dispatched and found the trouble to be in the customer's wiring but was unable to gain access. The same tech was dispatched and found a defective inside wire no longer required to provided service. This wire was removed and Mr. Cranfield is satisfied. Previous reports 7-29 7-31 8-7 8-10 each time cleared as CPE. CAUSE: Repeated report

19990823	19990901	HOWELL RUBY				8136619610
OFC-COM	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02A	REGION-CUST OPER					

COMPLAINT: Customer was transferred by PSC. Customer has no dial tone dead. Reported service 8-20 and due date 8-21. Customer called back 8-23 service still not on. Per Care customer on 8131 carrier and has been sent to Carrier Maintenance group.
Care issued an SPG. RESOLUTION: 8-23 Bryan Hunter Network Reliability checked into the matter and found someone had already corrected
the problem by the time he received the compliant. He found there was a DLC problem and the bad line card was changed. 8-31 Customer Relations Mrs. Edwards made a follow-up call to customer and she stated the line was working fine. It took us until 8-23 to correct the problem. Care issued an SPG for the missed commitment. CAUSE: Missed commitment

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990827	19990903	JUNKIN BETH					8137528687
OFC	FULFILLMENT	FL	FL	R	INLAND		LAKELAND
D02C	REGION-CUST OPER						

COMPLAINT. Mr. dissatisfied with due date quoted on C5213614 dd 9/8/99 Mr. stated he added his second line service on 8/25/99 and feels GTE should be able to assist him before 9/8/99 in order that hemay be able to utilize his service on 813-752-3317. RESOLUTION: 8-27 Local manager Jim Crews contacted customer and explained why the duedate quoted seemed so far out. A tech was dispatched and service provided. Business office quoted correct due date CAUSE: Fulfillment office procedures followed

19990901	19990903	DELLAPA CHRISTOPHER					8137570808
OFC-COM	FULFILLMENT	FL	FL	R	INLAND		LAKELAND
D02C	REGION-CUST OPER						

COMPLAINT. Mr. Dellapa was transferred from Bruce @ the PSC. He placed an order M5255759 on 8/30 due for 9/10. He has a new baby at home the due date isn't satisfactory. RESOLUTION Bob WilsonSupervisor is going to have the order worked today or early tomorrow morning 9/2. Susan Miller Customer Relations advised Mr. Dellapa who was satisfied with the action taken. CAUSE: Unsatisfactorydue date on move order.

19990825	19990908	VANDENDRIESSCHE MELINDA					9416761903
COM	INFRAPROV	FL	FL	R			
D02A	REGION-INFRA PROV						

COMPLAINT Ms. stated that she called to apply for new service on 7/7/99. Ms. states that she was promised a telephone number with an installation date of 8/19/99. RESOLUTION·3/23/99 Ms. contacted thebusiness office with a requested due date of 5/31. 6/3 Ms. notified the business office of a construction delay & requested a due date of 6/22 however on 6/22 the order was placed on customer willadvise (CWA) status for directions. 7/2 Ms. contacted the business office & requested the due date changed to 7/9 7/9 a GTE technician was dispatched & completed as much as possible however could not provide service due to no available facilities. The technician left a card with a number to call. Also the order was referred to engineering. 7/15 Ms. contacted the Dor desk clerk requesting an update on the order. The DOR clerk stated that an engineer would contact her & provided the 800 number for engineering. 7/16 GTE engineer D. Grogan informed Ms. that she was still working on her order. 8/11 Ms. provided an estimated in service date of 8/19. 8/19 W. M. Kriston contractors dispatched on work order completing the directional bore & burying drop. The order was then routed to dispatch. 8/20 Ms. advised that due to manpower requirements & the weather service could be delayed. 8/25 Service installed & SPG provided.CAUSE.Missed Commitment on Dor'd order.

19990826	19990910	SHIVER ANGELA					8139091523
OFC	FULFILLMENT	FL	FL	R	INLAND		TAMPA NORTH
D02A	REGION-CUST OPER						

COMPLAINT:I4972997 missed commitment 8-25 customer still waiting for a.m. dispatch promised today. RESOLUTION·8-25-99 customer promised dispatch p.m. but missed Pending Orders issued request for Service Performance Guarantee credit $25. 8-26 Ms. Hunter GTE Customer Relations requested expedite per Linda Huskamp Due Date Resource order completed 8-26 3.55 p.m. customer provided service. CAUSE:Missed commitment service order

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

19990910 19990913 AYRES RONALD L 7273846535
OFC ASSURANCE FL FL R COASTAL ST. PETERSBURG
D02A REGION-CUST OPER
COMPLAINT: Mrs Ayres called to advise of difficulties in getting her service repaired this week. The service went out 9/6. She was advised of several possible commitments by CARE. Her latest contact was 2 am this morning. RESOLUTION: Ariana Reed acting Local Manager spoke with Mr Crawford
(customer's father-in-law) 9/10 11 00 am to set up appointment. Mr Crawford made an appointment for 9/10 5:00 pm. The ticket was created 9/8 NDT with a commitment of 9/9 10:29 pm Due to
excessive workload the due date had to be extended. A technician was dispatched 9/10 5:42 pm much to Mr Crawford's displeasure. The trouble was cleared 7:10 pm. Mr Crawford had been advised the technician would arrive as soon as possible. Ms Reed spoke with Mr Ayres on 9/11 9·50 am to assure service working well. A $25 SPG has been issued by Operations Mr Ayres is satsified. CAUSE: Missed commitment.

19990909 19990915 STEWART MARGARET L 7273760616
OFC FULFILLMENT FL FL R COASTAL TARPON SPRINGS
D02A REGION-CUST OPER
COMPLAINT: Mrs Stewart called to complain of lack of notification on missed commitment for jack rewire (C5001073) originally due 9/9 with customer perceived am appointment. RESOLUTION:
Matt Butlerspoke with Mrs Stewart immediately upon receipt of complaint. He advised the rewire would be done 9/10 as rescheduled. A verification call had been attempted 9/9 12 43 pm by pending orders but reached busy. The order was completed 9/10 11:15 am. Mrs Stewart is satisfied with Operations quick response to her concerns. CAUSE: Missed commitment lack of manpower.

19990902 19990920 CATHERINE R RIDEOUT 9416445319
OFC-COM FULFILLMENT FL FL B
D02C REGION-CUST OPER
COMPLAINT.Warm transfer from PSC. Ms. Rideout quoted field due date Business one line new service I5306223 September 14 She requests expedite due date
September 7 or 8. RESOLUTION:9-2-99 Linda Huskamp Operations' Support Due Date Resource changed the due date on I5306223 from 9-14-99 to 9-7 She called and left a message for Ms. Rideout on the can be reached number provided also leaving her contact number at GTE if any further questions. CAUSE.Unsatisfactory Commitment Date

19990910 19990920 WESTFIELD HOMES 8139089658
EXE FULFILLMENT FL FL B INLAND TAMPA NORTH
D02A REGION-CUST OPER
COMPLAINT· Customer is concerned with the condition of the installation at his construction trailer and model home and called Mr. Ferrell's office. RESOLUTION: Supervisors Randy James Noel Rivera and Steve Leung met
with the customer and worked together to satisfy all his concerns. The order to add the third line was missed due to facility troubles for the housing development that have been cleared with the installation of a 150 pair feeder box. Jacks were installed 9-10 and the wired-out-of-limits conditions are expected to be cleared by 9-24 with serving terminals in front of the respective addresses. Mr. Campbell is very pleased. CAUSE: Missed commitment.

19990921 19990923 CAMPBELL WILLIAM 9419267483
OFC-NET FULFILLMENT FL FL R COASTAL SARASOTA
D02A REGION-CUST OPER

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT Emailed complaint concerning expected credits. RESOLUTION. Cynthia Keppel Customer Relations spoke with Mr Campbell 9/21 10:40 am to advise of receipt of complaint and need to investigate. Upon investigation Mrs Keppel found the order for jack install C3846598 did show an SPG created by Tampa CCC
representative but the order was cancelled due to Operations policy of not going intoattics. As the original due date was missed (6/21/99) the SPG should stand and Mrs Keppel credited Mr Campbell's bill accordingly
9/22. Mrs Keppel spoke with Mr Campbell 9.22 11.30 am to adviseof impending credit. Tom Ackerman Local Manager spoke with Mr Campbell 9/21
within two hours of receiving complaint. Mr Ackerman advised of procedures for installation including inability to fish wire through walls and not going into attics unless there is proper clearance ventilation and flooring. Mr Campbell thanked Mr Ackerman for his call. CAUSE: Missed commitment.

19990928	19990930	KEMPER STEVE				9413628808
OFC-NET	FULFILLMENT	FL	FL	R	COASTAL	SARASOTA
D02A	REGION-CUST OPER					

COMPLAINT: Customer's order was due dated 9-24 he waited all day no one came out. To date customer is still without service.
RESOLUTION: Unknown party changed due dateto 9-27. Jerry Burke special services had order pulled and order worked.
Notes state 9-24 order unable to be routed to the field for no engineering However 9-16 engineering assigned facilities.CAUSE: Missed due date

19990922	19991001	KAISER BRIAN				8137528081
OFC	ASSURANCE	FL	FL	R	INLAND	LAKELAND
D02A	REGION-CUST OPER					

COMPLAINT: Customer requested service 9/8/99. See M5410323. Mr Kaiser says he has called Bob in engineering several times with no response. He wants to know what the delay is. RESOLUTION: Customer applied for service 9/8 and given a due date of 9/14. A cold install was completed on 9/14 but service was not provided due to no feeder pairs. The order was
placed in the DOR queue but due to a backlogof bad pairs the order was not routed. On 9/21 Don Lee was dispatched to clear a bad pair in stalpeth cable. Because he was not able to clear the pair the order was referred to engineering and
the customer was advised after he called to check on order. On 9/28 Bob Brousseau explained that a crew was dispatched to clear the cable pair. Work order
3611-3P002AN was created to provide additional cable pairs to the cross-box. On 9/29 William Johnson was dispatched to provide service. On 9/30 a DOR clerk issued a service performance guarantee which should appear within 2-3 billing cycles. The customer is satisfied. CAUSE: Missed commitment and failure to call customer back.

19990908	19991004	KELLY CHARLES				8139917798
OFC-NET	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT. Customer placed order for f&t through the Internet at STARTSMART.COM. Original due date of 9/3 was missed. He called 800-483-4200 rep was rude and would not let him speak to supervisor. After 6 minutes of being on hold he was cut off. Calling back he reached a ne rep and had to go through the story again. RESOLUTION: Customer's service was
installed 9/4/99 at 1:00 p.m. He said the tech did a very neat and professional job. He was upset with the treatment he got when he called 800-483 4200. The reps were rude would not let him speak to a supervisor and left him on hold for
5-6 minutes. Customer received 2 Service Performance Guarantees on M5135399. According to Joyce Bruno on 9/3 Tampa North work center was scheduled to work 201
orders due that day. At the beginning of theday it was projected to miss 45 of those orders. This was excluding drop-in orders. An attempt was made on each missed order to contact the customer to notify of the delay. It is not known if anyone tried to contact Mr Kelly. CAUSE: Missed commitment and rude treatment by unknown reps.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

19990921 19991005 BLONDIN MORTGAGE CO 9419278188
OFC-COM FULFILLMENT FL FL B COASTAL SARASOTA
D02C REGION-CUST OPER
COMPLAINT Warm transfer from PSC. four line business M5598215 being quoted due date 10-4-99 which is not acceptable. Ms. Blondin requesting service at new address by
10-1. RESOLUTION:Customer quotedavailable due date for field order when order placed 9-20-99. No record of customer requesting escalation referred request to Bob Lee Manager Business Dispatch Control Center(BDCC). Supervisor BDCCMelody Lewis changed the due date to 9-25 and contacted Jamie Blondin who was satisfied. CAUSE:Unsatisfactory Commitment Date

19991001 19991015 WRIGHT WAYNE 8137154457
COM INFRAPROV FL FL R INLAND LAKELAND
D02A REGION-INFRA PROV
COMPLAINT. Mr. Wright's move order was scheduled to be connected on 7/16. The order is on DOR and hasn't been worked yet. RESOLUTION: Service was provided on 10/3 Engineering authorized a $25.00 SPG. CAUSE: DOR missed commitment.

19991011 19991015 GLASS LIZ 8139868279
OFC-COM INFRAPROV FL FL R INLAND TAMPA NORTH
D02A REGION-INFRA PROV
COMPLAINT: Customer was transferred by PSC. Customer placed move order with a due date of 9-25 she still has no service. She said she has called John Gravelye and Ron Mixon (IP) but they have notreturned the call. She was promised an SPG
because of the delayed order. RESOLUTION: 10-11 Designer-Access Design Alex Robinson contacted Ms. Glass. He explained to her she left a
message for Ron Mixon however he was on vacation that week therefore no call back was made A tech was dispatched and service was provided. Service delayed because customer needed Span C Wire and a drop. Ms. Glass is satisfied. An SPG was given by Engineering and $25 of the installation charge was also waived. CAUSE: Missed commitment

19991008 19991018 WOZNIAK ANITA 9413593046
OFC INFRAPROV FL FL R COASTAL SARASOTA
D02A REGION-INFRA PROV
COMPLAINT: Ms. Wozniak placed an order for a 2nd line TN 941/359-0206 on 9/7. The order has been dor'd. She has called eight times and can't find out what the status of the installation is. She wants the service connected today. RESOLUTION: On 10/8 Sandy Levesque Engineer contacted Ms. Wozniak to advise we would be out on 10/11. Service connected on 10/13. Commitment missed due to manpower. CAUSE: Missed commitment.

19991022 19991022 WALLACE IRENE 9419264173
OFC FULFILLMENT FL FL R COASTAL SARASOTA
D02C REGION-CUST OPER
COMPLAINT:Ms. upset over the due date she was quoted for her mother's move order M6176966 which was 10/29 Friday. Ms. explained that her mother is moving from apt 211 to apt 108 within the same assisted living complex The Grand and she is moving into a handicap room. Ms. advised they are moving her mother on Monday and it is medically necessary for her to have her phone.RESOLUTION:10/22 DeborahCruz's DRM response. Debbie rescheduled Irene Wallace's order

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

to Monday 10/25/99 with an appointment between 8A-12P Ms. Wallace was quoted the 10/29/99 due date due to the high volume of field orders in the Sarasota area which is common for this time of year. Debbie advised Irene that her order had been rescheduled. She also left a voice message for her daughter Carol Kitchens at the cbr number. Ms. satisfied.CAUSE:Procedures followed.

19991014	19991029	GENTSCH C A				9417510716
OFC	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D02A	REGION-CUST OPER					

COMPLAINT. Ms. Gentsch's order I5775639 was to have been installed on 10/13. The service wasn't connected and she was advised it would be worked as the first order of the day on 10/14 She advised no one has been out. Per Tom Sheppard the order is on DOR. A heart patient lives there and doesn't have access to a phone. RESOLUTION: On 10/14 service was connected. This complaint could have beenavoided had the service installer (Alford) placed a temporary drop across the dirt road and notified Rick of the situation. Since the drop was well under the 600' length specified in the buried dropprocedure and Customer Operations could have provided service on the first trip. CAUSE. Missed due date

19991006	19991102	AMERICAN SOLAR & SECURITY				7275318758
OFC	FULFILLMENT	FL	FL	B	COASTAL	CLEARWATER
D02C	REGION-CUST OPER					

COMPLAINT: Customer is IRATE with due date given 10-13 on I5890847 (727-531-8758). He must have the three additional lines he ordered by 10-8 or no later than 10-11. RESOLUTION Local Manager Bob Peck found the order was expedited by Local Manager-Business John Pazaleski to be worked on 10-7. Mark Lee BZT tech completed the order by 1pm on 10-7. A follow-up call was made to Mr. Skirty on 10-27he was not in the office. The receptionist said everything was working great and the installation went well. The original due date quoted to customer was the regular due date however customer wasnot happy with that date. CAUSE: Customer not satisfied with original due date quoted.

19991029	19991102	NATIONWIDE BOAT TRANSPORT				7275182628
OFC	FULFILLMENT	FL	FL	B	COASTAL	CLEARWATER
D02C	REGION-CUST OPER					

COMPLAINT: Mr Breeden called to advise when he called to request new service it took two days for someone to return his call to place his order (I6279576). Due to this delay the expected in servicedate is 11/4. Mr Breeden would like an expedite if possible. RESOLUTION: Brandy Fetter DRM contacted Bob Lee BDCC Manager to negotiate a more satisfactory due date for Mr Breeden's order. Mr Lee has been able to have the order expedited to 11/1 for at least the main line. The coefficient for this order is 15.5 hours and the earliest availability for that timeframe was 11/4 with work to start 11/3. Mr Fetter advises this type of expedite could jeopardize other installs. Pam Perry BSC could find no previous contact with Mr Breeden prior to 10/27. Ms Perry advised there was no backlogof calls that would have necessitated calling the customer back for order process 10/25. Ms Perry spoke with Mr Breeden 11/1 who advised installer was at premise. Mr Breeden is now satisfied. CAUSE: Operating procedures followed unsatisfactory due date install.

19991103	19991110	SERRANO CARLOS				7877676188
EXE-TEL	FULFILLMENT	FL	FL	R		
D02A	REGION-CUST OPER					

COMPLAINT: Customer is upset about the service installation on his lines in Puerto Rico. Missed committment dates was the main

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

issue. RESOLUTION: Order A489977 was completed on 11/6/99 A test call was made today and the customer advised Story Melendez representative that no letter was needed and that she was satisfied with their service. CAUSE: Missed committment dates

19991108	19991116	MADDING WANDA				8636887085
OFC	INFRAPROV	FL	FL	R	INLAND	LAKELAND
D02A	REGION-INFRA PROV					

COMPLAINT: Customer's I order was due dated for 11-5 and today 11-8 customer still does not have service.
RESOLUTION: 11-8 Local
Manager Jim Crews contacted customer and referred the problem with the work order to Pat Davis IP Supervisor. 11-9 problems with network interface were corrected and service provided. Due to incorrect work order FACassigned an EDT pair in error which left customer without service. CAUSE: Incorrect work order caused wrong assignment.

19991123	19991129	DAVIES WILLIAM				7273220237
OFC-NET	FULFILLMENT	FL	FL	R	COASTAL	ST. PETERSBURG
D02A	REGION-FAC					

COMPLAINT. Mr Davies emailed of missed commitment for his install I6347317. He is requesting SPG. RESOLUTION: Dick Terrell CARE reports a ticket was created 11/9 with restoral 11/10 cable problem.Mitzi Rao Service Center Supervisor left voice messages for Mr Davies at both his
Florida number and his out of state cbr 11/23 and 11/24. The system reflected left in working at this address inerror. When the facilities were assigned by the system another customer's
service was interrupted. When this customer's service was repaired the new service for Mr Davies no longer functioned but wouldn't have been noticed without a test from the premise. On 11/9 Mr Davies reported no dial tone which was cleared as crossed pairs in the field. Ms Rao gave a $25 SPG for missing the due date.CAUSE: Quality of performance incorrect records missed commitment.

19991201	19991208	ENOS ADRIANA				8138184578
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA CENTRAL
D02A	REGION-CUST OPER					

COMPLAINT: Mr. Enos has a M6620972 due for 11/29 to install 3 R1 lines. The order is on DOR. He advises he can't get a straight answer from anyone on the installation date. He placed the order overtwo weeks ago and needs his
service ASAP. He has been unable to reach Randy James. RESOLUTION: Phil Brant contacted Ms. Enos. Two of the three lines were installed on 11/30.
The third line is scheduled for installation on 12/3. Installer should have installed two lines on the due date instead of referring the order to Engineering. Ms. Enos was satisfied with the action taken. CAUSE: Missed due date. Operations should have provided temproary service from the existing terminal.

19991210	19991210	LEGALWISE				8132070800
EXE	FULFILLMENT	FL	FL	B	INLAND	TAMPA CENTRAL
D02C	BUSINESS-BRANCH					

COMPLAINT: Mr. demanded Mr. Ferrell. He had a circuit due for install today however because paperwork was turned in by sales rep late he is being given a Friday due date. Mr. wants circuit in today! He is moving his business tomorrow and he NEEDS his phones up and running.
RESOLUTION: The customer ordered a PRI circuit for their new location- but refused to sign a 3 year contract. Accordingto
tariff the order cannot be placed without a contract. Ali Donovan Account Manager expressed this with Julianne Schlaiffer at Legalwise. They had questions about termination liability and requested to speak with Patty Tuttle/Manager. After their concerns were addressed
they still held back on signing the contract. The contract was only received after 5 p.m. on Wednesday December 8th. The PRIdata gathering

1999 -- Florida Missed/Unsatisfactory Installation Commitments

CALLDATE	CLOSEDDATE	. ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

sheet was faxed back on December 1st. Ali
let them know their due date was in jeopardy as they could not proceed without signed contracts. The customer became very irate when the PRI circuit was not installed on Wednesday December 8th. The due date however was Friday December 10th. Branch is working diligently to make sure this customer will have the circuit on December 10th.CAUSE Unsatisfactory due date.

19991210	19991221	SPENCE	JEREMY			8139919248
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D02A	REGION-CUST OPER					

COMPLAINT Customer ordered a second line dd 12/8 and no one came out. Order was completed 12/9 but line 1 813-991-7888 was left out-of service when they were done. They have been given an appointment of 12-11 (when they can be home) and the customer is dissatisfied. RESOLUTION: Janet Messer Customer Relations rep arranged for a repair tech to be to the customers home 12/10 after 5pm. A $25.00SPG credit was issued by the CCC for
the missed appointment and the customer called Mrs. Messer back 12/13 expressing his thanks and satisfaction. Local Manager George Suarez determined the missedappointment was due to lack of manpower and the technician installing line 2 unknowingly during jack work broke a wire on line 1. CAUSE: Quality of performance issues on due date and order installation.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
19981229	19990105	PALMER THOMAS				9413222228
OFC	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D04	REGION-INFRA PROV					

COMPLAINT: Mrs Palmer emailed that her new service has been delayed. RESOLUTION: Mrs Keppel Customer Relations left voice mail for Mrs Palmer 12/29/98 9:08 am to advise of receipt of complaint. Linda Smith reports that Section Manager Steve Rickert spoke with Mrs Palmer 12/29. On 12/12 a Clearwater Assignor (SDA) found no facilities and routed the order to Facility Survey queue. Facility Supervisor Judy Mann routed the order to AW queue
for dispatch on 12/14. At 4:25 pm Bradenton Assignor Sharon Spicer entered remarks indicating the installer found feeder pair defective and no more pairs available. On 12/16 Mrs Palmer called to check status and request call back for scheduled date. Amy in CARE called DOR to check status and was
advised of probable date of 1/4/99. DOR clerk Liz Cramer notified Mrs Palmer 12/18 12:55 pm that Engineer Angie Anderson would be workin toward resolution. Engineer Dave Osborne issued work order to
add feeder pairs to cross-box and hand-carried a copyto construction 12/21. Mr Osborne overlooked remarks regarding lack of isolated cable facilities. Facility Surveyor Judy Mann found line change possibilities 12/29. Mr Rickert spoke with Mrs Palmer 12/29 to advise of service to be completed 12/30 Service was established 12/30.CAUSE: Customer not advised of DOR'd order status and order not read thoroughly.

19981119	19990106	ARMSTRONG STEVEN				9419214325
COM	FULFILLMENT	FL	FL	R	COASTAL	SARASOTA
D04	REGION-CUST OPER					

COMPLAINT: Applied for svc on 10-28 and as of 11-19 still no service RESOLUTION: Order placed for svc with dd of 10-28. On 10-28 installer completed the install however the order was delayed due
tolack of good facilities. Due to no available manpower on one was dispatched to make the repairs. (BAD PAIRS) On 11-20 facilities were repaired and svc provided. Field do NOT advise in response whatkind of information was communicated to the customer. CAUSE: Staff availability - unable to repair bad pair in time to meet commitment. (Also do not know what was communicated to the customer from11/28 to 11/20.)

19981208	19990106	LEWCZAK CAROL ANN				9419254955
COM	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D04	NON-GTE					

COMPLAINT: Cus without service for several days missed due date on new install RESOLUTION: On 11-8 report of no dial tone received. On 11-19 report cleared as CPE/no CBR number to contact customer. On 11-20 report received of no dialtone. On 11-21 report cleared as no fac path located for svc. The tech explained to the cus to contact condo assoc and page him so he could come back to install the svc. The condo mgmnt contacted their vendor Discount Tele who
ran new homerun fac in the attic and charged the cus 225.00. An investigation revealed that condo had been vacant for 3 yrs and at some point mtce work was performed and damage to the homerun fac in the attic occured. GTe advised customer to contact the condo assoc for possible reimbursement. CAUSE. Cus without svc for several days due to missed due date. NOT GTE Facilites

19981124	19990111	BARBATO RALPH				9413517272
COM	FULFILLMENT	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Cus had trouble having service installed and went through several different people and departments RESOLUTION: On 10-20 cus placed order to transfer svc and quoted due date of 10-31. On10-25 assignor ref order to cut section due to no vacant pairs. On 10-30 assignor ref the order to cable to
have a pair fixed. On 11-13 order was referred back to cut section with no pair fixed. Assignor found a way to provision dual line carrier and service was provided on 11-13. Primary cause was lack of

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

communication to the customer to inform him service would not be provided on the due date.Orig number assigned to customer was already wkg and another number had to be assigned. All department involved have been retrained concerning customer notification procedures. CAUSE. Missed due date due to no fac and lack of info to the customer regarding due date. Complaint shared with IP Operations and the Customer Link Center.

19981214	19990111	SARASOTA ELECTRIC CORP				9413795585
COM	FULFILLMENT	FL	FL	B	COASTAL	SARASOTA
D04	REGION-CUST OPER					

COMPLAINT: Cus applied for service which has not been installed. Cus was guaranteed two line first wk of Dec. RESOLUTION. On 11-24 customer ordered two lines. 12/07 was the origianla due date inNOCV. On 12/07 customer called dispatch and was infromed that the order was DOR'ed. The order was sent to operations to clear a pair Order was not sent to Access Design until the due date was missed and customer complaint was filed. Per IP- If operations had notified access design of the problme on the due date dual line could have been used at that time. On 12-8 customer was told could onlyinstall one line due to no wkg facilities. On 12-10 customer advised GTE could provide service via digital pair gain device(dual line). On 12-11 service was provided via dual line. CAUSE: Install of 2nd line denied due to no fac-

19981222	19990118	WEAVER TOM				8136559793
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA EAST
D04	REGION-CUST OPER					

COMPLAINT:Mr Weaver upset because his new service was supposed to be on yesterday. RESOLUTION:12-21-98 T1383863 placed on Delayed Order Report(DOR) and referred to Engineering because of no serving terminal facilities. 12-22 Mark Persbacker Access Designer contacted Mr. Weaver to advise of the delay and documented the order that Work Order#3P002UK should be completed that day. The customer then contacted GTE Customer Relations for resolution. Cable placement to this subdivision had been delayed due to budget issues but because of a previous DOR the cable to serve this area was in the processof being placed. The work order was completed and the terminal spliced on 12-23-98. Mark Persbacker contacted Mr. Weaver to verify that he now had working service. CAUSE:Customer's due date delayed lack of facilities. Service could have been provided by wire out of limits to the assigned terminal via a SWID at the construction trailer next door.

19990104	19990118	WRIGHT LAWRENCE				9417527102
OFC	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D04	REGION-CUST OPER					

COMPLAINT:I1448861 signed off 12-29 but referred to cable for facilities. Customer requesting status is being inconvenienced by having to wait. RESOLUTION:1-4-99 Section Manager Access Design Steve Rickert contacted Mr. Wright and forwarded his complaint for resolution to the Operations' Manager's office. Mr. Wright's service order request to add an additional line at his residence had been delayed until a good vacant cable pair was located in order to provide him with service. The morning of 1-5 a field technician was dispatched to fix the cable pair and completed the work by noon. He reported in that Mr. Wright had chosen to do the inside work himself. A follow up call was made on 1-6 by Brian Carter Local Manager. CAUSE:High demand of trouble prevented the completion of field work to clear a good cable pair.

19990111	19990118	RAIHILL KAREN				7278948233
OFC-COM	FULFILLMENT	FL	FL	R	COASTAL	ST. PETERSBURG
D04	REGION-CUST OPER					

COMPLAINT: There is no telephone service in this house customer was given due date of 1-8 it is 1-11 and she has been advised by the order

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

center that there are many orders for second lines and it could take an additional 30 days. Customer has no line and wants to be prioritized. (PSC Verbal) RESOLUTION: Local Manager Larry Wiggerton contacted Ms. Raihill and advised her that her order would beprioritized and scheduled for 1-12. The order was completed 1-12 the customer had service and was satisfied. CAUSE: Order delayed for lack of good cable pair.

19990112	19990120	CENTURY 21 SHAW REALTY				8136892121
OFC	ASSURANCE	FL	FL	B	INLAND	TAMPA EAST
D03B	CSA-REAL ESTATE					

COMPLAINT Jim McPeke called stating he has been having a problem with dialing into to the MLS system which is used by realtors to obtain listings. Mr. stated the MLS system is provided by GTE and isa T3. Mr. advised was on hold to GTE solutions with Eric for over an 1/2 hour with no satisfaction. He also advised that another person called back and was on hold for two hours with no satisfaction.RESOLUTION: 1/12/99 Donnie Hardaway's BRC response. Donnie referred complaint to Steve Fugleberg Enterprise Solutions (acting for Dave Cooley). Steve requested his second level tech support to contact customer. An appointment was set up for 1/13. Steve to follow up with Donnie any assistance needed regarding GTE's local access circuit.Mr. McPeke is satisfied with action taken thus far.Customer has both contact numbers for Donnie and Steve if needed. CAUSE: Repair situation regarding Enterprise Solutions (other business units).

19990113	19990126	LE DUC JOCOLINE				9416356315
OFC-COM	INFRAPROV	FL	FL	R		
D04	REGION-INFRA PROV					

COMPLAINT:Mr. John Vinkle is the can be reached number for Mr. & Mrs Le Duc. He is calling on their behalf concerning the installation date of I1143701.The order was placed 12/31/98 and is Dor'd. Mr.contacted the PSC regarding the hold up regarding the service. Mr. concerned because he sold the property to the Le Duc's.RESOLUTION:1-12 Sandy Cust.Rel verified that remark on service order indicatedthe can be reach number to leave a message at belonged to Mr. Vinkle sales office.Mr. Vinkle advised he was the only contact for the Le Duc's.11/25 service requested du date 12-15.12/13 Order referred to cut section isolated pair.12/14 Ms. called requested due date changed to 12/29. 12/27 No facilities cbr number advised the LeDuc's on vacation.1/4 Ms. Grogan explained to Ms. LeDuc reason for delay in service.1/11 Ms. Grogan contacted Ms. LeDuc & provided a cbr number.Ms. requested that a message be provided to Mr. Vinkle as an estimated connection date.1/13 Executive complaint received.Ms.Grogan left a message explaining situation for Mr. Vinkle.Ms. Grogan discovered the count on the order was incorrect due to record error.Service installed & customer satisfied.1/18 SPG issued.CAUSE:Customer's service delayd due to the count on the order was incorrect due to record error.

19990113	19990126	KRUUV JACK				8137791640
OFC	INFRAPROV	FL	FL	R	INLAND	LAKELAND
D04	REGION-INFRA PROV					

COMPLAINT: Customer requested new service on 12/30. Has been told no facilities however others just entering the RV park are receiving phone service. ----- RESOLUTION: On 12/11 an install order wasissued with a due date of 12/30. On 12/28 the order was placed on DOR due to no vacant feeder pairs. On 12/30 Bruce Brantley engineer attempted to contact the customer but no can be reached number. A field visit was made and a card was left requesting a call back. On 1/7 a work order was issued to provide relief to the cross box. On 1/13 Steve Browning engineer contacted the customerand explained there was no facilities available. The service will be install on 1/29. A SPG $25 was issued. The customer was satisfied. ---- CAUSE: Lack of Facilities. Rep G108339 failed to add can be reached number.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990112	19990201	SEWELL RICHARD					8137822665
OFC-COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT:Warm transfer from PSC. T1657259 due date 1-14-99. Customer requests current status has been advised bad pairs in the area possible delay. Kathy Sewell advises husband is a truck driver and needs service A.S.A.P. RESOLUTION:1-11-99 GTE field technician dispatched on Mrs. Sewell pending order completed a cold install and notified her of a possible delay due to no main cable pairs in thecross box. Work order 3623/3F001BJ had been issued 1-7 to provide relief in the area. Per procedure the technician DOR'd(Delay Order Report)the order but it had not been received in Engineering priorto Mrs. Sewell's call to GTE Customer Relations. 1-12 GTE Engineer Steve Browning contacted Mrs Sewell explained the delay and then contacted assignment. A cable pair available because of a disconnect order was assigned to Mrs. Sewell's order. 1-13 a cable splicer contracted for GTE was dispatched and provided service one day prior to the customer's original requested due date. GTE Section Manager Access Design Chip Levick contacted Mrs. Sewell to advise her of order completion and she is satisfied. CAUSE.Procedures followed for Delayed Order REport customer requests escalation

19990115	19990203	MALDONALDO LIBRADO					7275260826
OFC	INFRAPROV	FL	FL	R	COASTAL		ST. PETERSBURG
D04	REGION-INFRA PROV						

COMPLAINTCustomer requests explanation of delay I1577318 new subdivision neighbors had all received service. Junior Librado had to request escalation 1-14 was contacted by Lonnie McCurdy order isdue 1-15. He requests follow up to make sure service is working compensation for charges incurred using cellular phone. RESOLUTION:1-14-99 Lonnie McCurdy Designer Access Design explained to Mr. Maldonaldo calling for status the Delayed Order procedure and Engineering work order already in progress to provide facilties needed. (Per Randy Brummett Supervisor OSP Supervisor this new housing development required a large constuction job twelve people working to pull in new cable). Lonnie was able to expedite Mr. Maldonaldo's order placing his in front of some of the other neighbor's order requests quoting a due date 01-15-99. Lonnie confirmed with Mr. Maldonaldo that a $25 Service Performance Guarantee had already been authorized and gave the customer his telephone and pager numbers. 1-15 Randy Brummett during a premise visit verified that service was in and working. 1-20 Lonnie again spoke with Mr. Maldonaldo confirming GTE had provided service within the PSC guideline of thirty days and would not provide compensation for use of his cellular phone. CAUSE:Customer's request for new service delayed for lack of facilities

19990122	19990205	AMERICAN EXPRESS					8132730310
OFC	ASSURANCE	FL	FL	B	INLAND		TAMPA CENTRAL
D03B	REGION-NET REL					LOCAL	

COMPLAINT: Ms Vliet called 1/21 3:15 pm to register a complaint that her American Express office number was out of service for two months The findings were that GTE was at fault and a letter of apology was requested. The letter that was received blamed vender. Ms Vliet also advised National Account Representative John McLick (972) 465-4066 was involved. She is again requesting a letter from Mr Pelham accepting responsibility. RESOLUTION: Alice Collins advised that Tom Clark acting for Rick Pelham spoke with Ms Vliet 1/22 to advise of receipt of complaint and Mr Pelham's not returning from vacation until 1/25. Ms Collins spoke with Maggie O'Brien customer advocate for American Express call center 1/25 and Ms O'Brien thought Mr Pelham's letter addressed the situation fairly.Mr Pelham advises after further review that there is no further action to be taken on this complaint. CAUSE: Vender's dislike of letter to American Express from Mr Pelham.

19990203	19990212	FLEURENT SANDRA					9414220315
OFC	FULFILLMENT	FL	FL	R			

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	.	ACCTNAME					PHONENO
SOURCE	MBP		REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1						PRODUCT	

D04 REGION-CUST OPER
COMPLAINT: Ms Fleurent called to advise her order to transfer her service that was signed off in error has now been DOR'd. She was moving service on the same property with relocation of mobile home.She spoke with someone in CIC about noon who advised she would be contacted bu has not yet been. She works as security for the school system and needs her phone service completed. RESOLUTION: Linda Brooks reports that Facilities Adminstrator Gerald Nance left a message for Ms Fleurant who returned call 2/4. Mr Nance advised an engineer would be out. Mr Nance explained that the DOR d order was for a second line that had been canceled. Engineer Foy Dixon made a field visit and determined a terminal
was needed for the primary service transfer and service drop buried due to a safety hazardas it was on school playground property. Mr Dixon issued work order 3261/9P369RL-003 with an estimated
in service date of February 5. On February 4 a $25 SPG was issued and should appear on next bill. Customer is satisfied. On January 29 Customer Zone Technician Jeff Sasser completed cold install and coiled drop wire at the trailer. The service order was signed off complete. Mr Sasser hasbeen coached on DOR process. CAUSE: Failure to follow DOR procedure order signed off in error.

19990204	19990212	NEWSOUTH COMMUNICATIONS				9412959890
OFC	FULFILLMENT	FL	FL	R		
D04	REGION-CUST OPER					

COMPLAINT:Mr. called to complain about the lack of assistance he is receiving from GTE concerning his installation.RESOLUTION:2/4/99 IP Linda Brooks response.11/29/98 Building owner Mr. Strang contacted engineer Jerry Livingston requesting cable be placed in building.12/3/98 Work order 3211/3p001NU was issued with an estimated in service date of 1/4/99. 12/11/98 Mr. Andrews with Newsouth Communications requested seven lines with a due date of
12/17/98.12/23/98 order was referred to the engineering queue then was pulled from FS queue and signed off as complete by AWAS system so Engineeringnever received a Dor(Delayed Order Report) 1/21/99 Work order completed.2/4/99 BSC Pam Perry's response. Field Supervisor Emmett Larry advised that
C1993234 service order is worked and the customeris satisfied.Pam spoke with Robin Brown & He stated that when the customer called in he only requested to add an additional line and that's why he issued the
C1993234 order.The reason Supervisor EricBrown questioned customer as to who provided him with his name was because the customer was blind
transferred. Eric wanted to coach the representative.Eric did try to expedite this request and was denied (no medical emergency) by dispatch.CAUSE:Order signed off in field & not sent to Dor. Double number assignment customer advised BSC representative and Supervisor not helpful.

19990205	19990212	INTELLIGENCE NETWORK ON-LINE				7275625140
EXE	FULFILLMENT	FL	FL	B	COASTAL	CLEARWATER
D04	REGION-FAC					

COMPLAINT:ustomer Mr. Divelglia demanded Mr. Ferrell said that for over four months he has been trying to place an order to move (727/562-5272 727/562-2835 727/562-3037 727/562-5481 727/562-5273) these telephone numbers to a different
CLEC (Eastbuyer) and everytime we place an order for him we give due dates then state we can not do it.RESOLUTION: 2-5 NOCV order was reentered and FAC
disconnected the numbers so that E.Spire could complete the porting of the numbers. 2-5 in the afternoon the customer called to thank us for completing
the orders. CAUSE: Failure to follow through with customer's request
repeat requests.

19990112	19990228	CLARIDGE DAVID				8139083534
COM	INFRAPROV	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT: Cus applied for new svc on 12-22 with due date of 1-4. As of 1-11 no service. Customer upset that GTE does not plan better for new subdivisions/ growth. RESOLUTION: On 12-30-98 cus placed an order for service and requested svc installed that sameday. GTE advised due date would be 1-4. On 1-4 ord placed on DOR due to no available fac. GTE Access Design Eng advised customer of no fac and would make an attempt to provide temp svc by 1-7. On 1-7 Eng informed cus temp svc could not be provided and cable would be placed week of 1-15 Cus was not satisfied with that date. On 1-15 service was installed. SPG issued. CAUSE: No facilities available in new subdivision.

19990111	19990305	MCCULLOUGH DORIS J.				9416663748
COM	FULFILLMENT	FL	FL	R		
D04	REGION-CUST OPER					

COMPLAINT: Delay in service connection. Req made in Dec with due date of 12-14 and still no service. RESOLUTION: On 12-10 order place for a third line with a dd of 12-14. On 12-14 order referredto Eng to provide work order to clear isolated pair. Installer left no access card. On 12-22 isolated pair cleared. Ord placed on CWA until customer could set up appt to have inside wire installed. On 1-5 order completed. Homeowner advised that GTE could not run wire in attic and would need to contact contractor. On 1-11 Loc Mgr called homeowner who advised he told the customer. Per customer she was not advised by homeowner to contact a contractor to run the wire. CAUSE: GTE followed procedure; miscommunication between homeowner and tennant.

19990113	19990305	BAUER GARY				9413870544
COM	FULFILLMENT	FL	FL	R	COASTAL	SARASOTA
D04	CONSUMER-CCC					

COMPLAINT:Cus assigned number and taken away due to vacation program. Another #assigned it too was taken away. Cus said landlord on vacation RESOLUTION: On 12-28 landlord called to place order for service at 707 St. Judes Dr. Apt 3 and T# assigned was 941-387-9484. The order was placed on customer will advise status because landlord did not know what name to place service under. On 1-15 GTE advised customer that GTE could provide him svc however since landlord had a pending order with assigned facilites at that location GTE would need to contact her to canc order in order to use the facilities. Per landlords mother ok to canc order. On 1-15 service provided for customer using the assigned fac and T# from canc order. CAUSE: Delay of service due to landlord and tenant issues SUBSEQUENT INFO: On 01/18 custmer called to advise svc not working - problem was due to line crossed with another apt.

19990218	19990308	BLACKBURN MARGARET				7278956524
OFC-COM	BILLING&PAY	FL	FL	R	COASTAL	ST. PETERSBURG
D04	CONSUMER-CCC					

COMPLAINT:This is a PSC & FCC complaint. Customer is elderly and in a wheelchair. Due date on I2189821 is 2/25/99. This must be expedited. The customer was originally denied service because of an oldUA that was involved in the rental dispute. This is being investigated. RESOLUTION:On 2/18/99 Rick Krzan Local Manager called the customer and advised she would have service by noon on 2/19. BarbaraCochran Customer Relations called Meg Blackburn the customer's daughter who has Power Of Attorney for her mother's financial affairs. The elder Ms Blackburn was ill and in the hospital and nursinghome for 2 years. Investigation revealed a UA in the amount of $741.78. The customer says it was for disputed phone charges from 1/18/95 to 1/16/98 for 2 phones at $9.95 each a month. She thought thematter had been resolved until she tried to get new service. The phones quit working. The account clearly shows the customer called GTE many times. We sent her bubble packs 6 times in error. At one time we were charging her for 4 phones in error. The UA has been credited in full. CAUSE: No one worked with the customer or requested Power of Attorney letter from the customer.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990301	19990315	GOCHER JAMES					9417473363
COM	FULFILLMENT	FL	FL	R	COASTAL		BRADENTON
D04	REGION-CUST OPER						

COMPLAINT Cus contacted Co to get service and told could not have svc until 2-26. RESOLUTION: On 2-19 cus placed order for svc with dd of 2-26 On 2-24
GTE made premise visit since cus did not give CBR number. On 2-25 svc provided to SNID and door hanger left advising work done. Neighbor verified cus did live at that location Address given to GTE by customer was incorrect and was discovered byassignmebnt process. CAUSE: Cus did not like due date quoted.

19990312	19990324	VISALI PHILIP					9413778993
OFC	INFRAPROV	FL	FL	R	COASTAL		SARASOTA
D04	REGION-INFRA PROV						

COMPLAINT: Customer has been promised service connected in 3-5 days since 3-3 and still has no service. Order needs to have terminal cut in. Has spoken to a supervisor and was told another 5 days
hehas waited long enough. RESOLUTION: Access Design Supervisor Tim Bowman called Mr. Visali 3-12 and reached no answer on the CBR number. At 2:36pm Mr. Visali was reached at the number and Mr. Bowman made a commitment to have his line connected on 3-13. Mr. Bowman made a follow-up call 3-15 and verified that the customer was satisfied. CAUSE: Lack of communication to IP coach and coordinator causeddelays.

19990323	19990405	RESIDENTIAL COORDINATING SVC					7273190434
OFC	FULFILLMENT	FL	FL	B	COASTAL		ST. PETERSBURG
D04	REGION-CUST OPER						

COMPLAINT.I2608575 due date 3-22 4 lines Business. 3-22 missed A.M. 3-23 promised dispatch by pending orders customer still waiting. RESOLUTION:3-23-99 Local Manager-Business John Pazdalski contacted Penny James 4:20 p.m. Ms. James
had been advised earlier of a delay due to lack of facilities but had been promised a dispatch a.m. 3-23. John Pazdalski had a technician dispatched aftertheir
conversation and he worked on site with the assignment cuts' area. Ms. James received service the evening of 3-23 and the jack work was completed the next morning. Ms. James was satisfied anda Service Performance Guarantee credit was issued. CAUSE:Delay of requested due date for business service due to lack of facilities bad cable pair

19990204	19990409	MANATEE OPPORTUNITY COUNCIL					9417508704
COM	INFRAPROV	FL	FL	B	COASTAL		BRADENTON
D04	REGION-INFRA PROV						

COMPLAINT: Cus relocated inthe same building and as of 2-4 no service has been provided. RESOLUTION: On 2-1 ord placed to transfer sv with dd of 2-1. On 2-1 ord wkd to disc svc at prev
location. On 2-3 tech dispatched to relocate 4 lines. The ord was then placed on DOr status due to no available fac. On 2-5 tech went to cross box and ofund the prs had not been repaired. The prs which were needed to provide svc were cut into a terminal at the other end of the building. The tech then cut addtl prs into the serving termina and svc was provided. CAUSE:Cus moved and has no service for 1 wk

19990205	19990409	HANNA BARTELETTA HOMES	8139266510

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
COM	FULFILLMENT	FL	FL	B	INLAND	TAMPA NORTH
D04	BUSINESS-BRANCH					

COMPLAINT. Cus applied for service to be installed on 1-22 and due to fac issue not installed. Wants to knwo why on the due date does GTE discover that there are no facilities. GTE said they had wrong location but they already moved 2 line at the address in question. RESOLUTION: On 2-2 svc address given to GTE by cus was incorr which caused the delay in providing svc. Due to the error GTE assumed the cus was located i Oldsmar CO
and assinged an Oldsmar # however the correct CO was Keystone. The construction trailer was located in bk of an undeveloped subdivision and was no marked with theaddress nor company name. GTE could not determine where the fac were to be provided. The address given by the cus di nto match
add jprovided by the Hills Cty plats for this subdivsion. On 2-5 req for the addtl two lines was placed on DOR status. On 2-6 after a field visit GTE located the svc address and svc was provided.
Cus had dialtone but did not have ability to call their other ext offpremise. On 3-9 investigation revealed that when the order was placed the portion of the multi location Centranet feature did not program via a Gold Script. That sameday the ord was reentered and service was working. CAUSE: Branch Service Rep error (Dee Tomlinson); failed to enter Gold Script info on the order. Rep was coached.

19990401	19990409	BERENS	DAVID			9419276657
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Mr. Berens placed an I order 30 days ago due dated for 3/31/99. When the technician arrived to install the phone service it was stated to Mr. Berens that because the homes around him have anywhere from 2-4 lines that left no lines (facilities) for him and phone service cannot be provided gave customer some numbers to call and left. RESOLUTION: Access Design Dave Kerr contactedthe customer on 4/1. On April 1st @ 8:00 AM a CSI
repairman was sent to provide service by using an EDT pair to this address. The EDT pair was not good and provisions for another pair had to be made. The customer was provided service by 12:30 PM the same day. CAUSE: Customer placed an order 30 days prior to installation was advised on the due date of no facilities. Installer failed to inform customer status of installation.

19990305	19990420	SEXTON	JAMES			8139079308
COM	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D04	CONSUMER-CCC					

COMPLAINT: Cus said called GTE on 2-16 and placed an order for svc to relocate due dated 3-3. Then called and told due date was 3-5 however old location was disconnected on 3-3. RESOLUTION: On 2-16 ord placed to relocated
with a dd of 3-3 On 3-2 svc rep contacted cus and left msg advising of dd chg on both orders to 3-5 due to notaion onthe order that svc was placed on
Hold for working serviceat new address. On 3-3 cus called GTE to advise that oldloc svc had been disc in error. GTE changed dd to 3-4. A verification found there currently was no wkg service at the new loc. On 3-4 service was provided. SPG issued. CAUSE:Delay in providing and old loc was disc in error.

19990407	19990422	BURGESS	BRENDA			9412936503
COM	INFRAPROV	FL	FL	R		
D04	REGION-INFRA PROV					

COMPLAINT: Called to apply for transfer and given dd of 3-26. As of 4-2 no service. RESOLUTION:On 3-15 ord issued for service with cus req due date of 3-26. On 3-24 or sent to cut section for assignment. On 3-25 ord sentto field
to verify add and locate neareest terminal. No CBR # was provided. On 3-26 tech completed cold install but no fac available. Ord placed on DO status and
door hanger left. Cus called BO and req svc at old loc with dd of 3-29. On 3-29 Engineer explained what needed to be done and quoted

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

est due date of 4-15 which cus did not like Work ord issued to cut 3 terminalswith dd of 4-15. On 4-9 work ord completed and spg issued. CAUSE.delay in GTE providing service

19990414	19990428	WINDWARD SERVICES COMPANY				9413664696
COM	INFRAPROV	FL	FL	B	COASTAL	SARASOTA
D04	REGION-CUST OPER					

COMPLAINT: Cus contacted company in early April to have svc and no fac available and order resch to 4-14 UPDATE:4-15 Referred again to Southern Construction. Mr. Stern requests a call back w/status pending C order C Hunter. RESOLUTION: Due date of 4-8 quoted to installation. On 4-8 installer dispatched however could not complete the install
due to lack of available cable pairs. The ord was then ref to construction to clear fac for svc. The cus was quoted dd of 4-13. On 4-13 tech cleared cable pair. Cus req to meet tech no answer at the CBR #. Cus notified by voicemail
that service was completed outside and to contact GTE to complete inside work. On 4-14 Access Designer Don Durden called cus and explained GTE would need to
est a new dd and appt time to complete the service. DOR desk could not reach cus to est new due date. On 4-15 cus called DOR desk and informed them Offline quoted dd of 4-16 the called Cus Rel for help. Cus REI called the Acc Designer to quoted new dd of 4-19. On 4-19 service was completed. CAUSE delay in service

19981201	19990430	MILDRED'S IMPERIAL GARDENS				9418582219
COM	FULFILLMENT	FL	FL	B		
D04	REGION-CUST OPER					

COMPLAINT:Customer notified GTE several weeks ago of transfer and now told due date will be 12-11. RESOLUTION: GTE records reflect that on 11-4-98 cus placed ord to transfer svc with a dd of 11-16.Cusnew loc was not available at that time therefore
the dd was changed to CWA status. On 11-30 cus called and wanted the orders expedited with a commitment of 12-1. GTe explained no available hours left for 12-1. Cn 12-2
GTE supv Larry Emmett met with cus. GTE confirmed that the two lines at the new loc were not working. GTE found no trouble in the network fac but did find a down area drop whichwas repaired. Service was then provided. NRC was waived and SPG issued and NRC charages were waived. All cr appeared on the Jan 99 bill. CAUSE:unhappy with commitment.

19990503	19990514	KELLY ROBERT J				9414290733
OFC-NET	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Customer has ordered 3 lines 941-429-0733 941-429-0633 and 941-429-0383 and none have been connected. There is no message number for this
customer. RESOLUTION: Supervisor Tim Bowman contacted the customer 5-3 and agreed to place a temporary line until the facilities were available. On 5-4 a CRD temporary drop wire was placed giving the customer service. 5-14 Mrs. Messer verified satisfaction with Mr. Kelly all three lines are working. CAUSE: Lack of facilities.

19990504	19990517	INLAND HOMES				8139940931
COM	INFRAPROV	FL	FL	B	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT: Cus called to apply for service on 4-9 with dd of 4-14. As of 5-4 no service. Was told because of a deal with GTE and Bellsouth GTE is waiting for the deal to go thru. RESOLUTION: On 4-9 ord placed for servie with dd of 4-14. On 4-14 ord ref to Acess Design for facilites. On 4-15 Eng Ron Mixon
notifed cus of the delay to construction trailer located next to model center. Mixon explained that forcasted copper fac had been used up to the

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	.	ACCTNAME					PHONENO
SOURCE	MBP		REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1						PRODUCT	

high growth in the area and that a new pr gain device was
being deployed to provide permanent fac. Estimated dd 4-30. On 4-30 Eng called cus to advised of delay due to the switching eq not being ready. On 5-5 Eng worked with the COEI supv and implemented a temp solution to provide svc to the pair gain device. On 5-6 servide was provided. GTE canonly assume the bus deal cus is talking about is the merger between GTE and Bell Atlantic. CAUSE:delay in service due to no fac.

19990428	19990521	VALDIVIA	JAMIE				7878655335
EXE-TEL	FULFILLMENT	FL	FL	R			
D04	REGION-INFRA PROV						

COMPLAINT: Customer has installation issues w/ PRTC. Customer moving into facilities that already had a telephone line and jack installed. They did everything PRTC asked and customer was advised no facilities available. Will be 2 weeks. Customer knows this type of request can go without resolution for 8 months and the customer does not want this to happen in his case. RESOLUTION: Norma Perez PRTCfound 50 pairs were going to be released in October
then it was brought up to June however President of PRTC advised customer will have service by 5/12/99. Sent ack to customer until letter is sent to customer with complete detail.Customer actually recieved service on May 20 1999 per letter sent by Jon Slater-President PRTC. CAUSE: No facilities available caused customer to contact president regarding installing service.

19990507	19990528	VANDEMHEEN	JANE				8137809313
OFC-COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT: Customer was transferred by PSC: Customer's I order due date was changed from 5-6 to 5-20 DOR'd no facilities. Customer say she has an ill child and really needs a phone. Cannot wait until 5-20 for service.
RESOLUTION: 5-4 order placed for service due date 5-6. Order routed to cut section and cut section referred to AWAS for cold install. 5-5 work order 9P329RL/34-3623 was issued
to provide service. 5-6 technician was dispatched order was DOR'd (no facilities). Technician left a 12-3 card advising of the delay. 5-7 complaint filed and cable splicer dispatched on work order and provided service. 5-14 customer recontacted by Customer RelationsMrs. Edward and service
is working fine. CAUSE: No facilities.

19990524	19990601	MILLER	CHRISTOPHER				9418161215
OFC	INFRAPROV	FL	FL	R			
D04	REGION-INFRA PROV						

COMPLAINT: Customer said he has I order pending and was due 5-21. An installer came out but could not complete the work. Customer does not have phone service. RESOLUTION: 5-26-99 Linda called and requested extension to 5-31. 4-28 technician could not provide service due to no facilities and on 4-30 a work order was issued 9P329RL/25-3113. 4-30 Greg Cornett/THC Engineer telephoned Mr. Miller to explain the dalay. Mr. Cornett gave a
completion date of May 21 by mistake. The correct completion date should have been May 28. 5-26 a pole was placed cable spliced and service provided. Mr. Cornett apologized to Mr. Miller and explained the error. 5-28 an SPG was given to the customer by Engineering. Mr. Miller is satisfied.CAUSE: Failure to quote the customer correct work order completion date.

19990526	19990609	GASPER	MATTHEW				7278663853
OFC-TEL	INFRAPROV	FL	FL	R	COASTAL		ST. PETERSBURG
D04	REGION-INFRA PROV						

COMPLAINT:Customer had 3rd line DOR cold install performed. Customer was told cable would be buried within 48 hours was not done; als

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

requested a call forward from the switch to his business untilline is connected not done. Customer was dissatisfied with lack of progress on installing third line.RESOLUTION: Order was placed on 5/19 with a 5/24 due date. A cold install was performed on 5/24 customer was advised of delay. Customer was also given the date when
cable would be buried. Customer was dissatisfied with lack of progress on installing fourth line on 5/26 after installer had visited premise. Service was installed on 5/26 cable was buried on 5/27 Explainedto customer cannot forward a residence line to a business.
CAUSE: I/P procedures being followed customer impatient.

