

B	I	N	G	O
Verizon port in	25 chats	15 chats	DSL DISCO	SW DISCO
Pleasant Agent	Agent SME SHOP	Update Address	Remove Feature	30 chats
SW CHANGE	Talkative customer	FREE	Vol Sus/Res	ADD LD
Reboot Needed	MW Change	Tobr UV ?	Address Update	MW Port
TOBR Telco	No Info Prechat	SE DISCO	Past due order	Takeover 2

B	I	N	G	O
SE MOVE	Invalid Chat (promo)	Talkative customer	MW Change	HSI DIRECT
Porting Question	MW Port	EBD Rqst	ALWB	Account Status
Random letters in prechat	Pleasant Agent	FREE	Pend Order Inq	40 chats
Tobr UV ?	Abruptly closed chat	SW MOVE	LOA sent	ADD LD
MW Move	Update Address	30 chats	Vol Sus/Res	UVERSE Port to telco

B	I	N	G	O
30 chats	Random letters in prechat	SW DISCO	Port UV to telco	9's in Prechat
MW Move	RMV ADL	Tobr UV ?	MW Port	Pleasant Agent
Agent SME SHOP	DSL DISCO	FREE	SE CHANGE	WEST CHANGE
SW MOVE	SE MOVE	Remove Feature	Takeover 1	ADD LD
Add Feature	SE DISCO	Porting Question	25 chats	LOA sent