

**STAFF 1-96** Please describe what specific actions you took to begin staging internal staff and any responsive mutual assistance crews or resources.

**RESPONSE:**

We staged internal linemen at our Port O'Connor warehouse and staggered the remaining linemen for reporting to work once we felt confident in the path and size of the storm. In addition, we staged internal office personnel at our headquarters and staggered the remaining team members to ensure coverage of phone and support services for the duration of the event.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-97** Did you have to train or on-board any personnel that was provided in response to your request(s) for mutual assistance during the events of Hurricane Beryl? If yes, please describe what kind of training or on-boarding you provided.

**RESPONSE:**

VEC did not receive mutual assistance during Beryl.

**SPONSOR:** Blaine Warzecha, General Manager

**SECTION-8: MOBILE GENERATION**

**STAFF 1-98** Please provide details regarding the lease or procurement of each mobile generation facility in the Transmission and Distribution Utility's (TDU) control, including:

- a. Details regarding the competitive bidding process used or the justification for not using a competitive bidding process;
- b. The size of each mobile generation facility in megawatts (MW);
- c. The initial lease or procurement date of each facility;
- d. The lease term, in months, of each mobile generation facility;
- e. The expiration date of each facility's lease;
- f. The to-date costs associated with each mobile generation facility, including operating, leasing costs, or other capital expense;
- g. The expected costs associated with each lease, including operation and leasing costs; and
- h. The expected return on investment associated with each lease or procurement.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-99** Please provide details regarding mobile generation or temporary emergency electric energy facilities (TEEEF):

- a. The control number of the TDU's most recently approved mobile generation or TEEEF cost recovery;
- b. Details regarding whether the mobile generation or TEEEF cost recovery was processed as part of a larger Distribution Cost Recovery Factor proceeding or in a separate contested case;
- c. The revenue requirement associated with the TDU's mobile generation or TEEEF expenses, broken out by rate class; and
- d. The in-force tariffs associated with the TDU's mobile generation or TEEEF rider, broken out by rate class.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-100** Provide the following information concerning your customer base:

- a. Total number of customers served by rate class;
- b. Average demand by rate class;
- c. Peak demand by rate class; and
- d. Net peak demand by rate class.

**RESPONSE:**

- a. See evidence file: Staff-1 100 Members Per Rate Class.pdf
- b. See evidence file: Staff-1 100 Average Demand by Rate Class.pdf
- c. See evidence file: Staff-1 100 Peak Demand by Rate Class.pdf
- d. N/A

**SPONSOR:** Jeri Alvarez

**STAFF 1-101** Please provide information on the average customer density by circuit mile for the feeders in the Impacted Area.

**RESPONSE:**

See evidence file: Staff 101 Average Customer Density.pdf

**SPONSOR:** Jeri Alvarez

**STAFF 1-102** Please provide an explanation of any alternatives to mobile generation facilities considered by the TDU before entering a lease for or procuring mobile generation facilities.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-103** Please describe the specific use cases contemplated by the TDU before executing a contract for the lease or procurement of mobile generation facilities.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager



**STAFF 1-104** Please provide the following information concerning mobile generation facilities in your possession:

- a. The total capacity, in MWs, of mobile generation facilities leased or procured before July 8, 2024;
- b. The rationale for leasing or procuring that capacity; and
- c. And how mobility and capacity were prioritized when leasing or procuring mobile generation facilities.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-105** Provide the following information for mobile generation facilities already under lease or procured before July 8, 2024:

- a. The size, in MWs, of each deployed mobile generation facility;
- b. The length of time needed to move each deployed mobile generation facility from storage to its designated staging area;
- c. the length of time needed to move each mobile generation facility from staging to its deployment location;
- d. An explanation for how and where the mobile generation facility was used; and
- e. If a mobile generation facility was not used, an explanation as to why.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-106** Please describe all situations in which the TDU's leased or procured mobile generation facilities were deployed before Hurricane Beryl. If applicable, please describe how those previous deployment situations differed from the use cases initially contemplated by the TDU.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-107** Please provide the following information on power restoration plans or procedures regarding critical infrastructure facilities.

- a. Did the TDU develop a list of critical infrastructure facilities within the TDU's service territory?
- b. Did the TDU develop emergency preparedness plans in collaboration with critical infrastructure facilities in its service territory?
- c. Did the TDU develop a list of routes for use in reaching critical infrastructure facilities during an emergency or significant power outage?
- d. Did the TDU identify the specific steps it would take to energize critical infrastructure facilities in its service territory with mobile generation facilities?
- e. Did the TDU pre-position mobile generation facilities at critical infrastructure facilities in its service territory to respond to significant power outages in a timely manner?

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-108** Please provide the following information regarding drills, procedures, and plans to use mobile generation facilities.

- a. Did the TDU develop operating plans or procedures for the deployment of mobile generation? If so, please describe the TDUs strategy for deploying its mobile generation.
- b. Did the TDU assign specific personnel to manage, either directly or indirectly, the operation and deployment of its mobile generation facilities?
- c. Did the TDU conduct personnel trainings or preparedness drills for the operation of its mobile generation facilities?
- d. Please describe any plans or procedures developed in coordination with other TDUs or mutual assistance groups for the operation or deployment of mobile generation.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-109** Please provide the following information regarding each mobile generation facility borrowed during Hurricane Beryl as part of a mutual assistance program or agreement.

- a. How the original request for mobile generation facilities through mutual assistance was made;
- b. The size, in MW, of each borrowed mobile generation facility;
- c. The date the mutual assistance program or agreement was entered;
- d. The date the borrowed mobile generation facility was deployed;
- e. The duration, in hours, of the borrowing agreement. Describe whether this duration was for a fixed number of hours or a specific number of operating hours;
- f. The identity of the original owner or lessor of the mobile generation facility subject to the mutual assistance program or agreement; and
- g. Whether obtained mobile generation facilities were used during, or in power restoration efforts following, Hurricane Beryl.
  - i. If the mobile generation facility was not deployed, provide an explanation as to why the mobile generation facility was not deployed; and
  - ii. If the mobile generation facility was deployed, provide an explanation of how it was used.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-110** When mobile generation facilities are offered to other TDUs during significant power outages, what information does the loaning TDU require from the borrowing TDU related to the probable operation of the mobile generation?

