

From: Stock, William
Sent: 4/13/2011 9:46:28 AM
To: 'bez@cpuc.ca.gov' (bez@cpuc.ca.gov)
Cc:
Bcc:
Subject: FW: Previous Data Request on SB Cust Calls

Bezzie:

This is the response I got to your question.

Please let me know if you need more on this.

Bill

Good Afternoon Bill,

AT&T is our toll-free carrier. Every call that comes in to the contact centers is tracked and logged. We can run reports/searches to show time, date, duration and caller ID for all calls. So these records were cross referenced with the phone numbers linked to the accounts to identify calls from the various areas that were included in our research.

Please let me know if you need additional detail on any steps included in the report outlining our process.

Lori