19990513	19990610	ROHRER VAL				7275590617
OFC-COM	FULFILLMENT	FL	FL	R	COASTAL	CLEARWATER
D04	REGION-CUST OPER					

COMPLAINT: Ms. Rohrer was transferred from Victor @ the PSC. She has an order I3318788 due for 5/6 that has been dor'd. She needs her phone due to an illness in the family. RESOLUTION: 5/14/99 Diane Hines called CBR# and spoke with Anna and advised we would be out today to continue our efforts in getting service to Mrs Rohrer Service installed on 5/14 PM. CAUSE: Order delayed due to facilities. Bad Pair DOR

19990607	19990611	CASTELLI JOHN				9414299847
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: PSC verbal from Heidi. Mr Castelli is quite upset that GTE keeps giving him the run around about when we are getting his servic connected. He said 30 days is not satisfactory See I3725035. Please call customer at 941-624-4024. RESOLUTION: Robert Unsell received a DOR for this customer on 6/4/99. There were no existing facilities. He contacted the customer and did advise him it could take up to 3 days to get service due to his
remote location and the address did not match GTE's records. Before Mr Unsell could complete a field visit on 6/7/99 Mr Castelli had called Customer Relations. Mr Unsell determined he could use CRD wire to provide service and the customer's line was working by 6/8/99. The delay was unavaoidable due to the customer's remote location. CAUSE: No facilitiesavailable.

19990616	19990618	BISHOP CINDY				9415371870
OFC-COM	INFRAPROV	FL	FL	R		
D04	REGION-INFRA PROV					

COMPLAINT: Ms Bishop called through the FPSC to complain that her new service was delayed. Ms Bishop advised someone was out 6/14 an advised service would be ready 6/15. She still has no service.The order number is I3449130. RESOLUTION: Linda Whisenhunt reports that Loca Manager Steve Rountree spoke
with Ms Bishop 6/16 and apologized for the delay. Mr Rountree found that the order had tobe DOR'd due to lack of facilities. The facility work was to be complete by 6/11 but was delayed due to access
issue. Mr Rountree requested the order be routed to the field on 6/17 and the buried wire contractor meet the service installer on site. The installer Lester Pitts met with Larry from buried wire and was able to provide service this same day with the drop buried out of limits. Mr Rountree contacted Ms Bishop 6/17 who was satisfied that her service was installed. CAUSE: Buried wire work not completed on time.

19990604	19990621	IEMOLO VICTOR				9413587787
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT:I3508638 due date 5-29 delayed for facilities. Has been promised service today crews out digging in yard but say they don't kno when service will be working. RESOLUTION.Mr. Iemolo had contacted the Delayed Order department 6-1-99 and was told of the delay

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

in his order but given a date for dispatch of 6-3 A pre-fielder was dispatched 6-3 but was pulled off of Mr. Iemolo's order before it could be completed due to a critical ISDN
problem per Tom Newman Manager Access Design and Construction. Facilities' Supervisor John Sines spoke with Mr. Iemolo 6-4 and explained the second delay promising working service by the end of the day. Mr. Iemolo's service was working 6-4 by 4.00 p.m.
CAUSE:Pre-fielder dispatched to clear facilities for a delayed order pulled to react to a criticalbusiness customer

19990616	19990622	MALCOLM SCOTT				9413220455
OFC	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D04	REGION-CUST OPER					

COMPLAINT: Customers order I3689653 is DOR'd he wants it worked ASAP RESOLUTION: On 6/16 Mark St. Denny Local Manager contacted Mr. Scott to discuss his complaint. On 6/17 at 3:30 p.m. a GTEtech was dispatched to fix a pair and complete the install. He completed the order. CAUSE: Order delayed due to cable/pair problems.

19990610	19990623	BOSSE JOHN R				9414129677
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-CUST OPER					

COMPLAINT. Mr. Bosse called on 4/14 to transfer his service. T due date was 5/12. Due to a DOR it wasn't connected until 6/2. He is requesting compensation for charges billed to his cell phone during that time. He is a Paramedic and his wife is a Nurse
Practioner and the phone is a lifeline to their occupations. RESOLUTION: On 6/14 Tim Bowman Supervisor Access Design contacted Mr. Bosse. An SPG of $25.00 was given. On
6/21 Mr. Bossse called after receiving his cell bill with an estimated additional $65.00 in charges due to not having his local service. Tim Bowman recontacted Mr. Bosse and advised him he couldn't issue and more compensation charges. Mr. Bosse was dissapointed but appreciated the call back. CAUSE: Customer wanted compensation for cell bill due to DOR.

19990624	19990702	BENNINGTON AARON				8139319323
OFC	INFRAPROV	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT: Customer was to have service transferred on 6/11. Customer told service w would be delayed for 3 days then 10 days and now sometime in July.--------- RESOLUTION: On 6/11 cold install wascompleted and DOR'd due to lack of facilities. On 6/12/99 at 5 pm. the customer was notified of 10-15 day
delay by Barbara on DOR desk. The order was routed back to Assignment in error. Tech BillPruitt was routed 6/24/99 at 11:00 am and worked with Cut section to add one pair to provide service to the
customer. At 133p the customer was satisifed with the service. Tech Bill Pruitte took theinitiative to add vacant pair to the serving terminal. This kept the order from being redirected to engineering as a DOR. Dorothy Martinez IP supervisor made follow-up calls on 6/29 and 6/30 leaving a call back message. The customer has not returned the call.------ CAUSE: Barbara on DOR desk routed order back to Assignment in error.

19990629	19990702	CURTIS RICHARD				7277891736
OFC	INFRAPROV	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-INFRA PROV					

COMPLAINT: Ms. Curtis has been trying to get service connected since 6/25. She has spent $300.00 in cell charges that she guarantees GTE will be paying. No one has called her back as promised. A 2nd line is to be connected with data analog no one can find that order. Please call th cell # ASAP customer
irate. RESOLUTION: On 6/29/99 12:15 p.m. THC Engineer Linda Hughes spoke with Sid Horne Local Manager Customer Operations -

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

Tarpon Springs. He explained that a pedestal was close enough that we could
Wire Outside of Limits (WOL) Mrs. Curtis' main line. Sid also WOL'd the second line.Both lines were connected on 6/30. Mrs. Curtis contacted Susan Miller in Customer Relations on 6/30 to advise both lines were connected and she is satisfied with the action taken. The DOR clerk advised Ms. Curtis of the status of her order. CAUSE: Move order delayed due to facilities and customer dissatisfied with estimated install date.

19990625	19990714	BAKAS JOHN				8136772599
COM	INFRAPROV	FL	FL	R	INLAND	TAMPA EAST
D04	REGION-INFRA PROV					

COMPLAINT: FPSC complaint install order DOR'd due to lack of facilities. RESOLUTION: Investigator Delmas Little IP spoke with Mr Bakas 6/25 within 2 hour time frame
to advise of reason for delay. There was no buried cable on the South side of the street. Mr Little called back 6/29 to advise of further delay due to inability to locate conduit under road. On 7/2 a placing supervisor completed bore under road and Mr Little routed order to be worked. On 7/3 an installer completed order CAUSE: No facilities.

19990628	19990716	NOBLES LAURA				9417449576
OFC	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D04	REGION-CUST OPER					

COMPLAINT: Customer requested 3rd line installed was given due date 6-26 and was advised today it cannot be completed until 7-7. RESOLUTION: Local Manager Dave Osborne contacted the customer 6-28 and left a message. On 6-28 cut section found good feeder pairs and the line was connected 6-29 Mr. Osborne verified satisfaction with the customer on 6-30. CAUSE: Order delayed for available pairs.

19990708	19990716	BUDDY'S HOME FURNISHINGS				8139775362
OFC-COM	FULFILLMENT	FL	FL	B	INLAND	TAMPA NORTH
D04	REGION-CUST OPER					

COMPLAINT: Customer has an order for new service that has been delayed. She has been advised that MAYBE the line will be connected 7-9. Customer called the PSC. (Verbal-Sam G) RESOLUTION: Engineer Gary Raab had been keeping
the customer aware of all action being taken to complete the order. Drops were scheduled to be placed 7-2 but due to manpower shortage the work was
not comleted until 7-6. On7-7 bad pairs were found which delayed the order until 7-9 when it completed. 7-16 Janet Messer in Customer Relations contacted the cusotmer and verified their satisfaction. CAUSE: Operations failed to verify available pairs initally and IP missed due date for lack of manpower.

19990709	19990719	HARICH AMY				8139941813
COM	INFRAPROV	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT: Customers service DOR'd. RESOLUTION: Mr. Mixon contacted the customer within 2 hours of receiving the complaint. Service was installed on 7/16. Mr. Harich is satisfied with the action taken. CAUSE: Missed commitment on DOR for no facilities.

19990713	19990719	DALTON ROBT				7278455199
OFC	FULFILLMENT	FL	FL	R	COASTAL	TARPON SPRINGS

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D04 REGION-CUST OPER

COMPLAINT: Second line installation delay ------ RESOLUTION Curtis Haley local manager left a voicemail at 845-5199 and 514-7188 to notify the customer that a buried drop was going to be placed by VOLT subcontractor on 7/14/99. Mr Haley left his name and office number. A third line install order was sent to the field 6/17 and delayed due to no cable facilities and a new drop needed to be placedunder the street from the terminal to the home. The installer completed a cold install and documented on the order On 7/12 the cable pair was repaired but no drop had been placed under the street.Mr. Haley was notified of the need for a drop to complete the order and Volt was notified. The customer was contacted after the installation and is satisfied. ------- CAUSE.The delay was due to badcable pairs and a manpower shortage due to weather.

19990701	19990720	BERNET JODY				7277716993
OFC	INFRAPROV	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-INFRA PROV					

COMPLAINT.I4028215 was placed on DOR Ms spoke with Supervisor's Sid Horn & Linda Hughes/Tom Lindsay with no satisfaction. Ms. advised GTE has 30 days to install service Ms. not satisfied.
RESOLUTION: 7-13-99 Diane Himes IP response 6/21 order issued due date 6/29.Remarks show installer #5449 James did cold install & notified customer of delay & customer refused Dual Line Carrier. 6/30 Customer has been informed that we will do our best to provide service.7/7 Temporary service.Contacted S. Horne to have 5 pair drop ran to make permanent procedures followed. Ms. satisfied.CAUSE.No facilities.

19990712	19990722	SPRINGER R THOMAS				8132646687
OFC	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT.Mr. upset with GTE concerning his installation of a second line. He called on 7-1 to request service I4203294 and was advised tha 7-9 was the earliest GTE could installed his service On 7-9 he was advised it may take up to 15 additional days before he would have service. Mr. has spoken with Barbara & Dot Martinez with no satisfaction. Mr. is upset because he feels GTE should of known there was a problem with the installation prior to the 7-9 due date. (2nd line same address 813-961-6287)RESOLUTION:7-15-99 Toni Cannon's response. On 7-9 a technician Mr. Neal completed the cold-install at 1:30. The service order was then dor'd to Engineering for lack of facilities. A work order was issued for a pre-fielder to cut in additional pairs & provide service.On 7-13 Pre-fielder Tim Coolidge added pairs & service was hot to demarc.SPG provided 7/10 by dor desk. DRM quoting 7 to 8 day due dates. Mr. satisfied.CAUSE:No facilities service order dor'd.RESOLUTION·CAUSE.

19990719	19990723	SEMKIW WALT				8137791245
OFC	INFRAPROV	FL	FL	R	INLAND	LAKELAND
D04	REGION-INFRA PROV					

COMPLAINT: Customer had a move order due for 7/14. Service is DOR'd. Customer has a serious heart condition and needs service at his new location ASAP. See M4355996. RESOLUTION: On 7/21 GTE cablesplicer provided service. Mr. Semkiw was notified in installaton. CAUSE: DOR'd order.

19990714	19990727	CAMPBELL GEORGE				7278192612
COM	FULFILLMENT	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-CUST OPER					

COMPLAINT: Customer called 6-29 and requested phone service. Commitment was for one week. As of 7-9 customer had no service.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

RESOLUTION: 6-24 installer checked facilities and could not find any available. The order was placed on DOR and sent to facilities 7-10 facilities took the order and installer was dispatched to complete the order. 7-14 Mark Lyon Local Manager left customer a message. 7-15 Mark left another message. 7-16 Mr. Campbell called Mark and left message his service was working fine. 7-19 Mark left another message for Mr. Campbell. Mr. Campbellreturned the follow-up call and said service was working fine.
CAUSE: No facilities customer was notified

19990719	19990727	JONES MELBIE				9412934389
OFC-COM	INFRAPROV	FL	FL	R		
D04	REGION-INFRA PROV					

COMPLAINT:Delayed order.------ RESOLUTION On 6/28 install order was issued with a due date of 7/2. On 7/2 a cold install was completed due to no facilities and a door hanger was left with telephone number to call. The order was referred to engineering. On 7/6 a DOR clerk gave an estimated completion date of 7/30 to the daughter GTE engineer Ron Johnson made a field visit and spoke withthe customer and explained the delay in service. The customer understood. On 7/8 the daughter called and stated that she was not happy with the July 30 service date. On 7/13 work order was sent toW. M. Kriston contractor. GTE engineer Regis Foster left message to return call. GTE engineer Ron Johnson left message. A $25 service performance guarantee credit was issued by a DOR clerk. On 7/24 service was provided. The customer was satisfied.-----CAUSE. Lack of facilities.

19990722	19990728	DICKEY WILLIAM				7275498720
OFC	FULFILLMENT	FL	FL	R	COASTAL	ST. PETERSBURG
D04	REGION-CUST OPER					

COMPLAINT: Due date missed on primary install 7/21. ------ RESOLUTION: On 7/22 3p John Coticchio supervisor-OSP construction advised the customer someone would be out the next day to connect the service. The install order was issued on 7/10 and due dated for 7/21. On 7/21 an installer found no isloated pairs and did a cold install. The Cut Section notified the customer of delay. On 7/23 theservice was connected and the customer satisfied. ------ CAUSE: Lack of facilities

19990720	19990729	LONIGRO JOHN				8137922948
EXE	FULFILLMENT	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT: Missed commitment on primary service.------ RESOLUTION: On 7/19 Engineer Tom Cook met with the customer at their home to explain the situation. On 7/6 an install order was issued and due dated 7/19. On 7/19 an installer was unable to find a good vacant pair and notified the customer of the delay. On 7/20 Carrier Maintenance checked the cards on all bad and reserved pairs elevenpairs were cleared. After order was assigned on a good pair Supervisor Scott Baggett dispatched an installer. The Customer had working service at 5:00 P.M. on 7/20. An SPG $25 was applied to theorder by POI. The customer was satisfied. ----- CAUSE:Failure of KG/IP to follow upward referral process. Lack of facilities bad pairs.

19990719	19990730	ARNHYN ROLFE (MRS)				8139109779
OFC	INFRAPROV	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT. Customer's original due date was 7-15. She said someone came out and left a note to call. She called 7-16 and they came out and just looked around but could not connect the service and said it would be another 15 days before she could have service.

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

RESOLUTION: 7-15 Customer was notified of DOR via 12/3 card. 7-16 customer called about status and was advised may be another 15-day delay due to manpower IP could have upper referred when customer became irate. 7-19 customer filed complaint. 7-19 Local Manager Rose-Marie Bass contactedDot Martinez/IP to see if prefielder could isolate pairs. He could not due to manpower shortage. Rose-Mari designated a Facility Maintainer/Operations to clear pairs the same day. Techs found serving cable damaged. Two techs completed the cable repair and provided service 7-20. Customer contacted Rose-Marie and expressed his gratitude for the installation. CAUSE: DOR customer notified IP/rep SLB failed to upper refer.

19990728	19990802	BROOKS R K				9418583428
OFC	INFRAPROV	FL	FL	R		
D04	REGION-INFRA PROV					

COMPLAINT: Ms Showalter called to advise that her move order (M4038079) requested 6/21 and originally scheduled for 6/23 is still not working. On 6/23 a technician did cold install work but didn't advise ahead of time about charges for jack install. RESOLUTION: IP Supervisor Tom Broxton spoke with Ms Showalter 7/28 upon receipt of complaint. Mr Broxton found that the install could not be completed due to lack of facilities. On 6/29 a technician cleared pairs to the pole and referred order to Engineering queue for aerial drop (CRD wire). On 7/24 GTE Engineer John Reed made a field visit and advised Ms Showalter of delay. The CRD had an expected in service date of 8/9 and the order was placed in the DR queue to be worked. On 7/29 line crew was dispatched but determined an aerial dropwould be a safety hazard and referred to D O Creasman for buried drop. D O Creasman contractor Scott Floyd was dispatched 7/29 and provided service. A SPG has been issued on account per Chip Levick.Delay was caused due to backlog of DOR's. Engineer's work hours have been extended to 6 days and other area help has been requested. The order created by Chadetra Johnson G127043 Texas 01 CCC did not include jack charges and customer was not advised of rate. As Ms Showalter was not informed any NRC's for jack work will be adjusted. Ms Showalter is now satisfied. CAUSE: DOR backlog order error

19990721	19990805	CARD EUGENE E					7273200067
OFC-COM	FULFILLMENT	FL	FL	R	COASTAL		ST. PETERSBURG
D04	REGION-CUST OPER						

COMPLAINT:Warm transfer from PSC. Mr. Card requesting status escalation of T4326639 delayed because of facilities. Order has been released inside work done already. RESOLUTION:7-14-99 technician dispatched completed cold installation but informed customer of delay du to bad facility pairs needing repair. 7-16 Mr. Card requesting status confirmed delayed order L. Jefferson Sarasota CCC G045801 added Service Performance Guarantee credit to the order. 7-21 Infrastructure Provisioning Supervisor-OSP Construction John Coticchio spoke with Mr. Card and advised would have service working by thenext day. Due to shortage of manpower and the number of delayed orders a technician had not been dispatched. 7-22 facilities cleared Mr. Card received service and contacted Ms. Hunter GTE CustomerRelations. A follow up call was also made by John Coticchio customer satisfied. CAUSE:Delayed order no manpower available in field to clear facilities

19990723	19990806	CAMPER RCNH CLUB OF AMERICA				9416836658
EXE-TEL	INFRAPROV	FL	FL	B		
D04	REGION-INFRA PROV					

COMPLAINT: Customer has encountered several delays on service order to add 3 lines.
RESOLUTION: Service originally delayed due tolack of osp facilities and then work delayed 7/1 due to weather conditions & techs working repair. SPG $100.00 issued and customer relations credit $74.18 issued.CAUSE: Additional lines denied/delayed due to lack of facilitites.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990804	19990809	WALKER TOM					9413222807
OFC	INFRAPROV	FL	FL	R	COASTAL		BRADENTON
D04	REGION-INFRA PROV						

COMPLAINT. Mr Walker called to advise his new install is still not working after two months. Sometimes he can call out on his main number but it cuts off. The order I3753254 is for 3 lines and hasbeen DOR'd. The order was created 6/2 and has a due date now of 7/22. RESOLUTION: Local Manager Tom Sheppard spoke with Mr Walker 8/4 1:50 pm to advise of receipt of complaint and apologize for delay. Mr Sheppard advised he was upset over delay of service. A technician was dispatched 8/5 and repaired the line (line out of adjustment). Mr Sheppard spoke with Mr Walker 8/5 12:30 pm and toldhim the line was repaired and that Engineering was working on getting pairs for the other lines. Mr Walker is now satisfied. CAUSE: Install order DOR'd line out of adjustment.

19990727	19990811	SARLO ANITA L					8137922564
OFC-COM	FULFILLMENT	FL	FL	R	INLAND		TAMPA NORTH
D04	REGION-CUST OPER						

COMPLAINT.Warm transfer from PSC. John Sarlo requests status I4090882 original due date 7-17-99 has been told facilities' problem. On call backs for status he has had trouble reaching anyone in Engineering. RESOLUTION:7-17-99 technician in field worked with the Cut Section/Facilities attempting to provide service for Mr. Sarlo but there was a lack of feeder pair cables in the X-box. The pairs were showing good in MARK(Mechanized Assignment)but bad in the field. Carrier Maintenance had not been advised to clear the pair. The field technician notified Mr. Sarlo of the delay and the Delayed Order(DOR) clerk advised him of an approximate fifteen day time frame. Mr. Sarlo was unhappy with this quote and could not reach the DOR desk when trying to check status 7-27. That same day Engineer David Wynns contacted Mr. Sarlo advising that dispatch would be made 7-28. 7-28 Carrier Maintenance and GTE cable worked together at 3052 X-box and cleared as many pairs as possible. Service was provided to Mr. Sarlo he was contacted and is now satisfied. A Service Performance Guarantee credit of $25 was added to the order by Tampa CCC. CAUSE.Order delayed for facilities pairs showing good assignment records bad in field

19990728	19990812	VANHORN DAVID					8136500706
COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT: Customer requested service on 6-29 and was told due in July. As of 7-24 customer was still without service. RESOLUTION: Service ordered 6-29 with duedate of 7-10. 7-10 cole install completed. Tech left hang tag. 7-13 order referred to Engineering. 7-27 Steve Browning Engineer left messages for customer and made field visit 2 spans of drop would be placed wired out of limits. 7-29 tech provided service. SPG was given to customer by Engineering. Customer was recontacted and is satisfied. No facilities manpower requirements and bad weather impaired installation. CAUSE: No facilities

19990729	19990816	WANVIG WALTER					9419184888
COM	INFRAPROV	FL	FL	R	COASTAL		SARASOTA
D04	REGION-INFRA PROV						

COMPLAINT: Customer extremely upset with GTE's customer service. He placed an order on 6/23 to move to new home. On 7/28 a supervisor tried to help him but he could not get through to anyone that could give him an answer. When he placed the order he was told someone would contact him about when they could install a line at his brand new home. He will call the PSC everyday he doesn't have service and he refuses to pay install charges. His new number is 941-918-4888. RESOLUTION: Mrs Cochran advised Mr Wanvig she would investigate the matter and someone would contact him right away. Tim Bowman called Mr Wanvig

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

on 7/29 and assured him his service would be in by the next day. Bryan Lantz visited the site and decided the service could be provisioned by burying a drop for
approximately 400 ft. Awork order was issued to place a buried drop on 7/30. Volt was also on site to bury the drop the same day. The customer was extremely satisfied with the installation and called Mrs Cochran to compliment her for expediting the matter as promised. CAUSE: Customer was never contacted by GTE about the delay in installation.

19990810	19990816	ECKENRODE D R				9414939448
OFC-COM	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Transfer order was due for 8/9 PSC transfer. ------- RESOLUTION: On 8/9 a cold install was done and a door knocker was left. There was no terminal block at the serving address in
thisnew residential area and the order was placed in DOR status. Engineer Mark Badamo attempted to contact the customer at the site on 8/9 530p and there was no one home. The order was completed and service provided on August 11th. On 8/12 the customer is satisfied and understands that the service was delayed because the subdivision is still under development. -------- CAUSE: Lack of facilities.

19990720	19990818	CLARDY TANYA				8139687138
COM	INFRAPROV	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT:Customer stating she had a delay in her installation. She states that after 2 1/2 weeks she finally received temporary connection. Ms. requesting a permanent installation with the features she requested. Ms. also requesting her second line be installed as well.RESOLUTION:8/16/99 response letter.6/21 Ms. Clardy applied for a transfer of service & second line installation with a due dateof 6/29/99. 6/29 the service orders were placed in the Delay
Order Request (DOR) serving terminal needed to be installed. 7/10 the work order to install the serving terminal was completed & the orderwas released. 7/12 an installer was dispatched to complete the installation however he found that the facilities cut into the new serving terminal were not cut
through from the Cross-Connect Box. The service order was placed on DOR status until the isolated cable facilities could be cut through. 7-14 a installer was dispatched to complete the order. The work order
to cut through the isolatedcable facilities had not been completed. The order was routed back to IP/Engineering. Ms. Clardy was issued credit for time out of service in the amount of $1.78 & an $100.00 SPG for the missed commitments.On 7/19 Both numbers were working but not the voice mail feature. 7/20 Mr. Leung verified all vertical services were working now. 8/2 Ms. satisfied.CAUSE:Dor'd order & Missed commitments.

19990809	19990820	FERNANDEZ JOHN R				9417786373
OFC-COM	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D04	REGION-INFRA PROV					

COMPLAINT: Mr. Fernandez was transferred from Bruce @ the PSC. His M4279455 is on DOR. He was advised we might get it installed some time this week. He wants an exact date and reimbursement for useof
his cell AOL that he is paying for but can't use and some type of consumer report service that he access via his PC that he pays monthly for. RESOLUTION: On 8/9 Designer-Access Design DavidKerr contacted Mr. Fernendez and advised him that they were working diligently to provide him service. Service was connected on 8/13. Mr. Fernandez called back on 8/13 to advise service was working fine. CAUSE: DOR'd order.

19990806	19990823	HENDRICKSON ROBERT				8137640725
OFC	INFRAPROV	FL	FL	R	INLAND	LAKELAND

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D04 REGION-INFRA PROV

COMPLAINT:Customer requesting status latest information delayed order I4496132 has not been able to speak with anyone in Engineering. RESOLUTION:7-21-99 due to lack of manpower a technician was notdispatched on order due date no answer on can be reached number. 7-22 technician dispatched cold-install and jack work completed customer's son notified of delay no vacant cable pairs 7-24 customer given update on status technician dispatched found no iolated pairs. 8-3 order referred to Engineering. 8-6 GTE Engineer Bob Brousseau contacted Mr. Hendrickson with status. 8-10 work order 9P329RL/52-3611 issued customer contacted with estimated date 8-17 $25 Service Performance Guarantee issued by DOR clerk. 8-12 GTE cable splicers dispatched on work order 8-14 provided service. 8-16 GTEConstruction Supervisor Scott Walls contacted Mr. Hendrickson customer is satisfied CAUSE.Weather manpower requirements delayed dispatch to clear facilities customer perception lack of status update available

19990812	19990830	FERDON DAVID				7278191875
COM	INFRAPROV	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-INFRA PROV					

COMPLAINT:Customer states that he moved into a new subdivision which does not have any phone lines. Customer was advised it may take tw to three months before his service can be provided RESOLUTION:8/26 PSC response.7/30/99 An order was placed for service with a due date of 8/4/99. 8/2 An attempt was made to contact the customer at the can be reached number (CBR). Otto Wall Designer-Access Design then spoke with a neighbor at the CBR number who was notified of the delay due to the easement problem and requested the neighbor ask Mr. Ferdon to call him. 8/4 Mrs. Ferdon called Mr. Wall and wasinformed that GTE was waiting for the Subdivision's Developer Mr. Russo and his attorney Mr. Chip Waller to grant GTE an easement to place cable. 8/25 GTE acquired the necessary easement and a workorder was issued with an estimated due date of 9/17. The acquisition of this easement was delayed by the developer and his attorney due to vacillating on easement location. The customer has been notified of an estimated due date of 8/17.CAUSE:No Facilities.

19990826	19990830	GRAHAM CRYSTLE				9416161857
OFC	INFRAPROV	FL	FL	R		
D04	REGION-INFRA PROV					

COMPLAINT: Ms Graham called to advise of difficulty in getting her new service established. She was given a due date of 8/13 but the order I4735814 has been DOR'd. She spoke with an engineer who just happened to be in her neighborhood 8/18 who advised he would check into why her service was not working. On 8/19 she again spoke with him and he advised he was working on it. On 8/23 she spoke with an engineering supervisor who advised crew would be out today. So far no one has shown or called her cbr. She has an elderly grandmother coming this weekend and has to have access to phone service. RESOLUTION: Buddy Waters Outside Plant supervisor spoke with Ms Graham 8/27 within two hours of receiving complaint. Mr Waters advises that the order due 8/13 had to be DOR'd due to no conduit to the side of the street where sod terminal was located. The expected completion date was 9/1. Ms Graham had previously been contacted by the installing technician Engineer Tom Faulkner and Engineering Supervisor Steve Lindsay who advised due to rain lightening delays the estimated in service date remained 9/1. Two $25.00 SPG's (CCC and IP) have been issued on Ms Graham's account due to thedelay. Mr Waters advised he would try to expedite due to medical needs. On 8/27 the work order was completed and service provided. Ms Graham is satisfied. CAUSE: Customer dislike of DOR procedures.

19990823	19990901	BURNEY SANDRA				8136711608
OFC	INFRAPROV	FL	FL	R	INLAND	TAMPA EAST
D04	REGION-INFRA PROV					

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	.	ACCTNAME					PHONENO
SOURCE	MBP		REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1						PRODUCT	

COMPLAINT: Order has been delayed and all everyone can say is it will be 15 to 30 days before service can be installed which is not satisfactory. ------- RESOLUTION: On 8/5 an install order was duedated for 8/16. On 8/9/99 FAC was unable to assign this order due to lack of valid serving terminal address and
was routed to FS. Facility Surveyor Herb Urquhardt worked with Engineer Delmas Little to verify the terminal address. The order was assigned and routed for cold install on 8/17/99 The order was then routed to
AW to work a LST to free up a pair so a Pre-fielder to arrive later andcut in an additional pair in the serving terminal. The installer was unable to provide service at this time resulting in a DOR status on 8/21/99. On 8/23/99 Pre-fielder Tim Coolidge provided service by enlarging the terminal notified the customer and an SPG $25. was added to the order. The customer was satisfied. ----- CAUSE:Facilities not available.

19990818	19990903	HELMAN	CORTES			8137922886
OFC-COM	INFRAPROV	FL	FL	R	INLAND	TAMPA NORTH
D04	REGION-INFRA PROV					

COMPLAINT:PSC Noelia transfer. Mr. called upset because his I4696548 813-792-2886 service has not been installed (due date 8/4/99) and no one has called with any updated information regarding his installation. Mr. stated he spoke with Tasha Sandra and ALex with no satisfaction.RESOLUTION:The due date was changed from 8/9 to 8/4 as early as 8/2 if
possible. The cold install was completed on 8/4by Tech Miley & Dor'd to Engineering.8/31 Bob Gambrell's IP response. The DLC at the Villa Rosa Sub Division was out of main feeder channels. Mr. Helman's service order was placed in Dor
status & thedue date of 8/4/99 was not met. Engineering received the order 8/9 & the customer was notified of the delay. The Dor Desk clerks also spoke to Mr.
Helman on 8/10 & 8/11. Alex Robinson (Engineering)called the customer on 8/11 & 8/18. On 8/18 service provided. The feeder pair that he was assigned was bad. Yvonne in Cut Section discovered that there were twenty-eight channels that appeared in Mark to be good or vacant but were bad.CAUSE:No facilities order Dor'd.

19990910	19990913	CROWDER	TERRY			7278190452
OFC-COM	INFRAPROV	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-INFRA PROV					

COMPLAINT: Customer requested new service on 8/4 and been delayed due to easement problem. ------RESOLUTION: Otto Wall designer access design
explained to the customer that the paperwork was signedand delivered to GTE by Mr. Russo developer on 8/27 at 4:30pm. A work order was issued and expect to see placing crews on 9/2 work to be completed by 9/17. Customer was satisfied and Mr. Wall willfollow up. ----- CAUSE: Facilities not available.

19990903	19990922	POTTS	PATRICK			8137791744
COM	INFRAPROV	FL	FL	R	INLAND	LAKELAND
D04	REGION-INFRA PROV					

COMPLAINT: Dor'd order. RESOLUTION: GTE Engineer Mike Hall contacted Mr Lance Smith 9/3 developer who called in complaint for M Potts to advise of reason for delay. On 9/8 GTE
Engineer Steve Lindsay contacted Mr Smith to explain that although the cable had been placed in Silver Oaks the feeder pairs were exhausted. A work order was issued to provide relief with an estimated completion date of 9/15. A $25 SPG has been credited to Mr Potts' account. Service was provided 9/9. The customer is satisfied. CAUSE: Facilities not available Dor'd order.

19990908	19990922	CARPENTER	BETTY			7275959776
OFC	FULFILLMENT	FL	FL	R	COASTAL	CLEARWATER

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D04 REGION-CUST OPER

COMPLAINT: Service delay DD was 9/1. Customer stated on 9/1 a tech advised an engineer was needed. The engineer told customer the tech did the job wrong and no service until 9/13. ------ RESOLUTION: Technician dispatched on 9/1 did a cold install DOR'd the order for no facilities but failed to correct an interior wiring problem. On 9/3 a cable pair was repaired by an IP technician to provideservice but the customer's jack-work could not be completed because the IW was bad. Ms Carpenter expected a return visit on 9/7 to correct this problem. The order was rescheduled for 9/11. Local Manager Ted Stillwell contacted Ms Carpenter on 9/8 at 11:30am and accompanied technician to premise to connect the jacks. Customer was satisfied.---- CAUSE: Quality of performance.

19990909	19990922	MUHAMED SHAFFIE				9414267805
OFC-COM	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT PSC Bruce transfer. Mr. Muhamed's daughter called to complain that her father's service was due on 9/4 no service. Ms. advise GTE of her father's heart condition. Ms. stated she provided GTE with two numbers that she could be reached on (941-627-5740 & 941-766-8517).(FYI I5229418 has been Dor'd)RESOLUTION:9/14 Supervisor Access Design Tim Bowman's response. Mr. Bowman spoke wit Mr. Muhamed's son-in-law & explained that GTE was working on getting the facilities to their new home. Mr. Bowman would keep him informed. The engineer contacted the customer however he was not satisfed withthe timeframe involved in providing service. 9/20 Tim Bowman contacted the customer to verify everything is working fine. Customer was pleased with GTE's efforts to provide service.CAUSE: No facilities service order Dor'd.

19990831	19990923	MAGEE WAYNE				9413229308
OFC	FULFILLMENT	FL	FL	R	COASTAL	BRADENTON
D04	REGION-CUST OPER					

COMPLAINT: Mr. Magee's M4779958 was due for 8/27 the service hasn't been connected. He just brought his wife home from the hospital today and needs his service ASAP. He wants to be reimbursed for his cell charges. RESOLUTION: On 8/31 Angie Anderson IP Supervisor contacted the customer. Service was conntected to the home in the afternoon of 8/31. CAUSE: Customer Operations failed to extend the drop less than 600 ft on utility easement to the customer.

19990921	19990923	RATCHFORD LEIDA				8137790225
OFC-NET	INFRAPROV	FL	FL	R	INLAND	LAKELAND
D04	REGION-INFRA PROV					

COMPLAINT. Requested call back from engineering on service delay. --- RESOLUTION: On 8/24 new service order was due date 9/3. On 9/3 technician did a cold install but could not provide service due to no facilities. The technician notified Ms. Ratchford of the delay. The order was DOR'd (Delayed Order Report). The order was referred to the EG queue. On September 8 Ms. Ratchford left voice message on the DOR desk number. The DOR desk clerk returned call and explained that the order was referred to engineering and would have an engineer retur her call. Mike Hall engineer attempted to contact the can be reached number but was unsuccessful. On September 10 Ms. Ratchford left voice message on the DOR desk number. The DOR desk clerk left message for GTE THC engineer Mike Hall to return Ms. Ratchford's call. Mr. Hall attempted to contact the can be reached number again but was unsuccessful. Mr. Hall made a field visit and determined that an existing terminal was available to provide service and referred the order to the DR queue. On 9/21 a tech provided service for the primary line and DOR'd the second line to add pairs to be completed on 9/24. On 9/24 DOR clerk issued aSPG $25 credit. ----CAUSE: Lack of facilities.

19990916	19991004	DAMICO CARLOS	8132391549

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
OFC-COM	FULFILLMENT	FL	FL	R	INLAND		TAMPA EAST
D04	REGION-CUST OPER						

COMPLAINT.Warm transfer from PSC. Carlos requests status delayed order I5443477 needs service as soon as possible. RESOLUTION:9-15-99 Mr. Damico had been notified of a fifteen day delay to install asecond line by pre-fielder working to clear a bad pair in order to provide facilities. Bill Richardson Facility Surveyor Coach contacted Mr. Damico 9-16 and expedited the pre-field work. The order was dispatched to a D.O.Creasman contract pre-fielder to clear a bad pair. After clearing the pair service was provided to the DMark at 2:30 p.m. 9-16. Mr. Damico was notified then and later the same day in person by Bill Richardson. Mr. Damico was satisfied. A $50 Service Performance Guarantee appears on the September 25 statement. CAUSE.Additional line denied unavailable facilities

19990920	19991005	DEFINI MICHAEL					8137159014
COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT: PSC. Ms Defini states she placed order for service at end of July. She was given a due date of 8/13/99 and TN of 813-715-9014. She says they still do not have service. RESOLUTION: The previous service provider was an ALEC-Traveler's Telecom Corp. In 12/98 the residents of this park asked GTE to take ownership of Traveler's existing telephone facilities. GTE is presently in the engineering phase of constructing it's own infrastructure to provide service to the residents of the park as soon as possible. This is considered new construction since GTE does not currently have facilities in this park. There are over 300 lots and most of the cable ditches will have to be hand dug due to existing facilities of other utilities already located in the area. GTE has continued to communicatewith all the customers to keep them apprised of the work and time line. CAUSE: No facilities.

19991005	19991006	FORD JUDY					8137797143
COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT:Customer states she called to apply for new service on 8/20/99. She was promised telephone service with an installation date of 8/31/99.RESOLUTION:2 1/2 years ago GTE was requested to stopconstruction that would provide service to the residents of Emerald Points RV Resort. GTE was informed service would be provided by ALEC Travelers Telecom Corporation. In April 1997 GTE provided service to a mutually agreed upon demarcation point in the Emerald Pointe Clubhouse. GTE is currently in the engineering phase of constructing its own infrastructure to be able to provide service. GTE isalso working on easement issues as well. There are over 300 lots in the park huge job. As of 9/23 Traveler's Telecom has removed their switch.CAUSE:Facilities not available.

19990920	19991007	ROBINSON RACHEL					8137793304
COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT:Delay of installation dd 9/14.—— RESOLUTION:Approximately 2 1/2 years ago GTE began construction on a work order to provide service to Emeralds Pointe RV Resort. In August 1996 Resort advised ALEC Travelers Telecom Co will provide telecommunications needs of the residents. In April 1997 a mutually agreement was to provide service to the demarcation point. In December 1998 Emerald Pointe offered GTE to take ownership of Traveler's existing facilities. After an inspection of the facilities the Park was notified GTE would not be interested in an agreement as the facilities donot meet minimum quality standards. GTE is in the process of engineering to provide facilities as soon as possible —— CAUSE: No facilities.

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990929	19991014	LONG DENA					8137883376
COM	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT: 9-9 customer placed order for service and was given a due date of 9-15. As of 9-29 customer still does not have service. RESOLUTION: 9-23 order place for service with due date of 9-15. 9-15 order placed on CWA. 9-16 Mr. Dena called & was advised of due date change to 9-18 9-18 tech placed order on DOR and notified customer. An SPG was given. 9-24 Engineer MikeHall made premise visit to advise customer of problem with easement on unplatted road. GTE needs permission from neighbor to run temporary service. 9-28 Mr. Long's neighbor gave permission and temporary service was run. Work Order was issued to place cable and terminal estimated completion date 10-15 if weather permits. Customer is satisfied. CAUSE: No facilities

19991004	19991014	DUNLAP STEVE					9415195844
OFC-COM	FULFILLMENT	FL	FL	R			
D04	REGION-CUST OPER						

COMPLAINT. Customer has been waiting for service since 9-24 and he called the PSC today.(PSC Transfer-Bruce) RESOLUTION: Local Manager Steve Roundtree contacted the customer and left a detailed message that service would be expedited and gave the customer his direct number. On 10-6 pairs were cleared and on 10-7 a technician completed the order The order had been in the DOR que since 9-27 forlack of manpower. The customer was given a $25.00 SPG for the delay and she was satisfied. CAUSE: Quality of performance.

19991006	19991015	G S D & M					8139264900
EXE	INFRAPROV	FL	FL	B	INLAND		TAMPA NORTH
D04	REGION-INFRA PROV						

COMPLAINT: Ferrell letter. Customers lines were DOR'd. Wants reimbursement for cell charges. RESOLUTION: Temporary service was provided to the residence and business lines on 9/2. A cable was cut on 9/16 causing an outage the service was restored on 9/17. A $200.00 credit was authorized by Mr. Ferrell. Permanent service was provided on 9/23. CAUSE: Delayed order.

19991013	19991015	SILAS GINA					8137544527
OFC	INFRAPROV	FL	FL	R	INLAND		LAKELAND
D04	REGION-INFRA PROV						

COMPLAINT: Customer is IRATE M order was due dated 10-9. Customer was advised of NO FACILITIES. She has an 80 year old mother a 2 year old child no cell phone and has had death in the family and really needs the phone. RESOLUTION: 10-5 order placed with due date of 10-9. 10-9 tech completed cold install and DOR'd for no facilities. 10-13 Engineer Bob Broussaeau contacted Ms. Silas andwork order 9P32rl/69-3611 was issued. 10-14 GTE cable splicer dispatched and service was provided. Customer was also given an SPG by Engineering for missed commitment. CAUSE: No facilities

19990915	19991018	CLOSE CASSIDY					9417080855
COM	FULFILLMENT	FL	FL	R	COASTAL		BRADENTON
D04	REGION-CUST OPER						

COMPLAINT: Customer is adding a 3rd line into a house and his order has been delayed because it is not considered primary service. He called the PSC. RESOLUTION: On September 4 the service technician was attempting to complete the order using a Dual line carrier when the customer interrupted and refused that product. The customer insisted on copper line which was not available and caused the delayed status for facilities. On

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

9-10 the customer was advised it would take 2 to 3 weeks for availability. On 9-13 customer contacted the engineering department and expressed disatisfaction with this time frame. 9-13 Supervisor Chip Sines returned the call to the customer and left a message. 9-15 PSC complaint received 9-16 service was completed. CAUSE. Facilities not available.

19991005	19991018	ORTIZ ROBERT				9414299349
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Mr Ortiz called to advise the latest information given on his DOR'd order M5606712 is not acceptable. He has been told that it will be 10/8 before the box can be installed outside his residence. The order was originally due 9/30 but DOR'd for facilties to 10/5. There are elderly people living with him with medical needs. RESOLUTION: Jim Hannaford Dispatch Supervisor spoke with MrOrtiz 10/5 2:45 pm to confirm problems and advise of time restrictions. Mr Hannaford spoke with Neil Ohmstead Local Manager who made a premise visit. Mr Ohmstead found the cold install completed and the DOR'd condition due to lack of C wire. The facility was provided 10/5 but IP did not connect to NID to provide service. A technician was dispatched 10/5 and service has been established. Mr Ortiz is now satisfied. The manpower situation causing backlog in Access Design is being addressed. CAUSE: Quality of performance IP technician did not complete install..

19990922	19991019	CENTRATEL				7273190671
COM	INFRAPROV	FL	FL	B	COASTAL	ST. PETERSBURG
D04	REGION-INFRA PROV					

COMPLAINT: Customer requested to switch from Windstar to GTE on 9/9. They have not been switched yet. RESOLUTION: Network Engineering found due to a record order the terminal was not in the correct location. It was 3 spans from the sub. Work order 9P209RL-007 was issued to place the 3 spans to provide service and the order was completed 10/1. When the customer was called she stated she was having trouble with her existing lines not working. Mr Waidley informed her the lines in question were fed by a T1 owned by a CLEC. He suggested that she get in contact with her CLEC so they could assist her. CAUSE: Facilities not available.

19991006	19991020	ROBERTS CLIFFORD C				8136534635
COM	INFRAPROV	FL	FL	R	INLAND	TAMPA EAST
D04	REGION-INFRA PROV					

COMPLAINT: FPSC complaint DOR'd order. RESOLUTION: On 10/1 due date for install order it was referred to Access Design due to no available facilities. Mark Persbacker designer-Access Design spoke with Mr Roberts to advise that the cable needed to be placed and that service would be provided the week of 10/9. The estimated start date was 9/28 but inclement weather delayed the construction until 10/5. On 10/6 the cable was placed and on 10/7 service was provided. CAUSE: Delayed order no facilities available.

19991008	19991026	SURMAN HELEN				9419548706
OFC-COM	FULFILLMENT	FL	FL	R	COASTAL	SARASOTA
D04	REGION-CUST OPER					

COMPLAINT: Delay in installation of new service unacceptable. Customer is elderly. Verbal PSC. --------- RESOLUTION: Install order was due dated for 10/7 and DOR D to fix a bad pair. On 10/8 Tim Bowman access design supervisor contacted the customer and completed work. Customer is satisfied. ----- CAUSE:Lack of facilities.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19991015	19991105	HEIST BRIAN					7278940047
COM	INFRAPROV	FL	FL	R	COASTAL		ST. PETERSBURG
D04	REGION-INFRA PROV						

COMPLAINT: Mr Heist is with CLEC Suntel His installation has been delayed due to GTE lines. He was quoted a due date of 9/23 and has been given new due dates three times. RESOLUTION: On 10/19two lines were installed. Mr. Heist is satisfied at this time. CAUSE Delayed order.

19991028	19991105	WAL-MART					8139100185
OFC	INFRAPROV	FL	FL	B	INLAND		TAMPA NORTH
D04	REGION-INFRA PROV						

COMPLAINT: Customer's I order is due dated 10-22 with remark of 10-25. Customer says they are still without the 2 other lines they ordered. Only 1 line was installed and the other 2 DOR'd. Customer says they really need the other lines. When will they be installed?
RESOLUTION: 10-25 customer was contacted by Gary Raab/Investigator. The due date changed from 11-3 to 10-26. When the due date was
changed a facilities check had not been done The second and third lines were DOR'D to Cut Section on 10-27. Cut Section sent the order to the DR Queue toadd additional pairs to the terminal so that service could be provided. The order was routed out from the DR Queue on 10-28 and the tech was able to clear pairs to provide service on 10-28. CAUSE. No facilities

19991103	19991108	UPS					8132411010
OFC	INFRAPROV	FL	FL	B	INLAND		TAMPA EAST
D04	REGION-INFRA PROV						

COMPLAINT: Customer is extremely unhappy with GTE's service and untimely response to their problem. Customer placed an order to upgrad their phone system and lines. The due date was 10-19 for GTE to test the PRI and Seamans Phone Systems 10-23 to be ready to cutover. He called us on 10-19 and GTE said there
was no order. He dealt with David May who said all would be ready by 11-1. 11-1 all was not in place.
RESOLUTION: 11-3 Mike Fults Local Manager contacted customer
and set up time to make premise visit. 10-19 due date was placed in jeopardy for no switch hardware on 10-13 with notification sent back to Sales. A single span became available on 10-29 but could not be utilized until the previous disconnect order was completed. The designwas completed and sent to COEI. Service was due dated for 11-5. Follow-up call 11-8 to Mr. Quevedo advised service is working fine.CAUSE: No facilities

19991027	19991110	FOERSTER HEATHER					9414236156
OFC-COM	INFRAPROV	FL	FL	R	COASTAL		SARASOTA
D04	REGION-INFRA PROV						

COMPLAINT: PSC/Bruce-Warm transfer. Customer is tired of waiting for service to be connected. Wants to know why it is taking so long. She can't get any answers and no one ever calls her back. RESOLUTION: An order was received in engineering on 10/4 and the customer was contacted on 10/5 to inform her that it
may take a couple of weeks to provide her service. On 10/18 the engineer called Ms Foerster to let her know there was still a delay due to the facilities available. He also advised her he would try to expedite
the designing of the work order. The estimated completion date given was 11/19.Access Design reviewed for a temporary feed opportunity but decided due to the increase in new home construction in the area they would increase the size of the terminal. Facilities in these remote areas are very limited and require extra time. Service was provided to the customer on 11/2. Ms Foerster is satisfied. CAUSE: No facilities DOR.

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19991102	19991116	SOUDERS	BRADLEY	PA			8132545155
EXE	INFRAPROV	FL	FL	B		INLAND	TAMPA CENTRAL
D04	REGION-INFRA PROV						

COMPLAINT Ms Souders states if she had known the new service was going to be delayed she would have delayed the moving of the office. A it is now the alarm system cannot work because she has no phone lines and she has thousands of dollars worth of equipment in the building. RESOLUTION: Ms Souder paid a visit to John Ferrell's office because she was told service would be installed at new location on 10/21 but it was still not on by 10/28. Per Blane Kirby service was delayed because the X-boxes did not have enough facilities to satisfy the area. Cindy Amoriello dispatched to pre-fielders tothe site on 10/29 and the customer had service by 3:30 p.m. that day. EDTs and line & stationing pairs were eliminated from one X-box to another in order to provide service to the customer. Ms Souderwas satisfied. CAUSE: No facilties available.

19991108	19991116	OUTRIDGE	RONALD				9417278747
OFC	FULFILLMENT	FL	FL	R		COASTAL	BRADENTON
D04	REGION-CUST OPER						

COMPLAINT Customer's I order 6343963 due dated for 11-3 has not been completed. Customer wants to know when will he have service. DOR'D
RESOLUTION: 11-8 Supervisor Access Design Steve Rickert contacted neighbor Mr. Simons. A pair was not cleared until 11-9 and installation completed around noon. Service was DOR'd due to lack of vacant good pairs in the customer's serving terminal.Customer was contacted on 11-9 and service is working. CAUSE: No facilities

19991101	19991116	HOWARD	DAVID				7878653419
EXE-TEL-NET	FULFILLMENT	FL	FL	R			
D04	REGION-INFRA PROV						

COMPLAINT: Customer frustrated in delay in installation oflocal service which was requested on 10/18 with a due date of 10/26. On 10/28 the customer was advised there were no lines available.RESOLUTION: Service was installed on 11/9. Customer was satisfied and did not want a written response per Coordinator Fiory Melendez.CAUSE: No facilities.

19991112	19991123	SCHMIDT	MICHAEL				9413221974
OFC	INFRAPROV	FL	FL	R		COASTAL	BRADENTON
D04	REGION-INFRA PROV						

COMPLAINT:Ms. called upset because she advised GTE of her dor'd situation back when she had her service installed in April hoping this would prevent the samething from happening to her current 2nd line installation (941-322-9214) which is due for today. Ms. stated she has lost time from work which could of been prevented if she was notified in advance. Ms. order is dor'd due to no feeders. RESOLUTION: 11/22 Designer Terry Frankford's response. Terry left message & pager number for customer. Ms. returned called that afternoon. Ms. stated she notified GTE's engineering department of a possible delay of her current installation because of her Dor'd order back in April. After some explanation from Mr. Frankford she understood why there was a delay however she was upset that no one notified her. Mr. Frankford found no record of Ms. contact regarding her advise notice of possible dor situation. Ms. understands that GTE will provide service for a second line on or about December 15. A work order to place a new pair device in this area was under construction at the time this complaint came in.CAUSE:Service order Dor'd no facilities customer not contacted.

19991115	19991123	FINDLEY	KENNETH				9413788198
OFC	FULFILLMENT	FL	FL	R		COASTAL	SARASOTA

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D04 REGION-CUST OPER
COMPLAINT: Mrs Findley called to advise her new service has been delayed. She ordered service at least 2 weeks ahead of time and on 11/12 was advised service has been sent to engineering. Mr Findleyis just home from the hospital and medical personnel are unable to reach him. Pleas try cell
phone first and then leave message at old telephone service. The order is I6265400. RESOLUTION: Tim Bowman Supervisor-Access Design spoke with Mrs Findley within two hours of receiving the
complaint 11/15. Mr Bowman found reserved pairs unreserved them and placed drop to the home. Service was established 11/16. Mr Bowman suggests the CZTII may call Cut Section for possibility of reserved pairs when medical emergency exists. Better communication between CZTII and Cut Section would aid customers. Mrs Findley is now satisfied. CAUSE: CZT didn't request facilities due to medical emergency.

19991109	19991124	TEMPLE DOUGLAS				9414230320
COM	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Customers move order dor'd RESOLUTION. Original installation was scheduled for 10/25. The order was delayed due to no cable facilities. Order was completed and installed on 11/9. Mr. Temple is satisfied with the action taken. CAUSE: Installation DOR'd due to facilities.

19991110	19991124	ROBERTSON ROGER				9414234697
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Mr. Robertson's M5998250 order is on DOR. It was originally due for 10/12. He wants his service connected. RESOLUTION: Service was provided on 10/27. Delayed due to facilities and lackof manpower. CAUSE: Order on DOR.

19991110	19991124	ROBINSON TONYA S				9417449817
OFC	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D04	REGION-INFRA PROV					

COMPLAINT: Ms. Robinsons move order is on DOR. It was originally scheduled for 11/3. She needs her service ASAP. RESOLUTION: On 11/10 service was connected. Order delayed due to new terminal had to be cut. The Engineering department had been in touch with Ms. Robinson daily on the status of her order. She is satisfied with the action taken. CAUSE: Order on DOR.

19991115	19991130	THOMAS GREGORY				9417399997
OFC	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D04	REGION-INFRA PROV					

COMPLAINT: Customer has been waiting for service since 10/30 and does not understand what is wrong. ----- RESOLUTION: On 10/31 tech found no facilities and notified the customer. On 11/1 DOR clerkadvised customer of
estimated completion date 11/10. On 11/3 DOR clerk made two attempts to contact the customer to advise of status. On 11/8 service was not installed due to manpower. On 11/12 message left on Engineer Martin Knudstrup voice mail. On 11/15 Mr. Knudstrup left a message on customer's voice mail advising of unspecified completion date due. Service was provided on 11/16 and customer was satisfied. ------
CAUSE: Lack of facilities. Lack of manpower.

19991105	19991201	ROBERTSON ROGER MRS	9414234697

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Customer's service was due dated for 10-27 it has not been connected yet. RESOLUTION: 11-5 Supervisor Acceess Design Tim Bowman contacted customer and advised the work order was held up because of the delay in receiving the permit. The work order was faxed to the field however field said they never received it. The service was connected in an effort to satisfy the customer. CAUSE: Work order not received by the field and delay in receiving permit.

19991115	19991203	THOMPSON JAMES				9414234572
COM	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: New service I6105141 CLEC DOR'd RESOLUTION: On due date 10/3 installer could not locate serving terminal and sent th order to Engineering. The installer notified customer of delay.On 10/28 the order was referred to Facility Surveyor section for terminal assignment. The order was referred to facility assignment contracting group (GEIS) who were unable to find termial address.The order was returned to Facility Surveyor 11/1. On 11/3 a technician was dispatched to complete as much of the install as possible and referred the order to Access Design to locate serving terminal. The customer was kept advised of delay. The Facility Surveyor added the exact terminal location to the order but the order was not sent back to the field. On 11/15 GTE Planner Don Durden made arrangements with Mr Thompson for the service to be completed 11/16. CAUSE: Delayed order IP.

19991119	19991206	DANIEL VICTORIA				9414236978
COM	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Delay in transfering service. ---- RESOLUTION: On 11/5 an order was issued and due date for 11/9. On 11/9 a cold install was done. Order was referred to Facilities and signed off in error. On 11/15 customer call to inquire on the order and noer order was issued. On 11/16 the was referred to engineering. On 11/17 Rober Unsell engineer advised the customer equipemnt was on order(pair gains cards) and service would be connected on 11/19. On 11/18 the customer contacted the FPSC. On 11/20 service was provided. ------ CAUSE: Lack of facilities. Order signed off in error.