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-111** Please describe if any mobile generation facilities in the TDU's control were deployed in the service territories of municipally owned utilities or electric cooperatives during Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager



**STAFF 1-112** Please describe how the determination was made regarding when and where to deploy or redeploy each mobile generation facility during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-113** Please describe the number of distribution customers that had power restored by each mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-114** Please describe the number of distribution customers that had power restored by each mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-115** Please describe the number of transmission customers that had power restored by a mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-116** Please describe the number of transmission customers that had power restored by a mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-117** If applicable, please note if any fueling problems arose with deployed mobile generation facilities during, or in response to, Hurricane Beryl. If so, please describe the fueling problems in detail and any action that the TDU took in response.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-118** Please describe all costs incurred by the TDU that were associated with the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager

**STAFF 1-119** Please describe any obstacles that limited the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager



**STAFF 1-120** Please describe any procedural improvements that the TDU intends to make prior to the next deployment of mobile generation facilities. If available, please reference specific sections of any after action report or lessons learned document the TDU has created.

**RESPONSE:**

VEC does not lease or own any mobile generation facilities or any temporary emergency electric energy facilities.

**SPONSOR:** Blaine Warzecha, General Manager



# **Emergency Operations Plan**

## **Annual Tabletop/Drill**

**MAY 22, 2024**

Hurricane Season Begins June – November.

# AGENDA

- **Introductions**
- **Purpose**
- **Intensity**
- **Conduct Exercise**
- **Preseason Preparations**
- **Review**

# PURPOSE



**Tabletop/Drill** – today’s drill is forum to conduct a table-top type exercise to provide a scenario to test the plan and increase understanding of VEC’s Emergency Operation’s Plan (EOP).

**PUC Substantive Rule 25.53** requiring at least one drill of the EOP annually, one of which must be a hurricane preparedness if located in an evacuation zone.

**Emergency Operations Plan – (E) Hurricane Annex**

# Intensity

- **TROPICAL DEPRESSION** < 39 MPH
- **TROPICAL STORM** 39-73 MPH
- **CATEGORY 1** 74-95 MPH
- **CATEGORY 2** 96-110 MPH
- **CATEGORY 3** 111-130 MPH
- **CATEGORY 4** 131-155 MPH
- **CATEGORY 5** > 155



# TROPICAL STORM

## Situation Overview: (Tropical Storm)



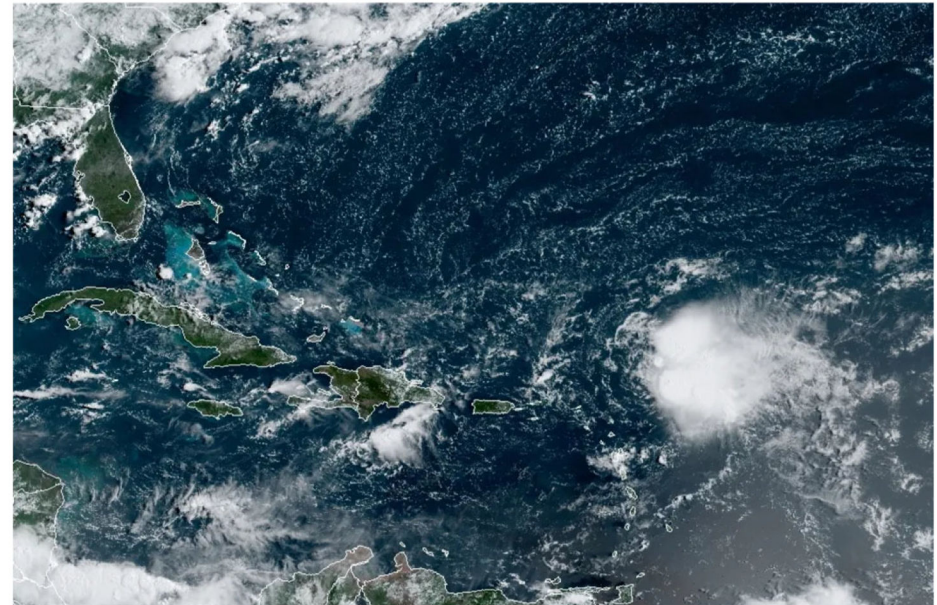
- September 6<sup>th</sup>, System actively being monitored has developed into Tropical Storm Norma has formed currently 365 miles east of Barbados and is on a westward course as it moves over the open Atlantic Ocean.
- TS Norma's current windspeed is 45 mph and moving at 8 mph.
- Prior to reaching the Caribbean it strengthened to a Category 1 Hurricane.
- Very low confidence where Hurricane Norma goes once it reaches the Gulf of Mexico.

**EXERCISE...EXERCISE...EXERCISE**



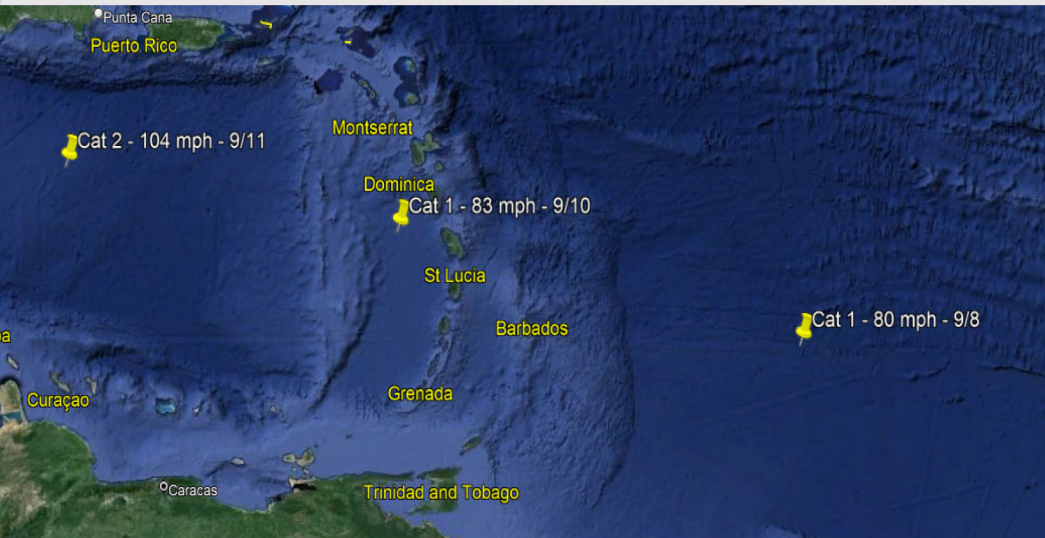
# PRESEASON PREPARATIONS

- GM – ERP Review
- Operations –
- Finance – Warehouse
- Engineering
- IT
- Executive Assistant
  - Restoration RFP
    - Electric
    - Broadband
    - ROW





