



**February 4, 2017**

**Gladden, Rebecca  
545176  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Rebecca,**

This is to inform you that you are receiving a Written Warning for Idle Screen behavior. On Feb 2<sup>nd</sup>, 2017 you were evaluated externally as per file number 9128690030680000191 and you were penalized as displayed below:

*Rebecca, good job being ready to assist the customer. I heard that at (1:30) you asked unnecessary for the serial number of the old phone since that information was in ticket upgrade interaction, if you want to validate the ESN you can ask for the last 4 numbers, in addition at (6:54-8:10) the screen remained idle, also you provided wrong information to the customer at (8:21) saying that the minutes were not transferred because he does not purchase minutes and the minutes in the upgrade does not carry over. Other than that you were polite assisting the customer.*

Please take this warning seriously as a 3<sup>rd</sup> offense is a Suspension from Human Resources.

**Angelique Frazer  
Training Manager**