19991122	19991208	COWIE BRIAN				9414232927
OFC	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT:Mr called to complain that he has been waiting since 11/5 for his phone service to be installed with no satisfaction (M6360848). Mr stated his cbr is 941-921-2380 x343 or request the operator to page him.RESOLUTION: 11/22 Response. Service was unable to be installed o 11/5 due to lack of feeder pairs in the 3037 Cross-Box. The cold install was completed the customer was notified of thedelay & the order was referred back to the Facility Surveyor section. The order was released to Access Design for resolution 11/8. Northport Engineer Robert Unsell contacted Mr on 11/8 & advised ofthe delay. Mr Unsell contacted Vince McKenzie 11/10 notified him of the lack of available feed. Vince began to work order process to add additional line cards to the SLC-5 feeding the 3037 cross-box.Mr was contacted on 11/11 by the DOR desk & advised that the delay for service would be at least one week & a firm date would be communicated to him as soon as the in-service date for the additionallines was established. On 11/17 Mr Unsell advised Mr Cowie that the equipment necessary to provide his service was expected to be installed in the next several days or two weeks. On 11/24 the servicewas installed & SPG issued. CAUSE:No facilities.

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

19991112 19991209 RYAN MARTY 9414231016
COM INFRAPROV FL FL R COASTAL SARASOTA
D04 REGION-INFRA PROV
COMPLAINT Mr. dissatisfied with installation of service. He initially called to have 2 lines installed. One has been installed but his is still waiting for a dedicated computer line to be installed.Mr. advised GTE failed to respond on several missed commitments. Mr. requesting compensation for his time and an executive apology . The last time he called he was advised no record of his repair report. RESOLUTION:12/1 PSC response letter indicated that on 9/28 an order was placed to install two lines with a due date of 10/5. On 10/5 one line was installed however the second line was placed on a Delayed Order Request (DOR) status due to no available facilities for the second line. It was necessary to place cable & splice to provide the necessary relief. On 10/6 Engineer Bob Unsell made several attempts to contact the customer & left a message explaining the delay of approximately three weeks for the second line. On 11/15 the second line was installed. On 11/18 Gary Phair Local Manager contacted the customer to apologize for the delay. To foster Customer Relations Mr. Phair issued a credit of $45.CAUSE:Delayed 2nd line service installation due to no available facilities.

19991130 19991209 TATON WALTER T 9414397019
COM INFRAPROV FL FL R
D04 REGION-INFRA PROV
COMPLAINT: Delay in establishing service.----- RESOLUTION: On 11/4 an install order was issued with a due date of 11/24. On 11/24 a cold install was done card was left with delay information. On11/29 the was referred to engineering. On 11/30 the cable splicer provided service. A SPG $25 credit was issued by IP. ---- CAUSE:Lack of facilities.

19991202 19991210 TEMPLE RICK 8139737722
OFC INFRAPROV FL FL R INLAND TAMPA NORTH
D04 REGION-INFRA PROV
COMPLAINT:I6585092 delayed for facilities customer requesting status explanation for delay and escalation. RESOLUTION:11-20-99 I6585092 was assigned DOR(delayed order)status field technician left acard advising a delay of approximately fifteen days. Work Order 1214 3P001QC was established. 12-2 Splicer Ed Tippins made contact at the residence with Mr. Temple's father advising service would beprovided that day. Engineer Ron Mixon contacted Mr. Temple at work the same day to advised of status 11:56 a.m. Mr. Temple recontacted Ms. Hunter GTE Customer Relations to advise the service was working. A Service Performance Guarantee was issued by the Customer Contact Center he is satisfied. CAUSE:No facilities

19991213 19991215 HUSKEY GEORGEANNE 8137548658
COM INFRAPROV FL FL R INLAND LAKELAND
D04 REGION-INFRA PROV
COMPLAINT: Service install delay.---- RESOLUTION: On 12/1 a install order was issued for the due date 12/6. On 12/6 tech did a cold install and customer was notified. On 12/10 Steve Lindsey Access Suprv advised the customer of a two week delay. On 12/13 Scott Walls IP Suprv advised the customer of the due date would be 12/14. On 12/14 Splicer provided service. A SPG $25. credit was issued by IP and waived the $55 installation fees.---- CAUSE:Lack of facilities.

19991213 19991215 RAINBOW RESORT RV PK 8636357541
EXE INFRAPROV FL FL B INLAND WINTER HAVEN
D04 REGION-INFRA PROV

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT. Customer requested to speak with Mr. Ferrell. The park is scheduled to open 1-2000 and the phones have not been installed yet. RESOLUTION 12-13 Local Manager Chip Levick contacted Mr. Andrews and advise Steve Foxx was in route to make another premise visit. In August or September Debbie Grogan GTE Engineer attended a pre-construction meeting for this project. Construction was scheduled to start 12-20. Steve met with Mr. Andrews about 3 weeks ago and no roads were paved and no trailers were on site. Steve explained to Mr. Andrews we do not normally place cablebefore any paving of roads or construction has been completed. Mr. Andrews did not agree. Mr. Andrews placed an order for service within the sales center on 11-29 with due date of 12-3. The order was delayed due to no facilities. Steve is working on a temporary solution. 12-15 Steve decided customer would receive $100 SPG and NRC waived and splicer was dispatched to provide temporary service to the sales office. CAUSE: Customer does not agree with GTE's policy of not placing cable prior to the paving of the streets and construction start. Facilities not available.

19991206	19991216	MULLIS EUGENE				8137880147
COM	INFRAPROV	FL	FL	R	INLAND	LAKELAND
D04	REGION-INFRA PROV					

COMPLAINT Explanation requested delay completion I6373975 escalation RESOLUTION. Order created 11/2 with due date of 11/4. The technician working the order placed it on Delayed Order Request (DOR)no facilities available 11/4. A 12-3 card was left to advise with number to call for clarification. On 12/5 the DOR desk clerk left message explaining delay and advised customer would be contacted by Engineering. The order was referred to Engineering 11/5. On 11/9 Engineer Mike Hall received no answer at CBR. On 11/10 a work order was issued with an estimated completion date of 12/17.Mr Hall made numerous request of Pasco County for right of way access. On 11/22 Pasco County responded by accepting permit for approval. Mr Hall notified Mr Mullis 11/30 of actions taken. On 12/1a GTE Supervisor contacted Mr Mullis to explain delay. On 12/7 Pasco County gave verbal approval to place cable. On 12/10 a cable splicer was dispatched and service was provided. A $25 SPG was issued to foster customer relations. The customer is now satisfied. CAUSE: Order DOR'd facilities not available.

19991201	19991222	COLEMAN BETH				7277720700
COM	INFRAPROV	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-INFRA PROV					

COMPLAINT: Customer called GTE several times to have 2nd and 3rd lines installed at new home. Due date was 10-29. Called on 10-28 to see when installer arriving was advised would not be installed 10-29 but was DOR'D. RESOLUTION: 10-5 order was placed for service. Discrepancy found with working service existing order placed on hold and unsuccessful attempts were made t notify customer of delay. 10-28 customer contacted GTE. 10-29 installer was routed and found no access. 11-3 installer went to install jacks 11-4 a splicer went out to work the order and 11-5 service was provided.CAUSE: Delayed order due to existing service and attempts to reach customer unsuccessful messages were left commitment missed.

19991213	19991222	POLITIS PATRICIA				9414237394
COM	INFRAPROV	FL	FL	R	COASTAL	SARASOTA
D04	REGION-INFRA PROV					

COMPLAINT: Customer's service was delay the due date was 12-2-99. RESOLUTION: 11-19 order placed for service with due date of 12-2. 12-2 installer could not run a drop due to a wire out of limits condition and the order placed on DOR. 12-3 order was referred to Engineering to have a terminal placed. It was approved to wire the service out of limits. 12-10 service was provided. 12-13 Ms.Politis was contacted by Don Durden and explained the delay. CAUSE: Service dor'd due to no facilities.

Customer Relations - Complaints

04/26/2001

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19991215	19991222	JUICE CONCENTRATES					8632949592
OFC-NET	FULFILLMENT	FL	FL	B	INLAND		WINTER HAVEN
D04	REGION-CUST OPER						

COMPLAINT: Delay in new install. ----- RESOLUTION: On 11/16 an install order was issued due date for 11/22. On 11/22 a cold install and jack work was completed. Customer's lines were DOR'd and then cleared by the CSI group on 11/29/99 and provided service. On 12/15 tech Paul Ezell met with the customer and explained how to test lines at the NID. Additionally customer had CPE 4 line phonesystem that had not been properly set up to work with the jack layout. Repairman Paul Ezell helped customer with that issue as well. ------ CAUSE:Lack of facilities. Due dated extended for operations to clear bad pair.

19991220	19991222	LAYCOCK JR PHILLIP				7278625556
OFC-COM	INFRAPROV	FL	FL	R	COASTAL	TARPON SPRINGS
D04	REGION-INFRA PROV					

COMPLAINT: Mr Laycock called to advise of delayed order for install I6977844. The due date was 12/16 a cold install was completed. He wa advised delay until 12/17. On 12/17 he was told would be2 weeks to dig up facility. He spoke with Engineering who advised someone would be out 12/20 to assist. No one has come to his new home today. He is a fireman and cannot move into his new home until he has phone service.*** Teresa FPSC passed Mr Laycock 11.45 am same complaint advised Mary IP of escalation and Mr Laycock being at residence by 2:00 pm. RESOLUTION: Doug Walker facility supervisor attempted to contact Mr Laycock 12/20 3:30 pm received no answer at cbr but left message on his recorder.

Mr Walker advised the service was completed and dial tone was good to his phonesin the house. A cable repairman had been dispatched to Mr Laycock's house on 12/20. The cable pair had to be fixed and cut into the terminal. The customer had service at 3:00 pm and never showed while the repairman was there. The repairman did notify the builder that service was complete and left a message at the cbr also. The customer was kept advised during the entire process. Mr Laycockhas not returned any calls. CAUSE: Order DOR'd facilities not available customer dislike of commitment given.

19991220	19991222	JERNIGAN PHILLIP				8639569149
OFC-COM	INFRAPROV	FL	FL	R	INLAND	WINTER HAVEN
D04	REGION-INFRA PROV					

COMPLAINT: The customer was informed the install order was delayed. He did not like the explanation received from a supervisor. ----- RESOLUTION: On 12/8 an install order was issued and due date for 12/10. On 12/10 the installer completed a cold install and notified the customer. On 12/15 an engineer made a site visit contacted the customer and explained what was needed to provide service.The work order was given a 1/3 due date. On 12/20 David moore Access Design advised the customer a splicer would be out on 12/27 to complete the work. The customer was satisfied. ------ CAUSE:Lackof facilities

19991119	19991227	SOLHEIM LARRY				9413220186
OFC-NET	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D04	REGION-INFRA PROV					

COMPLAINT:Mr. stated there were 4 orders which was placed 3 weeks ago for 5 lines to be installed at 2703 SR 64 E Myakka City Fl. The only line that was connected was 941-322-0186 I6319958. Pendingorders C6351994 for 941-322-0316 Larry Solheim I6343353 Emilia Zerbini 941-322-9317 I6342775 Mike Donoho/Delilah Zerbini 941-322-8506. Mr. would like to know when these line are going to be connected. RESOLUTION:12/21 IP's response. An Alcatel Lightspan DLC was placed in service 12/12 & worked to add relief to 3019 X-Box was completed 12/14. The customer's second line was installed on the 15that 12:17 pm. the three other service orders at this address were completed on the 15th & 16th with one order being

1999 -- Florida Delayed Order/Took Too Long Install & Repair

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

canceled
per customer because they are moving. The work order to place the new pairgain device was scheduled for service early in 1999 but was deferred due to budgetary restraints. Had this work order been completed as scheduled there would have been available feeder facilities.CAUSE.IP Dor'd facilities not available.

19991210	19991227	HENDERSON MARTY				8137197877
OFC-TEL	INFRAPROV	FL	FL	B	INLAND	LAKELAND
D04	REGION-INFRA PROV					

COMPLAINT:Customer upset that has been working with engineering since 6/19/99 to have service to his new apartment complex and his order have been delayed and he still does not have service. Customeralso complains that
his project has been shuffled to different engineers and each time it is like starting over.RESOLUTION:Per Steve Lindsay/IP the project was expedited and work order issued and contruction will begin 12/15/99. Two temporary lines will be installed to allow customer to obtain isCertificate of Occupancy. Inexperienced engineer failed to communicate the critical status of the project.CAUSE:Quality of performance caused delays and customer to complain.

19991206	19991229	RAYMOS SHERRI E				9413222099
COM	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D04	REGION-INFRA PROV					

COMPLAINT: Delay in completion I6445903 adding second line. RESOLUTION: On 11/5 order was placed with due date of 11/11. On 11/7 assignment determined no facilities were available and placed the order on delay order report (DOR). On 11/10 a technician completed the cold install and returned the order to DOR. On 11/15 Ms Raymos left a voice message with the DOR desk to inquire on
status. DOR clerk Liz Cramer made several attempts to reach Ms Raymos leaving voice messages to keep her informed. Ms Raymos did not respond to messages left. Ms Cramer advised a work order was scheduled with an expected completion date of 2 to 3 weeks. As the work order was not completed by 12/3 Ms Cramer left another message advising of further delay. Planner Terry Frankford left a voice message forMs Raymos upon receipt of the
complaint explaining the delay and advising of new carrier system for the area. On 12/10 the new system was turned up and on 12/14 Ms Raymos order was completed. Voice messages were left on new number to verify. Customer was never without service on main line. No response has been received from Ms Raymos. CAUSE: Second line DOR'd facilities not available.

19991217	19991229	TAYLOR DEBRA				8639657831
OFC	INFRAPROV	FL	FL	R	INLAND	WINTER HAVEN
D04	REGION-INFRA PROV					

COMPLAINT: Ms. Taylor's I9005023 is on DOR and was advised she can't get service until 12/29. She has a 10 year old son who is handicapped
and can't be alone without a phone. Please call the CBR #'s. RESOLUTION: On 12/17 Ms. Taylor was contacted by Steve Foxx Section Manager of IP. Steve advised Ms. Taylor her service would be installed on 12/18. Ms. Taylor was satisfied with the action taken. CAUSE: Order on DOR.

These reports of "complaint detail" reflect the following REPAIR categories.

For 1997-1998

Missed Commitment	Topic code 05C
Unsatisfactory Commitment Date	Topic code 05D

For 1999

Missed Commitment	Topic code D02B
Not Satisfied with Commitment date	Topic code D02D

Due to database updates the categories changed between 1998 and 1999.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19961216	19970102	GEORGE MARILYN			8138324319
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

DISPOSITION: CUSTOMER REPORTED NO DIAL TONE ON 11/26 TAS TICKET SHOWS OOS BUT CUSTOMER WAS QUOTED A 72 HOUR COMMITMENT OF 11/30. GTE WAS UNABLE TO MEET THE 11/30
COMMITMENT DUE TO LACK OF MANPOWER.GTE LEFT AMESSAGE AT CBR NUMBER ON 11/30 TO ADVISE REPAIRMAN WOULD BE
DISPATCHED NEXT MORNING. TROUBLE CLEARED ON 12/01 AS AN AERIAL DROP KNOCKED DOWN BY A VEHICLE AVOIDABLE: SERVICE WAS OOS NOT NON-OOS; GTE SHOULD HAVE BEEN QUOTING A 24 HOUR COMMITMENT. GTE UNABLE TO MAKE THE 11/30 COMMITMENT DUE TO MANPOWER.

19961218	19970107	THE MEDSTAT GROUP DKD			8137891787
	EC	FL FL			
05C	B			ASSURANCE	

DISPOSITION. PROBLEM WAS CROSSED WIRES WITHIN THE HOME AND THE LONG DISTANCE CARRIER WAS NOT COMPLETED CORRECTLY CUSTOMER
HAD 4 REPAIR REPORTS IN DEC. WITH 3 REPORTS OF CROSSED WIRES THE CROSSED WIRE PROBLEM WAS CORRECTED ALOS THE LONG DISTANCE CARRIER WAS CORRECTED ON 12-18. ADJUSTEMENT OF 100.00 ISSUED AVOIDABLE: GTE DID NOT DETECT CROSSED WIRES UPON INSTALLATION OF SERVICE OR

19970109	19970110	PORTER CARL			8135966314
	EC	FL FL			
05C	R				

DISPOSITION: LOCAL MGR BOB DODMAN CONTACTED MR PORTER AND MADE ARRANGEMENTS TO SEND SOMEONE OUT BEFORE 10AM ON 1/10. A TECHNICIAN WAS DISPATCHED AT 8AM AND HE WAS ABLE TO FIND A WAY TO INSTALL THE
JACK THAT WAS PLEASEING TO MR PORTER. LOCAL MGR GEORG AGISOTELIS CONTACTED MR PORTER AFTER THE WORK WAS COMPLETED AND HE SAID THAT THE
REPAIRMAN HAD DONE A GREAT JOB. AVOIDABLE: THERE WAS A MISUNDERSTANDING BETWEEN MR PORTER AND THE GTE CONTRACTOR WHO WAS ORIGINALLY SENT OUT TO INSTALL THE JACK. MR AGISOTELIS HAS SPOKEN TO THE CONTRACTOR ABOUT HIS SITUATION. 1/15 11:25AM TALKED TO CARL PORTER HE IS SATISFIED

19970110	19970110	SNYDER HILDA			9413245221
	EC	FL FL			
05C	R	INLAND			

DISPOSITION: REPAIRMAN MADE CUSTOMER CONTACT WITHIN 2 HOURS. BURIED DROP WAS REPLACED (THIS FIXED CUT DROP) LOCAL MGR CONTACTED MRS SNYDER AT 3:05PM ON 1/10 AND PHONE WAS WORKING PROPERLY. AVOIDABLE: FAILED TO MEET CUSTOMERS COMMITMENT TIME

19970110	19970110	AGLIME SALES			9416381481
	EC	FL FL			
05C	B	INLAND			

DISPOSITION: BOB MARTUCCI SAID HE REMEMBERED ISSUING THE SPG FORM. HE ASKED IF I COULD ISSUE THE SPG. HE CALLED THE CUSTOMER AND APOLOGIZED FOR THE DELAY. I ISSUED 100 SPG. ********** UPDATE:4-8-97FINAL

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

RESPONSE FROM LINDA LAKELAND DIVISION DUE TO CUSTOMER STILL NOT SATISFIED. ON 2-14-97 CUSTOMER (VICKIE) REPORTED STATIC ON ALL LINES I
CALLED THE BUSINESS TO TALK WITH VICKI AT 3:00 PM AND SHEHAD ALREADY LEFT FOR THE DAY. I TALKED WITH ANOTHER EMPLOYEE AT THIS BUSINESS TO INQUIRE ABOUT THEIR PROBLEM HE ASKED ANOTHER EMPLOYEE IF THEY KNEW OF ANY PROBLEMS WITH
THEIR SYSTEM SAID IT HAD BEEN WORKING FINE ALL DAY AND DID NOT KNOW WHAT I WAS TALKING ABOUT. FYI:(2/14 REPAIR TO MANY REPEATED PROBLEMS MODEM LINE CALLED
LINDA AND ADVISED TO CALL CUSTOMER. SHE WANTS REPEAT CALLS TO STOP 2-18CALLED LINDA SHE WILL CHECK WITH
SAM MGR AND RETURN CALL WITH RESPONSE 3-7 ADVISED WILL FAX FINAL RESPONSE BACK 3-25. LINDA OUT OF OFFICE TODAY OK CALL TOMORROW) AVOIDABLE: SPG DID NOT REACH THE PROPER DEPT FOR ISSUANCE DUE TO A MISSED COMMITMENT.

19970115	19970115	RICHARD JOHN			8133972154
	EC	FL	FL		
05C	R				

DISPOSITION: PER DAVID BONDS THE FENCE COMPANY DID CUT MR RICHARD'S DROP HOWEVER THEY ALSO CUT TH DROP OF HIS NEIGHBORS MR LADUE THE FENCE COMPANY DID NOT REALIZE THEY HAD CUT BOTH DROPS SO ONLYREPORTED THEIR
CUSTOMERS DROP MR LADUE. MR RICHARD REPORTED HIS DROP CUT AT 1/4 AT 2.51PM AND IT WAS REPAIRED BY 9:40AM 1/5. DAVID EXPLAINED WE COULD NOT REPAIR THE
DROP IF WE DID NOT KNOW IT WAS CUT. MR RICHARDS REMAINED UPSET AND COULD NOT BE SATISFIED. HE DOES HAVE DAVID BONDS WORK CENTER NUMBER SHOULD HE HAVE ANY FURTHER PROBLEMS. UNAVOIDABLE: CABLE WAS CUT BY FENCE COMPANY. FENCE COMPANY DID NOT REALIZE THEY CUT BOTH GTE CABLE THEY JUST REPORTED THE NEIGHBORS CABLE CUT.

19970115	19970115	GLASSOW LAURA			8132310309
	EC	FL	FL		
05C	R	INLAND			

DISPOSITION: BOBBY HOWELL INVESTIGATED THIS COMPLAINT AND FOUND IT WAS DISPATCHED AT 12:30PM WITH THE REPAIRMAN ARRIVING AT THE PREMISE AT 1PM. THERE WAS NO ANSWER. REPAIRMAN VERIFIED THAT THE TROUBLE WAS ON THE
INSIDE. ANOTHER REPAIRMAN WAS DISPATCHED WHO FOUND NO TROUBLE INSIDE. IT IS SUSPECTED THAT THE TROUBLE WAS IN A BAD CORDLESS PHONE OR POSSIBLY A
DEFECTIVE INTERIOR WIRE. BOBBY APOLOGIZED TO MS GALSSON AND REFERRED THE COMPLAINT TO JOHN SCHAFFER IN CARE FOR THE PERCEIVED TREATMENT MS GLASSON RECEIVED FORM CARE. UNAVOIDABLE: THE WAS NO ANSWER AT THE PREMISE AT 1PM WHEN REPAIRMAN ARRIVED. 1/17 10:20AM TALKED TO LAURA GLASSON SHE IS SATISFIED

19970115	19970115	PIERONE DEBBIE			8135451453
	EC	FL	FL		
05C	R				

DISPOSITION: RICHARD SHIELDS SERVICE INSTALLER COMPLETED 2ND LINE ON 12-17 THE CUSTOMER WAS NOT AT HOME AND A NO ACCESS CARD WAS LEFT ADVISING CUST SERVICE WAS INSTALLED. SINCE JACK WORK WAS NOT ORDERED ON ORIGINAL ORDER CUST WOULD HAVE TO CALL BACK TO MAKE ARRANGEMENT FOR INSIDE WORK. 1-12 TROUBLE REPORT FOR NDT REPAIRMAN HAD DIAL TONE AT PROTECTOR AND NO APPT ON TICKET. 12-3 CARD LEFT

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

REQUESTING CUST TO CALL FOR APPOINTMENT SECOND TROUBLE
REPORT HAD A 4-8PM APPT AND CLEARED AT 410PM AS NO ACCESS. REPAIRMAN WENT TO CROSS BOX TO CALL CBR # (WHICH WAS A MISTAKE ON HIS PART-EMPLOYEES HAVE BEEN ADVISED TO STAY AT CUST PREMISE TO CLEAR TICKETS--EMPLOYEE WAS
COUNCILED)AND WAS TOLD CUSTOMER WAS NOT THERE. IF REPAIRMAN HAD STAYED AT CUSTOMERS HOME TO CALL CBR # HE WOULD HAVE PROBABLY METTHE CUSTOMER COMING HOME
SINCE HE CODED THE TICKET AT 430PM AND CUSTOMER CALLED AT 434 PM. AFTER MAKING 3RD APPT REPAIRMAN CONNECTED THE JACK. PULLED ORIGINAL ORDER AND THERE IS A NOTE ON THE ORDERTHAT STATES 'CUSTOMER TO DO OWN WORK'. AVOIDABLE REPAIRMAN FAILED TO REMAIN AT CUST PREMISE TO CODE TICKET WHICH WAS AFTER THE CUSTOMER HAD RETURNED HOME.

19970116	19970116	FAZIOLI NANCY		8139207095
	EC	FL	FL	
05C	R	INLAND		

DISPOSITION: MULTIPLE FAULTS TAS HISTORY HAS 2 REPORTS 1/14 7:44P REPT: NDT/DEAD CLR:4:30P 1/15 TO TEST OK 1/15 6:48P REPT:
NDT/DEAD CLR:1:22P 1/16 TO CO TROUBLE 1/14 CABLE DAMAGED WAS REPORTED - CABLE WAS RESTORED BY 4.15P 1/16 $25 SPG WAS ISSUED BY LOCAL MANAGER VIA CARE UNAVOIDABLE: MULTIPLE FAULTS AND INTERMITTENT TROUBLE SINGLE POINT OF ISOLATION WAS NOT AN OPTION ON 1/23 A FOLLOW UP CALL WAS MADE AT 10:15A DURING WHICH SUB EXPRESSED

19970110	19970120	MARINO E.L.		9413513581
	EC	FL	FL	
05C	R	COASTAL		

DISPOSITION: LOCAL MGR LUCKY COKER INVESTIGATED THIS COMPLAINT. TECH MIKE FOX CORRECTED A BAD LINE CARD AND CONTACTED THE
CUSTOMER. MR MARINO REFUSED TO ACQUIRE IWM. MR FOX PLACED A 2 LINE SNID ONMR MARINO'S HOUSE AND EXPLAINED TO MR MARINO HOW IT WORKED. MR MARINO PLEASED WITH MR FOX'S WORK AND EXPLANATION. AVOIDABLE. TROUBLE TICKET WAS NOT ROUTED TO THE CENTRAL OFFICE QUEUE WHICH

19970120	19970120	DRODY THOMAS		8138391475
	EE	FL	FL	
05C	R	INLAND		

DISPOSITION: TROUBLE TICKET CAME IN AT 7:37PM. WAS SENT OUTSIDE AT 8:56PM. MR FAIRBANK WAS CONTACTED AT 8:47PM AND INFORMED OF A TICKET THAT WOULD REQUIRE DISPATCH. MR FAIRBANKS WENT THROUGH CALL OUT LIST AND COULD GET NOT GET A HOLD OF ANYONE. CALLED MR DRODY AT 9:15PM AND EXPLAINED THE SITUATION. THEN ASKED MR DRODY HOW LATE GTE COULD HAVE SOMEONE COME OUT BECAUSE HE COULD NOT REACH ANY ONEAT THAT TIME. THAT HE WOULD CONTINUE CALLING UNTIL HE COULD REACH SOMEONE. AT THIS TIME MR DRODY ASKED IF MR FAIRBANK COULD GUARANTEE HIM SOME ONE WOULD BE THERE AT 7AM BECAUSE HE WENT TO WORK AT 8AM. MR FAIRBANK TOLD HIM HE COULD NOT GUARANTEE THIS BECAUSE HE WASNT SURE IF HE COULD GET A HOLD OF SOMEONE. MR DRODY TOLD MR FAIRBANK AT THIS POINT TO FORGET THE WHOLE THING. O SUNDAY 1/19 THE BUSINESS TECHNICIAN REPORTED FOR WORK AND THERE WERE THREE CASES OF TROUBLE IN QUE MR FAIRBANK ASKED THAT HE GO ON THE TWO IXC CASES FIRST AND THEN GO TH MR DRODYS BECAUSE MR DRODY SAID THE NIGHT BEFORE HE WOULD BE AT WORK ALL DAY. THE TECHNICIAN WENT BY MR DRODY'S HOUSE AROUND 11AM. HE FOUND STATION WIRE BROKEN AT DMO AND REPAIRED IT NO ONE WAS AT HOME. TECHINICAN CALLED THE CBR # AND TOLD MRDRODY THAT THE CIRCUIT WAS FIXED AND HE WOULD CALL BACK LATER WHEN MR DROD

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

GOT HOME TO MAKE SURE ALL WAS OKAY TECHNICIAN CALLED BACK AT 4PM AND SPOKE WITH MR DRODY AND HE SAID EVERYTHING WAS WORKIN

19970123	19970124	RAGAN ROBERT C			8135228541
	EC	FL	FL		
05D	R				

DISPOSITION: REPAIRED OPEN CABLE PAIR. EMPLOYEE--PREVIOUS REPAIRMAN ACCIDENTLY CAUSED AN OPEN CABLE PAIR. AVOIDABLE: PREVIOUS REPAIRMAN SHOULD HAVE BEEN MORE CAREFUL REGARDING OPEN CABLE PAIR.

19970203	19970204	PARKER LINDA			8137259622
	EC	FL	FL		
05C	R			ASSURANCE	

DISPOSITION MS PARKER REPORTED HER TELEPHONE OUT OF SERVICE AT 9:17PM ON 1/30 A REPAIRMAN WAS DISPATCHED AT 4:32PM ON 1/31 AND NO ACCESSED THE REPORT AT 5:45PM BECAUSE THERE WAS NO ONE HOME. ON2/1 MS PARKER CALLED REPAIR AGAIN BECAUSE HER TELEPHONE WAS STILL OUT OF SERVICE. A SECOND REPAIRMAN WAS DISPATCHED AT 12:02PM ON 2/2 HE REPAIRED THE CABLE PAIR RESTORING SERVICE AT 1.07PM. LOCAL MGR TOM SUITS CONTACTED MS PARKER AND APOLOGIED FOR THE DELAY IN REPAIRING HER SERVICE PROBLEM. MR SUITS ALSO MADE ARRANGEMENTS TO APPLY A 25.00 SPG CREDIT TO HER ACCOUNT. MS PARKER WAS SATISFIED WITHOUR RESPONSE. MR SUITS HAD COACHED THE FIRST EMPLOYEE ABOUT CHECKING FOR REMARKS/ACCESS ON THE TICKET AND NOTIFYING THE CUSTOMER BY CBR OR A NO ACCESS CARD. AVOIDABLE: FIRST EMPLOYEE SHOULD HAVE CLEARED THE TROUBLE ACCESS WAS NOT

19970205	19970205	GATZ ROBERT			8133981934
	EC	FL	FL		
05D	R				

DISPOSITION· DAVID BONDS LOCAL MGR HAD REPAIRMAN DISPATCHED AT MR GATZ PREMISE AT 1012 AM ON 2/5 AFTER RECEIVING COMPLAINT AT 9:31AM. THE TROUBLE WAS IN THE DROP. DROP AND PROTECTOR WAS REPLACED.REPAIR COMPLETED AT 11:30AM 2/5. DUE TO THE CIRCUMSTANCES DAVID GAVE MR GATZ SON HIS NAME AND PAGER NUMBER SHOULD ANY PROBLEM ARISE AGAIN. UNAVOIDABLE: TROUBLE CLEARED WITHIN THE CARE COMMITMENT QUOTED

19970314	19970326	BENNETT ROBERT			9417291112
	EC	FL	FL		
05D	R	COASTAL		ASSURANCE	

DISPOSITION. GTE RECORDS DO NOT INDICATE ANY REPORTS OF TROUBLE ON SATURDAY FEB 1 1997. ON SUN FEB 2 AT 10·44AM A REPORT WAS RECEIVED OF NO DIAL TONE. A COMMITMENT OF MON FEB 3 10:44AM WAS QUOTED. THE REPORT WAS CLEARED ON SUN FEB 2 AT 6PM AS CABLE DAMAGED IN AREA DUE TO ROAD CONSTRUCTION. GTE MET/EXCEEDED THE COMMITMENT TIME QUOTED. ON MAR 14 MR. WIGGERTON CONTACTED MR. BENNETT WHO REQUESTED CREDIT TO ALL SUBSCRIBERS AFFECTED IN THE MOBILE HOME PARK. TIME OUT OF SERVICE REBATES ARE GIVEN IN ACCORDANCE WITH FPSC (FLORIDA PUBLIC SERVICE COMMISSION)

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

RULES. ANY TIME A SUBSCRIBER'S SERVICE IS REPORTED OUT OF SERVICE AND THE TROUBLE IS NOT CLEARED WITHIN 24 HOURS AN AUTOMATIC TIME OUT OF SERVICE CREDIT IS ISSUED. MR. WIGGERTON PROVIDED MR. BENNETT HIS NUMBER TO BE CONTACTED FORANY FUTURE SERVICE PROBLEMS

19970327	19970401	SIELING JACK			8135768400
	EC	FL	FL		
05C	R				

DISPOSITION: FACILITY MAINTAINER WAS OUT ON 3-23 AT 1 23 (TROUBLE REPORTED ON 10:17 AM ON 3-23) HE FAILED TO SEE THE CBR # WHICH
WAS NOT IN IT'S ORIGINAL LOCATION BUT IT WAS IN THE ACCESS INFORMATION. ALSO GTE COULD NOT GAIN ACCESS THRU THE GATE AS NO ONE WAS AROUND. THIS ALSO HAPPENED ON SUNDAY. AVOIDABLE: FAILED TO LOCATE THE CBR NUMBER ON THE REPAIR TICKET FOR GAINING ACCESS TO COMPLETETHE REPAIR.

19970407	19970408	HANSON RICK			9417291392
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

DISPOSITION· LOCAL MGR BILL BOLIN INVESTIGATED AND FOUND THAT A TICKET WAS MADE AND PLACED IN THE BURIED DROP QUEUE AT 7·16AM ON 4/2. ON 4/3 AT 9·37AM IT WAS ASSIGNED TO BURIED DROP CONTRACTOR. WHEN MR HANSON REPORTED HIS LINE DEAD ON 4/5 A FAC MAINT WAS DISPATCHED AND FOUND THAT THE DROP HAD BEEN CHEWED BY THE DOR NEXT DOOR. SINCE A TICKET WAS ALREADY IN THE SYSTEM TO BURY THE DROP THE FMJUST REPAIRED DROP. ON 4/7 BILL BOLIN LOCAL MGR WAS NOTIFIED OF THE EXE COMPLAINT. HE INVESTIGATED AND FOUND THAT THE DROP HAD NOT BEEN BURIED AS WE PROMISED. BILL ATTEMPED TO CALL CUSTOMER AND LEFT MESSAGE ASSURING THEM THE DROP WOULD BE BURIED BILL CONTACTED DO CREASMAN (BUIRED DROP CONTACTOR) SUPV ON 4/7. THE SUPV ASSURED BILL THERE WOULD NOT BE A PROBLEM GETTING ONE OF HIS EMPLOYEES DISPATCHED TO BURY THIS DROP. ON 4/8 BILL RECEIVED A CALL FROM NANCY IN THE EXE OFFICE TO LET HIM KNOW SHE HAD HEARD FROM MR HANSON AGAIN. THE BURIED DROP CONTRACTOR FOR DO CREASMAN HAD PICKED UP TICKET AT 3:30PM AND NOTIFIED MR HANSON IT WAS TOO LATE TO DO THE JOB HE WOULD DO IT TH NEXT MORNING 4/9. BILL CONTACTED DO CREASMAN SUPV AGAIN HE TOLD BILL THAT DUE TO THE HIGH VOLUME OF DROPS BEING BURIED THEY HAD TO SUB CONTRACT SOME OF THEIR WORK. THE SUPV APOLOGIZED FOR MISSING THE JOB. BILL TOLD SUPV THIS WAS TOTALLY UNACCEPTABLE HE WOULD GET A GTE EMPLOYEE TO BURY THE DROP. BY THE TIME

19970428	19970501	RUSSO RAY			8139720619
	EC	FL	FL		
05D	R	INLAND		ASSURANCE	

DISPOSITION: DIVISION-REGION ********** ON 4/26 AT 1.50 P.M. A TECHNICIAN WAS DISPATCHED FINDING A CUT BURIED DROP RESTORED SERVICE BY 4.30P M. TMR. RUSSO'S CONCERNS SHOULD HAVE BEENUPWAR REFERRED TO CARE MANAGEMENT INITIALLY AND THEN TO THE ON-CALL FIELD MANAGEMENT ON 4/25 FRIDAY EVENING. WE WOULD HAVE TOUCHED BASE WITH MR. RUSSO AND THEN DISPATCHED FIRST THING 4/26 SATURDAYMORNING. IT APPEARS THE DROP MAY HAVE BEEN CUT BY THE NEIGHBOR'S LAWN MAINTENANCE SERVICE. IT WAS DETERMINED THAT AN AWAS APPOINTMENT WAS NOT PUT ON THE TICKET. THE CUSTOMER WAS MADE PROMISES THAT WERE NOT KEPT. THE ON-CALL SUPERVISOR IN TAMPA NORTH WAS NEVER BROUGHT ON BOARD HE WAS NOT INFORMED THAT THERE WAS A CUSTOMER THAT NEEDED SPECIAL ATTENTION. ON 4/26 AT 1:50P.M. TECHNICIAN WAS DISPATCHED THE CUT DROP WAS REPLACED AND SERVICE WAS RESTORED. ON 4/28 TECHICIAN WAS DISPATCHED TO BURY THE DROP COMPLETED ON 4/29. ON 4/29 A FOLLOW UP VISIT WAS MADE BY LOCAL MANMAGER SALVADOR DIAZ.MR. RUSSO'S SERVICE WAS WORKING PROPERLY AND THE DROP WAS BURIED

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

TO HIS SATISFACTION. CARE ********** CUSTOMER CARE SUPERVISOR CYNTHIA TAMARGO ATTEMPTED TO CONTACT MR. RUSSO LEAVING A MESSAGE ON HIS PERSONAL SECRETARY. NO RETURN CALL WAS MADE TO CYNTHIA. AFTER INVESTIGATING THE COMPLAINT AND READING THE RESPONSE BY THE LOCAL MANAGER THE CUSTOMER CARE CENTER DOES NOT AGREE WITH THE ROOT CAU

19960814	19970522	KUHN	CLAUDIA		8137866837
	AB	FL	FL		
05D	R				

DISPOSITION: I ADVISED MS KUHN THAT THE PSC GOVERNS AND APPROVES THE RATES AND CHARGES THAT WE CHARGE FOR VARIOUS FEATURES I OFFERED TO CHANGE HER NUMBER AT NO CHARGE BECAUSE SHE HAS GOTTEN APPROX 7CALLS IN THE LAST WEEK ON HER CALLER ID WITHOUT A NUMBER ASSOCIATED ON IT. I ALSO OFFERED TO TRANSFER HER
TO THE NUISANCE CALL CENTER FOR MORE INFORMATION SHE WASN'T INTERESTED IN EITHER SHE HADALREADY TALKED TO THE NUISANCE CALL CENTER AND THATS WHO QUOTED HER THE CHARGES FOR CALL TRACE. UNAVOIDABLE: MS. WROTE DIRECTLY TO THE PSC AFTER BEING QUOTED CALL TRACE

19970508	19970522	KUHN	CLAUDIA		8137866837
	DB	FL	FL		
05D	R			ASSURANCE	

DISPOSITION. ON APRIL 25 AT 4 34 PM A REPORT WAS RECEIVED O FNO DIAL TONE. A COMMITMENT OF APRIL 26 4:34 PM WAS QUOTED. ON APRIL 26 AT 9 54 AM THE CUSTOMER AGAIN CALLED REPAIR AND ADVISED THAT SHE HAD A MEDICAL CONTITION AND WANTED A FIELD VISIT IMMEDIATELY. ON APRIL 26 AT 3:30 PM THE REPORT WAS CLEARED AS CHANGED OUT CABLE
PAIRS. THE SERVICE WAS RESTORED WITHIN 24 HOURS OF THE FIRST REPORT IN COMPLIANCE WITH FPSC SERVICE STANDARDS. IN REFERENCE TO MS KUHN'S MAY 2 CALL AND PROBLEMS WITH HER CALL WAITING FEATURE GTE HAS NO RECORD OF A REPAIR
REPORT FOR MAY 2. THE CENTRAL OFFICE SWITCH HAS BEEN VERIFIED AND MS KUHN'S CALL WAITING IS INSTALLED AND WORKING. ON MAY 8 JOHN BACH CUSTOMER CARE
SUPERVISOR CONTACTED MS KUHN TO DISCUSS THE COMPLAINT. MR BACH APOLOGIZED FOR ANY INCONVENIENC AND
EXPLAINED THAT GTE'S REPAIR CENTER IS OPEN 24 HOUS A DAY. HE ALSO EXPLAINED WE DO STAFF
ON-CALL SUPERVISORS THAT CAN BE PAGED TO ASSIST WITH EMERGENCIES. MR BACH MAILED MS KUHN A BUSINESSCARD FOR FUTURE REFERENCE.

19970606	19970609	DITER	COHN SLM IEEE		9414255194
	EC	FL	FL		
05C	B	INLAND			

DISPOSITION: LOCAL MGR JIM PARRISH ATTEMPTED TO CONTACT CUSTOMER ON 6/6 AT 10:45AM. THERE WAS NO ANSWER BUT HE LEFT WORD ON THE ANSWERING MACHINE. MR COHN'S YARD WAS REPAIRED ON 6/4 EARLY AM. JIMPARRISH TIRED TO CONTACT MR COHN AGAIN THIS MORNING AND AFTERNOON AND COULD NOT REACH CUSTOMER.

19970623	19970623	RUPERT	JAMES		8136852669
	DB	FL	FL		

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

05C R INLAND

DISPOSITION: Susan Miller contacted Mike Smith/Product Manager who advised her the product didn't meet the needs of the majority of customers at this time however GTE is always looking at ways of developing speech patholigy. Susan relayed that information to Mr. Rupert and apologized for the care center not being aware of the cancelation. Susan advised Mr. Smith that a letter advising the customers of the trial period ending had been sent to his billing address in California around 5/23. Mr Rupert was very dissapointed that GTE wasn't going to reinstate the service he said that was oneof the few things GTE did well.

19970627	19970630	FERNANDEZ NILO	8138869171
	EC	FL FL	
05C	R	INLAND	

DISPOSITION: A repairman was dispatched on 6/27/97 at 10:55 a.m. Repairman foung carbons that were hit by lightning. Replaced carbons and customer was back in service by 1 30 pm on 6/27/97 The commitment time was for 9:51 a.m. on 6/26/97. This was missed due to bad weather and lack of manpower. GLB

19970625	19970701	HARRIS KENNETH	8138946653
	EC	FL FL	
05C	R		

DISPOSITION: RON SMITH LOCAL MANAGER INVESTIGATED COMPLAINT C HAD 2 SEPARATE SERVICE ORDER REQ. 1 FOR 2 B1 LINES AND 1 FOR RES LINE AT SME ADDR. THE BUSINESS LINES WERE INSTLLD ON 6/21 THE SERVICEORDERS WERE NEVER LINKED TOGETHER THEREFORE CONFUSING THE ASSIGNOR ATTMPTING TO COMPLETE THE ORDR ON 6/26. ORDR WAS PLCD ON CWA AWAITING RESPONSE FROM OFFLINE. OFFLINE CLD C ON LATE EVENING 6/25 #DA.WHEN C CALLED BACK MAMIE BILLUPS DAC/SUPV HANDLED

19970625	19970701	HARRIS KENNETH	8138946653
	EC	FL FL	
05C	R		

COMPLAINT: MRS SAYS CLD ON 5/28 TO ORDER NEW SVC WAS TOLD WOULD BE CONNECTED ON 6-21-97 NEED TO BE HOME FOR INSTLR TO COME C STAYED AT HOME INSTALLER NEVER CAME CALLED AND ORDR RESCHD FOR 6-23 NO ONE CAME AGAIN SO ORDR RESCHLD FOR 6-25 BTWN 8A-12P CUST CLD TODAY (6/26) PUT ON HOLD FOR 21 MINS REP (ADRIAN) ADVS CUST WOULD RESCH FOR NXT SATURDAY (7/5) C UPSET SAID THAT WAS NOT ACCEPTABLE SPKE W/MRS PHILLIPS @ 800 483-8330 WAS TOLD WOULD RESCH ORDR FOR 6/27 @ 8AM C IRATE AT THIS POINT BECAUSE OF MISSED HOURS OF WORK $55 NRC SHE FEELS SHE SHLD NOT HVE TO PAY WAS OFFERED1 SPG OF $25 C FEELS 2 COMMITTMENTS MISSED SO SHLD RCV 2 SPG'S. C REQ TO SPK W/PETER DAKS. DISPOSITION: RON SMITH LOCAL MANAGER INVESTIGATED COMPLAINT C HAD 2 SEPARATE SERVICE ORDER REQ. 1FOR 2 B1 LINES AND 1 FOR RES LINE AT SME ADDR. THE BUSINESS LINES WERE INSTLLD ON 6/21 THE SERVICE ORDERS WERE NEVER LINKED TOGETHER THEREFORE CONFUSING THE ASSIGNOR ATTMPTING TO COMPLETE THE ORDR ON 6/26. ORDR WAS PLCD ON CWA AWAITING RESPONSE FROM OFFLINE. OFFLINE CLD C ON LATE EVENING 6/25 #DA. WHEN C CALLED BACK MAMIE BILLUPS DAC/SUPV HANDLED COMPLAINT. ORDR COMPLETED 6/26 & CUSTOMER GVN SPG.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970616	19970702	HAGERMAN JULIE			8135382065
	EC	FL FL			
05D	R				

COMPLAINT: CUS HAS EXPERIENCED NUMEROUS PROBLEMS WITH HER SERVICE AND THAT GTE IS UNCOOPERATIVE WHEN SHE HAS CALLED TRYING TO SCHEDULE SERVICE DISPOSITION: CUS SERVICE WAS ORIGINALLY ASSIGNED ONA DIGITAL TWO LINE CARRIER. WHEN CHECKED BY GTE LINE NEVER CUT OFF WHILE REPAIRMAN WAS THERE. ON 5-28 SERVICE WAS TRANSFERRED TO COPPER CABLE FAC AND TAKEN OFF THE CARRIER. ON 6-16 THE REPAIRREPORT RECEIVED INVOLVED A PROBLEM WITH INSIDE WIRE WHICH WAS REPLACED. CUS HAS HAD NO PROBLEMS SINCE CHANGE OFF THE CARRIER

19970618	19970702	STRAIN WESLEY L.			8137241247
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT: CUS SAID SERVICE HAS BEEN OUT SINCE MONDAY EVENING AND WAS TOLD WOULD BE BACK ON IN 24HRS. STILL NOT ON AS OF WED DISPOSITION: ON 6-16 REPORT RECEIVED OF STATIC. ON 6-18 GTE FOUND TROUBLE WAS AR ESULT OF A DAMAGED CABLE CUT BY GTE AMERICAST. TROUBLE CLEARED ON 6-18 AT 9AM.

19970627	19970703	RALPH FLORIDO PRIVATE DANCERS AND I			8138694340
	EC	FL FL			
05C	B				

DISPOSITION: Bob Weekley local manager called Mr. Florido at 7:45pm on 6/26/97. Ke was told his line was fine and that he had contacted the Executive Offices and they were taking care of everything. He gave him his name and number to call if he had any other problems. He said that was fine. We had only one repair ticket for 869-4340 and it was on the 25th. It was found OK out. Technician made contact with customer who had just completed a long distance call for over one hour without static or cut offs Root Cause: CPE equipment. The line test on the trouble ticket was 505 ohm short fault

19970626	19970703	CLEMENT DAVALYN M			8137335780
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT: CUSTOMER SAYS HER PHONE WENT OUT# ON 6/24 @ 6:30PM CALLED REPAIR ON 6-25 @ 8:59A WAS TOLD SOMEONE WOULD BE OUT AND THAT SHE NEEDED TO BE AT HOME C STAYED HOME NO ONE EVER CAME CUSTCALLED REPAIR AGAIN AND WAS PROMISED SOMEONE WOULD BE OUT TODAY (6-26) BTWN 1P-4P C IS IRATE SAYS HAS BEEN WITHOUT SERVICE FOR OVER 24HOURS HAS NO NUMBER TO BE CALLED AT BUT IS WANTING HER SERVICE TODAY OR SHE WILL BE CALLING AGAIN. THANK YOU MARILYN BROWN DISPOSITION: INCLEMENT WEATHER. A TECHNICIAN WAS DISPATCHED AT 11:00 AM ON 6/26. THE TECHNICIAN REPLACED BAD LIGHTNING ARRESTORS DUE TO A LIGHTNING STRIKE RESTORING SERVICE AT 12:55PM. LOCAL MANAGER BOB DODMAN LEFT SEVERAL VOICE MESSAGES ON MS CLEMENTS RECORDER LEAVING HIS NAME AND NUMBER HOWEVER SHE HAS NOT RETURNED HIS CALLS. 7/3 CALLED & SPOKE W/MS CLEMENT SHE ADVISED EVERYTHING IS FINE MB.

19970627	19970703	RALPH FLORIDO PRIVATE DANCERS AND I	8138694340

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
05C	B				

COMPLAINT: Mr. Florido placed an order to work with a residential disconnect. His mother's line was to be disconnected and his business line connected with no down time. He was stated his mother's line was disconnected at 6:29 a.m. and his the service not until afternoon. He wants to know why this happened and why he had to hold so long with POI. He also said he had static on his lineuntil 6/28. He had to make many long distance
calls and had to repeat over and over because of the static on the line they were also cut off. He said he spoke with Supervisor Camille Massey who agreed to issue 50 percent off for the AT&T calls made on the static days and offered him $25.00 for his time out of service. Mr. Florido doesn't
feel this is enough. UPDATE: Gini LipseyBSC Supervisor left a voice mail message Friday June 27th. He did not call back so Gini again called Mr. Florido on June 30 at which time they discussed
the problems he had experienced with the installation of his business line. Gini explained GTE does its best to work orders with as little down time as possible but most of the time there will be some as it was in his case. The customer was issued a $100.00 SPG for his time out of service and once we see his bill prints with his long distance charges we will look at those to see how many were redials and credit those.

19970623	19970708	ALBURY KATHRYN F.			8139864186
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: CUS HAD TO MAKE 8 CALLS TO GTE REPAIR AND 4 APPTS WERE NOT KEPT. HAD NO SERVICE FOR 4 DAYS DISPOSITION: ON 5-30 REPAIR
REPORT OF NDT. CLEARED NO ACCESS. ON 5-30 ANOTHER REPORT. ON 6-1 GTE DISPATCHED. DOGS IN YARD NO ANS AT CBR. ON 6-2 REPORT OF NDT. CARE CALLED ON CALL SUPV WHO SAID WOULD NOT DISPATCH THAT NIGHT WOULD DISPATCH IN THE AM. ON 6-3 GTE DISPATCHED AND SERVICE REPAIRED. SPG ISSUED

19970708	19970708	MATHESON KATHLEEN			8138560092
	DB	FL FL			
05C	R				

COMPLAINT: Ms. Matheson called repair on 7/7 @ 8:00pm to report her phone out. She was given a commitment time of 8:00pm on 7/8 She called care today to check on the statis of her phone carehad no report. She was then given a commitment time of 7/9. This isn't satisfactory she wants her phone fixed by 8:00pm this evening. Please beep her. DISPOSITION: DIVISION: Bob Weekleylocal manage paged Ms. Matheson at 4:15pm. She
returned the page at 4:20pm from a pay phone. Bob couldn't find any previous ticket in the system. He dispatched Butch Lapota to her home at 4:45pm on 7/8/97. He found a bad module in the NID. Ms. was in service by 5:15pm. Bob Weekley doesn't know where her first ticket may have gone. Ms.
stated she needed to report stray dogs in her yard and with her phone not working she had to call the sheriff from the pay phone. She felt these dogs were dangerous and was upset her phone wasn't
working. She is happy now. Ms. has BobWeekley's # for any further problems she may have. CARE: Care supervisor Jason Baldree investigated the complaint he spoke with Ms. on 7/9 she was relieved that the problem had been corrected. A CZT cleared the trouble report at 5:35pm on 7/8. Ms. didn't know the name of the original representative that she had spoken with other that it was a female. Jason apologized for any i

19970709	19970711	RUPERT JANICE			9417564764
	DB	FL FL			
05C	R	COASTAL			

COMPLAINT. Customer was without service from 6-25 thru 6-29. Customer says she was promised service would be restored by 6-28 an

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

promised someone would be out to her home. The service was not restored until 6-29 and customer is not happy with this situation. Customer was given 25.00 SPG on 7-3 and should appear on the 7-4 bill. She was also given time out of service adjustment 6-30 for 1.59 (including tax) which
should also appear on the 7-4 bill. DISPOSITION: On 7-10-97 Supervisor John Bach contacted Mrs. Rupert at 2:30p. Care gave her correct information. They attempted to expedite her case of trouble and was given times by the dispatcher. Dispatch did not expedite the repair requested by Care. Customer was contacted today (7-11-97) and is satisfied.

19970710	19970711	WILLIAMS DESERAI	8136620458
	EC	FL FL	
05C	R	INLAND	

COMPLAINT Mr. Williams called repair on 7/8 to report his phone out. He was given a commitment time on 7/8 but wasn't advised we needed access. The ticked was no-accessed. Mr. called back into repair and was given a commitment time of 7/9 between 6:30pm & 10:30pm no one showed up. He called back and the care representative was rude to him. he now has an appt time of today 7/10 between 10:00 and 2:00pm. please call him. One jack
is working in his house. UPDATE: Mr Williams called the automated care number and was advised that someone would be out by 7.30pm this evening. DISPOSITION: DIVISION Customer contacted CARE on 7/8 to report phone but refused to isolate trouble. A commitment of 24 hours was given. There was
no access at 9:27am on 7/9 when trouble was cleared as a short inside On 7/9 at 7:56pm customer reported no dial tone/dead and calime to have been given an appointment of 6.30-10 30pm on the same
night however in remarks there is a 10-2pm AWAS appointment. Repairman was dispatched at 2:00pm and no accessed the order on 7/10.
Connie McGonagle left messages with her name and office number on the recorder. Trouble wascleared at 2:20pm on 7/12 a dead jack was replaced. CARE: CARE contacted Mr. Williams on 7/11 @ 12.30pm. Mr. Williams conveyed that when initially reporting trouble to CARE 7:29pm on 7/8 hi

19970715	19970715	MC GINNIS LAWRENCE	8138392285
	EA	FL FL	
05D	R	INLAND	

COMPLAINT McGinnis is not happy with GTE's repair time. He was told any trouble reported after 2pm would not be repaired until the next day. His phone was reported out at 3pm 7-14 and wasn't repaired until 7-15 am. He feels it should be repaired within 2 hours. Next time if it is out over 2 hours he will take his tractor and
rip the lines out! RESOLUTION: There are no tickets on McGinnis' account. His neighbor Stock 816-839-2315 did call in her service out 7-14 at 3:08pm. Educated customer of 24 hour commit time. His service was
repaired 7-15 am. In future would be good idea forhis line to be reported also incase the trouble is not the same for both him and his neighbor.
McGinnis stated he reached a closed recording for Care. Advised Care is a 24 hour service. Advised notto rip out the lines would be responsible. Encouraged McGinnis that if he has anymore outages to call Care and have a ticket issued on his number.CAUSE: Customer feels service outages should be repaired within 2 hours.

19970711	19970728	LEE FLORENCE	8133457574
	EC	FL FL	
05D	R		

COMPLAINT: CUS SAID REPORTED SVC OUT THREE DAYS AGO AND GTE TOLD HER ON 7-10 THAT THE COMPANY WA WORKING ON IT. DISPOSITION: On July 9 at 12:46pm. a report was received of no dial tone.
Acommitment of July 10 12:46 pm. was quoted. On July 10 at 10:31 pm. a report was received phones dead. A commitment of July 11 10:31 pm.

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

was quoted. On July 11 at 6.00 pm a GTE repairman wasdispatched and removed a left in patch cord on the frame in the Central Office which caused the out of service condition. On July 14 Ellis Hodge Local Manager contacted Ms. Lee who stated she is now satisfied with her service

19970730	19970731	LIVINGSTON JOHN D.	9417224713
	EC	FL FL	
05D	R	COASTAL	

COMPLAINT. Customer requested cables buried 7/19 7/24 7/28. Red flags have been staked out since the 7/28 report. Customer stated the lawnman will be at the property (5911 18th St E) on 8/1
andif not buried before then he will cut the cables so the lawn can be mowed. He does not care if he is called just get the cable buried. DISPOSITION· The cable was buried on 7-30-97. GTE's policy is to bury the cable within 5 days of notification to D.O. Creasemen contractor. 7-30-97 was the 5th day however had customer been advised of the 5-day period he possibly would not have filed the complaint.