## Situation Overview: (Tropical Storm)



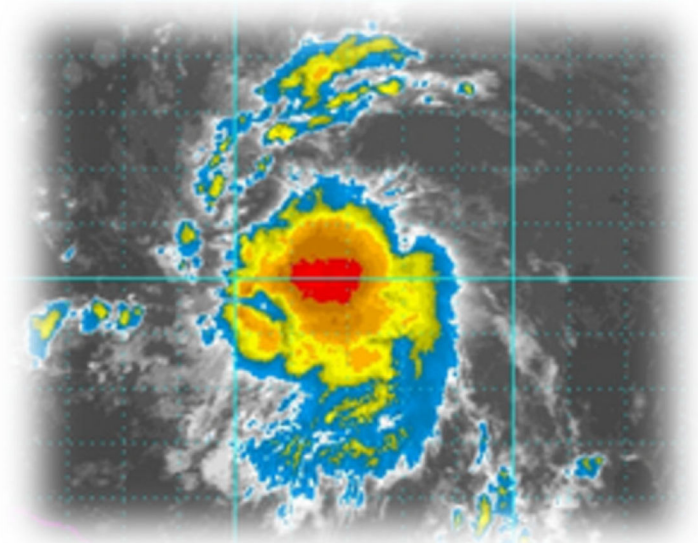
**EXERCISE...EXERCISE...EXERCISE**

- Tropical Storm Norma is moving into an environment that is favorable for additional development.
- 9/8 - Tropical Storm Norma has strengthened into a Category 1 Hurricane with 80 mph wind speeds.
- 9/10 - Hurricane Norma has just crossed into the Caribbean Sea with wind speeds of 83 mph.

## SCENARIO-UPDATE 1:

(Storm Activity)

- VEC is currently monitoring the storm as it moves westward through the Caribbean.
  - Operations
  - Engineering
  - Infinium Broadband
  - IT
  - Administration
  - Finance
  - Communications
  - Member Services
  - Human Resources



**EXERCISE...EXERCISE...EXERCISE**

A satellite image of the Gulf of Mexico and surrounding regions, including parts of North America and Central America. The image shows the coastline, the Gulf of Mexico, and the surrounding landmasses. The text is overlaid on the image.

# **Leadership Team Discussion**

## **Alert Level 1**

# Hurricane

## SCENARIO-UPDATE 2:

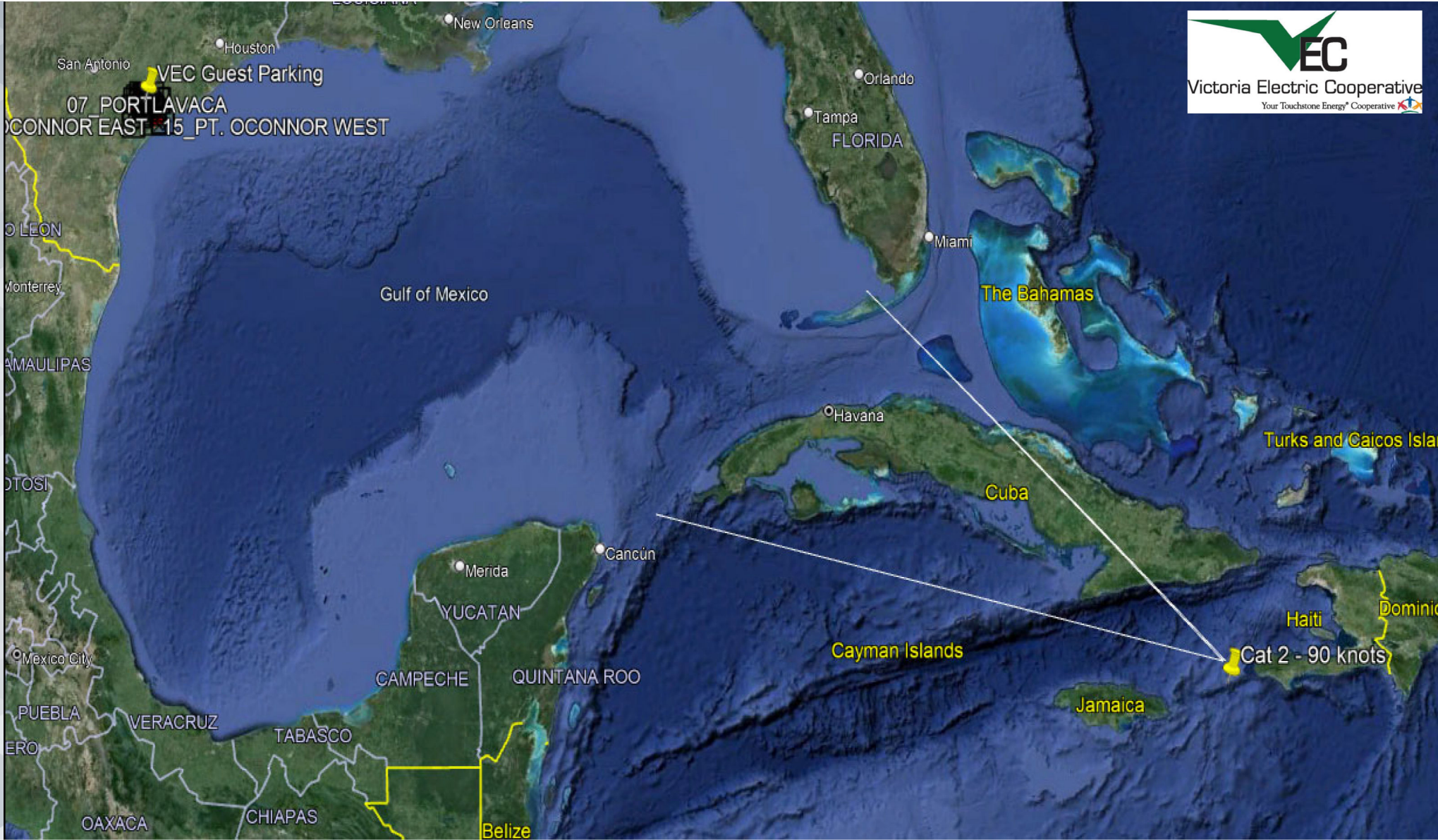
### (Hurricane)

- Hurricane Norma reached Cat 2 status on 9/12 with 90 knot winds as it skirts Haiti in the path towards Cuba.
- As Norma makes landfall in Cuba on 9/13, Norma is downgraded to a Cat 1 with 92 mph winds.
- The cyclic storm then enters the Gulf of Mexico on 9/14 as a Cat 1 storm with 92 mph winds and is currently 750 miles from the Texas coast.

