



MEMORANDUM To: Customer Service Representatives
Campaign: Call Center System
Date: September 27th, 2018
From: Management
Subject: **Notating Customer Account**

Effective September 27th, 2018 all accounts that is being worked on by any personal must be notated for the below reasons

- *Anytime a supervisor or site manager calls or chats in regard to a work order.
- *Every time you speak to a customer or attempt to reach out to a customer
- *Simply every time you access an account.

It is essential that this procedure is followed for all account and as much details of whatever was done as there is a fine of \$2,500 US by AT&T.

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.

190 Newtown Barracks
Belize City, Belize
Tel: 223-5555/223-5555