

## **ATTACHMENT 1**

1. The daily WTAP "sweep" process (Paragraph 15) is comprised of two parts:
  - a. Part 1: Information Technology (IT) runs a daily job identifying all service orders where a call center representative checked "yes" in response to the questions, "Is this customer applying for Lifeline service?" The daily "yes" service orders identified by IT are sent to the Work Flow Manager system application.
  - b. Part 2: the Work Flow Manager system application then runs a query to search for each service order in the Lifeline work queue. The daily results indicate each Lifeline service order identified by IT as found or not found in the Lifeline work queue at the Services Resource Center.
  
2. The "real time" coaching process (Paragraph 17) will occur as follows:
  - a. If an observer hears a WTAP call that is not handled appropriately, the observer will send an immediate email to Management capturing pertinent information (i.e., billing telephone number, representative name, etc.) together with the details of the call.
  - b. The representative's Team Leader and/or Compliance Champion is then notified of a representative's mishandling of a WTAP call in two ways: first, the Management email is also automatically routed to the Team Leader and/or Compliance Champion; second, Management also reaches out to the representative's Team Leader and/or Compliance Champion advising of details and requesting immediate coaching.
  - c. The representative's Team Leader and/or Compliance Champion is then required to coach the representative on appropriate WTAP handling and record feedback, including when the coaching was administered.
  
3. The Customer Advocacy/WTAP/Call Center "partnership" (Paragraph 18) will occur as follows:
  - a. Customer Advocacy will receive and log WTAP complaints.
  - b. Customer Advocacy will immediately direct WTAP complaint details to a specialized group dedicated to addressing WTAP complaints. The specialized WTAP group will investigate the complaint, facilitate customer contact and resolve.
  - c. Once a complaint is resolved, the Customer Advocacy Team will be notified accordingly.
  - d. During the process, an onsite Washington Call Center Point of Contact will track the issue and resolution.
  - e. The Call Center Point of Contact will log and analyze trends data related to individual complaints with the purpose of reviewing/recommending tweaks to the WTAP process.

## **SETTLEMENT AGREEMENT**