**EXERCISE...EXERCISE...EXERCISE**



**TROPICAL  
UPDATE**

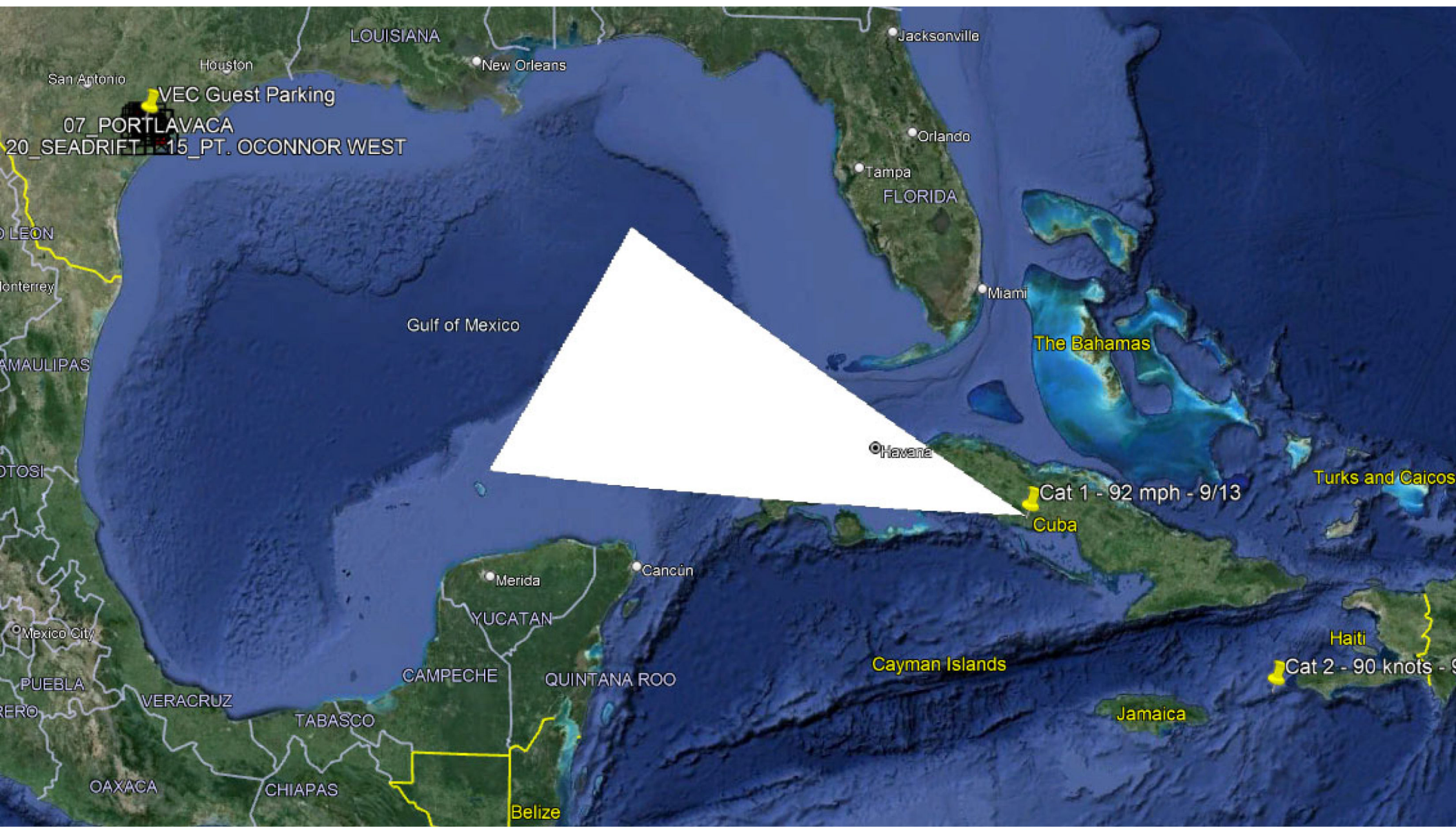


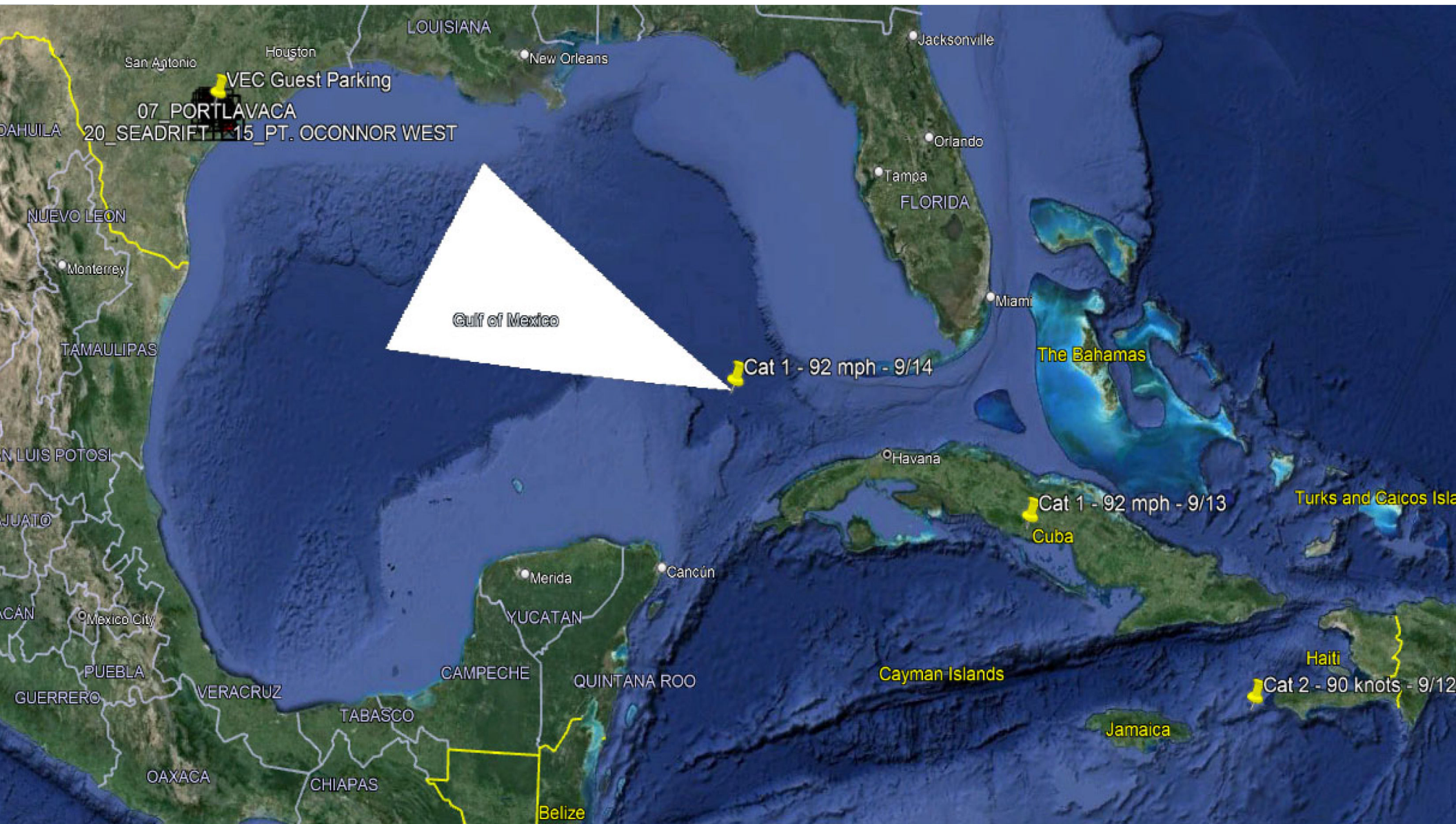
A satellite image showing a tropical storm system over the Gulf of Mexico and Caribbean Sea. The storm is characterized by a dense, swirling cloud structure with a visible eye or center. The surrounding ocean is dark blue, and the landmasses of North and Central America are visible in shades of green and brown. The text is overlaid on the image.

