

ID	Customer Name	Sentiment	Reason	City	Channel	Call Duration (Minutes)	Call Center
PIS-39858047	Frances Gullefant	Neutral	Billing Question	Charleston	Chatbot	14	Chicago/IL
ROH-40287216	Harcourt Zoanetti	Negative	Billing Question	Honolulu	Call-Center	32	Los Angeles/CA
NKC-39578431	Washington Oxtoby	Negative	Billing Question	Dallas	Chatbot	6	Denver/CO
APY-17008648	Rafe Duffitt	Very Negative	Billing Question	Fort Myers	Email	26	Los Angeles/CA
MHK-38443501	Tris Bent	Positive	Billing Question	Tuscaloosa	Web	26	Los Angeles/CA
QKL-49133006	Kassie Elman	Very Negative	Billing Question	Charleston	Web	6	Baltimore/MD
ZPZ-31710059	Elbertina Hewins	Very Positive	Payments	Pensacola	Call-Center	9	Los Angeles/CA
IJF-13083880	Garland Chuney	Negative	Billing Question	Little Rock	Call-Center	15	Baltimore/MD
ZKW-68562847	Caroljean Bishop	Negative	Billing Question	Nashville	Web	12	Los Angeles/CA
NIL-47926257	Delmor McKleod	Negative	Billing Question	El Paso	Web	42	Los Angeles/CA
BPQ-80812775	Julee O'Gavin	Negative	Billing Question	Santa Ana	Chatbot	44	Baltimore/MD
ZOK-34480332	Jaye Gribbon	Neutral	Billing Question	Huntington	Chatbot	29	Baltimore/MD
ZMB-79323804	Brodie Dobrowski	Negative	Billing Question	Pittsburgh	Chatbot	35	Baltimore/MD
YYO-56445305	Sibylla Kemet	Very Negative	Billing Question	Tucson	Web	30	Los Angeles/CA
JYD-67455825	Quintilla Hourston	Negative	Payments	Des Moines	Call-Center	29	Los Angeles/CA
KNO-93249512	Maggi Simpson	Positive	Payments	San Francisco	Call-Center	9	Baltimore/MD
VFG-63863025	Early Andrassy	Very Positive	Billing Question	Lansing	Chatbot	8	Los Angeles/CA
UCT-41608771	Ettie Ruoff	Very Negative	Billing Question	Washington	Chatbot	35	Chicago/IL
YLF-83918836	Bogey McReath	Positive	Billing Question	New York City	Web	20	Baltimore/MD
QCH-83950486	Sephira Philippart	Negative	Billing Question	Madison	Web	31	Los Angeles/CA
PDB-14404239	Charles Sandison	Neutral	Billing Question	Fort Pierce	Email	39	Los Angeles/CA
LFZ-17229282	Zora Keelin	Negative	Billing Question	Lubbock	Call-Center	38	Denver/CO
VKV-67119644	Lillis Dewhurst	Negative	Billing Question	Stockton	Call-Center	44	Denver/CO
PBY-32667898	Luz Gudgeon	Very Negative	Service Outage	Corpus Christi	Chatbot	41	Chicago/IL
EWI-18960031	Abigale Morgan	Very Negative	Billing Question	Minneapolis	Chatbot	7	Baltimore/MD
IXX-48770048	Minette Muzzillo	Very Negative	Billing Question	Colorado Springs	Email	34	Los Angeles/CA
EVO-87671386	Nanon FitzGilbert	Very Positive	Billing Question	Abilene	Web	36	Los Angeles/CA
ZYX-10467563	Ginelle Olver	Neutral	Billing Question	Fort Lauderdale	Call-Center	9	Chicago/IL
DZU-03236134	Tricia Kinnie	Negative	Billing Question	Shawnee Mission	Call-Center	39	Baltimore/MD
CAZ-10660311	Kristoforo Burnell	Positive	Billing Question	Gainesville	Email	17	Los Angeles/CA
ESF-57588548	Dulsea Pendry	Very Positive	Billing Question	Erie	Web	26	Los Angeles/CA
WKS-55916097	Alberik Jacques	Neutral	Service Outage	Houston	Chatbot	35	Baltimore/MD
OHX-59443580	Banky Falla	Negative	Payments	Saint Paul	Call-Center	25	Chicago/IL
TLA-11600824	Ganny Crampsy	Negative	Service Outage	Minneapolis	Chatbot	35	Chicago/IL
