

B	I	N	G	O
Sold safeguard	Added Phone	Call from NC	Signed up for EZ Pay	Explained Service Restoration Fee
Call from CA	Sold Tier	Gave Soft Disco Date	Balance over 1000	Sent to IVR to for PTP
Sold RGU	Speed Upgrade	FREE	Basic Video TS	Data Overage Call
Explained \$1 Statement fee	Sold Premium Channel	Explained PPV/VOD charges	Call from WV	Explained partial payment
Call from TX	Call from AZ	Sent to IVR for Payment	Took a Payment	Call from MO

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Speed Upgrade	Balance over 1000	Signed up for EZ Pay	Call from CA	Gave Soft Disco Date
Call from NC	Took a Payment	Explained Service Restoration Fee	Call from AZ	Sent to IVR to for PTP
Explained \$1 Statement fee	Basic Video TS	FREE	Data Overage Call	Added Phone
Call from WV	Sent to IVR for Payment	Sold safeguard	Call from MO	Sold Premium Channel
Explained PPV/VOD charges	Explained partial payment	Sold RGU	Sold Tier	Call from TX

B	I	N	G	O
Call from AZ	Sent to IVR for Payment	Balance over 1000	Explained partial payment	Basic Video TS
Sold safeguard	Explained \$1 Statement fee	Explained PPV/VOD charges	Sold Tier	Explained Service Restoration Fee
Sold RGU	Call from MO	FREE	Sold Premium Channel	Call from WV
Speed Upgrade	Sent to IVR to for PTP	Signed up for EZ Pay	Took a Payment	Call from NC
Data Overage Call	Added Phone	Gave Soft Disco Date	Call from CA	Call from TX