# **Leadership Team Discussion**

## **Alert Level 2**

*Cyclic storm achieves Tropical Storm status in the Gulf of Mexico or the Caribbean Sea.*







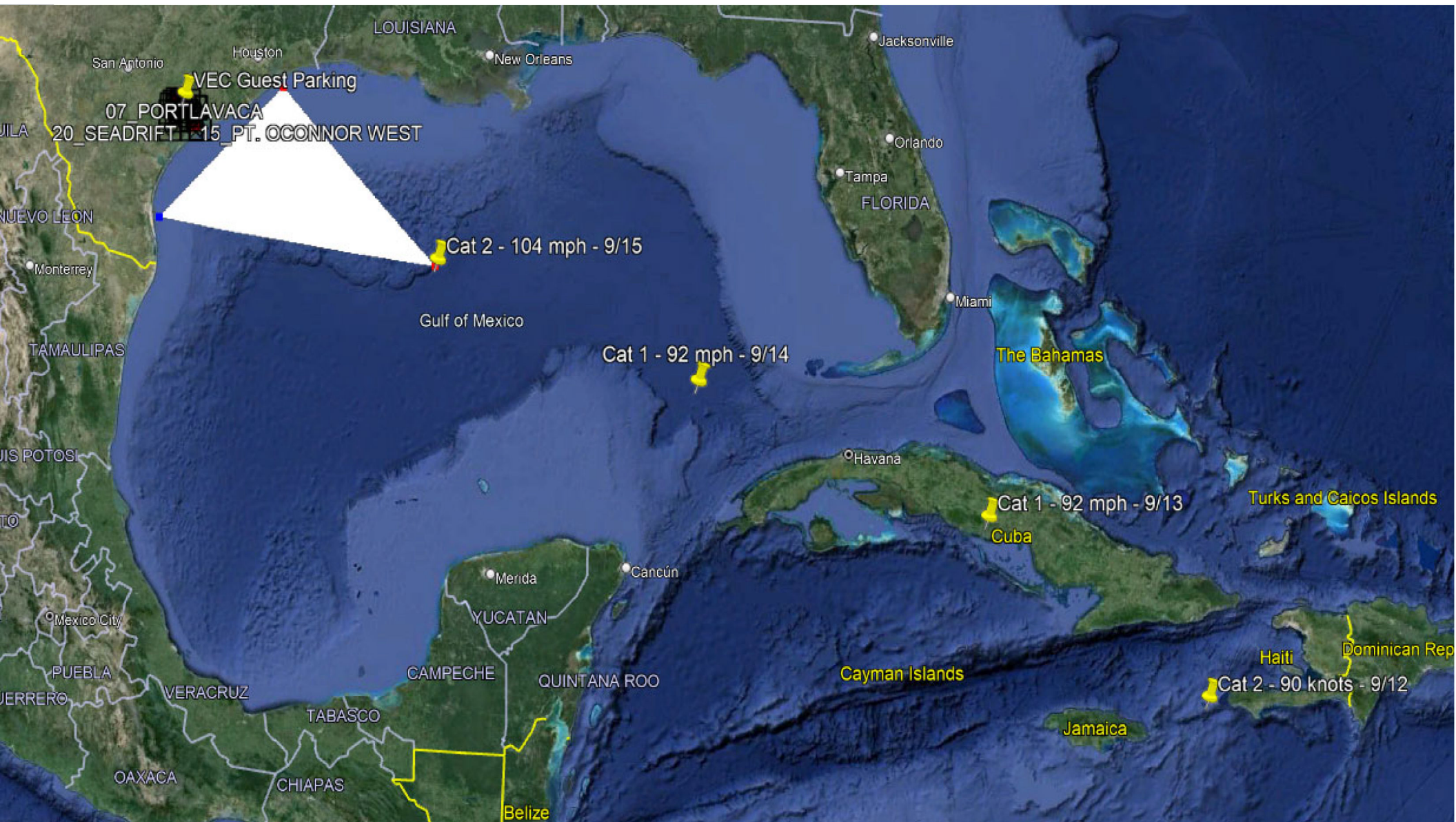
# HURRICANE

## SCENARIO UPDATE 3:

(3 days before landfall)

- 9/15 -The National Hurricane Center (NHC) reported that Hurricane Norma is approximately 600 miles off the Gulf Coast traveling west-northwest at 8 mph. The NHC has issued a hurricane watch for a large portion of the Gulf Coast, including the VEC territory.
- Norma continues to gain strength returning to Cat 2 status and is projected to make landfall within 48 hours. This storm has the potential to become extremely powerful.

EXERCISE...EXERCISE...EXERCISE



A satellite image of a tropical storm system over the Gulf of Mexico. The storm is characterized by a dense, swirling cloud structure with a visible eye. The surrounding clouds are thick and white, contrasting with the darker blue of the ocean. The landmasses of North America and Central America are visible in the background, with white outlines indicating state or national boundaries.