19970804	19970804	KRASNODEMSKI MIKE	8138236127
	EC	FL FL	
05C	R		

COMPLAINT: Customer claims repair committment was missed on 8-3 and a technicial was sent out at 8a on 8-4. He questions why it wa missed. INFO PAGES: Customer wants to know why the CustomerRelations number is so hard to find in the St. Pete directory. DISPOSITION: Info pages -
Janet Durst CR advised the customer the CR number is located on the inside cover of the St Petedirectory in bold letters and the INFO PAGES under WHAT SHOULD I DO FIRST in the table of contents.
CARE: Phil Nolan Local Manager contacted Mr. Krasnodemeki on 8-4. Customer claims Care Rep gave him same day date for repair. Commitment went to default which is a nomal 24 hour committment. Mr. Nolan offered customer SPG for not meeting customer's expectations which customer declined. Customer wanted credit for being out of service for one day instead. Mr. Nolan made arrangements for one day credit.

19970729	19970808	KEENAN DORIS	8133477154
	EC	FL FL	
05C	R		

COMPLAINT: Customer reported no dial tone on 7/28 and is still out of service. The customer was told she was 83rd in line on 7/29. on 7/29 a CARE associate was rude and told her to isolate. Thecustomer was transferred to Yolanda who advised dispatch was scheduled for 7/30 at 430p. DISPOSITION: CARE:On 7/29 at 630p Lynn Veilleux CARE supervisor left a message for a call back. On 7/28 a ticket was issued by Anita Redfern CARE
representative for no dial tone trouble. The customer called back 10 minutes later to cancel the report because service was working to Debra Phillips CARE representative who canceled the ticket. Apparently the line went out again the representative (name unknown) insisted for her to isolate
no ticket was issued. This is the correctprocedure especially since a ticket had just been closed because of the customer's CPE equipment. On 7/30 Mrs. Veilleux apologized to the customer for the
rudeness and gave her number if anyproblems occur in the future. DIV: Phil Nolan Local Manager contacted Ms. Keenan on 8-8-97. Her
concerns were the result of our repairman no accessing her twice and she states someone was home. Ms. Keenan stated a burglar alarm was connected to her line and created telephone interruptions and need to be removed from the line. After removal no further interruptions were experience

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19970728	19970812	HOUSTON GRANT			9414398021
	EC	FL FL			
05C	R	INLAND			

COMPLAINT. Customer reported his phone out on Saturday July 26 11:45 am. Was told the service would be restored within 24 hours. Customer again called repair Sunday Noon and was again told 24 hours. Service was restored Monday July 28 9:00 am. Customer felt it took too long to have the service restored DISPOSITION: ON SAT 7-26 RPR RPT RECEIVED OF NDT. ON 7-28 GTE FOUND BAD DMSCHANNEL UNIT. UNIT WAS REPLACED AND SVC RESTORED BY 8.30 AM.

19970807	19970815	FULLER ANTONISHIA		8137368730
	EC	FL FL		
05D	R			

COMPLAINT Tanja Fuller called had 2nd line installed today (8/7) for her daughter Antonishia Fuller I337170 f700 813 736-8730 also had 1 jack installed. Ms said installer left without checkingthe lines before leaving now her main line 733-1285 is not working called GTE back was told no one would be able to come back out until 8-8 c upset her line was working before we came out she paid $75 for work and wants her line fixed now. DISPOSITION: Local Manager Guy Pippin contacted Chris Wilson the installer who had previously been at Ms Fuller's residence. Mr Wilson was notaware that he had caused the problem with Ms Fuller's service . Both Mr Pippin and Mr Wilson immediately returned to the Fuller residence and Mr Wilson repaired the interior wire correcting the problem. Ms Fuller was pleased with our response. 8/15 called Ms Fuller customer satisfied MB.

19970731	19970819	CARPENTER MICHAEL E		8138569267
	EC	FL FL		
05D	R			

COMPLAINT. Customer was quoted $40. charge for reporting the buried drop exposed with a nick in it. Customer can not get online in the evenings with GTEINS. DISPOSITION:8-1-97 CARE: Supervisor Brenda Simmons could find a record of a Care contact vai the TAS system. Therefore it could not be determined who the customer spoke with. Brenda said she would send the customer her personal business card for future reference. Bob Weekley Local Manager sent a technician to customer's home and had the drop replaced and put up a new SNID. The line sound fine. INTERNET: 8-19-97 Customer is in Brooksville Florida which does not have local access to GTE Internet other than via New Port Richey. Jamey Gressett/Internet Solutions advised Mrs. Carpenter that a major expansion is scheduled for NPR in September which should relieve the busy problem. Instructions were given on how to set Win95 for multiple redials.

19970819	19970826	CITY OF TAMPA		8132748346
	BB	FL FL		
05C	B	INLAND		

COMPLAINT: Complaint forwarded to Business Care Center Customer claims no dial tone and advised of numerous unsuccessful attempts to have GTE repair. DISPOSITION: On Jul 23 @ 8:45a a reportof no dial tone (NDT) was received. GTE records show the report was made by Ron 933-5252 Florida Coast Communications. That same say at 1:10p the trouble was cleared as records problem After receiving the FPSC inquiry on Aug 21 GTE dispatched a repairman to the premise. GTE did a complete inspectionoutside inside and also

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

checked the central office switch with no trouble found The trouble was located in the CPE (Customer Provided Equipment). GTE ran a temporary jumper which provided service until the customer could contact their vendor

19970826	19970902	GREEN PAMELA		8133932515
	EC	FL	FL	
05C	R			

COMPLAINT: Claims GTE failed to follow thru on repair situation that has been corrected. Claims out of service for 11 days and requesting compensation for use of cell phone 390-4914 $96 00 billfaxed to David Bonds 392-1211. Mr. Bonds stated would handle and aknowledges bill due August 30. Payment confirmation requested. 7-17
Called repair no service. 7-23 Spoke to Robert's Supv noservice. 7-24 John Marie Curry Ms. threaten PSC. 7-25 Advised carrier problem. 7-26 worked 7-27 out 7-28 David Bond remote switch advised would pay cell phone bill.
Bruce Bower added separatecopper wire. Sub advised promised 2 $25.00 spg's plus payment of cell bill. DISPOSITION: Because of chronic repeats and an
ill child David Bonds Local Manager agreed to pay sub' cell bill in order to avoid a call to the FPSC for poor service. SPG issued Jul 24 and Jul 27 for $25 each. Sub was placed on copper facilities on Jul 28 to avoid further problems with the 8131 system 1DMS. Sub advised satisfaction has been achieved.

19970905	19970908	SCHULZE KRIS		8137801272
	EC	FL	FL	
05D	R	INLAND		

COMPLAINT: Customer claims he placed an order for a 2nd line and it was due dated for 9-5-97 with number 813-779-0181. He called in today to see why service was not connected. He was told therewas no order for today and we placed a new order with the number 813-783 7505 with a due date of 9-10-97. Customer is
very upset and wants service connected sooner than 9-10-97. DISPOSITION: DIVISION ON 9-5-97 LONNIE GAY CONFIMED THERE WOULD BE NO PROBLEM INSTALLING MR. SCHULZE'S 2ND LINE ON MONDAY 9-8 BECAUSE HE WOULD NOT BE HOME ON SATURDAY 9-6. ON 9-8 DARYL WHITT CZTIII CONTACTED CUSTOMER AND INSTALLED 2ND LINE. UPON COMPLETION MR WHITT SPOKE WITH MR. SCHULZE
AND HE WAS SATISFIED. ON 9-10 DEBBIE TAYLOR LONNIE'S SECRETARY (LONNIE WAS WAS IN MANAGEMENT DEVELOPMENTCLASS) MADE A FOLLOW UP CALL TO MR. SCHULZE. HE WAS NOT IN HOWEVER DEBBIE SPOKE WITH MRS. SCHULZE AND SHE SAID EVERYTHING WAS FIND AND THEY WERE SATISFIED. CSOC: NO RECORD OF THE ORIGINALORDER.

19970916	19970916	SHITSIQU JEREMY		8132645483
	EC	FL	FL	
05D	R	INLAND		

COMPLAINT: Mr. Shitsiqu called repair on 9/13. The ticket was no accessed. He called again today and was given a commitment time of 7:30am on 9/17. That isn't satisfactory. Jane apartment manager will let someone in today to work the
repair. DISPOSITION: On 9/13 @ 11:10pm he called repair. The ticket was no accessed. On 9/16 he called again and was given 9/17. Jane would notgive access
when called by CARE to make an apointment. Michelle from the apartment complex provided access to the apartment. No trouble was found. Mr. Shitsiqu was not available for any comments. The technician was able to verify service was working inside the apartment. Two seperate DMI's were established to separate the lines for future isolation.

19970916	19970918	DEMBO DAVID B	8138379913

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
05C	R	INLAND			

COMPLAINT: Mr. upset because his repair problem wasn't handled from 8-12. Mr. called back to repair to advise of missed commitment and requested to speak with supervisor advised unavailable.Mr. would like resolved today. DISPOSITION: George Suarez Supervisor spoke with Mr. Dembo on 9/18 after several attempts to contact him on 9/16 and 9/17 with no answer and no recording. Mr.Dembo stated that he had resolved his own problem and that he had called CARE on 9/16 to cancel ticket which was never cancelled and GTE went out anyway and preformed some cosmetic repairs. Customer does have service and was not satisfied until he was offered a $25.00 SPG credit for missing the original commitment. ROOT CASUE: Mr Dembo called CARE on 9/15 to schedule a 8-12 AWAS app It was determined on the previous report which was no access that there was an inside problem The 8-12 appointment was not met and we were unable to determine why. The customer was givena new appointment of 4-8 which was met but the customer was not home. UPDATE 9/23 HENRICHS CALLED FOR SATISFACTORY CONFIRMATION NO ANSWER. UPDATE 9/25 HENRICHS CALLED FOR SATISFACTORY CONFIRMATION NO ANSWER. NO FURTHER ACTION TAKEN.

19970908	19970922	WEINHOLD VIRGINIA			9416383168
	DB	FL FL			
05C	R	INLAND			

COMPLAINT· CUS SAID PLACED REPAIR REPORT AND THEN TOLD NO REPORT EXSISTED. REPAIRMAN WAS RUDE AND STILL HAS JACKS THAT DO NOT WORK DISPOSITION. ON AUG 14 RPR RPT CLEARED AS BAD DEMARCATION ANDTROUBLE INSIDE.

ON 8-22 ORD ISSUED TO ESTABLISH IWM. ON 9-4 CUS CALLED GTE TO REMOVE THE IWM AND DISPUTING INSTALLATION CRG OF 65.00 ON SEPT BILL. ON 9-6 FIELD SUPV ALLED CUS WHO SAID NO MORETROUBLE. ON 9-10 CARE CALLED CUS WHO SAID SHE MADE A RPR RPT AT 6·30AM AND NOT ON FILE. POSSIBLE GTE TOLD HER TO ISOLATE AND CUS ASSUMED RPT WAS INITIATED. INVESTIGATION REVEALED WHEN CUS RETURNED RENTAL EQ THE IWN WAS REMOVED. GTE EST IWM AND ISSUE SPG

19971002	19971002	SMITH VIOLA			8132489580
	EC	FL FL			
05C	R	INLAND			

COMPLAINT: Ms. Henry called in a repair problem on Saturday 9/28. Her phone has not been fixed yet. A 92yr old person lives is the home and they need their phone fixed ASAP. Per Peg/CARE X6352 the commitment was missed this morning. Peg issued an SPG. DISPOSITION: Bobby Howell contacted the customer within two hours. The report was made as NOS on 9/28. Due to the service emergency only OOS service trouble was being dispatched. The repairman corrected the cable/pair on 10/2. On 10/8 Susan Miller Customer Relations contacted Ms. Smith. She was satisfied with the action taken.

19971001	19971006	BLOOMINGDALE ACADEMY			8136857671
	EC	FL FL			
05D	B	INLAND			

COMPLAINT: MR. GIBBS CALLED CARE CENTER ON 9/30/97 AT APPROXIMATELY 8:00 A.M. AND WAS GIVEN A COMMITMENT TIME OF 7:00 P.M. OM 10/1/97. MR. GIBBS FEELS THIS IS UNACCEPABLE DUE TO THIS IS A SCHOOLAND PARENTS CAN NOT REACH THE SCHOOL NOR CAN THE SCHOOL REACH THE PARENTS IN CASE OF AN EMERGENCY. DISPOSITION: THIS COMPLAINT WAS INITIALLY SENT TO DAC IN ERROR. IT WAS NOT SENT OUT TO DIVISION UNTIL APPROX 3:45 P.M. HOWEVER WHEN INITIAL COMPLAINT CAME IN DISPATCH WAS NOTIFIED AND A MAN WAS SENT OUT. UPDATE: DOUG MCCORVEY CONTACTED MR. GIBBS ON 10/1/97. A COMMITMENT TIME WAS FOR 7:00

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

P M. ON OCTOBER 1 1997. A REPAIRMAN WAS DISPATCHED AT 1 47 P M. ON OCTOBER 1ST AND CLEARED AT 3:05 P.M. WHEN MR. GIBBS CALLED BACK TO CARE TO EXPEDITE THE COMMITMENT TIME HE WAS REFERRED TO THE EXECUTIVE OFFICES. THE SERVICE WAS RESTORED BEFORE DOUG MCCORVEY CONTACTED MR. GIBBS. THE CUSTOMER IS NOW SATISFIED.

19971002	19971006	BAILEY J. A	8136895202
	EC	FL FL	
05D	R	INLAND	

COMPLAINT. CUSTOMER HAS BEEN OUT OF SERVICE SINCE 10/01/97 WHEN HE CALLED REPAIR THEY GAVE HIM A COMMITMENT TIME OF 10/3/97. CUSTOMER FEELS THIS IS UNACCEPTABLE. HIS EMPLOYEES HAVE TO REACHHIM IN THE EVENING AND HE CAN'T BE REACHED IN CASE OF AN EMERGENCY. HE HAS CALLED REPAIR SEVERAL TIMES. DISPOSITION: Due to service emergency commitments were pushed out to 48 hours. Doug McCorvey routed a repairman who restored the service at 6:20 pm on 10/2/97. Doug contacted the customer and Mr Bailey is now satisfied. UPDATE: Attempted to call customer on 10/8 & 10/9 with noanswer. Left message on answer machine for cust to return call. Also tried to call CBR but they do not know anyone by the name of Don Bailey This complaint is considered closed.

19971009	19971009	ROTTMAYER LORA	8137896155
	AG	FL FL	
05D	R		

COMPLAINT: Customer states the system is down too much and when she calls for repair they cannot give her a time to be corrected. DISPOSITION: Customer was contacted on 10-9-97 by Jamey Gressettand advised GTE is working on the problem and nothing more can be done until problem resolved.

19971009	19971009	GERHARD TERRY	9414263152
	EC	FL FL	
05C	R	COASTAL	

COMPLAINT: Terry advises that a tree fell on her phone line. Two commitments have been missed to get it repaired. She has 2 dogs in the yard and wants it fixed today. DISPOSITION: This customer's tree fell on the power and telephone lines. The customer's perception was that we missed a commitment to her to remove the tree limbs which she felt whould have been done immediately. Thecustomer was contacted by Local Manager Ray Gunderson. Mr. Gunderson explained that the power lines must be cleared before we could raise the telephone drop which was done on October 9th. Telephone service was not interrupted. The customer was satisfied with he explanation and the result.

19971010	19971010	WARD BRENDA	8138216423
	EC	FL FL	
05D	R		

COMPLAINT: Customer extremely upset I order due dated today and then was dor'd for bad pairs. Denise French was contacted and she said would try her best to get service on today. Customer requested to be paged today. She has asthma and really needs the phone. DISPOSITION: The order was DOR'D correctly and the district would not be working bad pair DORs due to lack of manpower. Due to customer's medical condition the order was completed on 10-10-97. 10-16-97 customer was recontacted and we spoke with Steve/answered the phone said service is working

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

fine and they are satisfied.

19971008	19971013	AYE WALTER E PA ATTY	8132585808
	EC	FL FL	
05C	B	INLAND	

COMPLAINT. LISA CALLED REPAIR ON 10/7/97 TO HAVE AN INSTALLER TAG THE LINES IN THE EQUIPMENT ROOM. THE COMMITMENT TIME WAS BY 5:00 P M. ON 10/7/97. NO ONE SHOWED UP SO LISA CALLED AGAIN TODAY 10/8/97 AND REQUESTED ACCESS BETWEEN 9AM - 12:00 PM & 1:00 PM TO 5:30 P.M. DISPATCH SHOWS APPOINTMENT TIME BETWEEN 1:00 PM - 5:30 P.M. CUSTOMER CLAIMS THIS IS NOT WHAT SHE REQUESTED AND WANTSSOMEONE OUT AS CLOSE TO 1 00 P.M. TO TAG LINES.

DISPOSITION. George Hoffman Field Supervisor contacted Lisa at 2.15 p.m. on 10/8/97 Lisa stated that there was no problem with the repairman who came out to tag their phone lines. She stated he had done an excellent job. Lisa said the complaint was with the CARE rep who took the complaint. She

said that she had answered all the CAREreps questions but what she had asked for wasn't relayed on the repair ticket. She knew the problem was in their phone system and wanted GTE to tag their phone

lines in the terminal room so their vendor could repair their phone system. On 10/6/97 Lisa placed the first complaint of no dial tone. The repairman found the trouble to be CPE and the customer was billed. On 10/7/97 Lisa called back because they needed the lines tagged in the terminal room ASAP before 5:00 p.m. The CARE rep placed the commitment time of 5 p.m. on 10/8/97 instead of a 4 hour commitment time on

19971013	19971013	HANKERSON CHRISTINE	8139070823
	EC	FL FL	
05D	R	INLAND	

COMPLAINT: Ms. had an AM appointment today between 8-12 to have jack work done. No one had showed up by 11:00 so she called repair and they advised that the installer said the lines belong to theSaddlebrook Resort and it was there responsibility and he wasn't going to do the jack work. No one had notified her of this. Ms. said the lines do belong to Saddlebrook; however her home isowned by her and the inside work is done by her choice

of company not Saddlebrook. She took the day off to have this work done and wants someone at her house ASAP as she also scheduled a doctor's appointment for today since she was off thinking the jack work would be done between 8-12. She was told it would be referred to a Mr. Diaz and someone

could probably be out between now and 8pm but this is not satisfactory. DISPOSITION: Requested response from Toni 10/22. October 1 Ms. Hankerson from Saddlebrook placed an order for service due

dated 10-8. The rep in the CCC added IWM and advised customer if any problems with the IWM to call CARE. 10-11: Ms. Hankerso reported her jacks not working and made an 8-12am appointment for 10-13 to repair. 10-13. Frank Biscardi (Y079) was dispatched to repair jacks. Biscardi realized the customer's address was in a section of Saddlebrook that is maintained by Saddlebrook. Mr. Biscardi then called Bob Bower

19971001	19971016	MILLER STEVEN	8137521588
	DB	FL FL	
05C	R	INLAND	

COMPLAINT: REPORTED TROUBLE OF CBC ON SAT. 9-27. PROBLEM STILL NOT RESOLVED. ALSO GTE CLOSED THE ORDER AND NOW ON A WAITING LIST DISPOSITION: On Sep 28 at 12:16a a report was received of can't be called. A commitment of Oct 2 9pm was quoted. On Sep 30 a CARE representative advised the subscriber (sub) that because a service emergency had been declared (heavy rains) someone would be dispatched on Oct 1. On Oct 1 sub's

line tested ok. The ticket was cleared at 12:08p. At 12:41p a report was received of can't be called. A commitment of Oct 3 12:41p was quoted.Sub refused to hang up so the line could be tested and requested upward referral however sub terminated the call before a

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

supervisor could answer.
A GTE repairman was dispatched and found a badDMS channel unit which was referred to Carrier Maintenance. A GTE Facilities Administrator left word for sub to call On Oct 2 a GTE Carrier
maintenance repairman was dispatched and installed new 48 volt cards in the DMS channel. A GTE Facilities Administrator contacted sub
and explained the corrective action taken. On Oct 6 a GTE Facilities Administrator contacted sub who stated the problem had been resolved. On Oct 14 a Service Performance Guarantee (SPG) of $25 was issued and should appear as credit on the next bill. The customer is satisfied.

19971010	19971017	WEISBAUM JON		9413494325
	EC	FL FL		
05D	R	COASTAL	ASSURANCE	

Complaint: Claims took 19 hours to repair phone. Reported 10/8/97 @ 11a caller indicating illness & alone. Claims called 4 additional times. Believes report should have been given priority. UPDATE: 10/21 extended to 10/24 per Pam Cummings/Ssta manager unable to reach sub. Extended to 11/5 per Pam waiting for Mgr's response. Extended to 11/12 per Pam.11/13 Pam expects response today. 11/19
per Pam still waiting for Mgr's response.12-08 per Pam still waiting for Mgr's closure. 12/15 per Pam still waiting for J.Lane's response.12/1 per Pam still waiting for Mgr's closure. 12/19 per Pam stillwaiting for Mgr's closure. DISPOSITION: Area Manager Jim Lane
spoke with Mr. Weisbaum. The original repair ticket made no notation of Mrs. Weisbaum being ill or alone. The customer was out of service approximately 19 hours. Mr. Weisbaum is
used to a four hour commitment in Washington where he formerly lived. The customer was satisfied with Mr. Lane's explanation but was not
happy with the length of time allowed in the state of Florida . CAUSE: The information concerning
customer's wife's health was not on the repair ticket. The commitment was met within the allowed time frame.

19970929	19971020	GATES FRANK		8139720208
	EC	FL FL		
05D	R	INLAND		

COMPLAINT: Ms. Gates wants her service repaired ASAP. She reported her phone out of service Friday 9/26. She was given a committment of Tuesday 9/30. She has called back several times to get itrepaired sooner because she doesn't feel secure in the area she lives in without a phone. Her
security system depends on the phone also. UPDATE 10/03: Called Sabrina for closure. Toni out ofoffice until Tues 10/07. MJW DISPOSITION: Ms. Gates reported a case of trouble 9/27 at
11:45am. A commitment of 9:00pm on 9/30 was given. On 9/29 Ms. Gates called in to complain about thecommitment time and Local Manager Ken Soule contacted Ms. Gates with in 2 hours. Repairman Danny Ashe was dispatched at 2:45pm on 9/29. He repaired the short on the isolated cable pair. Ms. Gates was given an extended commitment due to service emergency conditions. MJW called customer is satisfied. 10/22

19971006	19971021	BAGGIANO JOSEPH		9419669299
	EC	FL FL		
05C	R	COASTAL		

COMPLAINT: Claims reported Out of Service (OOS) on Saturday 10/4 am and was given a commitment of 8-11a on Sunday 10/5. Although the repairman arrived at 2.30p the problem still exists. DISPOSITION: On Oct 4 at
10:50p a report was received of NDT (no dial tone) and a commitment of Oct 6 10:50p was quoted. On Oct 5 at 2:36p the report was closed as no
access. On Oct 7 at 8:17aa report was received as NDT and a commitment of 8p was quoted and at 7:15p the report was closed as replaced drop wire. On Oct 8 Neil Olmsted Local Manager offered a SPG (Service PerformanceGuarantee) of $25 to subscriber

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

(sub) which was accepted with sub expressing satisfaction.

19971009	19971024	SARGANT JOHN B.			9418584225
	EC	FL	FL		
05C	R	INLAND			

COMPLAINT: REPORTED SVC OUT ON 10-6 AND NOT REPAIRED UNTIL 10-8 AFTER MANY PHONE CALLS TO GTE. EACH TIME TOLD WOULD BE REPAIRED IN 24 HRS DISPOSITION: REPORT RECEIVED 10-6 CLOSED AS BAD LINE CARD. REPORT RECEIVED 10-7 CLOSED AS REPLACED MODULE PROTECTOR HIT BY LIGHNING. SVC REPAIRED BOTH TIME IN LESS THAN 24 HRS.

19971030	19971103	CAMERA HUGO			8135468838
	EC	FL	FL		
05C	R			ASSURANCE	

COMPLAINT: Customer has been OOS since 10/28 The son has spoken to many supervisors concerning the repair delay. He has advised his father is terminally ill and Hospice can not call in or out.DISPOSITION: Richard Shields Local Manager dispatched repairman on 10/3 at 843am to replace bad drop and restore service Mr. Shields spoke to Mr Camera at 11am and informed him that his father's service had been repaired. It was explained we had
a heavey trouble load and apologized for not having responded quicker in consideration of his father's medical condition. We were not notified ofSPCD 744pm on 10/29. Update 10/30 requested CARE respond to the reason disp was not notified.CARE- On-call supervisor is only notified after hours. The
ticket was sent SPCD which was the indication the ticket needed to be handled immediately. DISPOSITION: Richard Shields Local Manager dispatched repairman on 10/30 at 843am to replace bad drop and
restore service. Mr Shields spoke to Mr Camera at 11am and informed him that his father's service had been repaired. It was explained we had
a heavey trouble load and apologized for not having responded quicker in consideration of his father'smedical condition. We were not notified of SPCD 44pm on 10/29. Update. 10/30 requested CARE respond to the reason disp was not notified.Cause:Missed repair comitment due to heavy trouble load.

19971103	19971103	WEST COAST SOLR CONCEPTS			8135413854
	EC	FL	FL		
05D	B			ASSURANCE	

COMPLAINT: Customer is OOS reported to CARE on 10/30 in AM RESOLUTION:Richard Shields Local Manager dispatched D.Dirling CZTII on 10/31 @1130am. An Open cable pair found & repaired at 12noon orginal commitment of 12:12pm 10/31 was met.
CAUSE:commitment was met on orginal TAS ticket

19971003	19971104	MCLEAD JOAN			8135952113
	EC	FL	FL		
05C	R			ASSURANCE	

DISPOSITION: 10-3-97 Gene Glisson contacted D. O. Creasman to bury the drop. A technician replaced a bad drop restoring service at 4:28pm. The tecnnician followed the proper procedure sending this ticket to OUTSOURCE generating an EVE's trouble ticket however due to a system error no report was generated. Mr. Glisson referred the error to HQ support to ge the EVE problem resolved. CAUSE:System error with EVE.

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971110	19971112	WARNIMENT ROBIN			8135450504
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT: Order for 2nd line due dated 11-7-97 To date customer has no service. 2nd line number 813-549-1046.
RESOLUTION: Richard Shields Local Manager
investigated complaint 11-10-97. The order was due on 11-7-97. The date was missed due to lack of manpower. Customer was notified by DAC we would be out on 11-8-97to rag
at d-marc and customer would do the IW work A new SNID was hung and line was tagged on 11-8-97. Customer was contacted again on 11-10 by
Mr. Shields and apologized for missing the original due date She was offered the SPG. Customer was satisfied.
CAUSE: Lack of manpower

19971112	19971114	MARRS MARVIN			9417531480
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer very upset about his committment being missed. We also left cable lying in the yard from the repair. His service is now working ok.RESOLUTION Local Manger NH had the drop wire buried 11-12-97 Customer was offered SPG.
CAUSE: Committment missed due to limited work force on a holiday.

19971114	19971118	MEWHINNEY LEONARD S JR			8133920694
	DB	FL FL			
05D	R			ASSURANCE	

COMPLAINT:MR. CALLED LAST NIGHT TO REPORT HIS COMPUTER LINE. HE DID NOT KNOW THE NUMBER BUT THE ACCOUNT WAS COMBINED BILL WITH MAIN NUMBER. HOWEVER THE CARE REP ADVISED HIM TO OBTAIN THE NUMBER ANDCALL BACK. MR. CALLED BACK THIS MORNING AT 7:00AM REQUESTED TO SPEAK WITH SUPV SUPV CASSANDRA MITCHELL WAS SUPPOSE TO CALL BACK AT 9:30 AM. NO RETURN CALL. MR. CALLED BACK AT 10:00 SPOKE WITH MS.
MITCHELL REQUESTING WHEN TO EXPECT SERVICE CORRECTED. MR. CLAIMS ONLY STATEMENT RECEIVED WAS SOON. MR. NOT SATISFIED WITH RESPONSE. PLEASE CALL ASAP.RESOLUTION: 11-14-97 Division - response Richard Shields local manager. Trouble was for second line 319-9329. Trouble
wascommitted for 11-17-97 at 9pm. Mr. Shields routed repairman on 11-14-97 at 3:03 p.m. who changed cable pair and restored service at 4:34pm.Care- 11-14-97 response per Supv. Jose
Serrano. After midnight the care systems are down the Care Rep requested the customer call back with correct number to make a repair report. Mr. call back at 7am spoke to Supv Cassandra Mitchell customer demanded an immediate dispatch. Advised not possible would inform dispatch to attempt earlier visit. Demanded a call/two hours called at 10:00 advised asap.Cause-unsatisfactory commit

19971118	19971124	WILLIAMS MARGARET			8133916179
	EC	FL FL			
05D	R			ASSURANCE	

COMPLAINT: Customer has made Care reports and we promised to come out 11-15 11-16 11-17 and no one has come out yet. To date customer has a radio station and other noises on the both lines. OS #813-394-2010 (same
problem). Customer has IWM on both lines. RESOLUTION: Local Manager
Richard Shields investigated the complaint and found trouble was reported 11-15-97 and commitment was quoted 11-19. After receiving complaint a repairman was dispatched 11-18 and the IW was replaced and trouble cleared at 5:30pm.CAUSE: Customer not

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

satisfied with delayed commitment date due to weather conditions.

19971117	19971201	SANTO LOUIS			9417513670
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT Customer's line was out 2 1/2 days. He feels GTE does not care about their customers. He reported there was a heart patient in the home and still it took too long. He wants to know why the delay He was told there was a problem in the ground and it turned out to be a problem in his demark that only took 5 minutes to fix.RESOLUTION. Local Manager John Darby contacted Mr Santo on 11/17 Mr. Darby explained the reason the commitment was missed was due to theexcessive rainfall on 11/13. The initial test results of his line indicated cable trouble CZT II changed the cable pair and was able to correct the problem in a short time but not at the demark.Mr. Darby had $25.00 SPG issued and gave the customer his card if there were any future problems CAUSE: Mr. Santo's major complaint was that GTE moved his commitment time twice and was unable to keep it either time. There was a large amount of trouble due to excessive rainfall. UPDATE: Customer Relations called customer to see if satisfied. Left message on answering machine to call if not satisfied. MJW

19971202	19971208	RENZI RONALD			9414882349
	DB	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT Customer's friend Mr. Nesci 484-2224 requests expedite on repair Mr. Renzi is quite ill. Mr. Nesci when calling CARE Center was given commitment 9 P.M. 12-02-97 says original conversation was quoted 9 A.M. RESOLUTION: Mr. Renzi's service problem was corrected5:45 P M. 12-02-97. His neighbor's concerns over the time frame were addresse by Barbara Costello Coach Care Center. She spoke with the original technician who took the report from Mrs. Renzi. The correct commitment was quoted and there was no mention of a medical emergency or perhaps the ticket would have been documented for a possible expedite. When Mr. Nesci called back in for status hespoke with a THC who referred the ticket directly to dispatch. The CARE Center in researching finds the trouble ticket was documented appropriately CAUSE:CARE Center procedures were followed the customer did not relay on original call a sense of urgency(medical).

19971216	19971217	MCCOSS MARTHA			8135417208
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT: Ms. had 8-12 appointment on 12/15 to repair jacks. No one showed nor called to reschedule appointment. (Ms. does have IWM on main line 541-7208 but not on second line 541-9782).RESOLUTION: Richard Sheilds Local Manager dispatched a repairman on 12/16 at 4pm to repair interior wire and replace bad jack. Trouble was cleared on 12/16 at 5pm. Mr. Shields left a message for the customer to call if they had any additional problems. A follow-up call was made 12/17 and amessage was left that if customer is not satisfied to call back. CAUSE: Missed commitment on a repair appointment/svc emergency.

19971216	19971217	JEFFRIES J.			8135449181
	EC	FL FL			
05C	R			ASSURANCE	

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT Mr. had repair commitment of 9:30 pm on 12/15. He called it in on 12/11 He is on 24 hour call for Department of Corrections and needs this phone
ASAP.RESOLUTION: Repairman was dispatched on 12/16 at 3:12pm replacing bad aerial drop The job was completed at 4:57pm on 12/16. Mr. Jeffries was issued an SPG for $25 byRichard Shields Local Manager for the missed commitment and is now satisfied.
CAUSE: Missed commitment on a repair ticket due to service emergency situation

19971217	19971217	COLE PATRICIA			9417563968
	DB	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT. Customer reported her phone out. The installer couldn't find her residence and turned the order back. She had previously given explicit directions and two other numbers to reach her at if he
couldn't find her house as it is hard to find. Customers cell bill was $68 00. She was not allowed to speak to a supervisor. RESOLUTION: Bill Bolin contacted Ms. Cole within two hours. Customer gave explicit directions and phone was restored on 11/25. Customer is satisfied. Customer was given a $25.00 SPG.CAUSE: The repair representative failed to put the directons to the customers house in the correct area on the repair ticket.

19971217	19971219	CITY FIRE EQUIPMENT			8132233319
	EC	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT: Mr. has called repair since Monday with both his business lines dead (813-223-3319 and 813-254-8696). He said the first installer said it was inside then was told it was outside. Now they want to come back inside. His lines are still dead and he can't get a straigh answer. He claims the lines on the whole block are not working.
RESOLUTION: Customer reported his service 12/16 at 8:45am. A commitment was quoted for 12/16 at 7pm. Trouble was repaired on 12/17 at 1pm. On 12/16 at 10 38am a repairman found out this was a special service circuit
(1FC8653). At that time he referred the ticket to special services not knowing their was a cable outage. Special services then found out there was a cable outage
and rerouted this ticket to theout cable que. Isolated cable outage 3050 crossbox 1101-1150 was located and repaired at 1pm 12/17. Customer
was contacted at 2:20pm on 12/17 and both lines are working fine. Customer is now satisfied.
CAUSE. Cable outage which is considered maintenance.

19971201	19971222	FINTAK DAVID			9414759243
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT:Customer has loud hum on line and cannot make or receive calls. He reported to Care and was quoted commitment of 7:30pm 11-25-97. He called back around 7:30 11-25 and was told the problemwas corrected at
noon on 11-25 Customer told them it was not corrected and they quoted him 11-28 to be repaired.
RESOLUTION: Technician was dispatched 11-25 and cable was repaired. Technician was dispatched again 11-28 and no trouble found. CAUSE: Policy andProcedure followed to repair customer's line however no other problem found.

19971215	19971223	ALMOND THOS			8135300917
	EC	FL	FL		
05C	R			ASSURANCE	

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

COMPLAINT:Mr. Almond's phone has had static since Thursday 12/11. A repairman came out didn't come up to his door and signed off the repair as fixed. He has now been quoted a repair time of 12/15by
9:00pm. RESOLUTION Repair ticket for static was taken on 12/13 at 453p and cleared on 12/15 at 310p defective IW was replaced Customer was given an SPG due to original trouble neverbeing cleared. The first trouble report from 1057a 12/11 was cleared by Tapper Darrell Collins after the customer's answering machine was reached. The trouble was still on the line.CAUSE Repair ticket closed with trouble still on the line.

19971216	19971223	MORRIS TRACEY			9417924012
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT:Ms. Morris has been having problems with static on her line since well before the stormy weather She has been given a lot o commitments as to when it will be corrected RESOLUTION: On 12/16 The customer was contacted by John Darby and advised of a service emergency and to dispatch in the next two days the customer agreed. A CZTII was dispatched on 12/18 at 6p found our constructiondept was working on a job to replacing the
cable that feeds the customer's residence Construction splicers had been pulled off this job during service emergency to help with repair. The CZTII replaced the corroded protector with SNID and connected a new drop that was part of the constructin job. John Darby local manager contacted the customer and was satisfied. CAUSE: Service Emergency - staff availability

19971218	19971223	GREENMAN SHEILA			8137230339
	EC	FL	FL		
05C	R			ASSURANCE	

COMPLAINT:Ms. Greenman a retired GTE employee had scheduled her jack to be repaired on 12/13 no one showed so she rescheduled it for 12/16 no one showed. She talked to Casandra/Supervisor in
repair. She rescheduled her to today @ 9 00AM no one showed. RESOLUTION: Bob Dodman
Local Magager dispatched on 12/18 1132a found the station was missingleading to the jack it had been removed by remodeling contrator. Mr. Dodman advised the customer that a service emergency caused GTE to miss the commitments. Customer was satisfied.CAUSE: Service Emergency-manpower

19971215	19971226	SKOKOS PETER			9417508668
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Claims reported phone on 12/12 and still not fixed. Can't receive incoming calls. RESOLUTION:Commitment of 12/13 3:43p quoted to sub after report received on 12/12 at 3.43p. Because of abnormal amount of trouble this was not dispatched until 12/13/97 at 7:43p and incompleted because to it being late in day
and coded as not out of service. When customer called back for status on 12/14 a CZT II was dispatched and cleared report as no access due to dog being tied near protector. Customer called back on 12/14 at 12:48p
demanding OSP attention. The ticket was coded as out of service however at this time of service emergency the due date of 12/16 8p was quoted.
When complaint was received Local Manager had next available CZT II dispatched. The technician repaired the interior wire on 12/15 at 5:45p.CAUSE:
Ticket not dispatched on time. CAUSE:

19971218	19971226	LEVY NEWTON			8132376814
	DB	FL	FL		

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

05D R INLAND ASSURANCE

Complaint. Ms. Eversol's 80yr old 100% disabled mother has been without service since 12/15. Claims advised on Tue that due to medical emergency phone would be fixed by Wed. RESOLUTION. The customerwas contacted Local manager Bobbie Howell. A CZTII was dispatched on 12/18 @ 147p isolated cable and completed @ 125p. The repair report was taken 12/15 as NOOS and appears that it was up gradedto OOS but no audit trail. CARE and POI will have need to investigate and produce the root cause. The original ticket was coded as OOS 'no' by the CARE associate the field changed it to 'yes'. CAUSE:The original repair ticket was coded incorrectly by CARE associate

19971215	19971229	JOHNSON AVA			8138671485
	EC	FL	FL		
05C	R			ASSURANCE	

COMPLAINT: Customer feels GTE took too long to repair her line. She was completely out of service and has a very ill mother living with her. She reported the trouble 12/11 at 7:15p m. She was promised 12/13 7.15p.m. and the trouble was not repaired until 12/14 at 9:15p m. She said the trouble was out side and no access was needed RESOLUTION: Phil Nolan Local Manager contacted customer apologizing for any inconvience and envoked a $25.00 SPG for missed commitment. Customeris satisfied. CAUSE: TAS ticket indicates trouble report taken on 12/11/97 at 8:15p.m. with commitment of 12/14/97 at 5:00p.m. Missed commitment due to heavy rain. Repairman was dispatched 12/14 at 4:45p.m. to repair bad section. trouble was cleared 12/14 at 9:00p.m. UPDATE: 12/29 MJW verifited cust is satisfied.

19971217	19971229	SHIRLEY CYNTHIA			8138941665
	EC	FL	FL		
05C	R			ASSURANCE	

COMPLAINT: Service has been out since 12/12. Ms. Shirley left work early 12/17 to keep appointment with GTE repair person who was suppose to be there between 4-8p.m.RESOLUTION: Phil Nolan Local Manager investigated the complaint apologized and issued a $25.00 SPG. Repairman was dispatched on 12/17 at 7:46a.m. whoreplaced a bad wire to the protector. CAUSE: Customer was quoted a commitment which was missed due to heavy volume of trouble. UPDATE: 12/29 Customer is satisfied MJW.

19971218	19971229	TAYLOR PATRICK			8135732318
	EC	FL	FL		
05C	R			ASSURANCE	

COMPLAINT: Had repair appointment 12/12 4-8 appointment missed. Installer came 12/13 and said phone was fixed. After he left it was still dead. Ms. called back in 12/13 and given another appointment 12/15 4-8 missed. On 12/15 she was given another appointment 12/16 4-8 missed. Again on 12/16 given another appointment for 12/17 4-8. Ms. has to take off work early each day to be home by4pm. Please call to verify someone will be there today. RESOLUTION: Three commitments were missed due to lack of manpower and severe weather during a service emergency. Trouble was found in interior wire when dispatched on 12/13. Repairman cleared one section of the interior wire which temporarily cleared trouble. Moisture caused additional trouble in other interior wires after repairman left. Repairman dispatched on 12/18 and cleared all defective interior wires and customer is now satisfied. Bob Wilson local manager issued three $25.00 SPG's for the missed appointments. Mr. Taylor was satisfied with the compensation. CAUSE: Missed commitments on repair appointments.

Customer Relations - Complaints

04/23/2001

1997 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971218	19971230	SMITH SYLVIA			8137837886
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT. Claims reported phone about a week ago and continues to be advised GTE will bill there everyday to fix although still not done. Advised phone in her kitchen works but not the one in herbedroom. Requests a call back at about 6p today to arrange a time for access. RESOLUTION: Ms. had several repair tickets 12/9 coded CPE 12/11 coded as bad channel unit 12/12 repaired inside wireand bedroom jack.

Lonnie Gay local manager contacted Ms. Smith within 2 hours of complaint on 12/18. Technician went out and found customer's jack had been taken apart. Technician put back together Ms Smith said people break into her home and break the jacks. Mr. Gay advised her if she had to work on her jacks in the future to call GTE. Ms. Smith is satisfied.CAUSE:

19971229	19971230	RUST CORINA			8135461059
	EC	FL FL			
05D	R			ASSURANCE	

COMPLAINT: Customer is not satisfied with the commitment given by repair today. The customer has spoken to supervisors to have the service fixed today. She states that she has a medical emer. RESOLUTION. The TAS ticket was noted for medical emer and called in by a suprv. A repairman was dispatched on 12/29 at 1238p and replaced bad buried drop at 215p. Richard Shields local Manager spoke tothe customer who is satisfied. CAUSE: customer dissatisfied with commitment during service emer

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971217	19980102	WALBORN ROBERT			8139488437
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT. Mr. claims commitment date on repair was missed. Also says the repairman caused damage to his ham radio RESOLUTION: CARE - The repair ticket was called in 12/15 at 6:55pm and commitment given of 12/17 by 6.55pm. Service was restored at 10:30 am on 12/17. An SPG of $25.00per line was given to foster customer relations. REGION: The physical evidence as well as the employee's account of incident indicates the damage was done by our employee James Ballard. While attaching the new drop to the 4x4 power pole one of the power lead was grounded against the power mast by the repairman's ladder. This left a physical arc spot on the mast and it appears the voltagetraveled back into the house trailer which was bonded. This information has been referred to the claim department and they are taking care of the damage. Mr. Walborn was provided the phone number and reference number for the claim department. Disciplinary action with the employee will be handled by supervisor when the employee returns from vacation. Mr. is satisfied with the action taken. CAUSE: CARE: Customer not satisfied with commitment date; however commitment procedures were followed. REGION. Power was hit by ladder and grounded out. Employee should have followed safety procedures

19971218	19980102	NULTY MARK			8135797957
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT Customer says has been without service for 4 days reported to Care and we promise to be there today. Customer wants to know why it's taking so long and he is not accepting the excuse of the weather because his cable did not go out electricity did not go out. RESOLUTION: on 12-18-97 Local Manager Bob Wilson explained the impact the weather had on our plant and the volume of initials to Mr. Nulty. The open jumper in cross-box was cleared and service restored 12-18-97 CAUSE: Lack of manpower during a service emergency (weather) Customers were given 4-day commitments.

19971230	19980102	MACHO JOSE			8138846967
	DB	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT Mr. said he called repair 12/28 and was quoted an appointment for 4-8 on 12/29. He called 12/28 when no one showed up and was then told his appointment was for 12/30 after 12pm. Mr saidhe works and will not be home until 5pm. He wants someone to come out after 5pm.

RESOLUTION: CARE RESPONSE: The ticket was created 12/28 at 5pm and an appointment was made4p-8p on 12/30 not 12/29 The ticket also stated that the customer would not be home until 4:30pm. It was also in the supervisor's queue assigned to Jerry Betencourts name on it. A follow-up was made and the trouble was cleared to the customer's satisfaction on 12/30 at 7.45pm. REGION: Jerry Betencourt called CARE 1/2/98 who also advised that the customer's trouble had been taken care of.He stated they repaired an isolated cable pair. CAUSE: Unsatisfactory commitment time on repair ticket.

19971219	19980105	CONNEALY MARY			8133910115
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Claims I527759 F900 issued 12/11 due date delayed because of bad pairs lack of facilities.(dor dd 1/3). Wants dial tone. RESOLUTION: Service terminal is a pedestal. Matt Butler Local Service Coach approved the placement of a dual line CXR on a trailer stake as a temporary fix. It would also be placed on a cable pair that has working service at another address (normally these actions are unacceptable). Order turned back to

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

installer who advised engineering all pairs bad including pair with
the working service (which CXR will not work on) & sub advised of additional delay. DianeHines FAC Admin had Hunt & McAndrews (construction
splicers) roll a pair temporarily which provided service after consulting with Randy Brummett Construction Coach. Sub satisfied. CAUSE: Bad cablepair DOR

CAUSE:

19971229	19980105	ELLINGTON RONALD		8133211605
	EC	FL FL		
05D	R	COASTAL	ASSURANCE	

COMPLAINT: The customer was not satisfied with commitment time of 9pm on 12/29.
RESOLUTION: Mr. Ellington called repair
12/25 and was quoted commitment of 9pm on 12/29. Repairman was dispatched at 1.25 pm on 12/29 and repaired bad cable in two locations Service was restored at 5pm. Mr Hodge local manager made a follow-up call at 7pm on 12/29. Mr. was satisfied that the service was now fixed; however he stated he still did not like the 4 day commitment time. CAUSE: Unsatisfactory commitment time due to service emergency.

19980105	19980105	FERMAN CHEVROLET		8139345789
	EC	FL FL		
05D	B	COASTAL	ASSURANCE	

COMPLAINT: Customer could not make outgoing calls. Customer has a 5BCS PABX which GTE maintains on a billable (pay as you go) service.RESOLUTION: On 12-22-97 technician found foreign
AC battery of 12 volts coming in on the cable pairs. He released the lines and the system was again operation. On 12-23-97 A T&P crew recheckedthe bonding of the cable. They were measuring 6 volts of AC and the bonding was found to be good. CAUSE: There was road work taking place at the location which could have attributed to this condition. However it has not reoccurred.

19971209	19980106	LAWRENCE CLYDE HOWARD		8139315997
	DB	FL FL		
05D	R	INLAND	ASSURANCE	

COMPLAINT: Customer reported OOS the morning and afternoon of 12/04 and given a 12/6 commitment. RESOLUTION: On December subscriber (sub) contacted CARE who asked sub to isolate trouble to the demarc and call back if not cleared. Sub
was under the impression a trouble ticket was created however it was not therefore when sub recontacted CARE to check on status a ticket did not exist. A
ticket was created on 12/4 at 5:29p with a commitment of 12/6. On 12/5 at 8:45p Mr. Bach Care Center Supervisor reviewed the isolation policy with sub and assured the trouble would be resolved. A repairman was dispatched on 12/6 and trouble cleared by 11a.
A follow up call was made and sub was satisfied. CAUSE: practice followed/

19971212	19980106	SUPRINA FRANK		9412991944
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT: Service went out and was not repaired in timely manner. RESOLUTION: On 11/12 order I557830 F926 was issued for Joh Porumb who is sub's neighbor. The terminal count was full & it was necessary to provision service using dual-line carrier. Sub's line was use as physical pair for carrier. During installation the installer advised who he though was Mrs. Suprina of a temporary outage.Upon
completion technician found No Dial Tone(NDT) at both locations. On 11/13 10:57a a trouble report was created and a commitment of 8p

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

11/14 was quoted. Mike Burd Technician was dispatched on 11/14 at 2:37p & report cleared at 2:59p by changing the isolated pair. On 11/14 4:24p
another report of NDT was received & 24 hour commitment was quoted. The ticket included remarks that although repairman didn't come into premise on previous visit. On 11/15 technician
dispatched at 2:03p clearing job at 2 45p after replacing a bad drop. Ttechnician isolated trouble to CPE which was confirmed by alarm company. Local Manager Jim Parrish made a field visit speaking to sub who assured him there was no additional trouble. To foster customer relations Mr. Parrish authorized a SPG totaling $25for the NRC's on the inside wire maintenance. CAUSE:failure to follow thru

19971226	19980107	CURTO ANTHONY B.	9416767831
	EC	FL FL	
05D	R	INLAND	ASSURANCE

COMPLAINT: Five days to repair service RESOLUTION: On 11/15 1997 a report of No Dial Tone (NDT) was received. A repairman was dispatched on 11/16 and cleared a bad pair at premise Per Local Manager the technician spoke with sub after repair completed. On 11/17 a report of NDT was received along with a special dispatch (priority). In error
the report remaind in que until 7.08p on 11/18. On11/19 at 7a technician dispatched and trouble cleared at 10:08a aganig cause by faulty cable pair which was changed. Dwight Clanton Local Manager was unsuccess in reaching sub on 12/8
& 12/9. During a premise visit on 12/10 Mr Clanton performed a quality inspection of the work following up speaking with sub who expressed receiving
excellent service since repair on 11/19 had been performed.It should be noted although sub had repeated reports initial trouble was not left unattended from 11/15 to 11/19 therefore to foster customer relations an SPG totaling $25 was issued and will beon the next billing cycle. CAUSE: repeated reports CAUSE:

19971217	19980107	CONARD MILLIE	8132211527
	EA	FL FL	
05D	R	INLAND	ASSURANCE

COMPLAINT: Service out between 12/13 and 12/17. Cust received confilicting information from CARE. First reported it was not inside problem and customer would not need to allow tech access. Site visit was no accessed told her the problem was
inside. RESOLUTION: CARE contacted customer and rescheduled tech. Techreported OSP
problem: wiring exposed under house creating static. Customer was not marked as OOS only 'static on line.' A service emergency had been declared and out of service customers were worked first. Customer was given TOS credit for 5 days and $25 SPG. Customer was satisfied.CAUSE: Service emergency declared and customer out of service were given priority.

19971216	19980108	ARTHUR JIMMY	9416767314
	EC	FL FL	
05C	R	INLAND	ASSURANCE

COMPLAINT:Claims reported no dial tone (ndt) can't make outgoing calls using cell phone callers get personal secretary not ringing into residence. Initially reported on 12/14 asked for priority repair because of family member's urgent care medical problems. Spoke to CARE supervisor (1
800-483-1000) this AM being promised service by 1:07p today. However as of now still no dial tone can'tmake or receive calls. 12/22 left word to call on LWhisenhunt's voice mail in follow up
for response 12/29 per LWhisenhunt still waiting for response. 1/5 left word to call with Anne for LWhisenhuntadvise need response. RESOLUTION: Technician dispatched 5:26p on 12/16 trouble was CPE inside wire on which repair was completed at 7;12p. SPG issued on 1/6/98 for delay in repair per Dwight ClantonLocal Manager. Mr. Clanton made a follow up call ensuring satisfaction. CAUSE: Staff availability

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980105	19980108	GOFF EVELYN J			8139884013
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT. Ms. Goff's phone is out and GTE missed their commitment time. She said the sheriff sent someone out to their home becaus their number kept showing up in their system Ms. Goff unpluggedthe phones and it kept showing up. RESOLUTION: Customer claims she reported trouble 1/3 a.m. The only record in TAS is the trouble ticket on 1/4 9:45 a.m. The commitment was 1/5 9:00 p.m. Repairmaninstalled new wall jack.
CAUSE: The trouble found was a shorted hard wire from the jack in the wall to a jack at the phonepinched by a bed post.

19971219	19980112	GRAY ANDY			8138923769
	GL	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer has not been connected to cable service. Said was promised 11-3.RESOLUTION: On 1-2-98 the service was connected and customer was given free pay per view coupons for the missed commitment. The order was dor'd because conduits had to be run under the streetsbefore service could be provided. CAUSE: Lucent ran the initial conduits incorrectly and they had to be rerun causing a delay in connecting the service.

19971229	19980112	FOSKEY DOLORES			9414972207
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Mr. had a 10-2 repair appointment for 12/28 but no one showed. He called back on 12/28 and was told it had to be rescheduled for 1-2. RESOLUTION: Original ticket on 10/28 was 'no accessed' because the equipment room was locked. A technician was dispatched 12/29 and the problem was determined to be CPE. CAUSE: Due date on repair was missed due to 'no access' and repair had to be rescheduled.

19980105	19980112	LEE JOHN F			9414841275
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

UPDATE 1/8: Pam called to say this is being refered to Carrier Maintenance Herman Ezell. MJW COMPLAINT: Ms. Lee's service has been restored however she wants to know why it took so long. They had a family emergency . The line was reported and they were given a commitment that she felt was not appropriate. On Friday she was called by a GTE repairman who told her it was a carrier problem and he would refer it to another department and it would be repaired ASAP. She called back Saturday and was told it had been closed out and it would be another 24 hours. It was repaired Sunday and wastold there was a computer problem.
RESOLUTION: Local Manager Neil Olmstead investigated this complaint and contacted the customer. He explained the Technician had routed this ticket to the ACCR queue which was the proper proceedure. Mr. Olmstead provided a $25.00 SPG for the missed commitment.CAUSE: Missed commitment due to bad weather.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980108	19980112	NIMEY MELODY			9419210508
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer has jack in kitchen not working. She reported this three days ago and was promised someone would be out. No one has come out yet. Customer has IWM.RESOLUTION On 1-8-98 the trouble was cleared and jack repaired.CAUSE: Customer was not without service therefore her trouble was given low priorty. Manpower afforded customers without service to be cleared first.

19980109	19980112	YORK MARYETTA			9415337738
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer's service was due dated 1-8-97 Customer is still without service. RESOLUTION: On 1-9-98 Customer's order was completed. Customer was given 25 SPG for missed commitment CAUSE: Due to high volume of service orders and repair order was not dispatched until 1-9-98. Customer was recontacted on same day andservice was working fine.

19980109	19980112	WILLIAMS ILENE			8133232480
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer has no dial tone dead previously had bad static on line. Customer reported to Care on 1-8-97 and the week before that. Customer has a HEART
CONDITION and must have a phone. Maybe able to reach the neighbor's 813-323-2090 Rohall Eskandari RESOLUTION: On 1-9-98 repairman
repaired bad cable pair. CAUSE: Mgmt decision due to service emergency to take
care of customer without service first. This customer was not without service.

19980112	19980113	SWARTZENTRUBER DELBERT			9414200350
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT:Customer's F&T order was due dated for 1-7-98. To date customer is still without service. Order was dor'd need B-Man to clear pair.RESOLUTION:
On 1-12-98 Local Manager Alan Cheshire contacted facility maintainer Kenny Anderson to go to customer's premise. Kenny cleared cable pair and changed channel to accommodate CNID. Customer was contacted by Alan and happy with service. Customer recontacted on 1-13-98 he is satisfied. CAUSE: DOR'D for lack of cable pair.

19980112	19980113	BERKEY EVELINE			9413792274
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer was not happy with commitment time quoted by Care on 12-28-97. Repair time was 12-31-97. The problem was a broken cable between GTE and the street is the reason for service
interruption that was given to her. RESOLUTION: On 1-12-98 customer's trouble
was cleared. It was explained to customer normal commitment time is 24 hours and it would not have taken a medical emergency to expedit her
trouble. CAUSE: Rainey weather caused field forces to run behind.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19971229	19980113	COLLINS GARY LEE			8135851127
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Cust was not satisfied with commitment date for repair.
RESOLUTION: Cust was credited $25 SPG CAUSE:Missed repair date due to severe weather.

