

## Robson Ranch Action Item Register

Item	Subject	Issue	Comments / Result
<b>1 Telephone</b>			
1.1	<b>Metro Dialing</b>	Lots of questions about Metro phone service - when to dial 1, 7 digit, 10 digit	Effective Sept. 15th customers with either basic dial plans or metro dial plans will be able to access any local 940 number based on their respected calling plan by dialing only 7 digits.
1.2	<b>Prefix by City</b>	List of prefixes by City	See tab "Argyle Rate Center NXX's" for list of Prefixes for Argyle.
<b>2 Cable</b>			
2.1	<b>Channel Line-up</b>	Lots of questions on cable channel line-up. Customers are looking for clarity and access to updated information as we add and change content.	The website now reflects Robson Ranch's channel line-up.
2.2	<b>HD-DVR's</b>	Can the boxes take an off air HD signal input	Unfortunately, they can not.
2.3	<b>Recording</b>	Recording capabilities of each of our DVR boxes - analog, digital and HD	We only have two types of DVR's both are digital and have the capabilities to offer HD. The Single Tuner (Motorola DCT 6208/1000) has 80 Gbytes of memory and the Dual Tuner (Motorola DCT 6412/2000) has 120 Gbyte of memory.
2.4	<b>Diagrams</b>	Web page link to get sample video wiring diagrams	Wiring Diagrams are currently being collected by Brady Adam's team and should have them completed by 09/16/05. They should be available on the website no later than 09/23/05.
2.5	<b>Hallmark Channel not working</b>	Hallmark Channel does not work	Hallmark channel should be working properly now. Dave Drescher corrected 8/25/05.
2.6	<b>Channel 13</b>	Multiple people reported that Channel 13 cuts out consistently	Tony Rotella switched service to an analog reciever and has followed up with the provider to correct the problem on the digital feed. Problem is corrected.
2.7	<b>Channel Line-up</b>	Can we publish Channel lineups on our website? If so where and can it be in .pdf format for wasy download and printing	The website now reflects Robson Ranch's channel line-up.
2.8	<b>Website Listing</b>	Please add Denton to the cable listing on website	Website has been updated and reflects Robson Ranch information.
2.9	<b>Recording DVR</b>	How many hours of recording does each DVR boxes hold?	The Single Tuner has approx. 57 hours of SD and 8 hours of HD recording time. The Dual Tuner has approx. 86 hours of SD and 12 hours of HD recording time.
<b>3 DSL</b>			
3.1	<b>E-mail</b>	Will forwarded advantemail.net e-mail addresses show up in the users Grandecom.net e-mail box with some type of identifier to show that it was forwarded	If you look at the To: field in the email, it will read as xxxx@advantemail.net. Mail to your grandcom.net e-mail will read as xxxx@grandecom.net in the To: field
<b>4 General</b>			
4.1	<b>Information</b>	Customers feel that Grande's communication needs to be better pertaining to what they have purchased and how to use the services. Per Lamar, this speaks directly to customer experience from BC/CSR, install, support, billing statements and our webpage.	Techs are now passing out appropriate collateral.
4.2	<b>User pamphlets</b>	Jim proposed that we could talk to Judy Simmons at the HOA to place sales and user pamphlets at the HOA office. Apparently many people frequently visit this location.	Sent Dawn Oden, BC out to give updated Marketing collaterals on Friday, 9/9/05 to Judy Simmons.
4.3	<b>Robson Ranch</b>	Grande link on Robson Ranch Website?	Have URL available for Robson Ranch. Please let Kelly Allison know who the contact person would be to make this happen.

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<b>5</b>	<b>Customer Issues</b>		
5.1	<b>Don Paist 940-246-2462</b>	Would appreciate having HDTV broadcasts for local PBS, CBS, and ABC channels in addition to NBC and Fox	Contacted customer- CBS and ABC channels should be made available early '06.
5.2	<b>Dick &amp; Kay Howarth 940-262-0035</b>	Why is there no newspaper channel t.v. guide?	We currently do not offer ambiguous service for the entire city of Denton and unfortunately our line-up can not be published in the newspaper guide unless we provide a significant amount of service to the city.
5.3	<b>Alice Fellows 940-262-0153</b>	One of my friends gets some of her e-mails to me kicked back as undeliverable when she sent them to my correct address. I get too many unsolicited e-mails, many of which should have been removed by	Send the friend to <a href="http://support.grandecom.com/?p=report_sec">http://support.grandecom.com/?p=report_sec</a> to fill out the little form, and we'll work directly with the friend to identify the problem Go to <a href="http://support.grandecom.com/?p=spam">http://support.grandecom.com/?p=spam</a> to see Grande's recommendations for handling and fighting spam, and make sure that you have the additional spam filter enabled in the email admin tool ( <a href="https://admin.grandecom.net/">https://admin.grandecom.net/</a> - you must have a grandecom.net account to utilize this tool.)
5.4	<b>Ralph &amp; Linda Burns 940-246-0229</b>	Interruption in service - Why? Our DSL loses connection very often. We aren't sure what the problem is. Sometimes it is daily. Sometimes it take several minutes to connect why?	Lennie Wilder tested their DSL service and found a problem with the modem, it was replaced and the customer is happy with their service now.
5.6	<b>Chuck Utzman 940-262-3113</b>	I want a prefix list that shows whether I must dial a 1 first.	See tab "Argyle Rate Center NXX's" for list of Prefixes for Argyle.
5.7	<b>Chuck Utzman 940-262-3113</b>	Please add PAX and Hallmark Channels	I spoke with Mrs. Utzman and advised her that PAX is on channel 14 and Hallmark is on channel 155
5.8	<b>Phillip Sweet 940-262-0067</b>	Want DSL and Phone on same bill - need 2 accounts now	Customer called into call center before this list was sent out. I called the customer and advised the change was made and gave my direct line for any other questions or concerns.
5.9	<b>Jerry Garrett 940-262-1200</b>	Problem with DSL - Svc cuts off have 2 reboot modem 1-2 times a month	Lennie Wilder tested the DSL service and could not log into the customer's modem. He reset the and re-configured the customer's modem and all issues were cleared up. Lennie also showed the customer how to use his internet browser more efficiently and the customer is happy with his service.
5.10	<b>Warren Richards 940-262-0198</b>	I have the TBI pkg - will I be able to eliminate some parts of the bundle that I don't want and have my monthly rate reduced? In Sept?	Customer was contacted and request was met.
5.11	<b>Curt &amp; Wendy Hicks 940-262-0115</b>	When will we get Hallmark Channel? Have had a lot of trouble w/pixeling on movie channels - seems to be better last month or so.	Hallmark channel should be working properly now. Dave Dresher corrected 8/25/05.
5.12	<b>Curt &amp; Wendy Hicks 940-262-0115</b>	We would like a DFW phone book and have had no luck getting it. Would rather not have as many movie channels, but still be able to have highest and fastest DSL and free long distance.	Phone books for Dallas & Ft. Worth were delivered 08/26/05.