# **Leadership Team Discussion**

## **Alert Level 3**

***Tropical Storm "Named" and some probability of landfall within VEC/Infinium territory.***

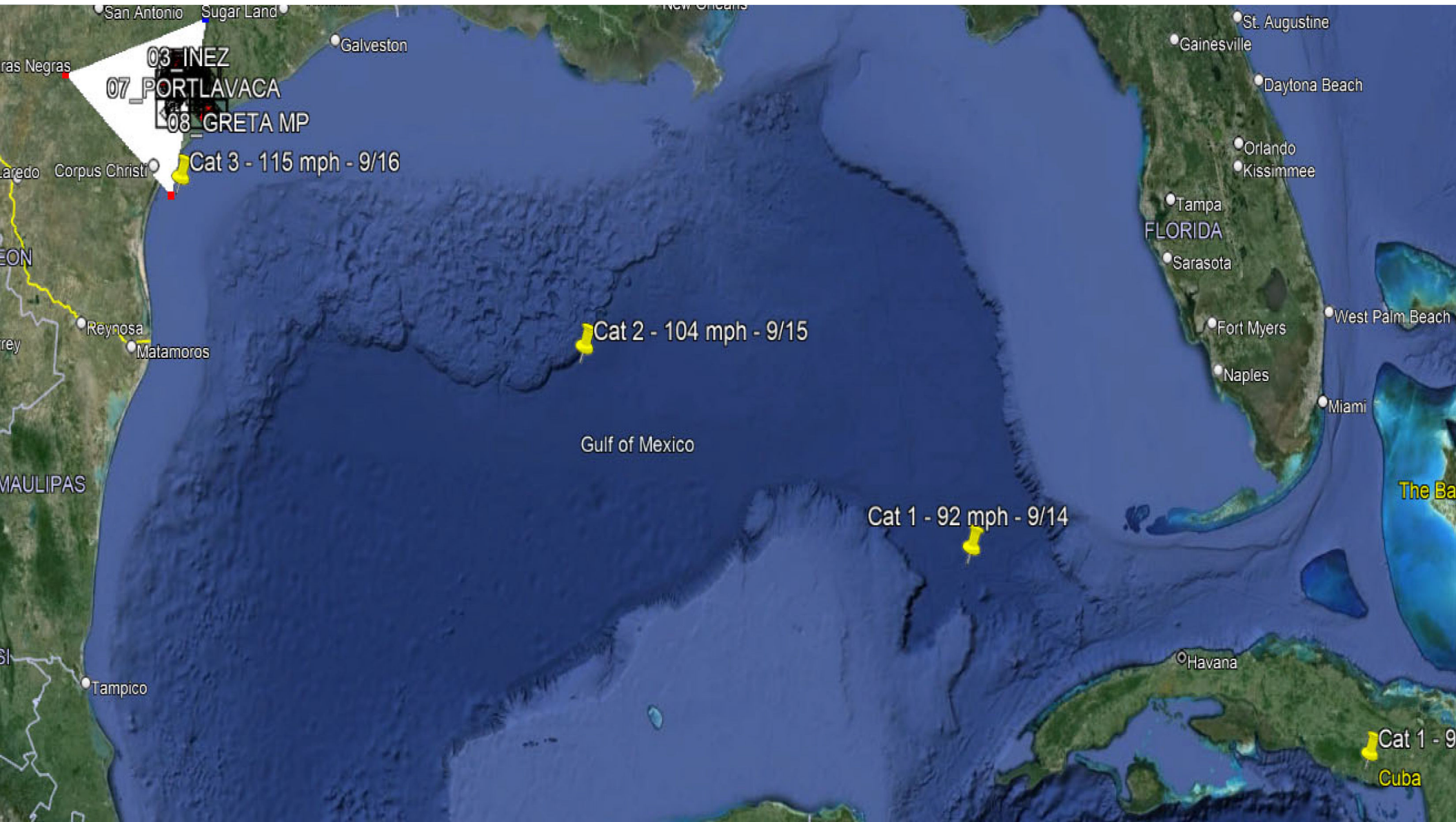
# HURRICANE

## SCENARIO-UPDATE 4

(1 days before landfall)

- 9/16 -The storm has strengthened and the National Hurricane Center issues a Hurricane Warning for our territory.
- Hurricane Norma is now at a Category 3 storm, projected to make landfall between Corpus Christi and Matagorda within 36 hours.
- A storm surge of 10 to 12 feet is forecasted.
- The Governor has declared a state of emergency and issues an evacuation order for the Corpus Christi area.
- Local schools and childcare facilities in the VEC area are closing early.
- Several major road ways to the south are impassable due to traffic from the evacuation.

**EXERCISE...EXERCISE...EXERCISE**



A satellite image of a tropical storm system over the Gulf of Mexico. The storm is characterized by a dense, swirling cloud structure with a visible eye. The surrounding clouds are thick and white, contrasting with the darker blue of the ocean and the brownish-green of the landmasses. The text is overlaid on the center of the storm.

# **Leadership Team Discussion**

## **Alert Level 4**

*High probability that a "Named" storm will make landfall in VEC/Infinium territory within 36 hours.*

# HURRICANE

## SCENARIO-UPDATE 5

(Day 0)

- Hurricane Norma has made landfall as a Category 3 storm 5 miles north of Corpus Christi with sustained winds of 115mph.
- The initial storm surge was recorded as 14 feet, with an additional 5-8 inches of rain falling in the past 24 hours.
- The storm entered VEC service area as a Cat 1 storm with sustained winds of 80 mph and rain totaling 15 inches . Damage reported by the media includes flooding and debris-clogged roadways, and large areas without power.

**EXERCISE...EXERCISE...EXERCISE**





A satellite image showing a large, swirling storm system over the Gulf of Mexico and the southeastern United States. The storm's eye is visible in the center, surrounded by dense, white cloud bands. The landmasses of the United States and Mexico are outlined in white. The ocean is a dark blue, and the storm's clouds are a bright white. The text is overlaid on the center of the image.

# Leadership Team Discussion

## Alert Level 5

*The storm winds move inland into  
VEC/Infinium territory.*

# HURRICANE

## SCENARIO-UPDATE 6

(Day 0)

- 9/17 - As the winds decrease and the rain tapers off, VEC is able to assess the damage from Norma.
- Local law enforcement has restricted access to heavily damaged areas and has established a curfew in some portions of the community.
- Several major schools remain closed, and large areas of the community do not have power.
- VEC is able to inspect the damage and there is significant flood damage and several trees have fallen.
- Based on preliminary damage assessment, approximately 9,800 meters are without power and it is expected that full restoration will take a week.



**EXERCISE...EXERCISE...EXERCISE**

A satellite image of a large storm system over the Gulf of Mexico. The storm is characterized by a dense, white cloud mass with a distinct eye-like structure in the center. The surrounding clouds are lighter and more diffuse. The Gulf of Mexico is visible to the right, and the southern United States coastline is partially visible on the left and bottom edges. The text is overlaid on the image.

# Leadership Team Discussion

**Alert Level 6**

*The storm winds are no longer impacting VEC/Infinium facilities. The restoration begins.*

**Restoration  
Complete**



Victoria Electric Cooperative

# Questions / Discussion Action Items

# **(E) Hurricane Annex**

## **E.1 Purpose and Applicability**

To provide the guidelines and procedures VEC utilizes in preparation for Hurricanes and severe tropical storms, as well as the procedures for dealing with the event and restoration from these storms.