YPB-82095843	Shari Adrienne	Negative	Billing Question	Fort Worth	Call-Center	38	Baltimore/MD
LZU-62237096	Charo Aisbett	Negative	Billing Question	Salt Lake City	Web	14	Los Angeles/CA
XCX-53374693	Francyne Hagergham	Negative	Billing Question	Santa Ana	Web	43	Los Angeles/CA
PJL-11752230	Lindsay Bubb	Very Positive	Billing Question	South Lake Tahoe	Call-Center	43	Los Angeles/CA
MFC-52269149	Roobbie Pickervance	Neutral	Billing Question	Montgomery	Web	6	Baltimore/MD
TQC-88855863	Erminia Lummasana	Positive	Billing Question	Providence	Email	41	Los Angeles/CA
FGR-90006976	Ariel Pittendreigh	Negative	Payments	Richmond	Call-Center	27	Baltimore/MD
PAT-23706620	Rudie Tomsen	Positive	Payments	Johnstown	Call-Center	9	Los Angeles/CA
XRX-56871498	Alric Scrane	Very Negative	Payments	Washington	Call-Center	30	Los Angeles/CA
BYM-24034403	Eyde Djurevic	Very Negative	Billing Question	Bronx	Chatbot	36	Chicago/IL
TNK-37391425	Hubey Wartonby	Negative	Payments	Las Vegas	Call-Center	17	Baltimore/MD
JJM-32557838	Cirstoforo Jemmett	Very Negative	Billing Question	Fort Myers	Web	38	Baltimore/MD
KWC-18652469	Elijah Goalby	Very Negative	Service Outage	Pasadena	Chatbot	36	Los Angeles/CA
GCS-45015293	Thaddus Seeley	Positive	Billing Question	Sacramento	Chatbot	38	Baltimore/MD
IZX-08099835	Brody Rebichon	Negative	Billing Question	Chicago	Chatbot	13	Baltimore/MD
TPZ-92635583	Eartha Boner	Positive	Service Outage	Fort Wayne	Chatbot	42	Los Angeles/CA
JOT-87331404	Loralee Shivell	Neutral	Service Outage	Kansas City	Chatbot	7	Baltimore/MD
OKK-04567923	Zacherie Tigner	Very Negative	Payments	Long Beach	Call-Center	30	Baltimore/MD
TCX-30032546	Madelena Pinnock	Negative	Service Outage	Fort Pierce	Chatbot	22	Baltimore/MD
HMX-04214019	Mira Beddows	Positive	Billing Question	Baton Rouge	Call-Center	8	Baltimore/MD

SYU-34524338	Giralda Gebby	Very Negative	Billing Question	Naperville	Chatbot	44	Baltimore/MD
GBF-72465641	Shelagh Washington	Very Negative	Billing Question	Salt Lake City	Chatbot	34	Baltimore/MD
FMF-68865737	Janeczka Caze	Negative	Billing Question	Minneapolis	Call-Center	18	Los Angeles/CA
WMA-45712668	Angie Francklin	Negative	Billing Question	Evansville	Email	23	Los Angeles/CA
VEC-69408692	Anna-maria McPeice	Neutral	Billing Question	Rockford	Call-Center	37	Los Angeles/CA
MBN-58485152	Jude Traise	Very Positive	Billing Question	Harrisburg	Web	14	Baltimore/MD
VBY-78584211	Evangeline Dillingham	Negative	Billing Question	Reno	Web	31	Denver/CO
WSO-69134806	Patti Gocher	Very Negative	Payments	Bloomington	Call-Center	10	Denver/CO
MYP-30178430	Cora Buggs	Negative	Billing Question	Katy	Chatbot	45	Baltimore/MD
FRU-31409409	Othella Kindle	Negative	Billing Question	Little Rock	Email	8	Denver/CO
VMZ-59696572	Sheppard Withull	Positive	Billing Question	Concord	Email	35	Los Angeles/CA
JCE-87896568	Llewellyn Pablos	Very Positive	Payments	Lubbock	Call-Center	33	Los Angeles/CA
GZL-83273642	Lurleen Swadden	Neutral	Payments	Chicago	Call-Center	8	Baltimore/MD
YHK-31842577	Ardith Bunting	Negative	Billing Question	Columbus	Web	19	Baltimore/MD
BGA-81071725	Wylie Gramer	Negative	Billing Question	Columbus	Web	23	Los Angeles/CA
CRQ-64410572	Bat Pond	Negative	Service Outage	New York City	Chatbot	35	Los Angeles/CA