19980108	19980114	WHITING LYNNE			8138543897
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer keeps getting cut off in the middle of conversations GTE has missed their comittment several times. Her husban stayed home all day Saturday 1/3 no show They called back andwas promised 1/6 no show. Ms Whitting stated it is very upsetting to keep getting cut
off. They told her they replaced a line card and that should have taken care of the problem.RESOLUTION:On 1-03-97 a repairman was dispatched and work with the central office technician to find a
faulty line card in the central office. Acall was placed on 1-12-98 as a follow up and the customer had no more problems with calls dropping off.
We issued a spg of $25 00. Mr Franklin local manger contacted the customer and they are satisfied.
CAUSE. missed commitment and failure to follow thur.

19971205	19980115	SEELYE HENRY			9419221186
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer cannot place or receive calls loud noise on pickup and reported it on 12/01. RESOLUTION: On 12/1 at 6:30p a report was received of noise/loud hum on line and a commitment of 12/3was quoted (because the trouble was not an out of service condition commitment greater
than 24 hours was quoted). On 12/2 at 9:41a a neighbor called on sub's behalf checking on status indicating out of service (oos). The neighbor was advised a technician would be dispatched
between 4-8p same day. The ticket was closed on 12/2 at 5:45p after the technician isolated the trouble to a bad phone. At that time the existing protector with a Network Interface Device (NID) was replaced. On 12/3 Wayne Troyer Local Manager reiterated the above information to sub noting the total time elapsedwas less than 24 hours. Sub confirmed satisfaction was achieved. CAUSE: practice followed.

19971230	19980116	PAGAN MARCEL			9416803488
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT: Customer's service is completely out since Sunday 12/28. He claims he called customer relations yesterday and was told someone would be out to his home by 9:00 AM and no one has shown up yet.
RESOLUTION: Tom Faulkner Local manager contacted the customer within 2 hours. Mr. Faulkner expedited the ticket and had trouble cleared by 6:00 p.m on 12/30. Customer was concerned about cable in rear of property Mr. Faulkner submitted an Unsatisfactory Plant Condition form.CAUSE: Customer was told by care the service would be repaired by 12/30 9:00 p.m.. Customer thought they said 9:00 a.m.

19980102	19980116	BUCKNER DARCY	9413220835

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	ED	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: T557971-3 F920 due 11/24 however as of 12/30 still doesn't have dial tone RESOLUTION: Order placed for transfer of service no drop in place. on 11-24 went to Eng for road bore and provide drop. on 12-1 work order placed. on 12-20 due to extensive rainfall GTE could not locate conduit due to holes filled with water. on 12-31 svc was provided.CAUSE:

19980115	19980116	VOORHEIS JOHN			9416964374
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT: Customer received 3 days tos for repair problem. He feels he should get more compensation because of the number of other times he's had repair problems. Customer is not satisfied with 3 days tos 1 53 credit adjustment.
RESOLUTION: On 1-15-98 Amy Napper Care Adm contacted customer and advised it was proper to give time out of service credit for the
number of days without service. Customer felt we missed our verbal commitment to him giving 3 days to clear trouble. Amy agreed to give customer $25 SPG. He feels with all the trucks in his area we should be able to dispatch one that's already out thereby saving time and getting repairs done more quickly CAUSE: Proper procedures followed however for customer satisfaction the SPG was given by Care.

19980116	19980120	SROCZYNSKI EDW J			8137846755
	DB	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer out of service until A M. 01-16-98. Upset because recorded message just received advised trouble cleared 01-15-98 which it was not. Her husband is asthmatic wishes to have account marked in case of medical emergency. Also wishes reimbursement for call to daughter in New Jersey $3.35 A Service Performance Guarantee has not been discussed with customer. RESOLUTION:Per William
Lang CARE Cntr offline and Natisha Lightbourn CARE Cntr THC customer's line tested OK approximately 2:11 P.M. 1/16 and the report was cleared with the estimated restoral time of 11:00 A.M. 1/15.Per Rick Zawacki DAC Cntr supervisor the SAVS program functioned correctly
as it was programmed with TAS ticket clearing information. SAVS called the customer and gave her the documented cleared time and date not actual cleared time and date. Natisha
Lightbourn initiated both a memo for SPG for inconvenience and any charges incurred and a records order to permanently document customer's TAS and Sorces records as to the medical urgency. Per Ms. Lightbourn's contact with the customer all is well.
CAUSE:Wrong information entered to clear customer's trouble ticket when outage corrected interfaced with automated call from SAVS program.

19980109	19980123	SHELTON ANN			8137070388
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT: Service problems since install two wks ago. Commitment date not until Friday. RESOLUTION: Customer transferred to new
address. Requested dual service in error dual service was disconnected prematurely. On 1/7 a bad drop and protector was replaced on both lines. CAUSE: Failure to provide dual service bad drop and protector.

19980116	19980123	OLSON ORVILLE H			9417533704

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer waiting for static to be cleared since commitment date 1-15-98. Wishes call back on status when to expect. Also incoming calls hard to hear but please use 753-3704 as call backnumber.

RESOLUTION: Upon receipt of complaint Local Manager Neal Hughes routed next available CZT II to the customer's premise. The technician replaced station wire which was covered by Inside Wire Maintenance. The service was cleared at 6:28 p m. on 1-16. Neal Hughes made a follow up call on 1-18and the customer was satisfied. A Service Performance Guarantee was invoked for the customer.

CAUSE:The original commitment quoted to the customer was 9 p.m. 1-13. Due to high volume of customers out of service this commitment was missed.

19980113	19980126	LANZ FREDERICK			8137864631
	DB	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer wrote ltr. on behalf of neighbor who had no dial tone so called in repair report. Due date was moved out then missed with no customer contact causing customer go have contractor repair his problem rather than GTE.

RESOLUTION: Quality training & coaching initiated per Becki Brusso-AVP-CARE (through Certified Right). SPG credit applied to customer's account (neighbor's - the Kendall's).CAUSE: CARE rep held ticket & released it when field is only staffed for critical requests. Additionally ticket was changed from Non-out to Out-of-service w/out commitment time being changed.

19980116	19980127	ADAMS JACKIE			9418538316
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT.Customer's line has intermittent static problems. This time it is severe static and now the line is completely out. She has elderly parents she has to keep checking on and has to drive totheir home. She reported the problem Thursday 1/15 at 5:00 a.m. She called again this a.m. at 5:56. She is very upset because she was told it will be 1/17 before it i repaired.RESOLUTION: Darrin Wilson Local Manager contacted Ms. Adams at 4:25 p.m. on 1/16. Mr. Wilson had a technician dispatched at 4:30 to fix Ms. Adams' line. the technician replaced a bad buried drop to correct the problem. Ms. Adams is satisfied at this time MJW.CAUSE: Customer would not accecpt comittment date.

19971230	19980130	LABRUTTE STEVE			9413461397
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Repeated repair reports. RESOLUTION: Local Manager Wayne Troyer contacted Mr. LaBrutte. The first technician dispatched found a no dial tone dead condition. He repaired the cable pair and restored service. Four hours later the service went out again. The second technician dispatched found a bad inside wire and jack which he replaced and repaired. The first technician was coachedon the proper method of VRS testing and customer contact upon completion of repair. Mr. LaBrutte was please with our response to his complaint and agreed to contact Mr. Troyer with any future telephone problems. CAUSE: Trouble not completely repaired when first dispatched.

19980113	19980130	COTTIER RAY			9414929535
	EC	FL FL			

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

05D R COASTAL ASSURANCE

COMPLAINT.Customer has no service on the inside of home Customer has to go outside and plug in phone at terminal box to use his service. There is a pending order to rewire 5 jacks due dated for 1-19-98. Customer has had service since 1992 and he has IWM. Customer said some promised him $25.00 SPG.

RESOLUTION· On 1-15-98 Local Manager Ray Gunderson investigated the complaint and contacted Mr. Cottier. All 5 jacks were disconnected at the drmarc point. The customer had his own wire running through windows and doors and very old CPE instruments. Mr. Gunderson made sure a technician was promptly dispatched to rewire the jacks per the customer's service order. The order was due dated for 1-19-98 which was proper. CAUSE: Customer disliked due date thought same day of call the work is done.

19980121	19980130	TRAGESER JACQUELINE G		8135355240
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Customer has repeated missed commitments the reported trouble on 1/14 for NDT when plugging in a new phone. RESOLUTION: A NOOS Repair report issued on 1/14 1052a and sent to SPCD que the ticket indicated CARE was called several times by the customer between 1/15 and 1/17 and the district was not notified verbally. CARE had made a subequent AWAS appt of 1/21 8a-12p on 1/17. CARE contacted Bob in dispatch (DRM) at 517p on 1/20 and the appt was changed to a TAS appt. Debbie Cruz had repairman dispatched on 1/21 1226p IW and CPE trouble was cleared. Customer was satisfied. The DRM was notified when the ticket was sent to SPCD que. The reps and THC's are not to call field supervisors per their request. The DRM failed to escalate upon receipt of the SPCD. CAUSE: The DRM failed to properly escalate when the ticket was sitting in SPCD que for 6 days. Missed commitment due to staff availibility.

19980114	19980202	MILLER ARTHUR		8138470575
	EA	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Mr called in irate stating he made call to repair about trouble and static on two lines 813 847-0575 and 813 847-0404 the report was made on 1-05-98 and as of yet the lines are not repaired. RESOLUTION: Service order was due 1/14 and DOR'd for a conduit to be placed under the driveway. The order was released without the conduit being done and the installer could not do the job. Bob Weekly local manager arranged for Construction to place the conduit and bury the drop. The installer was sent out at the same time. CAUSE: service order alert was not watched properly to ensure thework was done.

19980116	19980202	HUMER FRANK		8137857247
	EC	FL FL		
05D	R	COASTAL	ASSURANCE	

COMPLAINT: Service went out on 1-14 and not repaired until 1-16. RESOLUTION: On 1/14 service was disrupted due to damage on an 1800 pair cable on US 19 in Palm Harbor. Restored on the morning of 1-16. Delay due to the amount of damage the cable received which required a 30-40 foot section to be replaced and 3600 wires spliced in rainy weather. The complaint was unavoidable.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980116	19980202	HATHAWAY J E.			9414252381
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Missed repair commitments RESOLUTION. Report on 12-30 with commitment of 12-31 which was missed due to weather and heavy reports.
Missed next commitment of 1-1 due to weather and heavy reports. on 2-2 service repaired and SPG issued
CAUSE:

19980102	19980203	TIBBS JOHN			8136851374
	ED	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: T603125-1 F920 due 12/11 as of today still no dial tone RESOLUTION: Service connected on 1/7 delayed due to DOR and service emergency.

19980109	19980203	AREU HECTOR			8138471307
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer's 2nd line was due dated for 12-30-97 813-847-1307. To date customer's service is not connected. The order has been signed off and sent to billing. The main
number is 813-846-8533. RESOLUTION:
On 1-10-98 cable pair was repaired and service provided to customer Recontacted customer 2-3-98 no answer however new line was ringing. CAUSE: Service emergency caused delay in service and order was signed off in error by SODA on 12-30.

19980114	19980203	BEAMS CHARLES			8133974127
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Wet cable prevents service from working. Called 3 times and still not fixed. RESOLUTION:
On Jan 8 at 8:26 a.m.a report was received of
static/noise. A commitment of 1/11 9:30 p.m. was quoted. On January 13 at 3.15 p.m. the report was cleared as CPE/customer interior wire.
The commitment was missed due to heavy volume of trouble reports. Customer did not have IWM however to foster good customer relations Richard Shields Local Manager waived the charge due to missed commitment.CAUSE: Missed commitment / Lack of manpower due to heavy volume of trouble reports.

19980129	19980204	SAMANIPOUR SHERRY			8133814502
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT:Customer called repair on 01/28 advised service not working also requested repair to come after 230pm as they have a dog. Repair came at 11.00a no access. Customer needs phone badly wants someone there tonight 01/29. UPDATE: 2/2/98 Kathy
requested extension until 2/6. MJW RESOLUTION:Phil Nolan Local manager investigated this complaint . No accessed twice due tofence/dog in yard. January 30 repairman
dispatched who found open cable pair 1600' from customer. Changed cable pair and restored service January 30 at 6:45 p.m. Phil followed up and
customer is satisfied. CAUSE:Customer

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

requested repair & access at 2:30 p m. installer came at 11:00a.m.

19980114	19980205	MITCHELL FARLEY J.			8137363435
	DB	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT. Customer without service for 5 days and each time promised repair within 24 hrs. RESOLUTION: When original repair report was taken customer did not mention elderly or health status. Secondrepair call customer indicated health problems. Due to holiday and inclement weather customer quoted due date for repair of 1 2 and customer thought 24 hours. SPG issued In error the repair person failed to place the report in the Special que. CAUSE.

19980203	19980205	BREITENBACH HOPE			9417557750
	DB	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT Customer claims she was told someone would be out today between 8am & 3pm for a problem that continues to happen on her line when it rains or the wind blows. Her line is clear now but shewanted someone to come out. RESOLUTION: Bill Bolin investigated and found original commitment was for 2/4/98 at 12:00 noon since the ticket was marked by CARE as not out of service. CARE quoted customer AWAS appointment of 8a-3p 2/3 but placed appointment of 8:00a.m. on ticket. Bill contacted dispatch and had ticket changed to out of service and committment changed to 2/3. a technician was dispatched and repaired a bad station wire. Bill tried contacting customer to assure all repairs were made to their satisfactionon 2/4 but reached their answering machine. Contact was made on 2/5 and customer was satisfied.CAUSE: Care quoted the customer an awas appointment of 8a-3p 2/3 but placed appointment of 8a.m. 2/4 on ticket.

19980203	19980209	YELVINGTON TINA			9419565382
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT. Ms. stated GTE missed commitment on repair appointments. RESOLUTION: On 1/27 there is no record of an appointment On 1/28 an appointment was set up with the customer. The techniciantried to call customer on her cell phone but got no answer. The technician was routed on the ticket anyway in hopes of clearing the problem. A door hanger was left as no access. Another appointmentwas made for 1/31 Tim Pears again tried to call the CBR and got no answer. He isoloated the trouble to the interior wire and left a door hanger. Another report was called in on 1/31. Commitmenttime was set for 7:30 on 2/3. Technician Paul Ezell was routed on the ticket at 4:42pm and found pre-wired home's interior wire damaged between two rooms. He repaired the wire and changed pairs fromone pair to another. He cleared the trouble at 7:26pm. CAUSE: The customer did not answer CBR when tech was routed on tickets; therefore they were no accessed per procedure.

19980123	19980210	GREER WILLIAM			8135484013
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer claims missed commitment on repair. RESOLUTION: Original ticket was called in 1/18 with a commitment of 9pm on 1/23. Mr. Greer called in Executive Complaint

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

on 1/23. Richard Shields Local Manager dispatched a repairman who repaired the inside wire on 1/23 at 2.08pm. There were no previous reports prior to 1/18 A follow-up call was made 1/29 and customer was satisfied. CAUSE. The customer said repair commitment was missed; however the commitment time was met. The proper procedures were followed for repair commitment.

19980129	19980211	PALMITER RONALD		8135776790
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Static online and GTE keeps moving date when they will repair. PSC could also hear static RESOLUTION: First ticket on 01/10 was canceled per customer request. 2nd ticket
on 01/16 line was tested by Care and found okay. Customer was contacted who advised servie was ok at the time. Third ticket 01/21 was closed on 01/28 as found high open in the aerial drop and it was replaced. Even though we were only dispatched on one ticket and had only one opportunity to repair FPSC may determine to be an infraction due to extended commitment times.CAUSE:

19980130	19980211	MOORE ANNETTE		9414211313
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT: Customer experienced fading out during conversation. She reported on 1-10 and was advised of repair time 1-12. She was called on 1-13 and told the phone was repaired. It was not. Customer called again out of desperation directly to the Haines City Office on 1-15. Mr. Robert
Wiggins came out and fixed the problem within 15 minutes. Mr. Wiggins said the problem was outside.RESOLUTION: On 1-21 A 25 SPG was issued and on 1-22 16.25cr was issued for directory assistance
service problems. Area Manager Sam Daniels initiated a letter to the customer w/Mr. DAKS' signature apologizing for the missed commitment.
The line had a bad common card and channel unit in the central office. The problem was corrected by 1-30-98 Customer was recontacted 2-11 and
service if ok. CAUSE: Failure to respond in a timely manner.

19980122	19980216	CARBONE CLAIRE		8137129374
	EC	FL FL		
05D	R	COASTAL	ASSURANCE	

COMPLAINT:T046947 f900 complete proof 01-20-98 testing cable trouble. Customer quoted 1-23 9 P.M. commitment that is not satisfactory. Requests call back to 813 576-0266. This customer hung up onCustomer Relations wanted to speak to vice president for dial tone today was advised before she hung up that it would be referred to the Local Manager of her area.RESOLUTION:Ms. Carbone's transfer order to her
new address was dated for 1/20/98. A technician was dispatched and cleared the order at 11:14 a.m. on 1/20. The customer was not at home access was needed and a door knocker left to advise. She called the CARE center the next day 1-21 at 12:12 p.m. and was quoted a commitment time of 9 p.m. 1/23 which she found to be unsatisfactory. Ms. Carbone called GTE Customer Relations at 9:35 a.m. 1/22 a technician was dispatched at 11:42 a.m. also that same
morning. He replaced two Customer Provided jacks providing service at 3:15 p.m. Local Manager Bob Dodman followed up with a call to Ms. Carbone on January 26. She was pleased with repairs resolution of the problem and has not experienced any more trouble.CAUSE. Ms. Carbone was not pleased with the commitment quoted on repair call but chose to request escalation by calling Customer Relations.

19980123	19980216	AMPLI TEK SRVCNTR	8139887087

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
05D	B	INLAND		ASSURANCE	

COMPLAINT: Please call owner back concerning length it took to get business service repaired out from January 21 until late January 22. She says when repairman got there he determined outage(only line she has to operate business) was caused by GTE work done at neighboring business on January 21. Also repairman agreed with customer that some type of 'rehab' to facilities at back of building needs to be done to prevent further outages. Update: 02-03-98 Toni still waiting on close out from outside supervisor. RESOLUTION This complaint was answered by Mike Young Local Manager. Acontractor working for GTE at 8824 56th St. was at the terminal and possibly caused a problem to this customer's service. The customer did not report the trouble until 1-22-98 10 12 a m. assuming that the repairman that he had seen had caused the trouble. GTE dispatched out to the customer's business 3 09 p m. 1-22-98. A Service Performance Guarantee was issued $100 00 credit and the owner Jerry recontacted on 1-23-98. Sal Diaz Local Manager advised the customer of our facility improvement project CAUSE:The main problem was the poor condition of theterminals at this strip mall. A work order is being engineered(3p001vf) to correct a cable problem feeding the mall and should begin within the next month.

19980210	19980219	SABELLA FRANK T.			8133638072
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Commitment missed on connection of 2nd line. Employee was rude when calling about the order (Ms. Townsley).RESOLUTION: On 2-5 Ron Smith local manager investigated complaint and an installer was sent to customer's premise. The facilities were bad and a dual line carrier was provided by the Cutsection and service was completed on 2-5. A SPG was promised to the customer for missed commitment. Custome recontacted on 2-19-98 and service is working ok.
Rudeness issue: Employee Mrs. Townsley's supervisor Matt Money addressed this matter with her. Mrs. Townsley was coached in reference to her unsympathetic tone with the customer. Employee Mrs. Wilcox was also coached about this matter.CAUSE: Due to service order volume (limited manpower) GTE could not meet original commitment. A decision was made to completeF&T orders over the additional line orders.

19980218	19980219	OLIVER VALERIA			8136630677
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT: Customer said she's called Care 6 days ago and days in between. She cannot receive calls in. Her line is also crossed with roommate's line 813-664-8504. She was promised someone would bethere this morning.
RESOLUTION: Local Manager Dale Guthrie contacted Ms Oiliver who was not satisfied with commitment time given. Investigation revealed customer's telephone was plugged into the wrong side of the duplex jack which she shares with her roommate. Technician explained to Ms. Oliver which side of the duplex was hers and whichside was her roommate's. CAUSE: Due to weather conditions customer was not given priority because she had some service customers with ooswere handled before her. Customer had phone plugged in incorrectly.

19980220	19980220	WFLA/LAND STADIUM			8138234395
	EC	FL FL			
05C	B	COASTAL		ASSURANCE	

COMPLAINT: 2/18 11:45 a.m.: Paul called to complain they had 8 lines installed 1/27/98 and they are not working. Repair Tech was supposed to be there at 8:00 A.M. 2/18 and no one has shown up yet.Lines need to be repaired.
RESOLUTION: 2/18 Skip Brunner contacted Paul with 2 hours. skip hs been working with the Devil Rays at the dome

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

as well as with Al Lang Field. Original service was
installed in January and demarced in Press Box as requested. Since the original order was installed the press box has been remodeled which led
to the service interuption. Service was reestablished by 1p m. on 2.18 by Skip.CAUSE: Technician was scheduled to meet with Paul at 8:00 a.m. on 2/18 and instead he was routed on repair due to excessive trouble. GTE failed to contact Paul and let him know no one would be there at scheduled time.

19980219	19980224	GRIFFITHS SUZANNE		8138238041
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Ms. said she has had numerous repair problems for the past 2-3 months and wants some type of compensation. She advised the last time she had a 5pm-9pm appointment and the repairman left ano access card at 12pm. She stated they always have static when it rains. This complaint was called in by roommate Karen Tuhro; however call Suzanne at
CBR as Karen will not be home. RESOLUTION Phil Nolan Local Manager investigated this complaint. The customer had an appointmen on 1/28 from 5-9pm. The repairman was routed on 1/29 at 10:14am which was no accessed. A repairman was
dispatched after receiving complaint on 2/19 and customer's jack was repaired. Ms. had originally called in static on 1/26 and that ticket was no accessed also
(no appointment was noted). Phil invoked a $25 service performance guarantee and left his pager number with the customer if she should require additional assistance. A follow-up call was made on 2/22 by Phil and the customer indicated she has nothad any further problems and is satisfied. CAUSE. Missed commitment on repair appointment.

19980220	19980225	ASHTON FRANK		8133454025
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Mr. called CARE on 2/17 and was given a 24 hr commitment. Someone showed up at 7pm Wednesday (a female) and told him it was something in the lines but due to the time it would probably beThursday. No one showed Thursday. This morning when he got home he had a 'no access' card advising him it was in the house. Mr. works nights and would like to be called asap as he needs to get some sleep. RESOLUTION:
IP contractor Margaret Harris (on loan to Operations) was dispatched 2/18 at 2:39pm. Margaret advised Mr. Ashton it was to late to repair their service that evening and someonewould be back the following day 2/19. A repairman was not dispatched again until 2/20. Gary Poling CZT
II was dispatched at 7:39am and found no one home and the gate to the privacy fence was latched shut. Gary did not enter for fear of a dog loose on the other side. Gary left a no access card
on the front door. Herman Riley IP contractor (on loan to Operations) was dispatched at 9:11am on2/20 and was correcting the trouble as Matt Butler was speaking with Mr. Ashton. Mr. Ashton said the only reason he called Customer Relations is because he works for GTE in St. Petersburg (yellow pages) and he knew he would get a quicker response. Mr. is satisfied. CAUSE: Repair commitment missed.

19980223	19980225	CONNER LARRY		9418152421
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT:Mr. Conner reported his phone out on 2/18. Customer was having intermittent static however it went completely out On 2/19 and he called back to tell them. He called again Saturday and wasassured by a supervisor that someone would be out Sunday 2/22 by 9:00 a.m. No one has come out. This is a computer line on which he has GTE Internet and he wants to file his taxes but can't.RESOLUTION:
Local Manager Darrin Wilson investigated the complaint and contacted Mr. Conner within two hours. The original trouble ticket was coded NOOS with a commitment time of 9:00p m. on 2/21. Due to a high trouble count this 'Non Out of Service' ticket was assigned a lower

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

priority
causing the missed commitment. When Mr. Conner called the CARE center again on 2/21 he explained it was out the report was changed to OOS 'Out of Service' and was told by Misty in
Dispatch someone would be out the next morning. Again the commitment was missed due to a high trouble count. Repair Technician was dispatched at 1:00 p m. on 1/23. Service was restored at 2:15 p.m. $25.00 SPG was issued. MJW verified customers satisfied.
CAUSE: Missed commitment due to high trouble count

19980220	19980227	PIPER ADELAIDE		9417956679
	DB	FL FL		
05D	R	COASTAL	ASSURANCE	

COMPLAINT: Customer's phone has been out for 4 or 5 days. She has received many conflicting reports. She is elderly and needs the phone badly. This is Royal Garden Estates Lane 6 Lot 58.RESOLUTION: Jim Logue Local Manager investigated and found the customer had reported the phone on 2/17 with 2/20 commitment 9:00pm. CARE held
the ticket from 6.56 pm. on 2/17 until 6:30 p m. on 2/18 when the ticket was changed to oos and routed to AWIR dispatch queue. Since original commitment date was 2/20 at 9:00 p.m. it would have been dispatched on 2/20. After
receiving complaint Jim had CZT II dispatched at 12:39 p.m. He repaired aerial wire and service was restored on 2/20 at 3:38 p.m. Custome was issued
$1.12 crfor TOS. Commitment was met. UPDATE. Becky from CARE replied the 1st rep that handled the ticket routed it to the wrong queue it then sat in the offline until 2/18. The employee has been coached.CAUSE: There was a high volume of trouble but commitment was met. MJW called customer and verified satisfaction.

19980225	19980227	STOKES IMOGENE		8138680881
	DB	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Jim Curti called for his neighbor who has been without service for over a week. He is a former GTE employee and thinks something is open. They have called CARE several
times.RESOLUTION: This was reported on 2/18 6:28p.m. commitment date 2/21 9:00 p.m. It was dispatched on 2/25 at 12:15 p.m. It was cleared at 1:00 p.m. 2/25. A $25.00 SPG was issued. Changed line card and line card carrier. Walter Hansen Network Reliability stated he did not receive trouble ticket until 2/25.CAUSE: Trouble ticket was not dispatched in a timely manner.

19980225	19980304	CHILDS IRA		8138570136
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Ms. called in repair 2/24 and was told it would be repaired by 2/25 at 3pm. She just called repair back to find out why her phone is not working yet and was told that an installer came outthis morning and no one was home. Ms. said she has been home all day and there was not a 12-3 card left at residence. Ms. wants phone fixed today so she does not have
to waste another day tomorrowwaiting on the installer. RESOLUTION: Bob Weekley Local Manager contacted the repairman that had no accessed the repair ticket. The repairman noted remarks that he needed directions. The customerstated she told the
CARE representative that she was the last house on the street at the end of a long driveway. The added directions allowed the repairman to find the residence and fix her
telephone which was a bad dual line carrier. Bob had sent another technician out on the night of 2/24; however that technician could not find the residence either and no one answered the CBR number. When a physical address is given CARE does not ask for directions. CAUSE: Bad dual line carrier. The district followed procedures on the repair ticket.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980302	19980305	HORNE RUSSELL			9418157033
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT Customer's F&T due dated 2-27-98 is not working. He said he had service 2-26 but is was the previous occupant's number. He called about that and we disconnected that number and did not provide his service.
RESOLUTION:Local Manager Darrin Wilson contacted
customer. The previous owner moved out and new customer's service was DOR'd. Old customer called back in and had business office run the old service back into the house. On 2-28 business office released the previous owner's number and ran Mr.
Horne's number in (2-28 was the due date on order). Soda tested trouble on the line and routed the ticket to repair. Darrin Wilson had the next available technician
dispatched to complete thecustomer's order. Customer was recontacted on 3-4 and service is working fine.
CAUSE The T order failed the automated line test causing it to berouted through repair. Due to an already high trouble count the order was not worked over the weekend causing the delay.

19980303	19980305	HALL CALVIN			8139495078
	DB	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Brenda reported her phone out last Saturday. She was promised it would be working by 9:00 p.m. 3/3 which she felt was to long to be out but she was told it would probably be sooner. Shewas promised last night that someone would be out 1st thing this morning. She just spoke with CARE for 15 minutes (on a
borrowed cell phone) and could get no information and was refused a Supervisor.
RESOLUTION: Customer reported No Dial Tone however the ticket was
put into the wrong queue (NOOS) which delayed getting into the field. Local Manager Tim Nail contacted the customer and issued an SPG. The
primary trouble found was a bad DMS channel. The second problem found was a bad module in the NID.CAUSE: Ticket was assigned to the wrong queue it should have been OOS-Y and provided a 24 hr commitment. The ticket was refered to CRCC on 3/2 at 9:17 a.m. It remained in this queue beyond the commitment time.

19980305	19980311	SARDUY ROMEO			8138853542
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT Ms. stated she called on Monday to report her phone service to repair. She was advised repair would be out between 4-8pm on Wed to repair her phone. At 10:00am on Wed she received a call that GTE would be out since they confirmed access. Wed 4:00 no show 8:00 no show 9:00 no show. RESOLUTION:3/8 response received. On 3-5 Jerry Betancourt local manager
contacted customer. No call was made to customer on 3-4 to advise the appointment would not be met. On 3-5 the jack was repaired.3/12 Update Missed Commitment due to repair working under heavy repair conditions and first priority trouble was out of service conditions. This was a jack repair condition.CAUSE: Failed to notify customer original commitment date of 3-4 would not be kept.

19980226	19980317	MARTIN RICHARD			8138370435
	DB	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: On 2-20 customer requested svc repaired. Missed repair commitment (appointment window) RESOLUTION: On 2-21 service problem was inside and there was no access. Technician left card however in error report was cleared out rather than routed to no access que. On

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

2-21 customer called CARE and made an appt of 02/26 from 8am-2pm. GTE did not arrive during the window and customer called Care again. In error CARE told the customer the appointment
was scheduled for 2-27 rather than 02-26. On 2-26 GTE replaced faulty jack.
CAUSE: Even though the district missed the appt window - Customer ultimately called the FPSC because when he called CARE because tech had not arrived during the appointment window- Care provided incorrect information about the appointment date.

19980320	19980324	GRUBER ROBERT			8138376301
	DB	FL	FL		
05D	R	INLAND		ASSURANCE	

COMPLAINT Customer not satisfied with commitment time from Care. Customer refuses to leave the home to plug phone outside. His mother is elderly 86 years old and he cannot leave her unattended. The Care rep gave
him a commitment date for Monday 3-23 which is not acceptable to customer.
RESOLUTION: On 3-20 5 22pm trouble was found to be grounding carbons and corrosion Ticket was cleared. Records were noted of 86 year old elderly person in home.CAUSE: Customer refused to isolate trouble thereby causing a 'field' commitment date to be given. Procedures by Care were followed.

19980312	19980325	FALLEN PINE RANCH			9413221897
	EC	FL	FL		
05C	B	COASTAL		ASSURANCE	

COMPLAINT:Customer has been OOS more than inservice on the numbers 841-322-1897 and 941-322-1897. The customer wants the lines fixed permanently and why does the tech not unlatch access gate insteadof leaving. The gate is to keep the horses in so it can't be left open. She states access arrangements were given. She also states having problems with disconnects on
the computer and was told it was the line causing the trouble. RESOLUTION: Bill Bolin Local Manager found one trouble ticket on 3/12 in which the tech found and repaired a bad cable pair on the number 322-1897. Trouble history on the number
322-0196 as follows: 1) 1/21/98 which was no accessed within the appt time. 2) On 2/24/98 for no dial tone a bad carrier unit was found. 3)On 2/25 for line cutting off
the ticket was no accessed due to a padlocked gate and commitment missed due to heavy workloads customer was not OOS. 4) On 3/07 for cut offs a techician was dispatched but problem cleared. Both lines were thoroughly tested no trouble was found. The customer was satisfied and will contact Mr. Bolin if problem reappears. CAUSE: lack of manpower

19980323	19980326	SNYDER CHAS S			9416961562
	DB	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT:Customer has been OOS since 3/20. The neighbor Mr Worlock reported the line on 3/20 3/22 and advised the associate Ms. Snyder had medical problems and needed the phone
asap.RESOLUTION: No repair ticket was found nor a record of the customer calling in on 3/20. Local Manager Don Bugg contacted the customer on 3/23. Facility tech Maggie Harnage was dispatched on at 500p and found damaged inside wires by lightning which were replaced and completed at 630p. CAUSE: Per customer line was reported to CARE on 3/20and 3/22. However there was no records found.

19980325	19980326	METLU NECAT			8133970354
	EC	FL	FL		
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer upset about not being able to call long distance or international per Luis CARE rep advised the cust that they were

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

blocked from outside some
sort of box that prevents toll calls RESOLUTION Harry Thomas Local Manager contacted customer at 4 00 pm dispatched repairman at 4:10pm Customer had new apartment and previous owner had put on long distance restrictor on line removed restrictor and customer is satisfied. CAUSE: A physical toll restrictor added to residence by previous customer.

19980327	19980327	SYLVAN LEARNING & TECHNOLOGY			8132891246
	BC	FL	FL		
05D	B	INLAND		ASSURANCE	

COMPLAINT: Customer Mr Richard Remenih has installed new business under telephone number 813-289-1246 and ordered ISDN and is questioning why it is taking so long to establish this service. He wastold today that Debbie
Jones has order in process but can not give exact date. Then he was told could be 30 days to work the order. Customer just wants service asap.
RESOLUTION: Customer misunderstood the process for ISDN Maryann Sheldon contacted customer and explained the process. Customer understood and is satisfied. CAUSE.Customer did not wait to be called back with additional information on the ISDN service after the original rep stated it could take up to 30 days for installation.

19980325	19980331	HIGH WILBERT E JR			8139863705
	DB	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer has been OOS for 5 days. RESOLUTION: On 3/21 938a a NOOS repair ticket was issued. The 3/24 9p commitment was missed due to bad weather and then missed the date we had given
him. On 3/25 Mike Young Local Manager dispatched a tech Mr. Causey repaired the cable problem on 3/26. Tampa North had three damaged cables on 3/24 and many other problems which caused a manpower problems. Mr. High called Mr. Young and thanked him for getting someone out so quickly and how nice Mr. Causey was. CAUSE: lack of manpower. CARE rep Twanda Brown failed to code repair ticketcorrectly as OOS.

19980318	19980401	BENDL GLORIA			8138687080
	EA	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer out of service for 20 hours before restoral. Called repeatedly to advise of medical status. Husband on life support and needs emergency service. Customer told repair that she would be there and time of day did not matter for scheduling repair. Was told tech would 'get
there when they could'.RESOLUTION: Report was moved to SPCD queue alerting DRM dispatch. Ticket was moved to SWIR queue for dispatch at 5:05 p.m. On-call supv was not notifiedre medicaly
emergency. Memo provided to routers and clerks regarding contact of LM's or on-call supv's for all medical emergencies. Upon subsequent contact CARE tried to contact on-call unsuccessfully. Call was not escalated. Escalation procedures reviewed with mgmt team.
David Bonds Acting ACOM contacted Mrs. to provide district office and pager number for future use.CAUSE: Procedures for medical emergencies not followed.

19980318	19980403	PETERS MAHASKA B			9413785030
	ED	FL	FL		
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Service was out yesterday while techncians working on her road. Customer upset that no one informed her that the service would be out. She spoke to repair who quoted 24 hour commitment this is unacceptable and wants someone out immediately to repair

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

problem. RESOLUTION.The customer's line was damaged on
3/13 by Volt Placing Contractors locating exting facilities. The line was repaired on 3/13. On 3/16 Volt placing contractors severed the existing cable while placing a new cable. The cable was repaired and service
restored. On 3/17 Volt contractors severed the existing cable. A repair ticket was created on 3/17 at 747p and restored on 3/18 at 215p. Tom
Ackerman contacted Regis Pontiere construction supervisor to resolve this issue. Customer was satisfied. CAUSE:Volt contract placing crew repeatedly cut existing facilities while placing cable for GTE. District spliced the drop incorrectly and did not verify dial tone from the SNID before leaving the repair

19980330	19980414	SIRRAS JAMES			8136698394
	EC	FL	FL		
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer reported no dial tone on 3/27 Customer was called 3/30 and advised no trouble was found. The customer wanted the IW checked and was given a 4 hour window which was unacceptable.RESOLUTION: Two repair ticket
were found: 3/27 750a for Caller ID problems dispatched and cleared at 1150a as test ok CPE trouble. 3/30 722a for Caller ID problems dispatched cleared
at 105p as test ok to RSU. Mr Guy Pippin Area Manager dispatched a tech who found no trouble. The line passed all tests from the Central Office to the field. However the feed pair was changed from the RSU to the customer's address. The customer was satisfied. CAUSE: Commitment and appt were followed by CARE and DRM.

19980331	19980415	JORDAN ELLISA			8135213620
	DB	FL	FL		
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer x-lines on 3/28 has been calling and given a different commitments. RESOLUTION: A repir ticket was issue on 3/28 428p and no accessed on 3/30. It was rerouted to the NoAccess Que then rerouted
to AWIR at 812p. On 3/31 an appt was made for 435p and completed on 3/31 625p. The customer perceived that she had others on the line. After
extensive testing and thorough questionaire with Mrs. Jordon we are in agreement that she is receiving harassing phone calls. She said she would address that problem. We replaced several jacks due to corrosion and rebuilt the servicingterminal. CAUSE: CARE followed correct appt and commitment procedure

19980330	19980420	CHARLES F FEARNOW INSURANCE			8136770231
	DB	FL	FL		
05D	B	INLAND		ASSURANCE	

COMPLAINT: {DIV}: Customer is OOS since 3/29 when a no access note was left concerning a repair ticket for static was isssed. {CARE}: Customer spoke to a curt and rude supervisor (no name) on 3/29 to get a tech redispatched to reconnect the service. The supervisor insisted on a 4 hour window which was unacceptable to the customer. RESOLUTION: [DIV]: Mike Tompkins Local Manager
dispatched Mark Perez CZTII. The broken IW was connected with a wire nut and a bad protector was replaced. Ticket was cleared on 3/30 at 1005a. [CARE]: On 3/29 746a a repair ticket was issued for static and commitment quoted 3/30 12p. At 116p the customer
called CARE and advised there was no access at 908a. The customer refused the standard 4 hour window and wanted tech before 430p. The customer called several times to CARE 121p
129p (dispatch advised CARE no appt for today) 158p (customer reported line was dead) 209p 218p 529p and 821p. At 529p on 3/29 CARE sent the ticket to AWIR (field) with a3/30 8a appointment. Jose Serrano supervisor attempted to contact the customer several times as of 3/31 no contact has been made. CAUSe. Customer perceived Naomi Satterfield Lead Rep to be rude.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980406	19980420	CAPLE STERLING			8133235547
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT Customer wanted compensation for having repair problems for 3 days. Customer was contacted on 4/2 advising she was crossed with an another number and would be corrected. On 4/4 the line was OOS and fixed by commitment time. RESOLUTION: JDurst gave an local service compromise adjustment of $25 for customer relations. The customer was satisfied. Matt Butler local manager found therewas one repair ticket issued by CARE. The ticket was taken on 4/1 550p and sent to AWIR queve at 605p. On 4/2 354p a tech was dispatched and corrected the reported trouble by replacing the aerial drop which was defective. CAUSE. Repair procedures were followed and commitment was met.

19980325	19980421	PISETZKY RANDY			8132530509
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT Placed repair report on 3-21 and as of 3-24 still out RESOLUTION: On 3/22 10:29a a report was received of no dial tone. A commitment of 3/23 8p was quoted. On 3/24 at 9:27a the reportwas cleared as replaced corroded wires at demarcation. The commitment was missed because of lack of manpower. On 3/25 George Hoffman GTE supervisor contacted sub who was satisfied with the workingservice. An SPG credit totaling $25 was issued and should appear on the next bill cycle. CAUSE: Staff AvailabilityCAUSE:

19980408	19980422	RICKY D'S CAFE			8138447203
	DB	FL FL			
05D	B	COASTAL		ASSURANCE	

COMPLAINT: DIV]: Customer has been OOS since 3/30 the lines were cut. [CARE]: The customer reported the trouble the morning of 3/30 and advised would be put on priority list. She called several times that day same day. On 3/31 she was told no report was issued. RESOLUTION: Bill Sass Technician dispatched to customer at 730a on 4/8. The service was good to serving protector and had no access to Cafe(no one was there). At 1103a Gene Wells Technician was dispatched and found service good t the protector and traced trouble to inside. The customer had moved a cooler and broke main interior wire. The customer does not have inside wire maintenance and tech billed the customer for the repair of the interior wire. Mark Lyon Supervisor spoke to the Cafe manager concerning the charges. The manager was not happy about paying to fix the problem due to no IWM but understands that it was their fault. [CARE]. No repair tickets were found prior to 4/7 1051a ticket with a commitment of 4/8 3p. Ticket was dispatched on 4/8 at 1103a and cleared at 137p. CAUSE:Operations and CARE followed repair commitment procedures.

19980409	19980422	MUNSON CHRISTINE K			8138823062
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT· Customer has been OOS since 4/7 and has a medical problems. RESOLUTION: Jerry Betancourt Local Manager explaine to the customer the service was out due to a Major outage. A 900 pair stalpath cable running in the manhole system under Hillsborough Av. got wet between manholes. It required a cut around between manholes. On 4/7 3p the cable damage occured and cleared on 4/9 2a. Thecustomer was satisfied. CAUSE: Cable outage

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980429	19980504	RENE JEAN			8138765257
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT. Claims advised pending order adding 2nd line (813 876-0458 protected in sorces) is delayed which is unacceptable. RESOLUTION: Sub applied for 2nd line on 4/24 & was given a 4/29 due dateorder I205687 (876-5257). Sub was advised new number would be working sooner because this was a CO connect. Sub continually tried calling the number & got a recording. It was determined that the number was double assigned & a new number of 876-0499 was assigned. Installer worked & completed the order on the due date. Follow up with sub at 3/15p on 4/29 indicated she was satisfied with service & job done. CAUSE:Practice followed although initial number was found to be double assigned order was worked by due date.CAUSE:

19980428	19980507	POLLICINA FEDERICO			8138649770
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT. The lines were reported dead last night and advised CARE to expedite because the customer is a doctor. This morning he is still OOS which is unacceptable. RESOLUTION:On 4/27 907p an OOSrepair ticket was issued and routed to cable queue. There was in no mention of customer being a doctor or medical emergency. On 4/28 1218p Larry Wiggerton Local Manager dispatched a tech who found the network wires had been cut by GTE Americast. The service was restored at 1p. On 5/01 Mr. Wiggerton contacted the customer and is satisfied. CAUSE: Procedures for OOS condition were followed.

19980501	19980511	ELLIOTT CORINE			8138226842
	DB	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT Customer called repair service and was given a specific appointment time for repair that was not met. Customer has an alar service that charges to come out for repairs and as her line continued to show trouble they came out and are charging for the visit. GTE repair technician arrived at the same time as the alarm technician and advised the customer that the trouble on the line was aGTE issue and that it was repaired. Customer upset over missed appointment because the alarm company dispatched their technician. RESOLUTION: On 5-1 Local Manager Larry Wiggerton contacted Mrs. Elliott and explained that her address had been 'no accessed' on 4-30 which changed the appointment to 5-1 when the technican returned and repaired the cable pair problem. The customer was issued a $25.00 credit adjustment given Mr. Wiggerton's direct number for problems in the future and was satisfied. Care representative was cut off from the customer when making access appointment. CAUSE: Repairservice required access on original appointment date. Customer was cut off from call while making appointment it was not confirmed.

19980512	19980512	SULLIVAN JIM			8135263668
	AJ	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT Customer purchased a pager at Tyrone Phone Mart 5-8-98 and was told the pager would be activated withing 2-4 hours. When he called late Friday and on Saturday to 800 Page as to why the pager was not working he was told we had tower problems and could not activate the pager until later. By 5-11-98 pager was still not working.RESOLUTION: 5-11-98 Marybeth Galimore Paging Supervisor contacted customer and provided two options to resolve the matter. Customer opted to go back to the Tyrone Phone mart.A new pager was activited and it worked before customer left the phone mart. Customer was also given one month's free service for his inconvenience and aggrevation.CAUSE: There were tower problems and the pager could not be activated. The pager was rechecked and it was found to be defective.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980422	19980515	WALLON AMELIA M.			8135851143
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT. Service out several times and GTE had missed commitments lack of knowledge and rude. Cus has NP number and refuses to provide telephone number

RESOLUTION. Repair reports received on2-17 2-28 3-6 3-9 3-19 and GTE made appropriate repairs. GTE issued 50.00 time out of service credit to foster customer relations CAUSE Repair reports received on 2-17 2-28 3-6 3-9 3-19 and GTE made appropriate repairs. GTE issued 50.00 time out of service credit to foster customer relations.

19980522	19980522	COLLIER DENNIS			8139623456
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT Customer maintains he contacted CARE yesterday re OOS condition on 2 lines. Cust says we gave DD of 4-8 on same day. Still has no phone service. Customer also upset because EXCR did

notinquire re security on his account.

RESOLUTION: Larry Smith LCOM routedtech upon contact by EXCR. CARE had given DD of 24 hours from time of call in. Explanation was given to customer EXCR does not have system access to his account.CAUSE: Customer did not like repair commitment.

19980513	19980527	HUNTER RAMONA D			8133288404
	DB	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT Customer out of service since 5-11-98. She has been quoted 24 hour commitment but no visit yet. She can be reached 813 892-1128. She is requesting not only Service Performance Guaranteebut also compensation for the use of her cellular phone during this outage. RESOLUTION:Local Manager Phil Nolan spoke to Ms. Hunter. On

her call in on 5-11-98 to report trouble she was under the impression that a repairman would be sent out. The CARE Center in testing the line received a 'test o k.' condition no one was sent no commitment or appointment made.

When Ms. Hunter still had an outage 24 hours later she placed another call to report trouble another ticket was made and a repairman was dispatched

Cable trouble was found which corrected the problem. Mr. Nolan discussed withMs. Hunter the misunderstanding regarding the commitment and a $25.00 Service Performance Guarantee credit was issued. Ms. Hunter advised Mr. Nolan that she is happy with this resolution.CAUSE:CARE did not dispatch on OOS condition due to test O.K.

19980526	19980527	ROBIE DAVID			8137848181
	AB	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT Customer has T order 217051 f917 originally due dated for 5-26. Customer said we called to say we could not have the service connected until 5-28. This is not acceptable because he has two ill elderly parents and really needs the phone. HE EXPECTS SERVICE TODAY 5-26 AS PROMISED.

RESOLUTION: On 5-26-98 Brian English was dispatched to install the line. Curtis Haley local manager contacted customer and line was working. Customer was recontacted 5-27-98 and he stated Mr.

Haley was wonderful and he appreciated my efforts and is happy with his service. Mr. Haley also took care of adding operator intercept to the line.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

CAUSE: Customer's order had CWA (not sure rep on initial order Kelley Gray G043969 or rep on O order for LIW Patricia Foreid G120434) keyed in a remarker change due date and info about the LIW service)because LIW order was not complete at that time.

19980522	19980529	COLLINS MELVIN			9419562171
	EC	FL	FL		
05D	R	INLAND		ASSURANCE	

COMPLAINT.Mr Collins states a GTE contractor was working in terminal box in front of his residence when his phone went dead. He went out to speak to the tech who advised him they were sorry but they were just changing a few lines. When he looked outside again the contracto was gone and his line is still out of service. He called CARE who advised him it would be repaired by tomorrow. He says it isnot his fault we cut his lines and if it isn't on by tonight we can take both lines out and he will use his cell phone.RESOLUTION:Contractors Lonnie Criddock and William Gilliam were on site to fixa pedestal that failed inspection. Field technician Carl Reiter made a field visit to the premise on 5/22/98 to check the problem. He found the contractors had connected the wrong drop to the pedlockwhen attempting to fix grounding problems. The buried wire they connected in error belonged to an unoccupied home. David Holley of W.M. Kriston Contracting Co. will discuss procedures with the contractors to assure non-recurrence of any similar situations.CAUSE: Contractors working on pedestal reconnected the wrong drop putting Mr Collins out of service.

19980601	19980608	HANSEN MAEREID			9416462890
	DB	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer said called 5-29 and reported Cross box needed repair. Per Care the report sitting in a supervisor que. Customer was promised repair by 4.59 on Saturday or the account would be credited SPG. PLEASE CALL JACK ASAP.

RESOLUTION: The ticket was in sup queue and was never routed to the field. No supervisor was contacted to let them know it was routed to the queue. The ticket stayed in queue over a weekend. Jerry Walker Local Manager contacted customer 6-1. Mr. & Mrs. Hansen said they had no idea there was a problem reported. The customer's son-in-law made the report. Care Center issued SPG to customer and the ticket was referred to Enginerring to replace the box.CAUSE: Care Center put ticket in the SUP queue and failed to notify the supervisor.

19980524	19980615	MALLARD JUDY			8138490091
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Service delay for repairs almost 4 days. RESOLUTION: On 5-17 GTE found a bad DMS channel unit which caused line to sound like a fax machine when dialed. CAUSE:Bad DMS channel unit

19980608	19980618	PERFETTI & ASSOCIATES			8137263463
	EC	FL	FL		
05C	B	COASTAL		ASSURANCE	

COMPLAINT: The customer relocated 6-5 requested dual service and has had service problems since. He spoke with Ms. Perry Business supervisor who quoted a $100.00 credit adjustment which the customeris dissatisfied with. He claims he has lost at least $2 000.00 so far. He wants his 800 service 877-726-3463 verified that it is working completely. He has this number in paid advertisements costingover $4 000.00 starting 6-10.

RESOLUTION: Manager Vickie Edwards called the customer 6-8 and left a message. Mr. Perfetti called back 6-9 at which time Ms. Edwards determined additional line problems at the new address ie. static busy signals. The Business Response Center tested the lines 6-10

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

am and the lines tested OK.
Due to the Executive Complaint the Business Response Center committed a technician to make a premise visit that day 6-11 Mr. Perfetti called Ms. Edwards to advise no technician arrived. 6-11 a
technician found and replaced a deteriorated Interface Device. On 6-12 Ms. Edwards followed-up for satisfaction agreed to an additional $300.00 adjustment for the days his service was not working properly. The customer accepted the credit but was not satisfied with the amount.CAUSE: Problems with dual service on transfer order 6-5 and problems with calls due to deteriorated Interface Device at premise of the new location.

19980607	19980619	BAILLY GENE		8138059056
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT Cus had additional outlet installed 2 wks ago and service not working. Made an appt and no one ever showed up. Then put on hold for 45 min and then 25
mins with GTE. Cus still out of service. RESOLUTION On 5-18 ord issued for 2nd line with due date of 5-21 On 5-21 ord wkd as co connect. Reported trouble 06/01 and on 6-2 cable repaired due to short on line. SPG issued to appear onnext bill. CAUSE: Short on cable - however GTE did not miss an appt- there was no appt indicated on TAS ticket.

19980617	19980626	FOWLER PAUL		8133766414
	EC	FL FL		
05D	R	COASTAL	ASSURANCE	

COMPLAINT: Customer reported Caller ID not working at approximately 10pm 6-16. Care representative took report and gave customer 2 hour response interval. Customer feels this is an unacceptable amount of time for repairing the line. Spoke with CARE supervisor Debbie Phillips still
dissatisfied. 6-17am called Customer Relations office. (Per Care CO has sent to field sup. que due to load trouble on Cable 6)
RESOLUTION: Local Manager Curtis Haley called Mr. Fowler at 11:30am to advise
him that a technician was working on the reported trouble. The trouble was found the feature restored andworking fine by 1:30pm. Mr. Haley called both numbers and left a message with the update. Mr. Haley called Mr. Fowler again June 24th to verify his satisfaction at which time Mr. Fowler apologizedfor not returning the call. The customer was satisfied. CAUSE: Caller ID feature not working due to wire problem in a cable.

19980618	19980626	LEE RICHARD		8139635926
	EC	FL FL		
05D	R	INLAND	ASSURANCE	

COMPLAINT:Customer has been out-of-service since 6-16. Has reported to Care has done internal checks was promised someone would be out to correct 6-17. Was no accessed 6-17 and promised by Supervisor Art Pryor that someone would be back out that night. Customer waited until 9:30pm no one came out. Customer was asking for
Pete Daks. RESOLUTION: Art Pryor Local Manager did not speak to Mr. Lee 6-17 after being 'no-accessed' (locked gate) it was the dispatch center who conveyed an effort would be made to send someone back out 6-17. On 6-18
Mr. Pryor Area Manager called Mr. Lee at 10:15amto assure him his service would be restored today if the gate would be open. The trouble was found in
the drop wire and service was working again at 12:08pm. On 6-18 Mr. Lee called the Customer Relations office to advise the service was working to thank Mrs. Messer for her help and report his satisfaction. CAUSE: Customer was out-of-service has a locking gate on his property which caused a delay to his repair.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980701	19980706	COOPER MICHELLE			9416359310
	DB	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer has no dial tone dead Report was made and we were scheduled to go out 7-1-98 between 1:30 - 8 30 customer says we left a note around 10.10am this morning we missed the customer.Customer needs phone as without the phone the alarm does not work either.

RESOLUTION: 7-1 A technician was dispatched@ 10am however there was no access. He was re-dispatched at 4pm (G Respress) and repaired the section properly. The drop had been previously cut by the customer and repaired by the customer. Theconnectors were improperly connected and they went open disrupting their service. A message was left 7-6-98 to call back if any other problem.CAUSE: No AWAS appointment was made. Therefore the ticket was dispatched before the customer expected.

19980626	19980707	BRUNELLO			8133671851
	DB	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT.Brunello's of St Pete Beach called into repair to report no service on 6/20 he was told that service would be restored on 6/21 a midnight. The customer said that the service was not interrupted because of an error he has made. There was a big write up in the paper and with it being Fathers Day on Sunday he figures he has lost 5 000 00 in revenue that weekend.per the letter written by his lawyer RESOLUTION: Rick Tipton Supervisor spoke to Mr Corazza for the inconvenience. The customer called into Care at 3:11p on June 20th and was given a 24hr commitment. A technician was dispatchedat 8pm on June 20th however the ticket wasn't cleared until 12n on June 21st which was still within the 24 hour commitment. Also the trouble was part of a cable cut outage created by a road construction company. Cause: Construction company cut cable and the customer not happy with commitment time.

19980624	19980710	FLEMING BLENDA			8137865804
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Service out for over 24 hrs. All customer calling features are not accessible and needs assistance. Told Mon AM would be repaired RESOLUTION: Palm Harbor Central Office voicemail server went down. SPG issued. Cus reported on 6-17 and on 6-21 voicemail restored. CAUSE:Vociemail server went down

19980624	19980714	STEWART SCOTT			8139203903
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Mr. called on Monday to report both his residence line 813-920-3903 and a business line 813-926-0701 (2nd line-main bus #813-920-8454) for the Travelers location at the same address. Mr.stated he has spoken with several repair reps and supv with no satisfaction Also no one has come out to repair the lines.RESOLUTION.6/26/98 L.A. Smith responsed. Original commitment given to Mr. Stewart was 2:07 p.m. on 6/22/98 but due to lack of manpower Repair was unable to meet the commitment. Mr. Stewart called into the Care Center to check on the status of his trouble report after severalcalls to the Care Center a new commitment was negotiated with the customer for 7:00pm 6/24/98. Mr. Stewart's residence and business lines work on the same dual line carrier. The business line has anappointment for 3 p m.- 8 p.m. on 6/24/98 with Fla. Business Connection. A BZT was already working on the business line when complaint was received and the local

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

manager was in contact with the BZT during his attempts to repair Mr. Stewart was assured a tech would be dispatched first thing in the morning to complete the repairs on his line and a SPG would be issued for both lines because of the inconvenience. A CZT was dispatched at 7 30 a.m. 6/25/98 & one main pair was repaired the dual line carrier was changed in both the central office & the field. 6/25 lines ok CAUSE:Missed committment

19980706	19980717	CASTELO JANE			8139372312
	EC	FL	FL		
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Mr. Castelo waiting at house for GTE was told when placing original order would be today between 8a -10a now is being told could be any time before 5 p m. T275603 F217
shows original order cancelled but no reason given. --------- RESOLUTION: On 7/6 1215p Curtis Haley Local Manager contacted the customer. The customer advised the technician had arrived. The dispatch ticket indicates the technician Klint Wolden was dispatched at 1035a and completed the order T275603 f217. CAUSE. Failed to provide customer with clear or accurate information

19980713	19980720	F&I INDUSTRIES			7275855973
	EC	FL	FL		
05C	B			ASSURANCE	

COMPLAINT:Mr McElroy has had many problems trying to keep his service working. First his main line went out then his fax line 727-518-7142 quit working. He tried to place an ad with the newspaper butthey told him he had to have a legitimate number to place an ad. He called GTE repair they were supposed to come out on 7-10-98 but didn't show up until 7-11-98. Customer
says he wrote a letter to Gini Lipsey but never received a response. He says he lost a considerable amount of money...he couldn't hire couldn't train anyone because the number he tried to place in the ad wasn't working. RESOLUTION:Gini Lipsey Business
Sales Center contacted the customer on 7/13/98 to verify all problems had been resolved by the repair technicians. The repair tech replaced the network wire due to age
deterioration and corrosion. They discussed the credit Mr McElroy requested. Ms Lipsey has agreed to compensate Mr McElroy approximately $300.00 after she receives receipts from him and she will also issue a $100.00 SPG. She also advised Mr McElroy she never received the letter he mailed to her. CAUSE: Missed commitment due to heavy volume of repair calls.