## **E.2 Administration / Initial Tasks**

Develop / Implement a Hurricane Plan: VEC shall develop and maintain a Hurricane Plan that shall address the preparation for hurricanes and tropical storms along with the policies, and procedures that VEC shall utilize in the recovery and restoration phase of these types of emergency events.

## **E.3 Annual Review / Ongoing Maintenance**

The Hurricane Plan shall be reviewed annually (or as needed) to ensure that the information is current. The Hurricane Plan shall be maintained by the General Manager.

## **E.4 VEC Standard Operating Procedures for Hurricanes and Tropical Storm Emergencies**

### E.4.1 Overview

- June through November is the hurricane season for the Texas Gulf Coast. Storms typically enter the Caribbean Sea or the Gulf of Mexico from the Atlantic Ocean providing at least a week to prepare. On rare occasions when the storms form in the Western Gulf of Mexico, preparation time can be very short. The following describes the Alert Levels and subsequent actions required of cooperative personnel as the threat of the storm increases.
- The General Manager is responsible for the overall coordination of the Storm Preparedness and Service Restoration Plan. Preliminary planning and preparations for the hurricane season shall start in the spring of each year. All cooperative personnel will be available to the General Manager that preparations can be completed by June 1st of each year.
- Planning and preparations shall include an assessment of support facilities, substations, equipment and materials in stores. The assessment will produce two lists.
  - A list of all actions that need to be completed prior to June 1<sup>st</sup> of each year.
  - A list of all actions that will need to be taken if a storm threatens.
  - The plan will be included as an update to the cooperative's EOP.

### Storm Preparedness Planning

- The General Manager is responsible for providing material, labor, and financial support to ensure that the ERP can be executed. In addition, the General Manager will lead and manage media relations.
- The General Manager will coordinate the overall implementation of the Emergency Restoration Plan.
- The Operations Manager is responsible for coordinating the inspection of distribution equipment in the field.
- The Warehouse Coordinator will inspect warehouse and stock equipment. In addition, the Financial Services Manager will check that an adequate number of the following items are in the inventory by May 1<sup>st</sup>:

- Temporary hand screws and associated hardware.
  - Snake bite kits.
  - First Aid kits.
  - Poles and associated equipment.
- The Mechanic is responsible for the inspection of all vehicles and emergency generator.
  - The Operations Manager will set up a Restoration Control Center in the Operations Department. The area will be equipped to handle incoming phone calls and will be manned by office personnel. Direct line to dispatch and one radio telephone line will be set up for outgoing emergency calls. The center will have a copy of the 911 maps in order to coordinate with law enforcement, fire, and other emergency services. Outage information provided by members will be sorted by circuit, sectionalizing device, and line section, and then be passed on to the Restoration Control Center. Provisions will be made for callbacks to members to determine if service restoration actions have been successful.
  - The Engineering Manager will delegate and ensure that electronic copies containing construction specifications and mapping are prepared and available for restoration personnel. The electronic copies shall contain complete framing material and assembly information as well as a copy of common RUS and NESC clearance tables. There should also be extra ESRI licenses for mobile devices.
  - The Engineering Manager will be responsible for contacting Victoria Independent School District and Parkway Baptist Church to arrange additional space for restoration crews and equipment.
  - The General Manager will be responsible for providing housing, and supplies for VEC staff and their families.
  - The VEC Management Team will review the ERP and update as needed.
  - If it is determined that the cooperative is threatened to the extent that potential physical damage to the building will occur, it will be the responsibility of the IT Manager to ensure that the protection and relocation of essential items is made. Examples of essential items are:
    - Computer hardware.
    - Member Service Agreements.
    - Vendor Contracts.
    - Personnel Files.
    - Back-up tapes.
    - Easements.
    - Month End Close Reports from Operations and Billing.
  - The IT Manager will also inspect communications.
  - It is the responsibility of the Executive Assistant to prepare a letter for personnel to present to authorities to return to VEC service for storm restoration efforts. The Executive Assistant will also provide a copy of the VEC employee list to government agencies, Texas Department of Public Safety, county sheriff agencies, and city police departments.

**Storm Alert Level-1**

### Overview:

When a cyclic storm forms in a normal storm development area, the Operations Manager shall declare an Alert Level-1. VEC staff will coordinate hurricane monitoring with STEC System Operations. VEC will monitor a storm's path and e-mail daily information to the STEC Distribution Cooperative Manager.

### Duties: Alert Level-1

- The Operations Manager will be responsible for contacting line construction contractors to determine the availability of crews once a storm moves into the Gulf of Mexico.
- The Right-of-Way Superintendent shall be responsible for contacting the tree-trimming contractors once a storm enters the Gulf of Mexico.
- VEC employees develop a plan for personal property protection.
- The General Manager will call a meeting of the supervisory staff to review the responsibilities of each department in the storm situation.
- All department heads shall start tracking the storm via the National Hurricane Center website [www.nhc.noaa.gov/index.shtml](http://www.nhc.noaa.gov/index.shtml).
- Supervisors will keep their personnel informed of the predicted time of landfall of the storm. At this time all VEC personnel will begin to make preliminary preparations to secure their personal property.

### Storm Alert Level-2

#### Overview:

When a storm achieves tropical storm status in the Gulf of Mexico or the Caribbean Sea, the Operations Manager will declare an Alert Level-2.

#### Duties: Alert Level-2.

- The General Manager will call a meeting of the supervisory staff to review the responsibilities of each department in the storm situation.
- All department heads shall start tracking the storm via the National Hurricane Center website [www.nhc.noaa.gov/index.shtml](http://www.nhc.noaa.gov/index.shtml)
- Supervisors will keep their personnel informed of the predicated time and landfall of the storm. At this time all VEC personnel will begin to make preliminary preparations to secure their personal property.
- Warehouse
  - Purchase expendable storm related materials as needed.
  - Examples include flashlights, batteries, etc.
  - Obtain first aid equipment as needed.
  - Obtain personnel protective equipment as needed.
- Safety Coordinator
  - Schedule for distributor to deliver fuel tanker truck.
- Mechanic
  - Assure that all generators are working and fueled.

- Obtain portable fuel containers as needed and ice.
- Line Foreman
  - Check that trucks are equipped with necessary tools, equipment, and materials needed for restoration efforts.
  - Have sufficient number of hand-held radios available for operations department.
- Personnel Operating Vehicles and/or Equipment
  - Check to ensure that fuel tanks are filled.
  - Check for adequate supply of first aid kits, snake bite kits and insect repellent.
- IT Manager
  - Evaluate the need for reserving a U-Haul truck for moving equipment to Restoration Center.

### **Storm Alert Level-3**

#### **Overview:**

When a system reaches “named” storm status and there is some probability of landfall within the VEC service area, the Operations Manager will put the cooperative at Alert Level-3. The Operations Manager will inform all department heads and operations staff of the Alert Level status change. VEC management will continue to monitor storm advisories from STEC.

