



MEMORANDUM To: Customer Service Representatives
Campaign: Call Center System
Date: June 11th, 2018
From: Management
Subject: Policy and Procedures for Commercial work

*Effective **June 11th, 2018** Goodman Network is beginning a new “**Hot Handle**” process with ATT for their Commercial work. It’s imperative that you do not process any work order status changes without contacting AT&T VIP/COMM team. All commercial jobs will have the following note in the work order: *****ALL TECHS, TRACKING, AND DISPATCH MUST NOTIFY GOODMAN'S VIP TEAM @ 859-353-3260 IF THIS JOB HAS TO BE CANCELLED, RESCHEDULED, OR PUT ON HOLD AS THIS WORK ORDER IS BEING CLOSELY MONITORED AND TRACKED. *****

Failure to comply with the above instruction will result in the below penalties.

Final Warning
Dismissal

Please sign below as an indication that you understand the contents of this document.

Print Name: _____

Signature: _____

Date: _____

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