19980721	19980721	JAMES I BLACK COMP.			9416864163
	EC	FL	FL		
05C	B	INLAND		ASSURANCE	

COMPLAINT: Customer says he reported the phone out and has been waiting for someone to help him. Customer was advised given a date of 7/15/98 for Tech to come out and here it is the 16th and no onehas been by. Customer is a stockbroker
and can't do his business. RESOLUTION: Customer was contacted by David Woods Area Mgr. Over the weekend additional lines were repaired in the area.
Advisedwould have Local Mgr Dan Llamas at his business to make sure no problems with service on 7/17/98. Spoke to customer and all repair issues have been resolved and customer has telephone numbers should any other problem occur. CAUSE:Customer was committed a time for repairs to be issued and we missed the time due to staff availabity.

19980708	19980727	MARANO MICHAEL			8137250578
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT:Customer very upset waited last night 7-7 for appointment repair 4p-8p. His service is not working and he has had no visit from GTE. He requests dispatch A.S.A.P. RESOLUTION: Mr. Marano initially had a repair

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

appointment for 8 a m.-12 noon 7-8-98 but requested it be changed to 4 p m. - 8 p m 7-7-98. The appointment 7-7 could not be honored due to lack of
manpower A technician dispatched first thing a m. 7-8 isolated the trouble to the customer's answering machine. Local Manager Joe Maynard contacted Mr. Marano 7-8-98 and apologized for the missed appointment 7-7 He providedhis name and number for future reference. CAUSE:Repair appointment missed due to manpower.

19980710	19980727	BARNETT GARLAND W		8139088003
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT.Customer back in service Thursday July 9 calling Customer Relations to relay his displeasure with the process of repair. He did not appreciate the commitment he was originally quoted wants a call back to explain how that is determined men in field etc is there no enough manpower? Also he would like some type of compensation for
the stress that this caused his over usage of hisceilular phone. 7-17-98 Customer upset drop still not buried in back yard. RESOLUTION:The customer's commitment time quoted was 9 p.m. 7/8 but trouble was not cleared until 11.30 a.m. 7/9. Alex Hunter Local Manager contacted Mr. Barnett 7/10/98 explaining GTE procedures for repair manpower. Mr. Barnett was primarily interested in credit for
his cellular phone usage. A $25.00 Service Performance Guarantee was issued which was not sufficient in Mr. Barnett's opinion. The new drop put in place to restore Mr. Barnett's service was buried on 7/18/98. CAUSE.Due to the excessive volume of troubleand a severe lack of manpower GTE was not able to meet several customer commitments.

19980716	19980729	HASS RICHARD		9418025656
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT· Customer has a terrible hum on line cannot hear callers. Reported to Care Center 7-12 7-13 7-14 7-15 and it is still not fixed. RESOLUTION. Mr. Jerry Walker Local Manager called Mr.Hass 7-16 to explain the delay
on their repair. The original commitment from the Care Center was by 9pm 7-15. Mr Walker explained that due to excessive out-of-service reports from the
lightning stormand lack of manpower customers with NO service were prioritized which caused his delay. Mr. Hass understood and by 5pm 7-16 his trouble (lightning hit his computer) was cleared. The customer was satisfied. CAUSE: Due to heavy out-of-service reports and lack of manpower the repair commitment was missed.

19980707	19980731	RAMIREZ ROQUE L		8135268921
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT:Mrs. can not receive calls drops off first ring goes to busy. She has been promised dispatch for three days but so far nothing Ms. Ramirez would appreciate a follow up call back explanation as to delay RESOLUTION·Local Manager Bob Wilson responded to Ms. Ramirez'
complaint. CARE trouble history records documented a ticket reported 7/5/98 with a commitment time 24 hours 7:20 p.m. 7/6. When the commitment was not met the customer called back in and
scheduled an appointment for a.m. 7/7. A technician was dispatched at 9:27 a.m. and installed a new network interface device and protector. Service was restored to working status at 11:30 a.m. Mr. Wilson spoke with Ms. Ramirez the same day and she was satisfied. A Service Performance Guarantee credit was issued for the missed commitment. CAUSE.The customer's original commitment was missed in the field.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980714	19980731	TOKOS JOSEPH			9413773934
	EA	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT Mrs Tokos states her telephone went out of service on 6/23/98. Her husband is very sick has cancer. She called GTE CARE to report the phone and told them then it was a 'medical emergency' At 9.00 a.m. on 6/24 she was still out of service when her husband started to hemorrhage. She needed to call 911 and had to go next door to call. Luckily the neighbor was home. Her phone was out of service until 4:30 p m. on 6/24/98. She says the trouble found was on the pole not at her house. Customer wants to know why she wasn't given special priority when we were told it was a medical emergency.RESOLUTION:Per Local Manager Tom Ackerman customer's line was reported at 7.12 p.m. on 6/23/98 with a 24 hour commitment time given. Service was restored by 5 00 p.m. on 6/24/98. Customer was upsetbecause GTE did not provide special priority for medical problems. The repair ticket was placed in the AWIR queue at 8:00 p.m. and treated as a normal ticket. Ticket should have been placed in the SPCD queue.CAUSE. Customer upset because a special priority for a medical condition wasn't placed on her repair ticket Update. Per CARE on 6/23 ticket was sent to SPCD queue. DAC placed ticket in AWIR and treated it as a normal ticket.

19980721	19980731	MEYER ANTHONY			9414252380
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer reported phone out of service Sunday 7-12-98 No one has been out to repair it. RESOLUTION: On 7-12 report of no dial tone. Due to weather cus was given extended commitment of 7-17. SPG issued and service repaired on 7-17 as cable trouble. CAUSE: weather and staff availability

19980722	19980805	DOBBINS JASON			4072387966
	AJ	FL FL			
05C	R			ASSURANCE	

COMPLAINT. Customer states had an ordeal w/ GTE paging so he will never do business again with GTE. Customer states that with GTE customer retention is of no value with the lack of service that we provide. Customer was promised pager would be delivered several times and it never arrived as promised. Customer has canceled account with GTE.RESOLUTION:Customer has been given replacement refund of $40 and a refund check of $27.93 and an additional refund check for $6.36the remaining balance on the account. Dobbins was offered one year free servcie and a free pager which he declined.CAUSE:Replacement pager not shipped in timely manner.

19980804	19980810	SMITH NORMAN			8139331295
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT. Mr Smith called to report that his service has been interupted since a storm 08/02. When he called CARE he was given a commitment of 4 to 8 pm 08/03. When no one showed by 9 pm he called again and was asked what time would be convenient on Tuesday 08/04. He said noon to 4 pm. When he called today 08/04 to check on status he was told there was no appointment shown. CARE rep asked supervisor if someone would be dispatched today and was told maybe between 4 and 8 pm. Mr Smith needs his service and doesn't want to wait all day on a maybe. RESOLUTION: Toni Cannon reports thatAlex Hunter Local Manager found two dead jacks and a bad phone due to lightening damage. Due to excessive volume of trouble and severe lack of manpower commitments were not able to be met. The phone jacks were replaced and an SPG was given for the missed commitment. Mr Smith is now satisfied. CAUSE.Insufficient manpower and excessive volume of trouble missed commitment.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980804	19980811	GRESHAM JOHN			9413244917
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT· Customer has been waiting for inside wire (3rd line) to be done since 7-31 then we changed it to 8-5 then it got changed again 8-6 by 10.00am. Customer has not seen anyone RESOLUTION: 7-7 service installer went out in PM and was unable to complete order for lackof cable pairs. Order was due dated 7-23-98 7-8 AM delayed order referred to Engineering because of property line violations to run cable under two driveways. A work order was requested. 7-22 the work order for ne pairs was completed. 7-23 service installer Chad Blanchfield completed outside installation work but could not access inside. He left notification card on Mr. Gresham's frontdoor. 8-4 Mr. Gresham called Customer Relations. 8-4 Local Manager Jim Parrish contacted Mr. Gresham and an appointment was made for 8-5 to complete the work. 8-5 Field Tech Carl Reiter hooked up interior to the third line and installed the jack. 8-6 Jim Parrish left a message on Mr. Gresham's voicemail if all was ok or if any problem to contact his office.CAUSE. Procedures were followed for jack work on additional line.

19980813	19980814	KANZLER JAMES			9417470826
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer wants reimbursement for repair bill after Care did not meet his commitment satisfaction. RESOLUTION: A credit adjustment was issued in the amount of $59 00 8-13-98 for reimbursement for charges incurred to repair a broken wire. The commitment times quoted to customer did not meet his satisfaction. The times customer could be home was another three weeks. Customer wanted someone back out th same day CAUSE: Customer not satisfied with GTE commitment times given correct procedures followed.

19980812	19980818	VARNUM H A			9416466990
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT:Ms. Varnum has a bad echo on her line on incomming calls. She advised it is mostly when someone calls from a cellular phone. She has reported it several times to no avail. She stated an installer told her that the lines were so bad in the highlands area that GTE can't get men to work in the area. There is also exposed cable that has been laying on the ground for over a week from installation of her daughters line same address number 941/644-4605 she called today about the cable and was advised they might not get to it for 72 hrs. Her yard man is comming today. Please call her. RESOLUTION: The central office technician replaced the line card. When the technician did that Mr. Tull heard the difference in the line immediately. The problem was the line card. Mr. Tull cleared the ticket out at 3:00 p.m. CAUSE: Missed commitment SPG issued.

19980825	19980826	BESEL CELESTE			9418537803
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT: Ms Besel called to report that the repair commitment has not been met ror restoral of her service. She called to report static

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

on her line that made it impossible to hear Saturday morning08/22. She had done everything required to test prior to making report. Becaus it was the weekend she was given a commitment time of noon 08/25 with the probabilty that it would be repaired sooner. When she called to check status she was told it may be as late as 9pm. She is a widow living alone and will not accept a premise visit that late. RESOLUTION: Debbie Taylor reports that DarrinWilson Local Manager checked TAS to verify details of commitment and found that there was a technician dispatched and working at her home. Repair was completed at 4:30 pm 08/25. He replaced buried drop. Mr Wilson spoke with Ms Besel 03:30 pm 08/25 to confirm complaint. The CARE Center coded ticket as NOS which has a 2 day turn around. Due to the amount of static on the line the ticket should have been coded OOS which would have yielded earlier commitment time Ms Besel is happy with Mr Wilson's response. Mr Wilson left name and number 08/26 for further assistance. There were notrouble history reports. CAUSE: Customer not satisfied with commitment time procedures followed.

19980824	19980828	BYRD H M			8139356201
	EC	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT: Teresa reported her lines out on Thursday 8/20. She was advised by CARE that they would be repaired by Saturday 8/22 They are still out the other number is 935-8687 She has been promised they will be fixed today and she will receive an SPG for both numbers. She states she can't depend on that. Please call her at 813/539-7429 x86340 RESOLUTION: Ms. Byrd's service was repaired on 8/24 between 8:40am and 10:05am. CAUSE: Missed commitment. On 8/28 Susan Miller contacted Ms. Byrd who advised she is satisfied with the action taken.

19980812	19980902	CARABINE STELLA			8138358108
	ED	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT: Cus aid on 7-10 50 foot pine fell on wires Teco and cable have repaired however GTE has not.RESOLUTION: 8/3 A large tree had fallen across the line in a neighbors back yard breaking a TECOpower pole & causing the cables to hang low in the customers yard. It was not a safety hazard.8/4 Construction office attempled to access the customers backyard but the easement was fenced in & thegate locked. Cindy Amoriello Construction called the CBR number was not a good cbr. Ms. Amoriello left a door hanger at the residence notifying the customer that GTE attempted to repair the line butno access.8/5 the line crew returned to the property to raise the cable but found that the tree was still lying on the cable. They left a door hanger notifying the customer of the problem.8/6 Ms. Amoriello called the customers home & left a message on answering machine concerning situation.8/10 Ms. Amoriello received a message stating the tree did not belong to her & it had been removed.8/11 Linecrew returned to the property again no access. Customer refused to give access. Customer stated she was going to call PSC. Ms. Amoriello called the customer & advised her that GTE would attempt to getinto the yard by climbing the fence with ladders.Unable to accsss by ladders. 8/12 Linemen gained access to backyard raised & reattach the cable to the TECO pole gate relocked.CAUSE:No access.

19980903	19980914	VENIS DOROTHY			7275729224
	EC	FL	FL		
05D	R			ASSURANCE	

COMPLAINT:Ms Venis is upset with commitment time for repair of out of service condition. She states her husband is a Deputy on call 24 hrs a day. They have a son who is very ill and may need to contact them any time of the day or night. She wants her service repaired immediately. She is also upset with CARE rep who asked why her husband didn't have a beeper.RESOLUTION:Local Manager (THC) Mark Killinger attempted to

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

contact Ms Venis on 9/3/98 at 13:50 p.m. He left a message on her voice mail that a repairman was on his way to her residence. A facility maintainer R. Tondreault was dispatched on 9/3/98 at 13:52 p.m. He cleared the trouble which was in the cable at 15:45 p.m. The customer was not at home at this time. A message was again left by Mark Killinger to call if she had any furtherproblems. The customer has not called back to date.CAUSE:Commitment time not satisfactory; commitment time was met.

19980910	19980915	HARROD HAROLD		8132375353
	DB	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT Mrs Harrod called to report that her service had not yet been repaired. It went out Monday evening with a commitment date of Tuesday 8:30 pm. When called to check status was told would berepaired by Wednesday 1:30 pm then Wednesday night 8:30 pm. Mrs Harrod's mother is gravely ill and she needs her phone service. Her last call to CARE a representative would not escalate to supervisor. Mrs Harrod can be reached until 3:00 pm. RESOLUTION: Amy Napper responded to the failure to escalate to supervisor portion. Sandra Hobbis Customer CARE Representaive took the 9/9 ticket. She doesn't recall the customer requesting supervisor but she did notify dispatch requesting they expedite and documented ticket as such. The original ticket was signed off when an outage affecting the area was cleared as tested okay customer was notified Unfortunately the service was not repaired.
Tom King Local Manager escalated the repair when the complaint was filed. The service was repaired at 4:50 pm 9/10. On 9/10 Mr King left message on voice mail. On 9/14 Mr King spoke with the customer and confirmed that the service was functioning correctly Mrs Harrod is satisfied. CAUSE: Quality of performance ticket was signed off in error and per customer CARE Rep refused escalation.

19980901	19980916	PACECCA VINCENT J		7275251722
	EC	FL FL		
05C	R		ASSURANCE	

COMPLAINT:Customer reported outage 8-29 commitment given 8-30. Was not fixed until 8-31 says it should have been documented neighbor//dog access problem. Mr. Pacecca wished call back by manager today September 1. He cannot be reached during the day. RESOLUTION:Local Manager Mark Killinger spoke with Mr. Pacecca 9-1-98. The trouble history was reviewed:8/29 Reported no dial tone commitment given 8/30 8/30 technician no accessed ticket as customer's serving terminal is located in his neighbor's yard. The neighbor is upset over the location of the terminal and refused GTE access. A no accesscard was left. 8/31 Mr. Pacecca reported again and the same day the GTE technician was able to access the terminal by another route and restore service. Mr. Killinger discussed the reason for the missed commitment with Mr. Pacecca and he is satisfied with the response. A credit for a $25 Service Performance Guarantee has been issued. CAUSE:A second field visit necessary because of out of ordinary access conditions. Procedures followed.

19980915	19980918	SHORT WILLIAM		7273930963
	EC	FL FL		
05C	R		ASSURANCE	

COMPLAINT: Mr Short called very upset that his service had yet to be repaired. He reported extreme noise on his line and inablility to hea 9/13 in the evening. He was given a 24 hour commitment that was not met. When he called 9/14 he was given SPG but he really just wants to be able to use his phone. Dave Franklin technician advised he had a bad card and referred to carrier maintenance.There have been repeated reports of static and noise on line since install. Mr Short is only here until 9/16. RESOLUTION: Ariana Reed reports that Matt Butler Local Manager responded to this complaint. Employee A373 was dispatched at 6:00 pm 9/15 from Carrier Maintenance and found a defective line card in

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

the DMS The card was changed at that time. Mr Butler spoke to Mr Short at 9 am 9/16 and he stated that he was not having any further prblems. Mr Butler left his name and number if there should be any further problems. Tom Sheldon Carrier Maintenance Supervisor was responsible for correcting the trouble. CAUSE: Missed commitment bad DMS card.

19980902	19980922	MOLYNEUX JAS			7278620529
	EC	FL	FL		
05D	R			ASSURANCE	

COMPLAINT This line at residence and also 2nd line 868-9388 bad static. Reported Monday 8-31 promised 4p-8p 9-1 noone showed. Mr. called back this morning commited 9:30 p.m. today is not satisfactory. RESOLUTION Mark Lyon Local Manager dispatched a technician at 9:40 a.m. 9-2-98. Per CARE Center records an appointment was requested for 4 p.m.-8 p.m. 9/1 but the commitment was 9 30 p.m. 9-2. The appointment could not be honored but on dispatch 9-2 the technician repaired a bad service drop. The drop was replaced and the house sitter confirmed that the trouble was corrected. The customer was furnished with Mark Lyon's name and office number. CAUSE.Commitment unsatisfactory to the customer;commitment met.

19980914	19980922	BEERMAN FREDERICK			8132641793
	DB	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT Customer had to call Repair service many times. Reports were taken incorrectly which delayed his repair. He called Thursda the technician arrived Monday. RESOLUTION: Supervisor Tim Nailcontacted Mr Beerman 9-14 and apologized for the problems he experienced. The original representative made an error by putting 1-5-99 instead of 9-5-98 as the appointment date. When the customer called back 9-6 a technician was dispatched 9-7 and cleared the trouble. Mr. Nail gave Mr. Beermen his direct number should he have problems in the future. CAUSE: Incorrect appointment date set by Care Representative.

19980911	19980923	WELLS MILDRED			8137833266
	DB	FL	FL		
05C	R	INLAND		ASSURANCE	

COMPLAINT Ms Wells states her phones cut in and out during conversation. On 9/1/98 they went dead. She called CARE who after testing scheduled an appointment for 9/2/98 from 8 a.m. to 12 p.m. No one came so she called CARE again only to be told someone came out the night before and found no trouble on the outside which they already knew and cancelled the ticket. CARE scheduled a new appointmentfor that day 9/2/98 and again no one has shown up. When she called back she was told by 11:30 9/3/98. She is very upset.RESOLUTION: On 9/4/98 Dave Bowen Technician found a bad channel unit. He cut in a new channel and went to see Ms Wells. He explained to her what he found. Mr Bowen said Ms Wells was upset that we had cleared the previous ticket without her knowledge and she had done everythingthey asked her to do. On 9/9 Operations received the Executive Complaint letter. Mr Jim Crews attempted to reach Ms Wells on 9/9 9/10 and on 9/11. On 9/14 Ms Wells called him back and he explained what Mr Bowen had found. He also apologized for her inconvenience and she is satisfied at this time.CAUSE: Repair tickets closed by CARE before problem fixed.

19980911	19980929	THOROMAN LILA W			7275253383
	EC	FL	FL		
05D	R			ASSURANCE	

COMPLAINT:Daughter also Lila calling to question why mother's service 727 525-3383 not dispatched last night as emergency

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

priority(mother just home from hospital). First report in to CARE was not documented sister had to talk to supervisor was promised dispatch this morning. Please check status advise family
RESOLUTION:Local Manager Bill Bolin contacted Lila Thoroman the customer's daughter9:50 a.m. 9/11 and reviewed the repair history. A trouble ticket was reported 6 23 p m. 9/10/98 no dial tone. The commitment time
quoted was 6:23 p.m. 9/11 The trouble ticket was referred upward upon request and an on call supervisor paged. First a.m. dispatch 9/11 was
committed and 9/11 11.05 a.m. a technician was dispatched to the residence. The service was restored 2.15 p.m. central office
trouble. On follow up Mr. Bolin spoke to Mrs Thoroman 9/15 service working fine. CAUSE:Customer was promised morning dispatch because of emergency it was not routed first thing.

19980922	19980929	ROBERTS LARRY		8132542527
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT Customer has been promised three different repair visit times and no one has ever come out. Has spoken to Supervisors Chris William Bob Camp and John Bock who advised the customer a technician would be at his home at 7:00am today. Gwen Jenkins said it was at 7:30am not
7:00am and had a bad attitude. It is almost 9 00am and there is no one there yet. RESOLUTION Local Manager Lewis Bazinet dispatched technician at 9:15am. The trouble found was a bad card
in the Central Office which could not be repaired. The technician cut the DMS pair to a straight cable pair to restore the service.
A credit of $25.00 had been issued 9-21 for a missed appointment. Mr. Bazinet called the customer 9-22 to verify satisfaction and reached the roommate. Mr. Bazinet left his number for any future problems. CAUSE: Commitment time was met but AWAS appoitment was missed.

19980922	19980930	MAULDEN D F		9413245741
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT:Mr Maulden has made 4 CARE reports about his 2nd line 941-324-6601 and he was assured it would be repaired by 9:30 p.m. 9/21/98. No one showed up and the line is still not working. UPDATE:Mr calling again tech out today but 324-6601 still dead referred to Linda Whisenhunt. UPDATE. 9/25 dispatch today found network service had a short defective pair was changed.jbd RESOLUTION: On 9/8/98 a
technician located a bad cable pair and cleared it by piecing the cable out. On 9/22/98 a field tech found outside plant deterioration and corrosion which was cleared by the cable being piecedout. Again on 9/22/98 field tech Carl Reiter was dispatched and found the lightning arrester carbons to be bad. He replaced the carbons and made sure a dial tone was present before leaving the site.On 9/23 the customer called again reporting no dial tone. Carl Reiter was again
dispatched and found the Polypic serving the customer's address to be bad. This wasn't found on the previous visits. MrReiter replaced the Polypic with a 5-pair aerial drop and this corrected the trouble. Local Manager Steve Rountree tried to contact the customer on 9/28 and on 9/29. He left a message for them to call him if they had any further problems. CAUSE: Repeated reports for no dial tone.

19980929	19980930	KEMERER KIMBERLY		7275208104
	EB	FL FL		
05D	R		ASSURANCE	

COMPLAINT: Ms Kemerer would like an explanation of why her service was out 09/28. She was told a mistake was made. She was concerned it was to do with a request for additional service. Please leaveafter hours call back number on her home phone. RESOLUTION: Amy Napper
reports that a mistake was made by assignment in removing the service from the switch. There was no pending order to remove theservice but a request had been made to establish an

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

additional line. The Offline group reestablished the service the evening of 9/28 and verified with roommate that the service was working. Brenda Simmons Supervisor left voice message for customer in the afternoon of 9/29 and spoke with the customer that evening explaining the problem. Ms Kemerer was satisfied with response. CAUSE: Assignment removed the service in error.

19981001	19981005	HENDERSON WILLIAM		8136544443
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT: Mr Henderson called to complain that his service has been out for 3 days. Most recent contact he was put on hold with his cell phone for over 30 minutes waiting for a supervisor He is looking for compensation for cell phone bill and lost wages. There is a medica emergency in home. Please leave telephone number call back on pager if service not up.

RESOLUTION: Lynda Wilson reportsthat Gary Allshouse Area Manager contacted Mr Henderson. Although the service may have been out 3 days the trouble wasn't reported until 9/30 12 15 pm. It wasn't dispatched until 12.01 10/01and repaired at 12:30 pm.

The trouble was a broken jumper in the cross connect box. Mr Henderson was contacted and is satisfied. Amy Napper reports that Patti Beckum Lead Representative spoke

with the customer and apologized for the hold time trying to reach supervisor. Ms Beckum explained that during the period Mr Henderson called CARE was short staffed due to Hurricane Georges affect onAlabama. Mr Henderson advised that he was lied to about commitment and Ms Beckum again apologized. CAUSE: Service not repaired as quickly as customer expected.

19981002	19981005	STATTER BRADLEY		8136898275
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT: Mr Statter reports that his service has been out for 3 days. There have been GTE personnel at his premise but it's still not repaired. He needs to know if it will be taken care of beforethis weekend

as he will be working at home. He can be reached at his CBR only until 1 pm. RESOLUTION: Lynda Wilson reports that Gary Allshouse Area

Manager contacted Mr Statter on 10/2 at 4 30 pm Service was restored by replacing dual line carrier drop and repairing cable pair 10/2. The commitment was missed due to workload. Mr Statter stated he only wanted to be kept informed. Customer is satisfied. CAUSE: Workload caused missed commitment.

19981002	19981005	TRUSCOTT MICHAEL		8136896368
	EC	FL FL		
05C	R	INLAND	ASSURANCE	

COMPLAINT: Mrs Truscott called to complain that her service has been out since Tuesday. She has been promised each day that it would be taken care of. Her last call to CARE 10/02 08.00 am she was told a supervisor would call her back. No call has been received. Custome is very upset. Latest committment was 9.30 am still not working at 1 00 pm. Her CBR is (813) 626-6171 ext 308. She isthere until 5:00 pm RESOLUTION: Jose

Serrano CARE Supervisor reports that on 10/2 when customer requested to speak with a supervisor representative attempted to solve customer's problem. The representative William Bellsiano called dispatch and was informed that a technician would be out at 9:30 am. Thi information was given to

the customer along with an SPG for missed commitment. At 1:55 pm 10/2 Mr Serrano contacted the customer and apolgized for failure to meet commitment and advised a technician had been given her ticket

at 1:55 pm 10/2. Mr Serrano promised to call Ms Truscottafter work at home to verify service was restored. At 6:00 pm Mr Serrano called customer and she said service was working fine. He again apologized and assured he would do his best to meet her expectations in the future. Lynda Wilson reports that Gary Allshouse Area Manager spoke with the customer 10/2 and she is satisfied. CAUSE:Failure to meet commitment.+

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980923	19981007	PEEL EILEEN			7277877624
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT:Mrs Peel wrote to Mr Daks complaining of repair not being performed correctly and on time.RESOLUTION:Mrs. Peel called on 8/31 to have a second line installed.Installation was scheduled for 9/4 however it was rescheduled until 9/7.Mrs. Peel called repair at 9:04p.m. on 9/9 reporting crackling on
both lines and rain water in box.A commitment time of 9 30p.m. on 9/11 was given.Mrs. Peel again called on 9/10 at 5:07p.m. and 5.24p m. to report water in demarc and that she was not happy with service.Mrs.
Peel called 9/11 at 4:20p.m. and 4:55p.m. to report still having trouble.Repair signed off ticket at 9:03p.m. on 9/11 as repaired cable pair in sod splice.Local Manager Bob Ellis spoke with Mr. Peel on 9/18 and 9/21 and Mrs. Peel on 9/22 and issued a credit of $25.00 for missed commitment.Mrs. Peel was sent a letter of apology from Mr. Daks.Customer was satisfied.CAUSE:Missed commitment on installation and repeated reports closed by pam

19981001	19981008	R N L AUTO BODY			7274425793
	EC	FL FL			
05C	B			ASSURANCE	

COMPLAINT: Christie called to complain that GTE repair has missed two committments and she is was advised that she would be receivin two $100 SPGs. Last week the service was installed afterwards Ms.noticed intermittent static and no dial tone. Ms. requested their alarm company to come out check the lines. The alarm company stated the problem was the wiring at the pole. Ms. contacted GTE on Wednesday 9/30 advised someone would be
out 9/30 between 10-2 if not by 7.00pm she would receive a $100 SPG. At 7:00pm Ms. called spoke with Judy in TX. Judy advised unable t locate a report and unable to provide an SPG due to no report. Ms called back and spoke with Michael which stated he would put in her request for $100 SPG for
the first miss commitment and reconfirmed Ms. appointment for todaywas 8-11. Today at 11:00 Ms. called back and advised James that GTE had missed their 2nd appointment. James advised that the GTE
appointment was from 8-12. Ms. requested to speak with supervisor. Supervisor Gwen came to the line and advised that she would request the 2nd $100.00 SPG but could not guarantee because of the commitment timeframe and the billing department. RESOLUTION: Donna Cartier reports that Joe Maynard Local Manager contacted Christie on 10/1 1:15pm and advised that $200 SPG would be coming. CAUSE: missed repair appointments.

19981008	19981009	MC KENZIE PHILLIP HAPI			8136543341
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Dr McKenzie called to complain that her service is still not working. She says it has been out two weeks. She can make intermittent outgoing calls but can receive no incoming. She is oncall and needs to be able to be reached. She spoke with supervisor Cassandra who said Mr Ingold and Mr Kattnicks are working on it but it's still
not been taken care of. There is no cbr she willbe home until 3:00 pm today. RESOLUTION: Lynda Wilson reports that Gary Allshouse Area Manager contacted customer 10/08 to advise work was ongoing. This customer is assigned to DMS
8131-X2 in Brandon. This DMS has had numerous trouble. CMG isolated and repaired the problem by replacing the back plane wiring. Dr McKenzie's channel also
went bad and the channel card had to be replaced. Dr McKenzie's service was restored about 1:00 pm 10/08. Mr Allshouse contacted the customer again 10/09 and everthing is working to the customer's satisfaction. Mr Allshouse is also placing this customeron weekly follow-up for one month. CAUSE.Bad DMS caused chronic outage.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19980923	19981012	PETERSON ERNEST E			8139493246
	EC	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT Bad audible static 'off hook' sound crossed on line Customer has reported since Monday morning but so far nothing has bee done. He can receive incoming calls intermittently. RESOLUTION.Mr. Peterson was contacted by Local Manager Sal Diaz 9-24-98. Trouble history reflects he reported trouble 9-21 commitment quoted 9 p m. 9-23. A call was made for a status update 9-22 10:38 a.m. and in another call to Customer Care later
the same day Mr. Peterson indicated that he was not happy with the commitment time. There was no indication that his calls were forwarded for upward referral. 7:58 a.m. 9-23 in a call to Customer Care Mr Peterson advised that he was a heart patient requested escalation and his report was
routed to the Special request dispatch queue. 9-23 11:34 a.m. employee S000578 rerouted Mr. Peterson's trouble report from the Special queue back to regular dispatch the commitment was missed. 9-24
Sal Diaz coordinated dispatch to Mr. Peterson's residence and trouble was found to be insulation breakdown in an aerial splice nearby. The line was cleared 3:40 p.m follow up calls made by Mr. Diaz and Ms. Hunter GTE Customer Relations indicated satisfaction. A $25Service Performance Guarantee credit was issued. CAUSE.The customer's trouble report was taken out of special consideration queue commitment missed.

19980923	19981012	RAMEY SELINA			9416480242
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT Service has been out since 9-20. Wires exposed to weather and rain caused line to go out. Customer claims has reported for the past four days. Complaint called into FPSC on 09/23/98.RESOLUTION: Report 09/20 of NDT but line cane back on but with severe static, quoted 09/22.
Report again 09/22- on 09/23 replaced drop. When local manager reached customer same day customernot satisfied that the drop was not buried. LOcal Mgr explained the drop was an aerial drop going
over a paved county road and not intended to be buried (designed to be exposed to the weather). Customer wanted GTE to bore the road and bury drop- feels he would get better service and have more security. Local manager explained that would require county permits and construction costs. CAUSE: GTEfollowed procedure however not sure of communication between customer and GTE given it took 3 days to repair.

19981009	19981013	RICARD LEONARD			7273923737
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT: PLEASE READ INTERNET COMPLAINT ALSO DIVISION: Customer had a repair ticket to be worked. They requested to call before going. The ticked was no-accessed because the technician failed to CBG. Please call Jo Lynn @ 727-866-2494. CARE: Customer spoke to Gregory who refused to let him speak to a Supervisor. Please call Jo Lynn @ 727-866-2494. RESOLUTION: Bonds attempted
to contact Mr. Ricard on three occasions to fix the jack problem. All attempts were noted in the remarks section of the ticket. Mr. Ricard di not respond to any of the pages or messages left at the CBR number.On 10/12/98 Bonds made another appointment 10-12pm
to rectify the problem. A technician was dispatched at 10:00am and cleared the trouble at 12.20pm on 10/12/98. One inside wire and jack was replaced no billing. The customer
called in and reached Gregory Dunbar. Gregory who was new out of class did not have an assigned supervisor at that time attempted to transfer the customer to the escaluation desk. Colin spoke to Jo Lynn and apologized for the confusion regarding the supervisor situation. The customer stated she was happy now. CAUSE: Missed because customer didn't return call.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981009	19981014	MOORE M			9419677752
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT· Mr Moore was transferred from the PSC. We missed a commitment today between 8-12 to repair a jack in his residence. H has left his home. Please go back out today and call him at 941/297-6913 to meet the technician there. This is Mr's. work # if no one answers call his wifes work # at 941/291-3082. RESOLUTION: Local Manager Olin Britt contacted Mr. Moore. A technician went outon 10/9 and repaired a wire in the kitchen jack.
Mr. Moore's parents stated they were satisfied with the action taken. On 10/13 Mr. Britt called Mr. Moore at work to confirm satisfaction. Mr. Moore is on vacation for 3 weeks. CAUSE: DRM dispatched 1 day ahead of requested appointment scheduled by the customer. Tech resecheduled for original appt and then no accessed the ticket. Any questionsplease call Tim Nail 273-4000.

19981005	19981021	KAPLAN DAWN			8139107038
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT· Ms Kaplan called requesting Mr Daks to resolve her repair issue. She has been given an SPG for missing commitment over the weekend but she is looking for more compensation. She has all her telecommuncations through GTE. She has been unable to use her internet access because of the repair problem. She spent 25 hours trying to get her service repaired last week her time is valuabletoo. The service tech that was to
repair her service Friday no accessed the ticket when there were 3 office people available all day to give access. There is an appointment for today 3·30 pm to7:30 pm. This problem has been going on for a year. Her cell phone is her only access cbr. RESOLUTION:Toni Cannon reports that
Kenneth Soule Local Manager spoke with the customer 10/5 and created a new trouble ticket for Ms Kaplan and routed repairman #3055 (Guyton) to the premise. Mr Guyton worked with the customer's
service for an hour customer went on line and had no errors or drop offs. The earlier commitment was missed due to office personnel not able to stay with technician to repair service. The request Ms Kaplan had made 10/2 for appointment 10/3 AM was not recorded. A new appointment was set for PM 10/3. Repairman #3038 was dispatched and repaired service wire. CAUSE: Procedures for access followed missed commitment.

19981019	19981026	FINK BYRON			9414970805
	DB	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT.Mr. upset that GTE advised him that someone would be out today before noon.Sandy was transferring Mr. to Care Gwen. Gwen was checking the trouble reports & Mr. disconnected.Mr. very upset that he missed half a day from work.RESOLUTION:10/20 Gwen Care's response Bryon called in to report no dial tone 10/17.A commitment was given for noon on 10/19. Ticket was sent to AWIR queue at that time.Ticket sat in
AWIR until 10/18 11:49am.The repairman routed the ticket to the No access queue at 1:10 10/18.Ticket sat in No Access queue until Byron called back stating the service was dead at theDemarc & rescheduled.Ticket moved to the AWIR queue & an appointment of 8am to noon wa scheduled by
10/19.Ticket was closed at 8:10am from offline as save a dispatch customer notified yes. Care handled proper procedures for test oks.Customer called back upset of miscommitment 10/19.Another
ticket was created at 12.25pm on 10/19 no dial tone. Ticket was closed at 6:15pm 10/19 as 'repaired cablepair'. remarks from Gwen need to get today PSC threat. Gwen spoke to Debbie in dispatch.Gwen unable to reach customer spoke with Ms. unable to leave work. Gwen issued SPG. Tech repaired the problemoutside 7/22 10/19. CAUSE:Customer upset that ticket was signed off.Care procedures followed.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981014	19981028	MEKSA JOHN			8136330596
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Customer said about a month ago repairman was out and he had 3 jacks working now he only has one working. The repairman said there was no drip loops in wires in the box. He also left wires running outside. When is someone coming back to bury the wires and make sure
all three of his phones work on the jacks? RESOLUTION: 10-14 Local Manager Mike Tompkins trie repeatedly to reach Mr. Meksa to
no avail. Mr. Meksa returned Mike's call on 10-22. Mr. Meksa assumes some blame for the long time frame that his jacks were notworking. He
was not home after an appointment. 10-22 a technician was dispatched and the jacks repaired.
CAUSE: Trouble ticket within a week of new installation. Procedures followed.

19981028	19981106	GRANT STEVE M			8139100535
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Mr. Grant had service installed on 10/22. The former tennant had two lines in the house. We connected Mr. Grant's line to the former tennants modem line. The other 6 jacks in his housearen't
activated. He has called 3 times to get this resolved. Please call. RESOLUTION: Mike Young Local Manager contacted Mr. Grant on 10/28 and
advised him a repairman would be out @ 4 00pm. Repairman came out and activated all jacks in Mr. Grant's home. CAUSE: Missed commitment. Repair ticket no accessed Mr Grant advised he was home all day. On 11/4 Susan Miller customer Relations contacted Ms. Grant who adivsed the problem was taken care of.

19981102	19981106	PROGRAMMERS UNLIMITED INC			7275237371
	EC	FL FL			
05C	B			ASSURANCE	

COMPLAINT: Mr. Rosefelt an Attorney states the service has been out since Friday 10/30. He can't call out or be called. CARE told him he was 9th on the list for repair. He has lost thousands ofdollars. RESOLUTION: Local Manager Frank Ferguson attempted to contact Mr Rosefelt four times but was only able to
speak to his Secretary. Mr Rosefelt's secretary stated he wanted an explanation forthe length of time it took to restore his service. Mr Ferguson explained that on 10/31 the cable pair was changed however the
new cable pair apparently had or developed a problem. It became necessary to change the cable pair again on 11/2. The secretary asked about a
time out of service credit. Mr Ferguson explained we would be more than happy to issue a SPG credit for the missed commitment.Mr Rosefelt's secretary said she would pass this information along to him. On 11/2 a $100.00 SPG was issued and a $3.26 credit for TOS. CAUSE: Missed repair commitment.

19981105	19981109	LANG KENNETH			8132371537
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT: Missed commitments for repair. Reported static on 11/2 given commitment on 11/3 9p. No repair was made. Called on 11/ and given 3p-6p appointment same day No one showed. ----- RESOLUTION: On 11/2 a repair ticket was issued
for static. The commitment of 11/3 9p was missed due to high volume of trouble tickets and rain. There were no remarks that the customer

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

called on 11/4 foran appt.
On 11/5 1107a a tech was dispatched left a no access card and placed the ticket in the no access queue. Redispatched at 326p repaired a bad inside wire. On 11/5 530p Mr Terry Dukes Area Manager contacted the customer who is satisfied.----- CAUSE. Missed commiment due to manpower and weather CARE failed to enter quoted appointment.

19981102	19981113	HILL PHYLLIS		9416670294
	EC	FL FL		
05D	R	INLAND	ASSURANCE	

COMPLAINT: 10-30 customer reported static can't hear still not fixed. Customer called again 11-1 was told original report did not reflect complete out-of-service so ticket was changed 11-1 to 'complete' and sent to the Special Que Medical alert due to mom just home from the hopital for heart problems. 11-2 customer called here says she is cross connected with number 665-543 and needs service immediately for her mom. RESOLUTION Local Manager Doug Ahrens contacted the customer and dispatched a technician immediately who at 1:46pm cleared the main cable pair of trouble At 5:30pm Mr. Ahrens called the customer and verified they were satisfied. CAUSE: Unsatisfactory commitment however commitment was met for a non out-of-service condition.

19981116	19981117	STEIN MILTON O		9413835189
	EC	FL FL		
05D	R	COASTAL	ASSURANCE	

COMPLAINT: Mr Stein who is a critically ill heart patient called to complain that his service is out of order and his emergency equipment cannot be used. He was given a committment time of 11/17 amthat is not satisfactory. Mr Stein states that he was on the phone for 35 minutes trying to get a supervisor to help. Mr Stein gave a supervisor name of Mr Dillon who has helped in in the past. He will be home for 1 more hour. He cannot stay in his home without his emergency equipment working. The apartment management is aware of his condition and will have someone available if the problems inside. His apartment number is 140. RESOLUTION:Marie Curry Lead representative handled this complaint.A repair technician was assigned 11/16 1:10 pm shortly after the complaint was received. Ms Curry left a voice message on the CBR advising of status and to apologize for length of time it took to get a supervisor.Ms Curry provided her direct number and asked Mr Stein to call her if he wanted to discuss further or if he had additional questions.Mr Dillon Outside Supervisor called Mr Stein's cbr and left message for further assistance.Ticket was cleared 11/16 2:00 pm.Problem was in interphone system in condo alarm system had to be by-passed to restore service. Tim Nail Supervisor advised procedures followed. CAUSE:Dislike of procedures & long wait for supervisor.

19981109	19981118	SATNICK ROBERT		9413639111
	EC	FL FL		
05C	R	COASTAL	ASSURANCE	

COMPLAINT: Customer was out of service from 11/3 until 11/6. Reported heart condition. Debbie Phillips and Melody Mckenny tried to expedit ticket for the customer. --- RESOLUTION: Local Manager Randy Lohr investigated this complaint and contacted Mr. Satnick. Two repair tickets: 1. 11/3 840p cutoff on 2 lines heart condition routed SPCD(special)queue customer called 11/4 and 11/5 rerouted to SPCD cleared 215p 11/5; 2. 11/5 429p no dial tone routed to SPCD cleared 200p 11/7 missed commitment. The cable serving Mr. Satnick is in the process of being replaced by a contracting firm VOLT performing for GTE. The cable is old and has some deterioration. Mr. Lohr has requested a $25. SPG on 363-9111 and on 363-9177. The customer was satisfied with the cable replacement and the $50credit.----- CAUSE:Repeated reports and missed commitment.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981023	19981120	SOWERS MONA			9414971014
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Cus can make calls but cannot receive calls. GTE missed appointment . RESOLUTION: This complaint was filed with FPSC on 07/15 however GTEFL did not receive until 10/22. On 7-13 report of can't be called was received AWAS appt was made of 2P-9P 07/14. GTE missed the Appointment. On 7-15 at 10:57 am customer called the FPSC. On 07/15 at 4 00pm the ticket was cleared as CPE. AfterPSC compalint was recieved on 10/22 line check with no trouble found. Cus given supv telephone number. CAUSE: Missed appointment/commitment.

19981026	19981123	BURMEISTER MADALINE			7278941790
	EC	FL FL			
05D	R			ASSURANCE	

COMPLAINT. Phone interrupted without reason and reconnection was delayed unecessarily. RESOLUTION. 10-3 report of no dialtone cleared as no access. GTE left no access card in mailbox due to dogs in yard. On 10-4 cus called Care and was told she needed to restrain dogs and customer refused. On 10-5 GTE initiated a report and on 10-6 GTE relocated drop and svc was restored. CAUSE: Cus felt service not restored in timely manner

19981106	19981123	FANSLER CALLA			9416472165
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT:Warm transfer from Carla PSC. Previous PSC report 4-98 customer has had no dial tone all week. First technician out said could not reach her at CBR which customer says not true says trouble is inside. Customer herself has tested no dial tone at DMARK has appointment scheduled today 1:30 p.m.-3 p.m. wishes contact before then on status. RESOLUTION: Local Manager Doug Ahrens dispatched a technician on 11/6/98 at 11:21 a.m. The tech ran into some trouble while doing a cable repair and had to finish the next day. Ms Fansler said it would be all right to return the next morning to complete the repair. On 11/7 at 8:14 a.m. the tech returned and finshed repairing the cable. Doug Ahrens contacted Ms Fansler and she was satisfied at this time. CAUSE: Repeated reports and no accessedin error.

19981106	19981123	BELL STANLEY			9414880882
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Mrs Bell says her wires were covered in plastic for 2 years. She says it has worn off and the wires are out in the open. She is afraid her service will go out because she is alone. She called to report it and was given a 24 hour commitment. No one has shown up. RESOLUTION: Per Amy Napper CARE the most recent trouble report for this customer was on 3/17/98 where the tech changed the pair and there was no mention of exposed wires. Local Manager Neil Olmsted contacted Ms Bell. the problem was a rusted terminal that they replaced on 11/9/98. Her service was thoroughly checked and isworking properly. Mrs. Cochran Customer Relations spoke to Ms Bell on 11/20/98 and she is very satisfied with the action taken to fix her exposed wires. CAUSE: Wires at D-Mark were exposed.

19981116	19981124	BARRETT THOMAS			8136817322

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	EC	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT Customer is upset that service was down for a few days. RESOLUTION: Records indicate customer called repair center from 10/1 until 10/3 requesting service however repair issues did not getresolved. Marie Curry contacted the customer on 11/17 and identified herself as customer's SPOC on any repair issues Issued two $25.00 customer relations credits on each of accounts. CAUSE: Lack of quality performance caused our reps to miss committment dates on customer's request.

19981106	19981125	FISCHER SARA			9419541096
	GO	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT: Customer has been without service since 11-3 Tuesday due to a broken water pipe entire neighborhood was out. Ms. has called Care twice for updates on repair and advised still neighborhoodoutage. Ms. called today and Care representative advised her there was no trouble ticket on her number and gave a commitment date of 11-7 by 10am to clear. Customer has already been out 4 days needsaction. RESOLUTION: Repair Supervisor Lisa Ruper verified that this customer was involved in a neighborhood outage that had experienced problems with vandalism and all customers were expected to beback in service by 9pm that night. This was referred to Larry Wheeler Supervisor who expedited the restoral of the Fischer's line due to the complaint and contacted Mr. Fischer directly on their lineto advise. The customer heard static which Mr. Wheeler explained would be temporary until the water evaporated from the cable. The customer was satisfied. CAUSE. Cable cut by construction company.

19981110	19981125	KIEFER MICHAEL			7278964188
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT. Customer is complaining of repeated out-of-service problems on both main and second line 896-4199. Customer says we never reinstate service in the promised time frame. Customer is filing PSC complaint as well. (See attached Internet message) RESOLUTION: Local Manager Harry Thomas contacted the customer and left a message. Mr. Keifer returned the call on 11-17 and expressed that he washaving no further problems. Mr. Thomas encouraged Mr. Keifer to contact him in the future if there were any problems. Mr. Keifer had reported trouble 3 times within 30 days and twice the commitment interval for repair was missed. The customer had been issued a $25.00 credit. CAUSE: Multiple problems with carrier cards in the DMS box.

19981202	19981208	GOLDSTEIN WARREN			7277914462
	EC	FL FL			
05C	R			ASSURANCE	

COMPLAINT. Missed commitment on repair ticket. (see internet complaint) RESOLUTION: Local Manager Guy Pippin called Mr Goldstein on 12/2 2pm and left a message on his recorder regarding this complaint. Mr Pippin attempted another call on 12/4 at 9:30am again reaching the answering machine. Mr Goldstein has not returned the call as of 12/7 10am. Mr Pippin researched the trouble ticket on Mr Goldstein's number. It was determined that an improper appointment date was placed on the ticket by the dispatch router. Mr Pippin issued a $25.00 SPG on this account. CAUSE: Missed commitment.

19981202	19981210	CANTOS P J			8139206891

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
	DB	FL FL			
05C	R	INLAND		ASSURANCE	

COMPLAINT· Ms. Cantos has static and clicking noise on her line. She reported it to CARE and was given a commitment of 12/1 between & 3 when we didn't show she called and was given a commitment ofbefore 9PM. She has now been advised we will be out between 1 & 9 today. RESOLUTION On 12/2 Mr. Carrillo was dispatched on the case of trouble. The trouble found as a damaged buried drop. He repaired the drop and cleared the ticked at approx 3:51pm. CAUSE: CARE representative should have changed the TAS commitment to reflect the AWAS appointment. This complaint was referred to CARE for corrective action with the representative On 12/10 Susan Miller Customer Relations left word for the customer to contact her if not satisfied with the action taken.

19981207	19981215	PICOLO RICHARD			9416797639
	DB	FL FL			
05D	R	INLAND		ASSURANCE	

COMPLAINT Mrs Picolo called Care on Friday December 4 and was given a 9pm commitment on December 7th. Customer said she was never given a commitment time and that she has a critically ill grandmotherin Ohio she needs service as soon as possible. I called Care to get some information on this and she has called as many as 3 times in the 45 minutes. She has static with no dial tone on her line hernext door neighbor had to come and get her at 11pm last night because she received a long distance call from Ohio.RESOLUTION:The ticket was documented as static which is considered as 'as not out ofservice' giving the customer a longer commitment time. When the customer called back to check the status and stressed the urgency the ticket was changed to 'out of service'. The customer stated she wasn't told about a commitment she felt that 3 days is too long. Lead Rep Marie Curry advised customer that all of our Representative are trained to give a commitment time and due date. Ms. Cury authorized a $25.00 Service Performance Guaranty credit for the inconvenience. Service is corrected and the customer is satisfied.CAUSE:Customer not aware of due date or commitment time.

19981124	19981216	PARK SQUARE ENTERPRISES			9414245725
	EC	FL FL			
05C	B	INLAND		ASSURANCE	

COMPLAINT·Verbal/PSC. Customer reported her out of service condition to CARE and was given a 5:00 p.m. commitment on 11/23/98. We missed the commitment and now you get an out of service recording whenthe number is called. She is losing business she needs to have this back up and running. RESOLUTION: Local Manager Jeff Spotswood contacted Ms Donaldson at 2.15 p.m. on 11/24/98. She stated she wastransferring her service to a new location but something had gone wrong and now callers were getting a disconnect recording. Mr Spotswood immediately contacted dispatch and CO supervisor David Ross in an attempt to resolve the problem. Mr Ross contacted his CO tech in the area to test and confirm service. Tech Richard Headley found a software problem in the switch. Mr Spotswood left a message onthe customer's machine stating everything had been resolved. He also left her his pager and office number for her to call if she had any further problems. Mrs Cochran Customer Relations called Ms Donaldson on 12/1/98 to make sure everything was working correctly. She left a message on the customer's answering machine that a Service Performance Guarantee had been issued on her account and also left her number in case she had any further concerns. CAUSE: Service disconnected in error while transferring to new location.

19981214	19981217	RAHN THOMAS			9417511610
	EC	FL FL			
05C	R	COASTAL		ASSURANCE	

COMPLAINT: Customer's phone has been out for one week. Can't get any help in getting the problem resolved. (See Internet complaint) RESOLUTION: On 12/11 technician #1603 went to the customers premis and fixed a solid short in wiring in the attic.

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	

CAUSE. Missed two appointments to repair customers service.

19981215	19981218	LEATHERS JANET			7273441006
	EC	FL	FL		
05C	R			ASSURANCE	

COMPLAINT: Customer was promised by repair for service to repaired 12-14. No one came and she called 12-15 and was told we will be there 12-16. Customer wants service repaired today 12-15.RESOLUTION: 12-15 Local Manager Phil Nolan responded to this complaint. Technician7371
was dispatched to Mrs. Leathers residence at 10:30am on 12/15/98 and found the line good at the SNID trouble inside. The technician left a 12-3 card (no access). On the same day at 3 50pm
Mrs. Leather's called in an executive complaint. Nolan moved the trouble ticket from the NO ACCESS que to the AWIR. Technician 7371 was
dispatched again at 6pm and fixed an inside problem. Nolan spoketo Mrs. Leathers at 2 30pm on 12/16/98 and she said all was well and thanks.

CAUSE: Customer missed the commitment.

19981221	19981222	ZERVAS DIMITRIOS			7279423942
	DB	FL	FL		
05D	R			ASSURANCE	

COMPLAINT: Mr Zervas called to complain that his new service (I1459152) signed off complete 12/18 has so much noise on the line that he can't use it and that there is no dial tone. When he calledCARE 12/19 his was given a commitment time of 5:25 pm 12/20. He was promised an SPG if not repaired by that time. When he called back Sunday late he was told it wasn't scheduled until 12/23. When he called today to check status the CARE
representative was rude and he waited 23 minutes on hold for a supervisor. RESOLUTION: Amy Napper reports that Marie Curry Lead Representative spoke with Mrs Zervas 12/21 4 35 pm. The customer does have dial tone there was noise in the background however not service affecting. Ms Curry
spoke with Dixie Dispatch who advised it would be 12/2210:am before someone could be dispatched. Ms Curry explained to Mrs Zervas and Mrs Zervas said she appreciated the call and that 12/22 would be
great. Because Mr Zervas had been told by first CARERepresentative that there was a 24 hour commitment a $25.00 SPG will be issued. The
Representative coded the ticket as noise no IWM unable to isolate tested OK. Since the customer had service only reporting noise the ticket was coded as not out of service extending commitment. Ms Curry apologized for the wait to speak to supervisor. CAUSE: Dislike of commitment.

19981217	19981228	LISCUMB LLOYD			9417487179
	EC	FL	FL		
05C	R	COASTAL		ASSURANCE	

COMPLAINT:Mr. Liscumb's phone is out. He can call out but can't be called. We have missed THREE appointments to have his phone repaired. He has no CBR #. Please dispatch on ASAP.RESOLUTION:12/17/98 Neal Hughes Local Manager response. At 11:05 AM on 12-17
Neal contacted a dispatch supervisor who expedited repair trouble.This report was committed for 9:30 pm on 12-15 but was not routed to anemployee until it was expedited.
12-15 at 3:00 DRM did not dispatch due to lack of manpower.12-15 at 10:27 pm Loyd G117568 did not established a new appointment with customer.On 12-17 the trouble wascleared at 12:42pm. Neal recontacted Mrs. Liscumb at 1.40 on 12-17 to verify that the service was working properly.SPG provided CAUSE:Repair failed to meet customer's commitment due to lack of manpower.

Customer Relations - Complaints

04/23/2001

1998 -- Florida -- Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME			PHONENO
LOB1	REGION	ACCTSTATE	CLASSCODE	LOBNAME	
TOPIC1	RESBUS	DIV		MAJORBUS	
19981215	19981229	BEIDLER GLADYS			9419247414
	EC	FL FL			
05D	R	COASTAL		ASSURANCE	

COMPLAINT.Mr. Beidler's service has been out since Saturday. He can't get an answer as to when it will be repaired. Please call the CBR #. RESOLUTION.12-21 Tom Ackerman's response This repair orderwas called in at 10.54am on 12/12/98 & given a commitment time of 9:30 pm 12/15/98. The commitment time was established by the DRM per lack of manpower A repairman was dispatched at 11:02am on 12/15/98. This repair was completed at 12.08pm on 12/15/98. The customer is now satisfied and service restored.CAUSE.Customer upset with commitment date quoted due to lack of manpower.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
19981230	19990107	SMITH RICHARD				7273923332
OFC	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02D	CENTRALIZED-CARE					

COMPLAINT Customer has no dial tone dead. He said he reported it around 7pm 12-29. When no one came out this afternoon he called Care back and was told there was no repair report and it would be 12-31 before we could get to his problem. Customer also does not have an outside terminal to plug into to try and isolate his problem but he would like to have one.RESOLUTION· 12-30 Local Manager Richard Shields had a technicia dispatched at 4 43pm. A jack was repaired When Shields checkedthe system for the original repair ticket there was none. Only the new repair ticket was generated. A followup call was made after the repair and Mrs. Smith was very pleased with the timely response CAUSE: No previous repair report found however customer said he made a report and he has no outside terminal to plug into.

19990114	19990115	CHADWICK ALAN				7278170062
EXE	ASSURANCE	FL	FL	R	COASTAL	TARPON SPRINGS
D02B	REGION-CUST OPER					

COMPLAINT.Customer stated the tech left a no access card before the appointment time. The customer was told the tech would be redispatch but never showed. The service is not working again and was given a 4 day commitment. ---- RESOLUTION: On 1/8 Curtis Haley local manage contacted Mr. Chadwick at 9:40 a m.. An appointment had been scheduled for 2 30-6·30 p.m. 12/31 and when the customerarrived home at 2:22p a card marked 245p was on the door stating the problem had been corrected. Gary Kemp technician routed the trouble ticket to the NOACC queue and was redispatched at 3.15 p m.he made one attempt to contact the customer. Because he had changed the lightning arrestors and tested the line clear he felt the customer's problem had been corrected and he went home. A technician was dispatched at 11 00 a.m. 1/1/99 and found no trouble on the line. On 1/2 the customer made another ticket and was given the earliest repair appointment 4·00-8:00 p m. 1/6. A technician wasdispatched and replaced two jacks to correct the problem. Mr. Haley aoplogized for the missed appointment plus offered a service performance guarantee and his office number for any future problems.The customer was satisfied. ---- CAUSE:Technician did not meet the customer during the appointment window and service not repaired properly on first ticket.

19990106	19990121	NEW YORK LIFE INSURANCE				8131DI7965
OFC-NET	OTHER	FL	FL	B		
D02D	NON-GTE					

COMPLAINT: Direct mail call center without DID service during business hours. 1-5-99 no DID or T1 service has been reported still not working. Don Crotty requesting expedite. RESOLUTION:1-6-99 Richard Fine Supervisor Network Operations attempted to contact Don Crotty and also a.m. 1-7 leaving messages both times. He spoke with Mr. Crotty 11:45 a.m. 1-7 and Mr. Crotty was satisfied that the trouble was repaired. A Business Zone Technician dispatched to the customer's premise within his quoted four hour commitment had isolated the trouble to a premise switch provided by AT&T. At&T had a problem in one of their centers loosing clocking and causing New York Life's premise equipment to go idle and out of service. Mr. Crotty referred this to his CPE provider but because he requested furtherverification of the procedural commitment time Russ Connell Branch Sales Manager arranged a meeting to discuss his concerns. CAUSE:CPE equipment caused trouble customer requesting further explanation of quoted commitment time

19990107	19990121	BROCKMAN M				7278250606
OFC	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02D	REGION-CUST OPER					

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT Bad static customer can't hear on calls audible to Customer Relations She has been quoted a commitment of 1-12-99 on pending repair ticket this is unsatisfactory.
RESOLUTION:Local Manager Rick Krzan contacted Mrs. Brockman on 1-7-99 and had a technician dispatched to her residence that morning. Trouble was found to be a ground in the main cable which was repaired. Mrs. Brockman was notified and she was very satisfied that her service was repaired in such a prompt manner. CAUSE:Procedures followed but customer requested escalation of trouble report

19990108	19990125	SINGER ANNETTE				8136330693
OFC-NET	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02D	CENTRALIZED-CARE					

COMPLAINT Customer claims was quoted visit to repair jack 1-7-99 She called back that evening was not documented on ticket. She has mad appointment for after 5 p m. 1-8 but requests follow up by supervisor. Also she requests two days time out of service credit. Defective jack temporarily caused no dial tone 1-6 feels
not guided in isolation. RESOLUTION:CARE trouble history documents a troubleticket issued 1-6-99 for a visit to repair a jack. The default commitment at that time which would have been quoted was 1-8 9 p.m. Marie Curry
CARE Lead Rep spoke with the CARE technician who took the report who felt that there would have been no reason to quote anything other tha the
default commitment. Ms. Curry spoke with Ms. Singer and apologized for the confusion. Two days time out of service credit $ .68 was issued and the trouble corrected during an appointment scheduled per Ms. Singer's request 2 p m.-6 p.m. 1-8 CAUSE:Procedure followed when quoting standard commitment

19990104	19990127	EX GENE				9419244041
OFC	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02B	REGION-CUST OPER					

COMPLAINT Son calling for status resolution repair of mother's service. She has had no dial tone since 1-2-99 was promised fix by evening 1- still out of service. He spoke with supervisor Care Center 1-3-99. RESOLUTION:CARE trouble history documents customer reporting trouble (not out of service)12-31-98. The report carried
a commitment of 9:30 p.m. 1-3-99. 1-2 Mr. Ex called back becausethe line was now out of service and again 1-3 to check status. Dispatching commited to trying for a dispatch. Later that evening upon customer inquiry Mr. Ex
was advised that the dispatch would not take place until a.m. the next day. Upon receipt of the complaint Local Manager Wayne Troyer contacte Mr. Ex
and also the dispatch center. A repairman was dispatched to the premise and the trouble cleared (manhole splice) at 2:00 p.m. 1-4.
The customer is now satisfied credits have been issued $2.71 Time Out Of Service 12-30-1-4 $25 Service Performance Guarantee missed commitment. CAUSE:Missed commitment

19990115	19990203	KRAMER DAVID				8138863444
OFC-NET	FULFILLMENT	FL	FL	R	INLAND	TAMPA CENTRAL
D02D	REGION-CUST OPER					

COMPLAINT:T1572544 completed 1-11-99 but service still not working. Customer unhappy with due date quoted on order and now is being quoted a 72 hour commitment on repair ticket. RESOLUTION:Per LocalManager Mike Franklin Mr. Kramer's transfer order requested 12-29-98 was quoted a standard field due
date 1-11-99. After order completion there was trouble at the DMI(inside). A trouble report wasquoted a commitment(ticket marked Out Of Service)9 p.m. 1-14 Per John Bailey CARE Supervisor this
commitment(72 hour)was out of the norm but there was no indication that the commitment was changed. A technician assigned cleared the trouble inside the apartment 11:30 a.m. 1-14 and a follow up call to the roommate Mr. Ward indicated everything working fine. A $25 Service Performance credit hasbeen issued. CAUSE:Commitment dates quoted for transfer order and subsequent repair needed

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

unsatisfactory to customer.

19990201	19990203	REKETT RONALD					9417924587
OFC	ASSURANCE	FL	FL	R	COASTAL		BRADENTON
D02B	REGION-CUST OPER						

COMPLAINT: Customer was dissatisfied with the request to isolate trouble on two different calls to CARE. The customer was also told that the executive office number or address could not be given andhad to go through upward channels first. The repair commitment was missed. Customer was told it would be a week before the drop was buried which is not acceptable to the customer The repairman usedthe phone about 4-5 times which Mr. Rekett objects to. ----- RESOLUTION: CARE: The Representatives are encouraged to refer customers to upward management before transfering or providing the customerwith the number to Customer Relations. Operations: Danny Pearson local manager contacted the customer at 10a. A SPG $25. credit was issued for the missed commitment. Doc Hunter buried drop supervisor moved the due date to 2/1 for the drop to be buried for customer satisfaction. The customer is satisfied. ---- CAUSE: CARE followed procedure for isolation and upward referral. Missed commitmentdue to lack of manpower.

19990127	19990204	BADGEROW GREGORY					9416480890
OFC	ASSURANCE	FL	FL	R			
D02D	REGION-CUST OPER						

COMPLAINT.Customer says her neighbor had additional lines installed. There was static on one of these lines and they called CARE. Someone in a red truck with a ladder came to the neighbor's house andfixed the noise now her line has static. She reported it to CARE was given a commitment of 9 a.m. 1/28. Customer thinks he gave the noisy line to her. She wants it fixed immediately she says it's GTE's fault. RESOLUTION: On 1/27/99 at 10:37 a.m. GTE dispatched a tech 949C to check service at 6908 Wildberr Lane for customer at 941/644-2825. Contractor found the buried drop feeding the next doorneighbor's house (6922 Wildberry Lane) to be causing the problem. Tech removed the second pair in the drop from the cable. On 1/27 at 3:44 p.m. a 2nd tech went to check the trouble for this customer.He found the buried drop to be the problem so replaced the buried drop and referred to buried wire to have the drop buried. Local Manager Doug Ahrens did an inspection of the location and spoke to Ms Badgerow. She is satisfied with the repairs. CAUSE: Customer felt noise on telephone line was caused by previous tech while working on neighbor's service.

19990128	19990216	HAENDLER D E					7277862025
OFC	OTHER	FL	FL	R	COASTAL		TARPON SPRINGS
D02D	NON-GTE					LOCAL	

COMPLAINT:This line and second line same address 784-2239 both no dial tone. Customer has been quoted commitment 8 p.m. 1-28 but is preparing for surgery and needs to receive important incoming callstoday. Ms. Haendler is requesting expedite. RESOLUTION:Local Manager Matt Butler met with Mr. Heandler in person within two hours 1-28-99 after receiving his complaint. He explained the damaged cable(local tree company)and work already in progress to fix the problem. The trouble was cleared at 4:30 p.m. 1-28 within the quoted commitment and GTE will bill the tree company. CAUSE:Procedures followed trouble caused by non GTE

19990223	19990225	SHIRLEY LEEJAMES L					7278941665
OFC	ASSURANCE	FL	FL	R	COASTAL		ST. PETERSBURG
D02B	CENTRALIZED-CARE						

COMPLAINT: Ms Shirley called to question why a repair technician would come to her home 2/22 at 3:30 pm and leave a no access card when

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

her repair appointment was scheduled between 5 00 and 7 00 pm.She had asked CARE and they had no explanation. When she spoke with Al in CARE to advise of no access card 2/22 she was advised another technician
would be dispatched but no one showed up. She will be at lunch from 12:00 pm to 1.00 pm please call CBR after 1 00 pm. Her telephone service is out. RESOLUTION: Ariana Reed reports that THC Local Manager Joe Wilkes spoke with Ms
Shirley 2:00 pm2/23 to discuss complaint. Mr Wilkes found that CARE had given the moved from wrong address on report. Mr Wilkes found no AWAS on moved to
address but found waiting for call from customer (12-3) Mr Wilkes removed 12-3 and service was completed at 7 pm 2/23. Cynthia Keppel Customer Relations called Ms Shirley 2/25 to affirm service working well. Ms Shirley advised everything was fine. CAUSE: Wrong address on repair ticket caused missed apppointment.

19990212	19990315	WATSON HERBERT				9419571170
COM	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02B	REGION-CUST OPER					

COMPLAINT: Cus report phone out on 2-6 and advised would be repaired by 2-8. Called GTE on 2-7 and GTE said never had repair ticket also rep was rude. RESOLUTION: Per GTE rcds no repair rpt receivedon Sat. 1-23. On Sun 1/24 report received of can't rcv calls. On 1/25 rpt cleared as repaired cable. SPG issued. Per GTE records no rpt receved on Sat.2-6. On Sun 2-7 rpt
recieved of NDT. On 2-8 GTEbegan wkg on cable outage but tech told to reroute ticket he routed to cable que however this reroute could not be done mechanically and should have been routed to Sarasotoa outage desk. Missed 02/08 commitment. Called FPSC
02/09 at 1:38 pm On 2-9 report cleared as changed out feeder pair and found that cus has bad inside wire with no IWM. No acc to premise. On 2-10 report received of no
dialtone. On 2-10 report cleared as good to protector/no acc. Tech checked at demarc and found ok. Tech left card advising service was working. On 2-11 GTE contacted cus to advised that the cable in the neighborhood was inthe process of being replaced. SPG issued. CAUSE: Missed commitment on 02/08, also customer preceived Care rep to be rude.

19990312	19990324	FLORIDA SUN MORTGAGE CONSULTANTS				7275470032
OFC	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02D	CENTRALIZED-CARE					

COMPLAINT:Jim called to complain that he perceives an intermitted problem with the routing of 813 & 727 when he tried to dial 727-823-0330 his answering service.He stated he tried to call first without the area code he received 1 ring then music. Next he tried to dial the same way when he received an intercept message advising him to dial the 813.He tried dialing using the 813 & received an intercept message advising him to dial using 727.Jim called
repair & was advised a repair ticket would be issued.He needed to get through ASAP & was upset with the commitment time.The repair person tiredthe number & was able to get through Nora answered.Jim tried to speak when the repair person disconnected the call stating his was against company's policy. Jim
became upset and instead of the repair clerk upward referring situation to their supervisor they provided Jim with Customer Relations number.RESOLUTION:3/19 Care Coach Brenda Simmons response.Brenda was
unsucessful in reaching customer.She left several messages at Jim's can be reached numbers & answering service.Amy Napper Care will be forwarding customer a response letter.Brenda contacted the only employee in the office named Norato question complaint.She did not recall this call.Brenda took advantage of the coaching opportunity & does not expect a repeat occurrence.CAUSE:Repair Rep. did not follow escalation procedures.

19990407	19990420	SKOKOS ZACHARY				9417222544
COM	ASSURANCE	FL	FL	R	COASTAL	BRADENTON
D02B	CENTRALIZED-CARE					

COMPLAINT: Service out since Sat and not repaired until 3-30. RESOLUTION: On Sat 3-27 report received of no dialtone. Per cus req appt made for 3-29 11am to 1pm. On 3-27 report closed by CARE OFFLINE;cleared as test ok. On 3-29 report received of no dialtone.

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

Cus req appt for 3-30 7 30 am to 11 30 am. On 3-30 reort cleared as repaired protector. CAUSE: missed appointment and customer not notified.

19990407	19990507	DUFFY AND LEE COMPANY				9416665548
COM	ASSURANCE	FL	FL	B		
D02B	REGION-CUST OPER					

COMPLAINT: On going repair problems. Specifically with wiring. Jack work needs to be done. RESOLUTION: On 4-5 repair report of line cuts off and on 4-6 report closed as channel bad in cross box. On4-7 report recieved of line cuts off and on 4-7 cleared as a pair gain single channel analog/digital. An investigation found that the trouble on the lines was not related to the repair reports of 4-5and 4-7 Cus had ord to install 5 lines with jacks and wiring with a dd of 4-6 and an appt time to 8-5. Cus called PSC prior to expiration of the appt window Tech arrived at 4:45 and the cus requested to come back the next day On 4-7 ord was completed and an SPG was issued. CAUSE: customer perceived missed commitment - GTE was there prior to expiration of the appt window.

19990514	19990514	HOLLANDER DOUGLAS				8139097799
OFC-TEL	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02B	REGION-CUST OPER					

COMPLAINT:Customer claims service not working and CARE rep gave customer commitment date/time of 5/13/99 by 8:30 pm. At 9:00 pm customer called repair and was advised sorry we missed the date/time and issued a $25 00 SPG. Customer was told Ms. Bass field supervisor would call him back in 15 minutes and the call was not returned Customer finally spoke to Ms. Bass who advised no one could repair his request until the am. At 7.55 am on 5/14/99 tech went to his location to fix his repair issue. Customer thought everything was restored. Here it is 1:00 pm and he still does not have serviceon either 813/909-7799 813/909-9609. Customer wants his service restored before the weekend. RESOLUTION: Rose Marie Bass Manager informed did miss committment date apologized. Asked customer if there was an emergency that service needed to re-stored. Customer advised no. So followed procedures regarding restoral. This morning we found the outage was due to an irrigation company that causeda 200 pair outage. Advised Local Manager-Art Pryor was at site and is committing to a 5:00 restoral time on 5/14/99. Customer satisifed. CAUSE: Missed committment.

19990514	19990520	LYNCH GLORIA				9417509998
OFC	ASSURANCE	FL	FL	R	COASTAL	BRADENTON
D02B	REGION-CUST OPER					

COMPLAINT: Ms. called to complain that she lost time from work yesterday from 1:30 to 4:00 pm waiting for a repairman that did not show up. Ms. was called and advised that a repairman would be at herhome at 8:00 am this morning. Today Ms. called Customer Relations at 9:15 am advising still no satisfaction and she needed to go to work.
RESOLUTION: Neal Hughes Local Manager reports that he apologized for the inconvenience and set up appointment for 5/15 8:00 am to 12.0 pm. Jack was repaired 5/15 9:08 am. The technician (1983) who was dispatched on the original visit advised that he knocked on the door at 3:26 pm 5/15 and received no response. Per the repairing technician customer was helping friend move and may have been away from her residence. Technician did not leave 12-3card to advise of having been at her premise. Employee has been coached on the necessity of customer notification always. Mr Hughes left voice message 5/17 with name and number for further assistance. CAUSE: Technician failed to leave 12-3 notice.

19990525	19990526	REESER LOUISE				8136346541
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D02D CENTRALIZED-CARE

COMPLAINT. Customer is not happy with repair reported 4-30 and claims was quoted commitment time of 5-1 but repair not completed until 5-3 RESOLUTION: Per repair report customer placed report on 4-30 (Friday) and was quoted 5-3 for commitment time. Repair was completed 5-3. Customer was given three days time out of service for 4-30 - 5-3 the ticket was coded OOS. CAUSE: Care procedures followed commitment met.

19990603	19990609	ECONOMY SEPTIC SYSTEM				9412996787
OFC-COM	ASSURANCE	FL	FL	B		
D02D	REGION-CUST OPER					

COMPLAINT Warm transfer from PSC. T3738523 complete 6-3-99 but business customer has no dial tone but his fax line is only one working. Mr. Cory has been promised first available dispatch but not satisfactory RESOLUTION:6-3-99 Local Manager Jim Parrish contacted Mr Cory and dispatched a technician. The repairman changed a bad channel unit and fixed bad isolated pair. The trouble was cleared 6:30p.m. 6-3 Per follow up from Jim Parrish a channel had gone bad at the DMS unit this has been referred to carrier maintenance. CAUSE:Unsatisfactory commitment quoted to customer on trouble reportprocedures followed

19990610	19990611	CORBETT DAVID				9413426077
OFC-COM	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02D	REGION-CUST OPER					

COMPLAINT: Ms. Corbett was transferred from the PSC. She has static on her line. She can't go on line with her PC or make a conference call. She was advised on Monday it would be repaired by Friday She wants it repaired ASAP. RESOLUTION: The customer was contacted within 2 hours by Tom Ackerman. A repair person was dispatched and the customers service was restored. Customer reported staticon Monday which is a non out-of-service condition. Customer called back on Thursday to have expedited. Customer is now satisfied. CAUSE: Customer dissatisfied with commitment time for repair.

19990607	19990622	TIPPIT ROBERT				7275962954
OFC	ASSURANCE	FL	FL	R	COASTAL	CLEARWATER
D02D	REGION-CUST OPER					

COMPLAINT.Customer out of service since storm 6-5 saw lightning hit tree. He is disabled wants A.S.A.P. dispatch was originally quoted 48 hour commitment. RESOLUTION:Trouble history reflects reported 4:04 p m. 6-5-99 commitment quoted 4:04 p.m. 6-7. CARE technician flagge report to the SPCD(Special Dispatch)queue noting the customer's handicapped status but when dispatch router re-routed ticket to AWIR queue on-call supervisor was not notified of special needs. This might possibly have helped to escalate dispatch. Trouble cleared 3:55 p.m. 6-7 lightning damaged the carrier unit. Mr. Tippit was contacted after service restored by Local Manager Dennis Burg he is satisfied. CAUSE:Field personnel had no knowledge of special needs dispatch should have notified On-call supervisor when ticket re-routed from SPCD to AWIR queue

19990616	19990622	STEELE ROBERT				9413246550
OFC	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT: Mr Steele called to advise he wished to register a complaint concerning his recently repaired service. About 2 to 3 months ago h reported his phone out and was advised by CARE the problem was inside and was quoted charges. Mr Steele opted to have an outside contractor repair. The contractor advised problem was outside but ran new cable to repair. The contractor said GTE would bury cable in about 2 weeks. Cable was not buried and

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

yesterday he had no dial tone. He checked outside and found cut cable. He was given a committment of 8 pm 6/15 and when he called today to advisestill no dial tone he was told a technician had signed off the ticket. The techincian had found no cut cable. Today a techncian was dispatched and repaired
cut cable. Mr Steele would like SPG andtime out of service credit. He will be home until 5 pm. No premise visit is necessary. RESOLUTION: CARE Supervisor Colin Hairston left two voice messages for Mr
Steele to call for an explanation ofisolation procedures. Mr Steele has not returned Mr Hairston's calls Local Manager Olin Britt spoke with Mr Steele 6/16 4:30 pm to apologize for technician not isolating and repairing cut dropwith first visit. The technician who didn't see the cut cable on earlier visit has been coached. Mr Britt has authorized and requested an SPG be issued. CAUSE: Quality of performance.

19990621	19990622	KENNEDY DAN				9419552572
OFC	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02D	REGION-CUST OPER					

COMPLAINT. Customer said has no dial tone dead. Goes out when it rains. Said reported 6-19 and commitment on 6-23. Previous report 5-30 no dial tone. Customer not happy with the commitment (too long).
RESOLUTION: Local Manager Bill Madden
contacted Mr. Kennedy on 6-21 and had a technician dispatched to clear the trouble. It was found there was a wet spot in the cable which was dried and repaired.CAUSE: Manpower this is the rainy season therefore decision was made to extend commitment dates on repair tickets.

19990615	19990622	HEWITT THOMAS				9414219142
EXE-TEL-NET	ASSURANCE	FL	FL	R		
D02D	REGION-CUST OPER					

COMPLAINT: Car hit power line resulting in area power and telephone outage. This trouble was reported the evening of June 12. Customer angry that his power was restored later the same evening buttelephone service was not restored until the next day.
RESOLUTION: Due tosafety restraints GTE ensured power lines were repaired
prior to dispatching technicians to site. Power restored 8pm 6/12. GTE dispatched techs first thing the following morning. Customer was given 48-hr
commitment but service was restored within 17 hours
CAUSE: Region Ops - policies/procedures followed.

19990621	19990624	LASH GAIL				9416447794
OFC	ASSURANCE	FL	FL	R		
D02D	REGION-CUST OPER					

COMPLAINT: Ms. Lash's sister Kim called CARE on 6/16 to report trouble. She was given a commitment time of 6/19. When Ms. Lash called back on 6/18 to question the length of time she was
advised it was because her sister had refused to check the line. Ms. Lash states that is not true and wants answers as to why her line wasn't repaired sooner. RESOLUTION: Patti Beckum Lead Representativecontacted Ms. Lash and apologized for the miscommunication. A repairman was dispatched and cleared the ticked as cable Pair @ 12:20pm on 6/19. CAUSE: Repair ticket not expedited by DRM.

19990618	19990625	BADGEROW GREGORY A				9416480890
OFC	ASSURANCE	FL	FL	R		

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D02B REGION-CUST OPER
COMPLAINT: Customer said had commitment for jack repair 6-17 between 10am-1pm no one came. He called and was advised it would be 6-18 between 8am - Noon. No one
has come or called. Someone issuedan SPG 6-17 for the missed commitment.
RESOLUTION: 6-18 Local Manager J V. Walker contacted customer made premise visit and troublefound was CPE.
CAUSE: Missed commitment lack of manpower.

19990621	19990625	BROWN WM C				7278234325
OFC-COM	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02D	REGION-CUST OPER					

COMPLAINT: Mr. Brown was transferred from the PSC. He reported his phone out on Friday 6/18. He was given a repair commitment of 6/25 then we changed it to 6/23. He advises that still isn't satisfactory. He has other working service in the house # 727/894-7535 please call that # UPDATE: jbd 147p customer has not been contacted Valerie of Nick Buono's will have someone call ASAP RESOLUTION: Krzan spoke to Mr. Brown on 6/24 at approxamately 3pm. On
6/21 a technician was dispatched at 1:36pm who changed the carrier channel and called the CRCC dispatch to refer to Supervisor Gary Woodcarrier maint. The drop was changed also. Krzan left his name and number if there are any further questions. The 6/24 due date was because of high trouble volume our defaults were pushed out. CAUSE: Repair commitment unacceptable to customer.

19990621	19990628	KRISKA MARILYN				8139610631
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

COMPLAINT:Ms. called to complain that she called Saturday to report that her phone service was out. She called again today dissatisfied with commitment time. She explained that every time the house across the street gets phone service GTE uses her facilities and her phone service goes out. Ms. is looking for
compensation for $40.00 ad in the Tampa Tribune that she was unable to received calls for.She also advised she needs her phone due to medical problems. RESOLUTION: Local Manager Steven Lueng spoke with Ms Kriska
6/21 4:30 pm after repair was completed at 10 15 am. This ticket was first worked 6/21 and was isolated as lightening damage at serving terminal. Mr Leung offered a $25.00 SPG to help compensate for inability to answer newpaper ad. Ms Kriska accepted SPG but will fileclaim to recover $40. There was no history of repeat report in current record. Only other ticket is 6/1 test okay CAUSE: Dislike of commitment given.

19990623	19990628	EDELSON IRVING				8132580411
OFC-COM	ASSURANCE	FL	FL	R	INLAND	TAMPA CENTRAL
D02D	REGION-CUST OPER					

COMPLAINT: Mr Edelson called through FPSC to complain about the committment date for restoring his service. It was reported out 8 am 6/2 with a committment date of 6/24. His calls have been forwarded to his
cellular phone. RESOLUTION: Larry Lunsford DRM spoke with Mr Edelson 6/23 before 1 pm to advise of workload due to bad weather. Mr Lunsford
offered to have someone dispatched this afternoon but Mr Edelson advised he would be out and accepted appointment for 8 am 6/24.
Mr Lunsford have given an appointment to the ticket and will follow up to ensure dispatch. CAUSE: Customer dislike of committment procedures followed severe weather.

19990623	19990629	ARRINGTON ESTELLE			9416668306
OFC	ASSURANCE	FL	FL	R	

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D02D REGION-CUST OPER

COMPLAINT: Ms Yacarol called to advise that her grandmother's service is still not repaired. The service was reported out 6/17 with a committment of 6/23 9:00 am. She expects 6 days time out of service (TOS). RESOLUTION: Local Manager Doug Ahrens spoke with Ms Yacarol 6/23 before 11 am to advise of receipt of complaint and of technician having been dispatched. Mr Ahrens found that Ms Yacarol had not reported service out until 6/20 and was given a commitment time of 6/23 9 pm. As there was other working service at this address and a heavy workload of repair the commitment date was 3 days. Mr Ahrens apologized for the delay offered 3 days out of service and a SPG for customer's misperception of missed commitment. The technician dispatched found trouble in the isolated cable pairand repaired at 11 am. At 3:15 pm 6/23 Mr Ahrens made site inspection and spoke with Ms Yacarol who said the phone service had been reestablished and was working well. Ms Yacarol is now satisfied.CAUSE: Customer misconception of actual commitment time which was unsatisfactory.

19990625	19990630	JONES CASEY				8139682693
EXE	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

COMPLAINT: Mr Jones called requesting to speak with Mr Ferrell concerning the outage on his phone service. There were GTE personnel working in his neighborhood 6/23 and his phone went out. He was quoted a commitment of 6/26 yesterday which is not satisfactory. RESOLUTION: Local Manager L. A. Smith spoke with Mr Jones' mother 11 00 am 6/25 to advise of dispatch of technician. Mr Smith wasadvised by the technician that he found the protector module in Mr Jones NID was damaged possibly by lightening. The protector module was repaired and ticket cleared 12:45 pm 6/25. Mr Smith advisesMr Jones was quoted proper commitment time by CARE representative. Procedures were followed. Mr Smith spoke with Mr Jones 6/26 who advised service was working fine. Mr Jones is satisfied with repair but disliked commitment time. CAUSE: Customer dislike of repair commitment.

19990625	19990630	GREEN STACY				9415337949
OFC	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT: Missed commitment for repair. Customer has ongoing trouble with no dial tone and can't be called. Says CARE tells him it's his phones but all phones have been replaced. Someone was supposed to be there this morning no one came. He says he has been put off for the last 3 months. He wants his line repaired today. RESOLUTION: Customer called CARE and was given a commitment date of 6/24 but it wasn't repaired until 6/26. There was a bad dual line carrier. The delay was caused by bad weather. He was changed from a dual line carrier to straight cable pair and a Service Performance Guarantee was issued on the BVT. CAUSE: Missed commitment for repair.

19990629	19990630	REYNOLDS L C				8132381885
OFC-NET	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02B	REGION-CUST OPER					

COMPLAINT: Customers service out for 5 days. Customer was given commitment of 6/25 @ 9pm. Missed repair commitment. RESOLUTION: Service cleared on 6/26 @ 1.45pm. Susan Miller Customer Relations contacted Ms Reynolds to discuss. Susan offered an SPG of $25.00 and a TOS credit of $2.91 had already been issued. Customer was not satisfied with SPG. Susan advised Ms. that was the maximun she could offer customer accepted. Both credits will reflect on the 7/1 bill. CAUSE: Missed repair commitment.

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990624	19990701	JODWAY TOM					9414239877
OFC-COM	ASSURANCE	FL	FL	R	COASTAL		SARASOTA
D02B	REGION-CUST OPER						

COMPLAINT: Verbal from PSC/Alex. Customer was given 3 p m. 6/24/99 commitment on repair of 2nd line 941-423-8146. No one has called or come to the residence. RESOLUTION Gary Phair dispatched tech #1321 to customer's residence on 6/24. He repaired an open isolated pair and restored service by 7 00 p m. that day CAUSE Commitment missed by repair.

19990629	19990701	HIGGINS JOE					8137831371
OFC	ASSURANCE	FL	FL	R	INLAND		LAKELAND
D02D	REGION-CUST OPER						

COMPLAINT: Mr Higgins called to advise he finds GTE's repair commitments unacceptable and the explantion of FPSC requirements by GTE CARE representative rude. It took 19 hours to repair his service recently His son's service (813) 779-8531 37201 Phelps Rd Lt 16 is now out of service and has been quoted a 48 hour commitment due to weather and high number of outages.
Please call Mr Higgins at (813) 783-1371 RESOLUTION: Larry Lunsford Division Resource Management spoke with Mr Higgins 6/29 1.00 pm to advise of receipt of complaint. Mr Higgins advised he expected GTE to have a 4 hour commitment time like
AT&T used to when he worked with them. Mr Lunsford apologized for inability to offer such a commtiment. Mr Higgins understands but doesn't like it. Mr Lunsford
escalated MrHiggins son's repair to be completed 6/29 Amy Napper reports that Mr Higgins perceived rude treatment was just because he didn't like commitments given. Ms Napper has requested the coaches counseltheir representatives about using soft word phrases and to be sensitive to the customer needs. CAUSE Dislike of repair commitment dates.

19990618	19990702	KUNZE WM					7274426341
OFC	ASSURANCE	FL	FL	R	COASTAL		CLEARWATER
D02D	REGION-CUST OPER						

COMPLAINT:Ongoing trouble everytime it rains current report being given commitment p.m. 6-19. Daughter Janet Nichols requests escalation elderly parents resolution to wet lines problem. RESOLUTION:CARE trouble history reflects reported noise static
6-2-99 came clear per customer within commitment no dispatch. 6-18 Local Manager Joe Maynard contacted Janet Nichols(daughter) who was upsetover commitment time quoted for
report pending. Mr. Maynard explained that recent weather patterns had caused extended commitment times but would dispatch a technician that same day. Technician cleared trouble 3:13 p.m. 6-18 customer provided equipment. Joe Maynard continues to follow up with the customer. CAUSE:Customer not happy with commitment time quoted extended because of weather

19990618	19990702	CHAPLINSKI WALTER					7275266682
OFC	ASSURANCE	FL	FL	R	COASTAL		ST. PETERSBURG
D02D	REGION-CUST OPER						

COMPLAINT:Please contact son in law Mr. Baker A.S.A.P. repeated trouble 92 year old Mrs. Chaplinski current repair ticket commitment 6;2 p.m. 6-18. This is NOT ACCEPTABLE wants immediate dispatch.RESOLUTION:6-18-99 Local Manager Orville
Grounds contacted Mr. Baker and advised that the trouble report would be dispatched and escalated per his request. The trouble was cleared at 4:47 p.m. waterhad
gained entry into the cable rusted the bond causing a ground on the cable pair. The previous trouble cleared 6-10 was because of an open cable pair not related. In a follow up call from O. Grounds both Mrs. Chaplinski and Mr. Baker expressed satisfaction.
CAUSE.Customer requesting escalation of trouble report unrelated to previous trouble

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990707	19990709	PARKS DAVID W					9413220069
OFC	ASSURANCE	FL	FL	R	COASTAL		BRADENTON
D02B	REGION-CUST OPER						

COMPLAINT. Ms. Haag's daughter's phone has been out for 5 days. We missed the 9:30pm commitment of 7/6. She advised she is calling the PSC. RESOLUTION: On 7/7 Mark StDenny Local Manager contacted Ms. Haag. On 7/7 the trouble was cleared and the line restored. CAUSE: Missed commitment.

19990625	19990712	FERNANDEZ YANCEY				8138919918
OFC-COM	ASSURANCE	FL	FL	R	INLAND	TAMPA CENTRAL
D02B	REGION-CUST OPER					

COMPLAINT.Warm transfer from Tarah PSC. Out of service for a week says last contact last night was promised today and a Service Performance Guarantee. Requesting contact from supervisor why the delay why was quoted different commitment each time he called. RESOLUTION:CARE trouble history reflects trouble reported 10:20 p.m. 6-21-99 commitment time quoted 7:00 p.m. 6-24. Mr. Fernandez requested status 4:29 p.m. 6-24 and commitment was confirmed as 7 p.m. 6-25 10.06 a.m. Larry Lunsford Inland Division Resource Manager spoke with Mr. Fernandez confirmed that no the ticket did not carry the usual 24 hour commitment but that he would escalate the dispatch. Service was restored later that morning by carrier maintenance(bad 8 channel carrier card) and a message was left on the home answering machine. Larry Lunsford also left a message confirming the restoral of service. In a follow up total credit $27.70 appears on the July 1 bill($25 Service Performance Guarantee $2.70 4 days timeout of service). CAUSE:Repair commitment quoted missed

19990707	19990712	MOLENDA ROMAN				7277343024
OFC	ASSURANCE	FL	FL	R	COASTAL	CLEARWATER
D02D	REGION-CUST OPER					

COMPLAINT: Customer has no dial tone dead initially was static. Repair ticket 7-5 commitment for 7-8. Customer not satisfied with that commitment. RESOLUTION: 7-7 Local Manager Joe Maynard contacted Mr. Molenda and had a tech dispatched. Customer did some remodeling and left some inside wire hanging in the dirt behind the house. The tech removed the wire it was no longer needed. 7-12 Made a follow-up call to customer there was no answer. CAUSE: Commitment time is an operations process.

19990702	19990715	MUSIC JOSHUA				9415199105
OFC	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT:Ongoing trouble intermittent dial tone since I order had facilities' problems 4-1-99. Requesting escalation of current trouble repor (pregnant wife) and time out of service for past outages. RESOLUTION:CARE trouble report reflects reported 6-26-99 commitment quoted 9:00 p.m. 7-1. 7-2 Local Manager Jeff Spotswood dispatched a technician who cleared the trouble 5:30 p.m. The customer was removed from dual line service J. Spotswood made two follow up calls to ensure customer satisfaction. Customer to receive credit 7 days time out of service total $5.44 and a $25 Service PerformanceGuarantee requested by J. Spotswood. There were no previous trouble reports for this customer J. Spotswood advises GTE had been working trouble previously at neighbor's house. CAUSE:Repair commitment quoted missed

19990709	19990715	GONZALEZ RICH				8139715277
OFC-NET	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT:Rich Gonzalez EMail message phone not working has reported requests status. RESOLUTION:CARE trouble history reflects report 7:59 a.m. 7-2-99 commitment 8.30 p m. 7-3 cleared 12:30 p.m. 7-3 changed isolated cable pair. Credit issued per procedures(Dominican Republic)total $1.08 time out of service 2 days. 7-9 Ms. Hunter confirmed with Mr. Gonzalez that service was working and per hisrequest that same
day he was contacted by Linda Huskamp Operations' Support/DRM. Ms. Huskamp confirmed that the commitment quoted for clearing Mr. Gonzalez' trouble report was beyond the normal 24 hour usually quoted. Weather conditions and trouble volumes/manpower determine the commitment default. Mr. Gonzalez was not satisfied. CAUSE:Unsatisfactory commitment

19990712	19990715	FIEBER EDWARD				7275772022
OFC	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02D	REGION-CUST OPER					

COMPLAINT: On 7-10 he reported no dial tone dead. Commitment was for 7-12. This date was not satisfactory Fieber spoke Supervisor Chuck Young on his cellular and was on the phone for nearly 45 minutes (he wants to be reimbursed for this call). Fieber would like to know if w really have a 48-hour waiting period for repairs.
RESOLUTION: Local Manager Bill Bolin has attempted to contact customer 7-12 7-13 and 7-14 left messages. If customers call on a Saturday after the cut off time a commitment time of 48 hours is given. D. O. Creasman
inspected the 86 Terrace problem and determinedit to be a wired out of limits drop. Tech was dispatched 7-14 to take care of that. Update: 7-15 Mr.
Fieber contacted Bolin and explained company procedure. Customer had not advised Care he had anelderly person in his home. Bolin told him that he could not authorize payment of his cell phone bill. The 86 Terrace problem is awaiting funding. CAUSE: Unsatisfactory commitment time procedure

19990713	19990720	GREENFIELD ROBERT				9419246256
EXE	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02D	REGION-CUST OPER					

COMPLAINT: Mr Greenfield not satisfied with the commitment date given him by CARE. He reported service out on 2nd line 941-924-6256 on 6/21/99 and was given a commitment time of 6/28/99. His main
lineis 941-923-5831. RESOLUTION: Local Manager Tom Ackerman spoke with Mr Greenfield to apologize for extended committment date for repair. Due to equipment weather conditions budget and manpower repair committments had to be extended. Mr Ackerman advised service was repaired within committment quoted. Mr Ackerman left name and number for further assistance. CAUSE: Customer dislike of extendedcommittment.

19990715	19990720	VARNUM H A				9416466990
OFC	ASSURANCE	FL	FL	R		
D02D	REGION-CUST OPER					

COMPLAINT: Missed commitment on repair report. ----- RESOLUTION: Trouble report made at 228p on 07/13 commitment 9p on 7/15. Employee John Tull (6034) found the trouble in an
aerial section of cableand the cable pair had deteriated. Service was restored at 3:30PM on 07/15/99. Customer contact was made and customer is satisfied. Follow-up call by Local Manager Aubrey Haynie on 07/16/99 revealedthat Mr. Varnum was very satisfied with repairman that was sent and happy with restored service ----- CAUSE: Unsatisfactory commitment.

19990720	19990720	URBAN C L				8136349690
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02D	REGION-CUST OPER					

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

COMPLAINT. Customers line has been out for a week. Doesn't feel he should have to wait a week to get repaired. He wants compensation for his inconvenience. RESOLUTION. Per CARE Mr Urban called on7/16 for a humming noise. He was given a commitment of 7/24 that wasn't satisfactory he was then given a commitment of 7/20. He advised his line has been fixed but he wants compensation. Susan Miller Customer Relations issued credit for 7 days TOS of $3.81 to reflect on the 8/13 bill. Mr. was not satisfied with the amount of credit. CAUSE: Customer dissatisfied with repair commitment.

19990721	19990721	RANKIN CHERYL				8136619759
OFC-NET	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02B	REGION-CUST OPER					

COMPLAINT: Customers line is dead commitment not met. RESOLUTION: Customer reported outage to CARE on 7/15 @ 8:18pm with a commitment time of 7/16 @ 8:00pm. Cleared on 7/17 @ 1 17pm commitment missed. An SPG was issued by CARE and TOS for $2.09 both credits will reflect on the 8/4 bill. Susan Miller Customer Relations left word to contact her if not satisfied with the action taken. CAUSE: Missed commitment.

19990707	19990722	SAUNDERS MARTHA				7279424515
OFC	ASSURANCE	FL	FL	R	COASTAL	TARPON SPRINGS
D02D	REGION-CUST OPER					

COMPLAINT: Ms Saunders upset with CARE commitment. Says she came home from vacation yesterday 7/6 and her phone was dead. CARE told her they would try to get to her by 7/10 She advised them she livedalone and she had to have the phone right away She will be at CBR for a few hours. RESOLUTION: Rick LeSeur changed the customer's repair report to an AWAS appointment due by 8:00 p.m. on 7/7/99. Theticket was dispatched at 3:13 p.m. on 7/7 and service was restored at 4:15 p.m. the same day. The aerial drop was repaired. CAUSE: CARE followed procedures as commitment given by the Due Date Manager.

19990721	19990723	GOLLE YOGI				7273949626
OFC-NET	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02B	REGION-CUST OPER					

COMPLAINT: Mr Golle emailed concerning line being out and commitment missed. He reports when he called back for status was treated rudely by CARE representative who would not give him a supervisor. RESOLUTION: Ariana Reed reports that the commitment was missed due to weather. The ticket was created 7/15 10:12 pm with a commitment of 7/16 10:12 pm. A technician was dispatched 7/17 7:17 am and no accessed the ticket. The tech was rerouted at 12:236pm and cleared the trouble at 1:36 pm CPE. Amy Napper reports that James Byrd Supervisor - CARE spoke with Mr Golle 7/21 within two hours to apologize. Mr Golle didn't have the name of the representative he spoke with 7/16 and there was no documentation of call. Mr Byrd attempted to identify representative without success. Mr Golle advised everyone else he spoke with was very pleasant. Mr Byrd made a followup call 7/22 to assure service was working. Mr Golle is satisfied. CAUSE: Missed commitment and unprofessional treatment by unidentified CARE representative.

19990726	19990726	STAMPER BOB				8139941313
EXE	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	CENTRALIZED-CARE					

COMPLAINT: Mr Stamper called Mr Ferrell's office 7/23 3:00 pm to advise his Voice Mail has not worked since his service was reconnected

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

5/21. Reported several times. RESOLUTION Amy Napper CAREreports that Tina Grinsteiner Lead Representative contacted Mr Stamper 7/23. Ms Grinsteiner apologized for delay and advised of ticket created 7/21. Ms Grinsteiner advised would investigate. She rebuilt his voice mail feature in the server and called Mr Stamper back to let him know Ms Grinsteiner left a test voice message giving offer of assistance for setting password. Ms Napper advised there were no earlier tickets created. Mr Stamper is satisfied and thankful. A check of MSOS bill record shows treatment transaction 5/28 warning of eminent removal of voice mail due to past amount of non regulated charges. Account was not brought current until 7/23. An order O3750329 requesting to remove service was worked in error and cancelled 6/14. No previous tickets commitmentmet for 7/26. CAUSE: Customer unhappy with commitment date for repair of voice mail.

19990712	19990727	MARTIN M C				8139867808
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

COMPLAINT.Out of service since 7-9-99 being promised commitment 9 p.m. 7-12. Unsatisfactory requests escalation. Very unhappy over wait time to speak with a CARE supervisor both 7-10 and 7-12 wantsthis addressed. RESOLUTION:7-12-99 Care Lead Rep Lisa Ruper spoke with Ms. Martin who chose to wait after refusing a call back from a supervisor. L. Ruper offered to work with dispatch to insure trouble cleared within commitment quoted and request time out of service. Per Operations trouble reported 7-10 7 58 a.m. commitment quoted 9 p.m. 7-12. Trouble cleared 5 p.m. 7-12 commitment met. 3 days time out of service issued by system(Dominican Republic)total $ 65. Customer was contacted by Local Manager Mike Young and Marc Ejgrid Customer Operations. CAUSE:Operations and CARE procedures followed unsatisfactory commitment

19990712	19990727	DOUG SHOWER & ASSOC				7275853884
COM	ASSURANCE	FL	FL	B	COASTAL	CLEARWATER
D02B	REGION-CUST OPER					

COMPLAINT: Customer is complaining that lines have been out-of-service since 7-1-99. RESOLUTION: Customer report of trouble was taken 7-1 and technician Richard Lucas was dispatched 7-2 who found no one on premise. The tech failed to leave a door hanger advising the customer of his attempt to repair and the need to make a new appointment. 7-6 another report was taken that the landlord had cut thecable. The landlord met the with the technician who repaired it that day but no access was available to the inside. On 7-7 another report the customer arranged access to the interior and on 7-8 alltrouble was cleared. The customer was issued a Service Performance Guarantee credit and credit for 4 days time out of service. On 7-13 a follow-up call for satisfaction was made. CAUSE: Quality of performance caused delay of repair.

19990713	19990728	FILLMON WAYNE				8136622085
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA EAST
D02D	CENTRALIZED-CARE					

COMPLAINT: Customer upset because he reported his line out of service 7/9 at 6.30 p.m. CARE wouldn't give him any better commitment than 7/13 at 9:00 p.m. He wants 4 days time out of service credit. RESOLUTION: Even though the customer reported no dial tone the CARE rep created the trouble ticket as not out of service due to the test results. Mr Fillmon was given 4 days credit for time out of service. CAUSE: Procedures followed by CARE.

19990719	19990802	LASOTA EDWIN	7279342237

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
COM	ASSURANCE	FL	FL	R	COASTAL	TARPON SPRINGS
D02D	REGION-CUST OPER					

COMPLAINT: Customer complained of service out for a week RESOLUTION: 7-16 Local Manager Matt Butler contacted customer and explained the ticket of 7-17 was coded as not out of service therefore this type trouble gets a commitment of 7 days. 7-23 the trouble was cleared as replaced carbons. Matt invoked an SPG of $25 to appear on the next bill. CAUSE: Operating procedures

19990720	19990804	MOBLEY REGGIE				8137542709
OFC	ASSURANCE	FL	FL	R	INLAND	LAKELAND
D02D	REGION-CUST OPER					

COMPLAINT: Ms Mobley mother called to complain about commitment date given for repair. Service was reported out 7/16 with a commitment of 7/21. There are small children in the home RESOLUTION: Local Manager Jim Crews spoke with Ms Mobley 7/20 12.45 pm to advise of receipt of complaint. Mr Crews apologized for delayed commitment but advised weather and staffing limitations had pushed allcommitments out. All trouble commitments were pushed out 3 days at the time of this report. A technician was dispatched within an hour of receipt of complaint and trouble was cleared 7/20 as old jumper in terminal box that multiples to customer's pedastal cross connection. CAUSE: Per customer unsatisfactory repair commitment procedures followed.

19990728	19990805	PAINTER MARK				9417491659
OFC	INFRAPROV	FL	FL	R	COASTAL	BRADENTON
D02D	REGION-INFRA PROV					

COMPLAINT: Mr. Painter has been waiting for over 3 weeks to get phone service. I4331558 has been on DOR. Facilities have been ran and he has now been advised service will be installed on 8/6 He has been more than patient and wants his service installed ASAP. His daughter is ill and his cell phone doesn't work at his home. RESOLUTION: Supervisor Acces Design Steve Rickert contacted Mr. Painter. Service was connected on 7/28. It is standard procedures for orders removed from DOR status to be assigned next available due date. Mr. Painter was satisfied with the action taken. CAUSE: Customer dissatisfied with due date given on his order removed from DOR status.

19990804	19990806	FEAGLE ODELL				9419676845
OFC-COM	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT: Mr Feagle called through the FPSC to complain that his service still is not repaired. He did receive a message on his voice mail confirming the service is repaired but he has no dial tone. He was told the repair would be complete 8/2. RESOLUTION: Local Manager Jim Parrish contacted Mr Feagle's mother as requested 3:49 pm 8/4. There was a ticket in the system created 8/2 6:22 pm with a commitment of 8/3 6:22 pm dispatched on 8/4 10:22 am and cleared 1.15 pm. Subsequent to repair the NID was struck by lightening and had to be replaced ticket created 8/4 2:53 pm with a commitment of 8/5 2:53 pm. This ticket was cleared 8/4 5:30 pm. Mr Feagle is now satisfied. CAUSE: Missed commitment subsequent lightening damage.

19990805	19990809	MC CORMICK WM				9418698513
OFC	ASSURANCE	FL	FL	R		
D02D	CENTRALIZED-CARE					

COMPLAINT:Mr. called to question why would GTE delay his repair request from Tuesday 8/3 because he was unable to check his demark.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

RESOLUTION 8/6 Michelle Mendez's Care response. Mr. McCormick called into repair at 11:16am on 8/3. The original commitment time was 9pm on
8/9. At the time that Mr. McCormick called in he had not isolated to the NID so he was marked NOOS. Mr. McCormick did not callback until 8/ to let us know that he had no dial tone at
the NID. At that time the representative he spoke with documented the report and routed it SPCD to advised of OOS condition. Patti Beckum lead rep made contact with customer and tried to explain to him the isolation procedure. Mr. McCormick remained dissatisfied with isolation procedure and felt that it required him to do GTE's job.CAUSE.Repair followed isolation procedures.

19990719	19990810	HEARNE STEVE				8139898349
COM	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

COMPLAINT Repeated repair reports. ------ RESOLUTION: Four repair reports in 1998 and one report on 7/16/99 were found. On 7/16 233p the report received no dial tone was given a commitment 7/19 9p.
The customer was not satisfied with the commitment therefore called the PSC. On 7/19 service was restored with a temporary drop wire. On 7/20 pair was cleared and moved back to serving terminal. The temporary drop was removed network interface and ground wiring were upgraded On 7/21 local manager Sal Diaz made a follow-up call and the customer is satisfied. ------ CAUSE.Customer disliked repair commitment.

19990809	19990810	PARODO ANTHONY				9413554212
OFC	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02B	REGION-CUST OPER					

COMPLAINT Mr Parodo called to advise of his recent repair experience. He called in a ticket 8/7 8 am which was committed to be repaired 8/7 8pm. When it wasn't repaired by 9:30 pm he called CARE back was told it might be Monday before it was repaired and requested a supervisor. The CARE representative advised would have a supervisor call him Mr left his
cell phone number. Mr Parodo received no call back 8/7. On 8/8 5:30 pm a technician was on site and advised of lightening strike. Mr Parodo asked about SPG for missing commitment. RESOLUTION: Colin Hairston CARE Supervisor spoke with Mr
Parodo 8/9 before 5 pm to apologize for the supervsior not calling him back Saturday evening. Mr Hairston advised that Lead Representative Brian Hornyak who spoke
with Mr Parodo Sunday has issued a $25.00 SPG for missed commitment. Mr Hornyak called Mr Parodo back Sunday evening to verify service was working. The ticket shows request for supervisor but request did not reach supervisor queue for call back. Mr Parodo is satisfied with SPG. CAUSE: Missed commitment no call back-CARE supervisor.

19990812	19990812	HOFFMAN JAS L				9414242303
OFC-NET	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT. Customers phone has been out for one week. Missed commitment. RESOLUTION: On 8/12 Susan Miller Customer Relations contacted Ms. Hoffman. She advised the phone was repaired on 8/10 butshe has been without service for 8 days. An SPG and 8 days TOS was issued by CARE. Susan apologized for any inconvenience. Ms. Hoffman was satisfied with the action taken. CAUSE: Missed commitment.

19990812	19990813	DROSDICK WILLIAM				9419842516
OFC	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT. Mr Drosdick called to advise of missed commitment for repair. He has a problem with jack. The first time it was reported was

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

7/21 but keeps going out. The last repair call 8/4 gave acommitment of 8/12 8am to 10 am which was unsatisfactory and missed. RESOLUTION: Local Manager Jim Parrish
spoke with Mr Drosdick 8/12 1.30 pm to advise of receipt of complaint. Mr Parrish apologized for delayed commitment date which was due to weather and scheduling. Mr Parrish found that the commitment was
noted on ticket as 9 pm 8/12. There was an appointment time of 8 am to 10 am onticket. A technician was dispatched 1.36 pm and trouble cleared 3:15pm 8/12. The technician found that a rodent had chewed through interior wire under home. The wire was replaced and stapled around the home instead of under it. CAUSE: Unsatisfactory commitment date customer perceived missed commitment due to appointment repeat report.

19990803	19990817	BRADY MARY					9418586963
COM	FULFILLMENT	FL	FL	R			
D02B	REGION-CUST OPER						

COMPLAINT. Customer ordered service 7-19 was given a due date of 7-26 but no telephone number. They did not know until 7-28 what was happening and they were advised it will be done by the end of August. RESOLUTION: Customer placed order on 7-19 and hung
up before representative had given them their new number On 7-26 the due date was missed for manpower constraints. 7-27 a technican completed asmuch of the order as
possible and it was then delayed for bad pairs. 7-28 the customer called the DOR desk and was advised approximate completion date of 8-7. On 8-2 a cable splicer was dispatched toclear the bad feeder pair and the customer had service that day Engineer Mike Hall contacted the customer and gave them an SPG credit for the delay CAUSE: Missed commitment.

19990813	19990817	SISCOE REE					7273439735
OFC	ASSURANCE	FL	FL	R	COASTAL		ST. PETERSBURG
D02B	REGION-CUST OPER						

COMPLAINT: We ran a temporary service at customer's premise and went back 8-9 to place the permanent service. It was scheduled between 1-3. Customer states GTE
did not arrive until 6pm. The tech told the customer call in to receive his $25 SPG. Customer wants to know when he'll receive the SPG.
RESOLUTION: 8-13 local manager Jerry Ratliff called customer and advised the SPG was issued and should appear by two billing cycles. CAUSE: Missed commitment

19990819	19990819	OSLACK JOHN					7279378507
OFC	FULFILLMENT	FL	FL	R	COASTAL		TARPON SPRINGS
D02D	REGION-CUST OPER						

COMPLAINT: Mr. Oslack advised the due date on his move order is 9/5 this is unacceptable. RESOLUTION: Susan Miller contacted Brandy Fedders to have the order expedited. A due date of 8/24 was given. Mr. Oslack is satisfied with the action taken. CAUSE: Customer dissatisfied with due date. Procedures followed.

19990824	19990826	SHARP H TED					9412975039
OFC-COM	ASSURANCE	FL	FL	R			
D02D	REGION-CUST OPER						

COMPLAINT: Mr Sharp called through the FPSC to complain of unsatisfactory commitment date for repair 8/31. The number is connected to a burglar alarm system and he has to leave town.
He will be athis cbr until noon. RESOLUTION: Local Manager Jim Parrish spoke with Mr Sharp 8/24 11:15 am to apologize for the delayed commitment date. Mr Parrish dispatched a technician and the ticket was cleared 8/24. Lightening had struck NID and damaged module. Module was replaced. Mr Sharp is satisfied. CAUSE: Unsatisfactory commitment procedures followed.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

19990816	19990830	HARPER ROBT				9417295965
OFC	ASSURANCE	FL	FL	R	COASTAL	BRADENTON
D02D	REGION-CUST OPER					

COMPLAINT:Audible static elderly granddaughter Ms. Mann calling to request escalation of trouble ticket pending Customer called last week and this morning being quoted commitment of p m. 8-17unacceptable. RESOLUTION:CARE trouble history reflects reported can't be called 6 07 p m. 8-12-99 commitment quoted 9:30 p.m. 8-17;Customer called back 8-14 can't call out CARE changed out of service to yes arranged an appointment 8-17 1 p.m.-3 p m ;No documentation of request for upward escalation or reason to do so. Per granddaughter's request to Customer Relations dispatched 8-16 replacedbad inside wiring trouble cleared 1.37 p.m. Local Manager Dave Osborne spoke with Mr. Harper who is happy to have the line fixed. CAUSE:Unsatisfactory commitment

19990827	19990830	CARTER WILLIAM				8139861527
COM	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

COMPLAINT: PSC dated 8/9. Frequent out of service conditions every time it rains. Repeated reports to CARE. RESOLUTION: Mr Carter called CARE on 5/10 for no dial tone trouble found was a short in theinterior wire. He called again on 8/7 also no dial tone trouble found was insulation breakdown. Mr Young spoke to Mr Carter on 8/12 & 8/17 and was told he was unhappy with the 2 day commitment givenby CARE. However CARE followed procedures. Mr Carter is now satisfied that his line is working. CAUSE: Unsatisfactory commitment.

19990820	19990831	SATIN HOWARD N				8139622785
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	CENTRALIZED-CARE					

COMPLAINT: Mr. Satin's phone went out Wednesday night. He called CARE who came out this morning @ 8:00. No one was home. He called CARE again to reschedule and was advised by Bruce that the manager is his area doesn't schedule repairs past 3.00pm and someone could be out next Saturday 8/28. That isn't acceptable. RESOLUTION: On 8/20/99 at 6:23pm Steven Leung Local Manager contacted Mr. Satin. Mr. Leung arranged to have a technician at Mr. Satin's residence in the morning of Sunday Aug 22 1999. Mr. Penick repaired the IW and replaced a jack. CAUSE: CARE failed to upward refer customer when dissatisfaction of commitment date was evident.

19990830	19990901	MURDOCCA LINDA				9419845131
OFC	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT: Ms. Murdocca has problems with her line cutting off and jacks in her house not working. We missed the last two Saturday appointments to fix her jacks. She has IWM. RESOLUTION: On 8/30Jim Parrish contacted Ms. Murdocca. A technician was dispatched and repaired her jacks. On 9/1 Susan Miller Customer Relations contacted Ms. Murdocca she was satisfied with the action taken. One repair ticket was nó accessed. Ms. Murdocca advised she has a caretaker at her residence 24 hours a day and no one from GTE came to her house. CAUSE: Repeated repair reports misssed commitment.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19990830	19990902	BARNWELL LINDA					8137373695
OFC	ASSURANCE	FL	FL	R	INLAND		LAKELAND
D02D	REGION-CUST OPER						

COMPLAINT. OOS since 8/23 on 737-5004 repeated trouble on 737-3695.) CARE rep Scott was nasty and rude requested supervisor was told would hold for 15-20 mins. ------ RESOLUTION Lead Rep Cassandra Mitchell spoke to Ms. Barnwell on 8/27 and apologized for the treatment. Cassandra advised that Scott's supervisor would be notified of this complaint and further action would be taken. On 8/27Jim Crews local manager contacted the customer and trouble repaired. One trouble ticket was found on 8/24 commitment 8/31 for OOS condition. The customer is satisfied.------- CAUSE. Lack of manpower. Unprofessional behavior by Care rep.

19990823	19990903	ECKLEY ROBERT					7275855540
OFC	ASSURANCE	FL	FL	R	COASTAL		CLEARWATER
D02D	REGION-CUST OPER						

COMPLAINT Trouble reported p.m. 8-22-99 no dial tone. Customer quoted commitment 8 p.m. 8-23 requesting escalation feels GTE should b able to dispatch more quickly. RESOLUTION 8-23-99 Local Manager Dennis Burg contacted Mr. Eckley and explained that the 24 hour commitment quoted is a guideline from which GTE works but often is able to clear trouble prior to that time. A technician was dispatched a damaged drop was repaired and service restored 2:50 p.m. 8-23. Mr. Eckley is satisfied with his service at this time and has Mr. Burg's name and number for future reference. CAUSE:Unsatisfactorycommitment

19990809	19990907	CARTER G					8139861257
COM	ASSURANCE	FL	FL	R	INLAND		TAMPA NORTH
D02D	REGION-CUST OPER						

COMPLAINT: William Carter contacted FPSC concerning repeated outage. Every time it rains his service goes out. RESOLUTION Tom Cannon reports that there were only two tickets in the system for thepast year. The tickets were issued 5/10 (NDT) committed to 5/11 commitment met (cleared short in interior wire) and 8/7 (NDT) committed to 8/9 commitment met (insulation breakdown splice repaired). Local Manager Mike Young spoke with Mr Carter 8/9 12:30 pm who advised of hearing Spanish radio station. Mr Young dispatched a technician 8/9 to install a radio suppressor. Mr Carter advised his real complaint was concerning unsatisfactory commitment time which was two days. Mr Young advised two day commitment was within procedures. Mr Young spoke again with Mr Carter 8/12 and 8/17to assure service was working well. Mr Young gave his number for further assistance. CAUSE: Unsatisfactory commitment procedures followed.

19990824	19990907	SAILOR H L					9413243821
OFC	ASSURANCE	FL	FL	R			
D02D	REGION-CUST OPER						

COMPLAINT:Customer requests escalation of trouble report pending for static. He has been quoted Saturday August 28 feels rep advised it would be quicker if he had Inside Wire Maintenance(IWM). RESOLUTION:8-24-99 Lead Rep Customer CARE Marie Curry contacted Mr. Sailo explained that having IWM does not impact a customer's commitment timeframe and apologized if a CARE representative miscommunicated this to him when taking the trouble ticket. Ms. Curry provided her direct telephone number for any trouble in the future. Local Manager Olin Britt also contacted Mr. Sailor and assured him that thecommitment quoted was due to high repair volume. On his call to CARE Mr. Sailor stated that he was not totally out of service(NOS) which also drives the commitment quoted. Mr. Britt advised that this date was the date being quoted to all other customers(NOS). The trouble report was escalated a technician dispatched replaced a bad buried drop clearing the trouble 8-26. Mr. Britt made a follow upsatisfaction call back on the same day to Mr. Sailor. CAUSE:Unsatisfactory commitment

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	
19990826	19990908	MC DOWELL GEORGE W				8139481658
OFC	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02B	REGION-CUST OPER					

COMPLAINT: Repeated reports missed commitments ----- RESOLUTION.Repair history: 8/19 no dial tone cleared 8/21 premise wire damaged by lightning SPG $25. given for missed commitment by CARE; 8/23no dial tone cleared 8/24 sod terminal/cable(2nd lightning strike) and 4 jacks customer left before all jacks could be verified. On 8/26 Ken Soule local manager contacted the customer and dispatched tech who cleared trouble to CPE customer had plugged into wrong duplex jack.----- CAUSE Missed commitment.

19990903	19990908	BORELLI MIKE				7273918929
OFC-NET	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02B	REGION-CUST OPER					

COMPLAINT: Customer is questitoning the status on his repair report says his commitment has been missed. RESOLUTION: Per repair records trouble report was taken 9-3 with a clear time of 9pm 9-3. Thecommitment was missed the customer was notified that the repair would be done 9-4 and the customer was issued an SPG credit of $25.00 by the repair office for the missed appointment. Janet Messer service rep left a detailed message for the customer 9-7. CAUSE: Missed commitment.

19990903	19990910	NOLSHEIM JAMES				8139481083
OFC-COM	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH
D02D	REGION-CUST OPER					

COMPLAINT: Bruce FPSC warm transferred Mr Nolsheim who wished to complain of unsatisfactory commitment time for repair. His ticket was created 8/30 with a commitment date of 9/7. Mr Nolsheim advises the noise is so bad his fax machine cannot respond. RESOLUTION: George Suarez local manager contacted Mr Nolsheim 9/3 upon receipt of complaint. Mr Suarez advised of the not out of servicecommitment time was extended due to lack of manpower. Mr Suarez agreed to work Mr Nolsheim's ticket with next available technician after out of service commitments were met. A technician was dispatched 9/3 4.26 pm and trouble cleared 7:15 pm. Mr Nolsheim is now satisfied. CAUSE: Unsatisfactory commitment procedures followed.

19990907	19990910	BIEHL JEFF				9417218778
OFC	ASSURANCE	FL	FL	R	COASTAL	BRADENTON
D02D	REGION-CUST OPER					

COMPLAINT:Mr. called to complain that his phone has been out since this week-end. He called repair twice with no satisfaction. Mr. stated he has a request to add ADSL service 9/8 C5298689 and his vendor is coming out today to upgrade his computer & internet service however his service is still out.RESOLUTION: 9/10 Local Manager Mark St. Denny's response. On 9/6 at 2:06 p.m. Mr. Biehl reported his line out of service. On 9/7 at 11:24 a.m. Mr. Biehl called the Executive Department to complaint about his commitment. On 9/7 at 12:30 p.m. Mark prioritized trouble ticket for 9/7. On 9/7 at 12:53p.m. the trouble was dispatched & cleared at 1:59 p.m. to CPE repair no billing.Only one repair report located 9/6 CAUSE:Procedures followed Customer dissatisfied with commitment date quoted.

19990831	19990915	WEBB SHIRLEY	8136410910

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
OFC	ASSURANCE	FL	FL	R	INLAND		TAMPA EAST
D02D	REGION-CUST OPER						

COMPLAINT:Customer has trouble report pending has been quoted commitment 9-2 She believes neighbors have tied into her lines she is unable to receive all of her incoming calls and is receiving calls for these neighbors. She requests escalation of dispatch to check dmark. RESOLUTION:CARE trouble history reflects reported 8-30-99 commitment 9 p m. 9-2. 9-1-99 Local Manager Gary McGee contacted customer. Report dispatched and cleared 10:18 a.m. 9-2. Customer is in a duplex and interior wire for both sides was hooked down on the same terminal lug. Mrs. Webb was satisfied. CAUSE:Unsatisfactorycommitment

19990907	19990915	AVERY LAURE					9417954315
OFC	ASSURANCE	FL	FL	R	COASTAL		BRADENTON
D02B	REGION-CUST OPER						

COMPLAINT: Mr. Russell's repair commitment for Friday 9/3 was missed because repairman #4121 called his home number instead of his cell # A repairman fixed his line on Saturday 9/4 without needing access into his house He says repairman #4121 didn't need access to fix his phone and because of the delay he incurred extra cell charges. RESOLUTION: On 9/7 Danny Pearson Local Manager contacted Mr Russell. Danny issued an SPG due to missed commitment and customer dissatisfaction. Technician was coached about calling correct CBR #'s Mr. Russell was satisfied with the action taken. CAUSE: Missed commitment.

19990903	19990920	SELF CONNIE					8139482166
OFC	ASSURANCE	FL	FL	R	INLAND		TAMPA NORTH
D02B	REGION-CUST OPER						

COMPLAINT: Customer wants to be reimbursed for using her cell phone during the outage. Her commitment time was missed and she wants to know how much longer it will be. She spoke to the repair supervisor Casandra but is not satisfied. RESOLUTION: Tampa Supervisor Casandra Mitchell had conferenced the customer in with field supervisor Tony D'alisia who explained it was a neighborhood outage due to a lightning strike of a 900 pair cable box. Casandra issued a $25.00 SPG for the missed commitment there will be no cellular compensation. On 9-3 Rosemarie Bass left a message on Mrs. Self's voicemail with the expected time of completion. CAUSE: Missed commitment.

19990909	19990923	SUTER GERALD					7273454162
OFC	ASSURANCE	FL	FL	R	COASTAL		ST. PETERSBURG
D02B	REGION-CUST OPER						

COMPLAINT.Customer has talked to CARE several times still no dispatch bad audible static on line. Calling parties receive busy. RESOLUTION:THC Local Manager Ariana Reed responded to this complaint.Reed contacted Ms. Suter on 9/9/99 at 10:15 and informed her that we would have someone out to her residence before the end of the day. The commitment was for 9/8/99 at 10:28pm and a technician was dispatched on 9/9/99 at 12:11pm. He corrected the problem of bad audible and static on the line. Reed spoke to Ms. Suter on 9/10/99 at 8:30am and apologized for the missed commitment and left her name and number if there were any further concerns. Adjustments were issued through CARE procedure for a Service Performance Guarantee credit of $25 and time out of service credit two days total $1.16. CAUSE:Missed commitment repair

19990909	19990923	MEEHAN RUTH					7273472137
OFC	ASSURANCE	FL	FL	R	COASTAL		ST. PETERSBURG

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D02B REGION-CUST OPER

COMPLAINT: Customer cannot receive incoming calls has been waiting for dispatch appointment made for today missed. Margaret requests status expedite can be reached 727 395-6879 RESOLUTION: LocalManager Phil Nolan spoke with Margaret 9/9 4:50 pm to advise of receipt of complaint and completed repair of Ms Meehan. Mr Nolan found that a ticket was created as not out of service (NOS) with atwo day committed time of 9/9 . There was an AWAS appointment of 9/9 11:00 am to 1:00 pm which was missed due to out of service repairs (OOS) volumes. On 9/9 2:40 pm a technician found CPE trouble which he repaired and cleared 4:30 pm. Mrs Schenawolf was satisfied with Mr Nolan's response. CAUSE. Missed appointment/commitment.

19990923	19990927	ROSENBERG JACKSON				9417957789
OFC-COM	ASSURANCE	FL	FL	R	COASTAL	BRADENTON
D02B	REGION-CUST OPER					

COMPLAINT: Customer reported second line out of service 9-20 was told clear by 9-23 9-11am and no one showed up. Repair rep explained no one was on his ticket and we actually had until 9pm to clear the report. Rep tried to call dispatch but did not get an answer and advised the customer there was nothing more they could do. Customer asked for the number to the PSC and rep advised it was listedin the phone book. (PSC Transfer-Randy) RESOLUTION: Local Manager Danny Pearson called the customer at 12:25pm had the line cleared that day and issued the customer a $25.00 credit for the missed commitment. The customer is satisfied. CAUSE: Missed commitment.

19990927	19990928	VETTER DAVID				7275020705
OFC	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG
D02D	REGION-CUST OPER					

COMPLAINT:Mrs Vetter called to advise the 9/28 commitment given for her repair is not acceptable. She reported the outage last week and was given an extended commitment due to Not out of service condition. There is cross talk and extreme static on the line. It is impossible to carry on a conversation.

RESOLUTION: Debbie Cruz dispatch supervisor left a voice message 9/27 10:55 am to advise a technician had been on the premise since 10:35 am. Ms Cruz advised all NOS conditions were given extended commitment due to severe weather. There had been no contact from customer between ticket issue 9/21 and complaint 9/27. The ticket reflects the trouble was due to substandard CPE wire run under the customer's home. As GTE cannot run wire under her home Mrs Vetter will seek an outside vendor for rewire. Mrs Vetter is satisfied with GTE's explanation and response to her outage. CAUSE: Unsatisfactory commitment substandard CPE IW.

19990922	19991008	WILSON J BENNETT				7277265089
OFC	ASSURANCE	FL	FL	R	COASTAL	CLEARWATER
D02B	REGION-CUST OPER					

COMPLAINT: Customer was OOS for five days in June. The customer requests compensation for charges incurred to have his IW checked when the trouble was actually outside the condominium. .----- RESOLUTION: Local Manager Guy Pippin contacted Mr Wilson on 9/22 at 4:45p.and issued an SPG credit of $25.00. Trouble report: 6/21 117p static commitment 630p 6/25 AWAS appointment 1p-5p 6/23 6/23 337pchanged to OOS routed special queue dispatch unable to make appointment changed appointment AWAS 8a-5p 6/24 cleared 6/24 1033a network premise wire. Mr Pippin advised Mr Wilson he would be reimbursed the $39.00 for service charges encountered during isolation by contracting company (ATTIC RAT INC.). A request for check will be processed for $39.00 payable to Mr Wilson. -------- CAUSE: Missedappointment.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME				PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV	DIST
TOPIC1	DEPTNAME1				PRODUCT	

19991008 19991008 WEISS TILLIE 7273275124
OFC ASSURANCE FL FL R COASTAL ST. PETERSBURG
D02D REGION-CUST OPER
COMPLAINT: Ms Weiss called to advise the commitment for repairing her service 10/13 is not acceptable. There is so much noise on the line she can't hear. She is elderly and by herself. RESOLUTION. Debbie Cruz
Dispatch Supervisor contacted Ms Weiss 10/8 1 00 pm and advised a technician would be dispatched today. Ms Weiss was satisfied with this expedite. The tecnician was dispatched at 2:03 pm and completed the ticket by repairing drop 3:15 pm. The extended commitment was due to not out of service status she had dial tone and high volume of trouble reports due to weather. CAUSE: Unsatisfactory commitment procedures followed.

19990921 19991011 DME UNLIMITED 9417466877
OFC-TEL ASSURANCE FL FL R COASTAL BRADENTON
D02B REGION-CUST OPER
COMPLAINT: Customer is frustrated with out of service problems and missed commitment.
RESOLUTION: Trouble ticket was missed due to weather customer was advised by the technician.
CAUSE: Missed commitment-repair due to weather.

19991008 19991013 YORK PATRICIA 7279383582
OFC-COM ASSURANCE FL FL R COASTAL TARPON SPRINGS
D02D REGION-CUST OPER
COMPLAINT.PSC transfer. Ms. called repair to report noise on her line and was quoted a 10/11 commitment date. Ms. dissatisfied with due date.RESOLUTION:10/11 Ricky Lesseur LCOM Tarpon District response. Customers cable was
repaired by Bob Clawson at 6:00 p.m. Bob contacted customer at 1:00 p.m. Deborah Cruz DRM response. Deborah left a message on Ms. voicemail advising her
that a repairman wouldbe dispatched this afternoon. Deborah also left her name & number. A technician was dispatched Friday 10/8 he repaired the cable & cleared the report at 6:00 p m. Deborah left another message on Ms.voicemail advising situation resolved any question to please call.CAUSE:Unsatisfactory commitment.

19991015 19991015 MURPHY FRANCIS P 8636464251
OFC-NET ASSURANCE FL FL R INLAND LAKELAND
D02B REGION-CUST OPER
COMPLAINT: Customers 2nd line 863/648-9827 was on DOR. When the 2nd line was installed the main line went out. Repair commitment missed. RESOLUTION: Customer called in repair report on 10/5 with
acommitment of 10/8 cleared on 10/10. On 10/13 Susan Miller Customer relations contacted Mr. Murphy to discuss complaint. Mr. Murphy advised the problem had been resolved but was frustrated with the entire incident. Susan authorized an SPG of $25.00 due to missed commitment. Repair commitment was missed due to bad weather. Mr. Murphy was satisfied with the action taken. CAUSE: Missed commitment.

19991005 19991019 DUFRESNE ROBERT F 9417514875
OFC-COM ASSURANCE FL FL R COASTAL BRADENTON
D02D REGION-CUST OPER
COMPLAINT:Warm transfer from PSC. Audible static trouble report pending commitment 10-5-99. Customer requests call from supervisor assurance will be cleared today explanation on the long wait hashad trouble for some time. RESOLUTION:CARE trouble
history reflects only one trouble ticket static/hum reported 9-29-99 commitment per procedure not out of service condition 10-5. 10-5 Mark St.

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

Denny Local Manager called
and left a message for Mr. Dufresne. A technician was dispatched who cleared the trouble at 5:15 p.m. The line was good per Mr. Dufresne trouble caused by lightning blowingprotection. Mr Dufresne also recontacted Ms. Hunter GTE Customer Relations to express his satisfaction at having a clear line. CAUSE:Unsatisfactory commitment procedures followed

19991015	19991019	VOGT DAVID				9418588012
OFC	ASSURANCE	FL	FL	R		
D02B	REGION-CUST OPER					

COMPLAINT: A GTE contractor cut a neighborhood cable in error. He had advertising for that time period and wants compensation. Jerrod was helping him he was going to check with legal and he has nevercalled back RESOLUTION. Janet Messer service rep assisted Mr. Vogt and agreed to research and
call him back. There were no notes on the account from Jerrod. Records reflect an out-of-service from 9-9 to 9-12 due to a cut cable. The commitment time was missed. 9-15 credits were issued for a
$25.00 SPG and $4.21 for time out-of-service. 10-15 Mrs. Messer called Mr Vogt got VoiceMail answeringin a business manner. She left a message explaining GTE can only credit what we bill and SPG's for missed appointments. She explained business SPG's are $100.00 and gave the number to the business accounts office should he want to upgrade the service. CAUSE: Quality of performance by missing commitment.

19991020	19991025	PUCKETT RICHARD				9414846050
OFC-COM	ASSURANCE	FL	FL	R	COASTAL	SARASOTA
D02D	REGION-CUST OPER					

COMPLAINT: Bruce FPSC transferred Mr Puckett retired GTE North employee to complain about his service not being reconnected after vacation service. The order C6042339 has been completed but he still doesn't have dial tone. Mr Puckett advised he had the same situation with his return from vacation 7/8 C4299769. The revised commitment of 8:00 pm this evening is not acceptable. When Mr Puckett requested a supervisor of Mike in CARE he was put on hold for 10 minutes without response. RESOLUTION: Local Manager Garry Phair contacted Mr Puckett within two hours of receipt of complaint 10/20 and a technician was dispatched within half an hour. The technician found missing jumper at the cross connect box. The trouble was cleared by 5:00 pm. Mitzi Coastal FAC reports there is no procedure in place to test vacation reconnects which are normally
central office (CO) connects. The system signs the orders off as complete. John Bach CARE reports that he spoke with Mike. Mike advised Mr Puckett was not satisfied with standard 24 hour commitment given. When Mike tried to escalate he was advised to call dispatch for better commitment. Mr Puckett still not happy with revised commitment. CAUSE: Unsatisfactory commitment.

19991013	19991028	GERARD WILLIAM				7279386788
COM	ASSURANCE	FL	FL	R	COASTAL	TARPON SPRINGS
D02D	REGION-CUST OPER					

COMPLAINT. Customer has complained about cracking on the line. Care gave a commitment date of 10-12 no one came. He called back and was told it would be 10-13 between 8-10am. He called again
at 10am and was told by 12. He made another call and was told it would be by 4pm. RESOLUTION: 10-8
ticket made commitment 10-9. Tech made premise visit no access however drop was repaired and card left on door (inside trouble).
10-10 another report came in. A commitment of 10-13 4pm quoted. 10-13 tech replaced a bad jack in back bedroom. CAUSE:
Procedures followed

19991021	19991028	TARHEEL ROOFING				7278233455
OFC-COM	ASSURANCE	FL	FL	B	COASTAL	ST. PETERSBURG

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	

D02D REGION-CUST OPER

COMPLAINT. Bruce FPSC passed Mr Brown who has advised the line is down causing his business to be completely out of service. There are 11 lines involved. No commitment would be given. A messagemay be left with business across the street Larry is contact at that location. RESOLUTION: Local Manager - Business Bob Peck investigated and found that Mr Brown is the building owner and was concerned that his tenants service was out. A delivery truck had knocked the aerial drop down. The business' representative Debbie had been advised there would be a crew to repair as soon as possible with a commitment of 8:00 pm. When no one had been at the business by noon Debbie contacted Mr Brown. Mr Peck had a technician on site 10/22 2:39 pm and th repair was completed at 4:20 pm. Mr Peck made a site inspection 10/22 and spoke with Debbie who was very understanding about the cause of trouble but could not understand why it would take so long for someone to be dispatched. Mr Peckleft his card for further assistance. Debbie is satisfied. CAUSE. Operating procedures followed unsatisfactory commitment.

19991020	19991104	NEWBALL	GABRIELA			8139898793
EXE	ASSURANCE	FL	FL	R	INLAND	TAMPA NORTH

D02B REGION-CUST OPER

COMPLAINT. Ms Newball wrote to Mr Ferrell's office to advise of missed commitment for jack repair. RESOLUTION: Sal Diaz Local Manager spoke with Mr Newball 10/27 and dispatched a technician between 2 00 and 3.00 pm to repair the jack. Mr Diaz questioned the missed commitment of technician 2015 who advised he left a 12-3 card. Mr Newball advised no one contacted him during appointment time and no card was left.

It is concluded that the technician left the card at the wrong apartment address. Local Manager Art Pryor has coached technician on no access procedure. Mr Diaz has authorized a$25 SPG to be reflected on the November bill. Mr Newball is now satisfied. CAUSE: Quality of performance technician 2015 left 12-3 at wrong address missed commitment.

19991103	19991109	FRIEDLANDER	DAVID			8636196176
OFC	ASSURANCE	FL	FL	R	INLAND	LAKELAND

D02B REGION-CUST OPER

COMPLAINT: Mr Friedlander called to advise his commitment to repair his service was not met yesterday. A technician did make a visit late afternoon but advised was unable to repair. Mr Friedlander is requesting an expedite on repair as today is his daughter's birthday. RESOLUTION Local Manager Doug Ahrens spoke with Mr Friedlander 11/3 10:15 am to apologize for delay and advise techniciansware on site to repair. Mr Ahrens found the outage was caused by damage to inground cable along Old Highway 37 that the technician was unable to repair by himself 11/2. The technician spoke with Local Manager Ron Johnson who advised okay to delay until 11/3. The technciain advised MrFriedlander that someone would be back early 11/3. Two technicians were dispatched 11/3 7:30 am to dig up cable and repair. The trouble was cleared 11/3 12:00 pm. Mr Ahrens made a followup call 11/5 5:20 pm to verify satisfaction. Mr Friedlander is now satisfied. CAUSE: Quality of performance missed repair commitment.

19991110	19991119	FERREE	NANCY			7275261690
COM	ASSURANCE	FL	FL	R	COASTAL	ST. PETERSBURG

D02D REGION-CUST OPER

COMPLAINT:Customer unhappy with commitment given by CARE. RESOLUTION: A thirty day trouble history shows only one report for this customer. On 10/18 a report of Call Forwarding not working was received. That same day a voice mail message was left for the customer explaining how to use the Call Forwarding feature. The customer did not return the CARE rep's call. CAUSE: CARE followed procedure withgiving a 4 day commitment on a non-out of service condition.

Customer Relations - Complaints

04/23/2001

1999 -- Florida Missed/Unsatisfactory Repair Commitments

CALLDATE	CLOSEDDATE	ACCTNAME					PHONENO
SOURCE	MBP	REGION	STATE	RESBUS	DIV		DIST
TOPIC1	DEPTNAME1					PRODUCT	
19991116	19991130	SANDBORN RON					9414239246
OFC	ASSURANCE	FL	FL	R	COASTAL		SARASOTA
D02D	REGION-CUST OPER						

COMPLAINT: Customer feels commitment timeframe is unacceptable expects service restored within 1 hour to girlfriend's line. ------ RESOLUTION: On 11/4 647p report was issued for no dial tone on 941-484-7484 commitment 11/05 647p cleared 11/5 11a repaired cable pair On 11/16 Ray Gunderson Local manager contacted Mr. Sanborne. ----- CAUSE: Unsatisfactory commitment.

19991215	19991222	MORTON CHARLES					8632910819
OFC-COM	ASSURANCE	FL	FL	R	INLAND		WINTER HAVEN
D02B	REGION-NET REL						

COMPLAINT: Customer has been OOS since Monday. Requested priority on Monday and Tuesday. ----- RESOLUTION: On 12/15 John Baile CARE Supv spoke with Mr Morton for missing the quoted commitment anda SPG $25 credit was given. Ticket history: 12/13 1125a 12/14 9p commitment 12/13 1130a came clear per cust ticket
remained open 12/13 1253p cus reported NOOS No remarks found to indicate the customer was told someone would be dispatched at night. A CZT tech Randy Soloman was dispatched at 1:47p on 12/14 and found a bad
carrier channel. There were no vacant or good channels Mr. Soloman rerouted to Carrier maint. Carrier maint. fixed the channel at 8:51 on 12/14 and rerouted back to cable. On 12/15 731a Mr.Soloman was dispatched and fixed a loose jumper in the cross box that could not be detected until the carrier channel was repaired. The customer is satisfied. ----- CAUSE:Missed commitment. Carrier maint. failed to notify customer of delay.

19991221	19991222	JUDD RALPH					8139078686
OFC	ASSURANCE	FL	FL	R	INLAND		TAMPA NORTH
D02D	REGION-CUST OPER						

COMPLAINT: Customer has no dial tone dead. Reported 12-19 commitment was for 12-21 between 8 noon. No one has showed up yet. RESOLUTION: 12-21 customer's original commitment was for
9pm 12-21. Customer called to see why we had not been there yet and found out the time was 9pm and did not agree because he thought it was between 8 and noon. Tech was dispatched and by 5pm trouble was cleared by a splice in the buried cable. Customer satisfied with repair.
CAUSE: Customer thought commitment was missed however he was mistaken with the time.
Commitment was met.

19991201	19991229	SMITH DEBBIE					8132374049
COM	ASSURANCE	FL	FL	R	INLAND		TAMPA EAST
D02B	REGION-CUST OPER						

COMPLAINT: Customers phone has been out since Monday 11/29. RESOLUTION: On 11/29 @ 7.20pm a report was received of no dial tone/dead. A commitment of 11/30 7:38pm was quoted. Due to lack of manpower the commitment was missed. On 12/1 the repair problem was cleared as cut drop. Local Manager Bob Williams contacted Ms. Smith who is satisfied with the action taken. CAUSE: Missed repair commitment.

Consumer Installation Surveys with Action Comments (Positive and Negative)
November - December 1999

YR/Mon	DIST	Telephone #	Q 1 Service Requested	Over All (1A)	Why Overall quality BA/P?	Q4 Install Contact	Q10J Called more than once	Q10L Why, Called More Than Once	Q13 Installer Visit?	Q14 Installer	Q18 Done When Promised	Q19 Why Not Done?	Q19A Were you notified work wouldn't be done?	Q20 Got What Ordered	Q20A What was Missing?	Q20B Time to complete	Q20C Time expected	Q20C2 Time took?	Q21 Notified Work complete?	How were you notified?	Q27 Authority	Q28A Request Completed to Cust Satisfaction	Overall from time contacted GTE until request completed	Action Comments		
199911	Tampa North	813-936-591	Establish service	A		G	Y	To provide additional information	No		Y			Y		Better than expected	Within 4 hrs of placing order	Completed on line	Y		G	Y	G	Policy/ regulations/ procedures	Employee	Positive comment - employee
199911	Tampa North	813-977-276	Custom Call feature	BA		G	N		No		N	Other	N	N	Other	Worse than expected	7 days/ 1 week	Completed on line	Y		G	N	G	Custom call features not working/ not available		
199911	Tampa North	813-961-31	Transfer service Custom Call feature	P		BA	Y	GTE didn't deliver what promised	Yes, but did not speak		N	Premise equip defective/ not available	N	N	Additional line		10 days/ 1 1/ 2 weeks	3 weeks	N		P	N	BA	Install	Work not completed	
199911	Tampa North	813-978-8965	Custom Call feature	P		E	N		No		Y			Y		Better than expected	4 days after ordering	3 days after ordering	N		E	N	BA	Custom call features not working/ not available		
199911	Tampa Central	813 353 773	Custom Call feature	G		A	N		No		Y			Y		As expected	Completed on line	Completed on line	Y		E	Y	A	Miscellaneous comment		
199911	Tampa East	813-672-2469	Reconnection	BA		G	Y	#N/A	No		Y			N	Correct/ Req L.D. Carrier	Better than expected	Don't know/ no opinion	Don't know/ no opinion	N		G	N	A	Work not completed	Line goes down/ can't get line	
199911	Tampa East	813-248-8623	Custom Call feature	P		G	N		No		Y			Don't know/ remember		Better than expected	Don't know/ no opinion	Completed on line	Y		A	N	G	Billing problems		
199911	Tampa East	813-645-608	Reconnection	P		G	Y	GTE didn't come when promised	Yes	P	N	Appt Didn't come/ turn on/ time	N	Y		Much worse than expected	7 days/ 1 week	Don't know/ no opinion	N		P	Y	P	Equipment (customer premise and central office)	Billing representative	
199911	Lakeland	863-668-8339	Custom Call feature	E		E	N		No		Y			Y		As expected	2 days after ordering	Completed on line	Y		E	N	P	Obsolete system/ eulpment		
199911	Lakeland	863-686-3082	Custom Call feature	E		E	N		No		Don't know/ remember			Y		Don't know/ remember	2 days after ordering	Don't know/ no opinion	N		E	Don't know/ remember	A	Wants to be contacted about service		
199911	Lakeland	813-783-1458	Transfer service	G		G	N		Yes	G	Y			Y		As expected	Completed on line	Don't know/ no opinion	Don't know/ remember		G	Y	A	Defective equipment		
199911	Winter Haven	863-292-9113	Custom Call feature	E		E	N		No		N	No custom call Wait/ forward/ 3-way/ speed	N	Don't know/ remember		As expected	Completed on line	Completed on line	Y		E	N	E	Other		
199911	Winter Haven	863-293-4728	Establish service Change phone number/ name/ address	E		E	N		No		Y			Y		Much better than expected	2 days after ordering	Completed on line	Y		E	Y	E	Miscellaneous comment		
199911	Winter Haven	863 984-8949	Billing inquiry Custom Call feature	E		E	N		No		Y			Y		Better than expected	1 day after ordering	Within 4 hrs of placing order	N		G	Y	E	No single point of contact/ gets run-around	Survey	Positive comment - work related

005556

Consumer Installation Surveys with Action Comments (Positive and Negative)
November - December 1999

YR/Mon	DIST	Telephone #	Q 1 Service Requested	Over All (1A)	Why Overall quality BA/P?	Q4 Install Contact	Q10J Called more than once	Q10L Called More Than Once	Why,	Q13 Installer Visit?	Q14 Installer	Q18 Done When Promised	Q19 Why Not Done?	Q19A Were you notified work wouldn't be done?	Q20 Got What Ordered	Q20A What was Missing?	Q20B Time to complete	Q20C Time expected	Q20C2 Time took?	Q21 Notified Work complete?	How were you notified?	Q27 Authority	Q28A Request Completed to Cust Satisfaction	Overall from time contacted GTE until request completed	Action Comments			
199911	Winter Haven	863-326-5543	Establish service	A		E	Y	GTE didn t deliver what promised		Yes, but did not speak		Y			Y		As expected	Don't know/ no opinion	7 days/ 1 week	N		G	N	A	Work not completed	Poor quality work		
199911	Winter Haven	863-421-8922	Reconnection	A		G	N			Don't know/ remember		Y			Y		Much better than expected	1 day after ordering	Don't know/ no opinion	N		G	Y	A	Noisy/ static/ voices on line(voice lines)			
199911	Tarpon Springs	727-844-5717	Establish service Custom Call feature	E		E	N			No		N	Appt Didn't come/ turn on/ time	Y	N	Other Custom Call features	Much better than expected	2 days after ordering	Completed on line	N		G	N	A	Work not completed	Slow service	Problem not corrected	Wants to be contacted about service
199911	Tarpon Springs	727-863-7819	Add/ move equipment or lines	P		E	N			Yes	E	Y			Y		Better than expected	3 days after ordering	2 days after ordering	Y	Installer told them	Don't know/ remember	N	P	Work related	Install	Repair	Problem not corrected
199911	Clearwater	727-446-3233	Change L D carrier	E		E	N			Yes	E	Y			Y		As expected	Don't know/ no opinion	10 days/ 1 1/ 2 weeks	Y	Telephone Call	E	Y	A	Unspecified/ other			
199911	Bradenton	941-749-7978	Establish service Custom Call feature	G		E	N			No		Y			N	Caller Number ID box	As expected	Completed on line	Completed on line	Y		G	Y	G	Custom call features not working/ not available	Install	Wants to be contacted about service	Contact for new products/ services/ information
199911	Sarasota	941-423-87	Transfer service Add/ move equipment or lines	P		G	Y	Other		Yes	E	N	Other	N	Y		Much worse than expected	5 days after ordering	10 days/ 1 1/ 2 weeks	Y	Installer told them Telephone Call	BA	Y	P	Voices (transmission and call completion)	Needs help to complete call	Equipment (customer premise and central office)	Obsolete system/ equipment

Consumer Installation Surveys with Action Comments (Positive and Negative)
November - December 1999

YR/Mon	DIST	Telephone #	Q 1 Service Requested	Over All (1A)	Q4 Install Contact	Q10J Called more than once	Q10L Why, Called More Than Once	Q13 Installer Visit?	Q14 Installer	Q18 Done When Promised	Q19 Why Not Done?	Q19A Were you notified work wouldn't be done?	Q20 Got What Ordered	Q20A What was Missing?	Q20B Time to complete	Q20C Time expected	Q20C2 Time took?	Q21 Notified Work complete?	How were you notified?	Q27 Authority	Q28A Request Completed to Cust Satisfaction	Overall from time contacted GTE until request completed	Action Comments		
199912	Tampa North	813-978-9495	Custom Call feature Billing inquiry	E	E	Y	GTE didn't deliver what promised	No		N	No custom call Waiting/ forward/ 3-way/ speed	Y	Y		Better than expected	10 days/ 1 1/ 2 weeks	Completed on line	Y		E	N	G	Custom call features not working/ not available			
199912	Tampa North	813-949-173	Custom Call feature	G	G	N		No		Y			Y		As expected	Don't know/ no opinion	Don't know/ no opinion	N		G	N	A	Miscellaneous comment	Problem not corrected		
199912	Tampa North	813-962-6186	Change phone number/ name/ address	G	G	N		No		Y			Y		Much better than expected	1 day after ordering	Within 4 hrs of placing order	N		G	Y	G	Billing problems	Defective equipment		
199912	Tampa East	813-662 6593	Establish service	E	E	N		Yes, but did not speak		Y			Y		Better than expected	7 days/ 1 week	1 day after ordering	Y	Mail/ Letter	E	Y	E	Sales			
199912	Tampa East	813-643 259	Custom Call feature	G	E	N		No		Y			Y		As expected	Completed on line	Completed on line	Y		E	Y	A	Repair	Work related		
199912	Lakeland	863-816-856	Custom Call feature	A	G	N		No		Y			Y		As expected	7 days/ 1 week	7 days/ 1 week	Don't know/ remember		G	Y	A	Billing format			
199912	Winter Haven	863 293-597	Establish service	E	E	N		No		Y			Y		Much better than expected	Within 4 hrs of placing order	Completed on line	Y		G	Y	G	Contact for new products/ services/ information			
199912	Winter Haven	863-401-9434	Other	E	E	Y	GTE didn't deliver what promised	No		N	Other	N	N	Other		1 day after ordering	Don't know/ no opinion	N		Don't know/ remember	N	P	Miscellaneous comment	No equipment support		
199912	Winter Haven	863-551-9077	Establish service	P	E	Y	GTE didn't deliver what promised	Yes, but did not speak		N	Premise equip defective/ not available	N	N	Telephone instrument	Much worse than expected	1 day after ordering	2 days after ordering	Y	Telephone Call	P	N	P	Work not completed			
199912	Tarpon Springs	727-937-3086	Custom Call feature	G	G	N		No		Don't know/ remember			Don't know/ remember		As expected	Within 4 hrs of placing order	Don't know/ no opinion	N		G	Y	Don't know/ remember	Billing representative	Defective equipment		
199912	Clearwater	727-586-3648	Reconnection	E	E	N		No		Y			Y		As expected	Don't know/ no opinion	Don't know/ no opinion	N		E	Y	A	Miscellaneous comment			
199912	Clearwater	727 531 1985	Custom Call feature	G				No		Y			Y		As expected	1 day after ordering	1 day after ordering	N		G	Y	A	Miscellaneous comment			
199912	Clearwater	727 736-628	Reconnection	P	E	Y	GTE didn't deliver what promised	No		Don t know/ remember			Y		As expected	Within 4 hrs of placing order	Within 4 hrs of placing order	Don't know/ remember		Don't know/ remember	Y	P	No response to service request	Policy/ regulations/ procedures	Poor company / inefficient (general)	
199912	Bradenton	941 753-4508	Transfer service	E	E	N		No		Y			Y		As expected	7 days/ 1 week	7 days/ 1 week	N		E	Y	A	Miscellaneous comment			
199912	Bradenton	941-751-744	Establish service	BA	G	Y	GTE didn't come when promised	Yes but did not speak		Y			Don't know/ remember		Worse than expected	Don't know/ no opinion	3 weeks	Y	Mail/ Letter	P	N	P	Slow service	Custom call features not working/ not available	Slow service	
199912	Bradenton	941 758 2434	Custom Call feature	BA	G	Y	Representative not helpful and/ or knowledgeable	Don't know/ remember		Don t know/ remember			Don't know/ remember		Don't know/ remember	Don't know/ no opinion	Don't know/ no opinion	Don't know/ remember		G	Don't know/ remember	Don't know/ remember	Miscellaneous comment			

005558

Consumer Repair Surveys with Action Comments (Positive and Negative)
November - December 1999

005559

YR/Mon	DIST	Telephone #	Q 1 Trouble Activity	Overall (2)	Q6 Repair Contact	Q12A CARE Rep Contact	Q12F Called More than Once	Q12F1 How many times?	Q12F2 Why called more than once	Q17 Premise Visit?	Q17A Repair Person	Q19 Done When Promised	Q20 Were you notified work wouldn't be done?	Q20AA Time to Correct	Q20B Time expected	Q21 Time took?	Q22 Notified Work complete?	Q25 Authority	Q26 Request Completed to Cust Satisfaction	Overall from time contacted GTE until request completed		Action Comments			
199911	Tampa North	813-994-7326	Noisy/ Hearing problem	A	G	E	Y	3	Problem not corrected	Yes	G	N		As expected	48-72 Hours	24-48 Hours	N	E	N	G	Static/ errors (data line)	Poor quality work		
199911	Tampa North	813-264-6292	Other	P	A	G	Y	4	Problem took too long to correct	Yes	E	N		Worse than expected	24-48 Hours	*Over 72 Hours*	N	G	N	P	Work related	Repair	Work not completed	Slow service
199911	Tampa North	813-961-5528	Noisy/ Hearing problem	P	E	E	N			Yes, but did not speak		Y		Much better than expected	24-48 Hours	*Over 72 Hours*	Y	E	N	A	Defective equipment			
199911	Tampa Central	813 289-654	Problem with Terminal/ Equipment	P	E	G	N			Yes	E	Y		Much worse than expected	24-48 Hours	Don't know/ remember	Y	P	Y	P	Employee	Poor quality	Employees rude/ curt/ abrupt	Repair representative
199911	Tampa Central	813-637-8576	Problem with inside wire	P	A	A	Don't know/ remember			No		Problem not corrected						A	N	Don't know/ remember	Slow service			
199911	Tampa East	813-654-7576	Line dead/ no dial tone	E	E	E	Y	2	Problem not corrected	Yes but did not speak		Y		As expected	16-24 Hours	4-8 Hours	N	G	N	A	Wants to be contacted about service			
199911	Tampa East	813-681-9842	Noisy/ Hearing problem	A	G	G	Y	3	Problem not corrected on time/ when promised Problem not corrected	Yes	G	Y		As expected	16-24 Hours	Don't know/ remember	Y	G	N	Don't know/ remember	Static/ errors (data line)			
199911	Tampa East	813-248-9943	Line dead/ no dial tone	P	E	E	N			No		N	N	Don't know/ remember	Don't know/ remember	Don't know/ remember	N	A	N	BA	Work not completed			
199911	Lakeland	813-782-4014	Noisy/ Hearing problem	A	G	G	Y	2	Problem not corrected on time/ when promised	Yes but did not speak		Problem not corrected						A	N	BA	Noisy/ static/ voices on line(voice lines)			
199911	Lakeland	863-815-737	Problem with inside wire Noisy/ Hearing problem	BA	G	G	N			Don't know/ remember		N		Don't know/ remember	*Over 72 Hours*	Don't know/ remember	N	Don't know/ remember	N	BA	Problem not corrected	No response to service request	Wants to be contacted about service	
199911	Lakeland	863-686-2257	Line dead/ no dial tone	P	P	P	Y	6	First rep not knowledgeable/ helpful/ no action taken	Yes, but did not speak		N		Much worse than expected	16-24 Hours	*Over 72 Hours*	Y	Don't know/ remember	Y	P	Defective equipment	Poor quality		
199911	Winter Haven	863-318-166	Don't know/ remember	G	G	G	N			Yes	E	Y		As expected	24-48 Hours	24-48 Hours	Y	E	Y	A	Line goes down/ can't get line	Repair representative		
199911	Saint Petersburg	727-347-6842	Calling through problem/ Cutoff(Outward) Ringing None/ Continuous (Inward)	G	E	E	N			Yes, but did not speak		Y		Much better than expected	48-72 Hours	16-24 Hours	Y	G	N	G	Receives calls from other parties			
199911	Saint Petersburg	727-391-3963	Problem with Terminal/ Equipment	G	G	E	N			Yes, but did not speak		Y		As expected	Don't know/ remember	*Over 72 Hours*	N	G	N	A	Work not completed			
199911	Saint Petersburg	727-393-9937	Line dead/ no dial tone	G	E	E	N			Yes	G	N	N	As expected	48-72 Hours	48-72 Hours	N	G	N	G	Work not completed			

Consumer Repair Surveys with Action Comments (Positive and Negative)
November - December 1999

YR/Mon	DIST	Telephone #	Q 1 Trouble Activity	Overall (2)	Q6 Repair Contact	Q12A CARE Rep Contact	Q12F Called More than Once	Q12F1 How many times?	Q12F2 Why called more than once	Q17 Premise Visit?	Q17A Repair Person	Q19 Done When Promised	Q20 Were you notified work wouldn't be done?	Q20AA Time to Correct	Q20B Time expected	Q21 Time took?	Q22 Notified Work complete?	Q25 Authority	Q28 Request Completed to Cust Satisfaction	Overall from time contacted GTE until request completed		Action Comments	
199911	Saint Petersburg	727-521-4240	Other	G	G	G	N			Yes	G	Y		As expected	Over 72 Hours	Less than 2 hours	Y	G	N	E	Noisy/ static/ voices on line(voice lines)	Problem not corrected	
199911	Saint Petersburg	727-573-168	Ringing None/ Continuous (Inward)	G	E	E	N			Yes, but did not speak		Y		As expected	16-24 Hours	Don't know/ remember	N	E	Y	G	Policy/ regulations/ procedures		
199911	Tarpon Springs	727-789-9391	Other	A	G	G	Y	5	Problem not corrected First rep not knowledgeable/ helpful/ no action taken Did not like solution first/ prior call Disconnected/ incorrectly			Y		As expected	24-48 Hours	FIXED ON LINE		A	N	A	Equipment (customer premise and central office)	Installer	
199911	Tarpon Springs	727-942-2418	Problem with custom calling features	P	P	G	Y	2	Problem not corrected	No		Don't know/ remember		Much worse than expected	Don't know/ remember	FIXED ON LINE		A	N	P	Custom call features not working/ not available		
199911	Clearwater	727-441-4211	Line dead/ no dial tone	E	E	BA	Y	2	First rep not knowledgeable/ helpful/ no action taken	Yes	E	N		Better than expected	Don't know/ remember	8-16 Hours	Y	Don't know/ remember	Y	G	Billing problems	Employees rude/ curt/ abrupt	
199911	Clearwater	727-669-6992	Line dead/ no dial tone	E	E	E	N			Yes	E	N		Better than expected	16-24 Hours	Less than 2 hours	Y	E	Y	E	No response to service request		
199911	Clearwater	727-446-6282	Line dead/ no dial tone	G	E	E	N			No		Y		As expected	24-48 Hours	8-16 Hours	Y	Don't know/ remember	Y	A	Miscellaneous comment		

005560

Consumer Repair Surveys with Action Comments (Positive and Negative)
November - December 1999

005561

YR/Mon	DIST	Telephone #	Q 1 Trouble Activity	Overall (2)	Q6 Repair Contact	Q12A CARE Rep Contact	Q12F Called More than Once	Q12F1 How many times?	Q12F2 Why called more than once	Q17 Premise Visit?	Q17A Repair Person	Q19 Done When Promised	Q20 Were you notified work wouldn't be done?	Q20AA Time to Correct	Q20B Time expected	Q21 Time took?	Q22 Notified Work complete?	Q25 Authority	Request Completed to Cust Satisfaction	time contacted GTE until request	Action Comments			
199912	Tampa North	813-991-7956	Problem with custom calling features	A	G	E	N			No		Problem not corrected						G	N	A	Custom call features not working/ not available			
199912	Tampa East	813-854-3827	Problem with Terminal/ Equipment	A	E	G	N			No		Problem not corrected						G	N	BA	Problem not corrected			
199912	Tampa East	813-643-8858	Line dead/ no dial tone	P	G	E	Y	5	Problem not corrected	Yes but did not speak		Problem not corrected						P	N	Don't know/ remember	Repair	Work not completed	Wants to be contacted about service	Problem not corrected
199912	Tampa East	813-672-3925	Line dead/ no dial tone	P	G	G	Y	4	Problem not corrected	No		N	N	Much worse than expected	24-48 Hours	Over 72 Hours	Y	G	N	BA	Repair	Work not completed	Wants to be contacted about service	
199912	Winter Haven	863-537-2811	Noisy/ Hearing problem	P	P	E	Y	3	Problem not corrected on time/ when promised	Yes, but did not speak		Problem not corrected						A	N	P	Repair	Problem not corrected	Positive comment - employee	
199912	Saint Petersburg	727-391-8679	Line dead/ no dial tone	G	G	E	N			No		Y		As expected	Don't know/ remember	8 16 Hours	N	E	Y	A	Miscellaneous comment			
199912	Saint Petersburg	727 328-2462	Line dead/ no dial tone	P	P	P	N			Yes, but did not speak		Y		Better than expected	Don't know/ remember	Less than 2 hours	Y	BA	Y	BA	Employee	Employees rude/ curt/ abrupt	Poor quality	
199912	Tarpon Springs	727-863-237	Other	G	G	G	Y	&&	Problem not corrected	Yes	G	Don't know/ remember		Don't know/ remember	2-4 Hours	Don't know/ remember	Y	G	N	A	Problem not corrected			
199912	Tarpon Springs	727-869-7780	Line dead/ no dial tone	G	A	E	Y	2	Problem not corrected First rep not knowledgeable/ helpful/ no action taken	Yes	E	Y		As expected	2-4 Hours	2-4 Hours	Y	G	Y	A	Miscellaneous comment			
199912	Clearwater	727-799-7280	Other	A	G	G	N			Yes	E	Problem not corrected						A	N	BA	Line goes down/ can t get line			
199912	Bradenton	941-714-99	Noisy/ Hearing problem	E	E	E	N			Yes, but did not speak		Problem not corrected						E	N	A	Voices (transmission and call completion)	Noisy/ static/ voices on line(voice lines)	Work related	Repair
199912	Bradenton	941-322-8540	Line dead/ no dial tone Noisy/ Hearing problem	BA	A	G	N			No		Y		Much worse than expected	Less than 2 hours	16-24 Hours	Y	Don't know/ remember	N	Don't know/ remember	Obsolete system/ euipment	Miscellaneous comment		
199912	Sarasota	941-383-1805	Noisy/ Hearing problem	G	E	E	N			Yes	G	Y		Better than expected	16-24 Hours	16-24 Hours	Y	E	N	G	Repair	Wants to be contacted about service		
199912	Sarasota	941 388-5065	Line dead/ no dial tone	P	BA	P	Y	4	Problem not corrected on time/ when promised Problem took too long to correct	Yes	G	Y		Much worse than expected	8-16 Hours	Over 72 Hours	Y	A	N	P	Problem not corrected	Survey	Line goes down/ can t get line	
199912	Sarasota	941-473-1336	Line dead/ no dial tone	P	A	G	Y	3	Problem not corrected	Yes	E	Y		As expected	Don't know/ remember	Over 72 Hours	Y	G	Y	BA	Billing representative			

Consumer Repair Surveys with Action Comments (Positive and Negative)
November - December 1999

005562

YR/Mon	DIST	Telephone #	Q 1 Trouble Activity	Overall (2)	Q6 Repair Contact	Q12A CARE Rep Contact	Q12F Called More than Once	Q12F1 How many times?	Q12F2 Why called more than once	Q17 Premise Visit?	Q17A Repair Person	Q19 Done When Promised	Q20 Were you notified work wouldn't be done?	Q20AA Time to Correct	Q20B Time expected	Q21 Time took?	Q22 Notified Work complete?	Q25 Authority	Request Completed to Cust. Satisfaction	time contacted GTE until request	Action Comments			
199912	Tampa North	813-991-7956	Problem with custom calling features	A	G	E	N			No		Problem not corrected						G	N	A	Custom call features not working/ not available			
199912	Tampa East	813-654-3627	Problem with Terminal/ Equipment	A	E	G	N			No		Problem not corrected						G	N	BA	Problem not corrected			
199912	Tampa East	813-643-8858	Line dead/ no dial tone	P	G	E	Y	5	Problem not corrected	Yes, but did not speak		Problem not corrected						P	N	Don't know/ remember	Repair	Work not completed	Wants to be contacted about service	Problem not corrected
199912	Tampa East	813-872-3925	Line dead/ no dial tone	P	G	G	Y	4	Problem not corrected	No		N	N	Much worse than expected	24-48 Hours	Over 72 Hours	Y	G	N	BA	Repair	Work not completed	Wants to be contacted about service	
199912	Winter Haven	863-537-2611	Noisy/ Hearing problem	P	P	E	Y	3	Problem not corrected on time/ when promised	Yes, but did not speak		Problem not corrected						A	N	P	Repair	Problem not corrected	Positive comment - employee	
199912	Saint Petersburg	727-391-8679	Line dead/ no dial tone	G	G	E	N			No		Y		As expected	Don't know/ remember	8-16 Hours	N	E	Y	A	Miscellaneous comment			
199912	Saint Petersburg	727-328-2462	Line dead/ no dial tone	P	P	P	N			Yes, but did not speak		Y		Better than expected	Don't know/ remember	Less than 2 hours	Y	BA	Y	BA	Employee	Employees rude/ curt/ abrupt	Poor quality	
199912	Tarpon Springs	727-863-237	Other	G	G	G	Y	88	Problem not corrected	Yes	G	Don't know/ remember		Don't know/ remember	2-4 Hours	Don't know/ remember	Y	G	N	A	Problem not corrected			
199912	Tarpon Springs	727-869-7780	Line dead/ no dial tone	G	A	E	Y	2	Problem not corrected First rep not knowledgeable/ helpful/ no action taken	Yes	E	Y		As expected	2-4 Hours	2-4 Hours	Y	G	Y	A	Miscellaneous comment			
199912	Clearwater	727-799-7290	Other	A	G	G	N			Yes	E	Problem not corrected						A	N	BA	Line goes down/ can't get line			
199912	Bradenton	941 714-99	Noisy/ Hearing problem	E	E	E	N			Yes, but did not speak		Problem not corrected						E	N	A	Voices (transmission and call completion)	Noisy/ static/ voices on line(voice lines)	Work related	Repair
199912	Bradenton	941-322-8540	Line dead/ no dial tone Noisy/ Hearing problem	BA	A	G	N			No		Y		Much worse than expected	Less than 2 hours	16-24 Hours	Y	Don't know/ remember	N	Don't know/ remember	Obsolete system/ equipment	Miscellaneous comment		
199912	Sarasota	941-383-1805	Noisy/ Hearing problem	G	E	E	N			Yes	G	Y		Better than expected	16-24 Hours	16-24 Hours	Y	E	N	G	Repair	Wants to be contacted about service		
199912	Sarasota	941-388-5065	Line dead/ no dial tone	P	BA	P	Y	4	Problem not corrected on time/ when promised Problem took too long to correct	Yes	G	Y		Much worse than expected	8-16 Hours	Over 72 Hours	Y	A	N	P	Problem not corrected	Survey	Line goes down/ can't get line	
199912	Sarasota	941-473-1336	Line dead/ no dial tone	P	A	G	Y	3	Problem not corrected	Yes	E	Y		As expected	Don't know/ remember	Over 72 Hours	Y	G	Y	BA	Billing representative			