#### **Duties: Alert Level-3**

- General Manager
  - Call a meeting to assess the situation and review responsibilities.
- Operations Manager and ROW Superintendent.
  - Contact tree-trimming contractors to start travel arrangements.
  - Schedule inspection, patrol, and/or construction coordination services for use after storm passage.
  - Make arrangements for clean-up of oil filled equipment spills.
- Warehouse
  - Obtain a copy of a complete set of keys for all VEC locks and units.
  - Supply all departments with storm preparation materials including duct and masking tape, plywood, rope, etc.
- Executive Assistant
  - Obtain food supply for cooperative (minimum 2-day supply).
  - Contact TEC to coordinate preparation including lodging, food, etc. for contractors and outside crews.
  - Obtain MRE supply.
  - Ensure the phone system recordings are prepared.
- Mechanic



- Make sure all generators have been tested and are ready for service.
- Obtain additional diesel storage tanks for generators.
- Test generators.
- Engineering Manager
  - Reserve a helicopter for aerial surveys of distribution system.

#### **Storm Alert Level-4**

##### Overview:

When it is determined that there is a high probability that a “named” storm will make landfall in the VEC service area within 36 hours, an Alert Level-4 shall be initiated by the Operations Manager.

The General Manager shall be responsible for communicating the change in alert status to department heads. If the alert level change occurs during the weekend, then department heads and key personnel will be contacted by telephone. Department heads will, in turn, contact remaining staff. Under such conditions all cooperative staff will be available for telephone notification.

##### Duties: Alert Level-4

- **The General Manager** will assess needs and assign staff as required. At the General Manager’s discretion, vacation time will be cancelled for employees involved in the restoration processes. Anyone not assigned to emergency restoration should plan on returning to work at their regular time on the next normal workday after storm passage; arrange for VEC trucks to stay at other co- ops.
- **The Operations Manager** will call a meeting with all department heads to assess the situation and discuss any additional preparations needed. He will also contact STEC Chief System Operator to obtain the latest weather service predictions pertaining to wind speed and rainfall forecasts. The likelihood of flooding must be addressed. The Operations Manager will continue to monitor weather conditions and advise staff of status.
- **Each department head** will be responsible for permitting personnel to make final preparations to secure their properties. The amount of time allowed depends on the predicted arrival of storm conditions and each person’s responsibilities. All personnel involved in emergency restoration shall be at their assigned station prior to the start of high winds.
- **The Warehouse Coordinator** will ensure that pea gravel will be available for backfilling poles after storm passage.
- **The Executive Assistant** shall be responsible for obtaining food supplies for VEC staff. A minimum 2-day supply will be stocked. The requirement may be increased to a 4-day supply if extended emergency conditions are forecasted. The Executive Assistant will complete arrangements with food service contractors for meals after storm passage.
- **The Executive Assistant** will contract for lodging, food and laundry services for contractors and outside crews.
- **The Restoration Coordination Center** will be established in the cooperative integrity room by the Operations Department. The IT Manager shall make sure that at least two phone lines are available, as well as computer network connection and internet access. Communication links to STEC shall be tested and secured.
- The IT Manager will be responsible to coordinate staff efforts to relocate equipment to the

Restoration Coordination Center to perform necessary functions.

- The Mechanic will make sure that all generators are ready for service and confirm there are back up batteries on site.
- All employees will be expected to contribute immediately in emergency restoration efforts.
- All areas of the Headquarters Complex will be prepared for potential high winds and high water. The Warehouseman will be responsible for the office, warehouse, and yard facilities. Sandbags should be placed around windows.

#### Checklist Alert Level-4

The following checklists should guide personnel as VEC facilities are secured after the declaration of an Alert Level-4 warning:

- Warehouse
  - Ensure that all materials are properly secured for high winds. If flooding is expected, coordinate moving materials that may be damaged.
  - Make sure that adequate supplies of the following are on hand.
    - Poles, cross arms, and associated hardware
    - Hand screw anchors
    - Water and gas cans
    - Rain suits
    - Life Jackets
    - Sandbags and tape (Masking and Duct) and electrical tape
    - Flashlights and batteries plus rechargeable batteries; small generators
    - First Aid and Snake Bite Kits
    - Military Grade Mosquito Spray with deet and nets
    - Rubber boots
    - Chain saw with associated equipment
    - Arrange for dumpsters to be emptied
    - Schedule delivery of pea gravel and secure supply
    - Extensos/Shotguns
    - Print material for inventory reports
    - Sunscreen
  - Make arrangements to secure warehouse facilities
    - Secure dumpsters
    - Secure storage containers
    - Secure all loose materials
    - Secure doors and windows of warehouse

- Engineering Manager
  - Secure fuel for units and equipment
  - Test generators to insure ready status for services
  - Make final inspections of cooperative vehicles
  - Make sure shop area and equipment (including overhead doors) are secure
- Operations Manager
  - Make arrangements to secure headquarters building
  - Establish Restoration Control Center
  - Secure doors and windows of building
  - Have service personnel check vehicles for adequate supply of materials
    - First aid and snake bite kits
    - Operating condition of radio unit
    - Fuel
    - Protective gear
    - Flashlights and batteries
    - System maps
    - Water cooler
  - Make arrangements for environmental cleanup of spills from oil-filled equipment.
- Safety Coordinator
  - Make arrangement for aerial surveys of distribution lines.
    - Bruce White, (361) 920-0021
    - Coastal Helicopters-Kenneth Kemp, (361) 573-4878 (361) 935-9000
    - Josh Fromme, (361) 550-4532
- Executive Assistant
  - Secure 2-to-4-day supply of food items.
  - Arrange with food distributors for meal service after storm passage.
  - Arrange for laundry services for outside crews
  - Coordinate movement of equipment to Restoration Control Center.
  - Arrange for lodging of contractors and outside crews
  - Arrange for portable toilets   ○ Arrange for potable water
  - Arrange for ice truck
- IT Manager
  - Coordinate movement of equipment to Restoration Control Center.
  - Supervise the securing of office equipment.

- Coordinate assistance with TEC.
    - Monitor storm conditions and issue advisories to staff.
    - Arrangement for security of office and facilities.
  - Accounting – Finance
    - Update credit limits on corporate cards.
    - Contact major lenders (CFC, CoBank) regarding the need to draw on lines of credit.
    - Prepare records system to conform to FEMA standards.
- Payroll

**Storm Alert Level-5**

Overview:

As the storm winds move inland into VEC service area, the Operations Manager will declare an Alert Level-5. At this Alert Level, all duty personnel shall be at their predetermined stations.

Duties: Alert Level-5

Immediately upon the lessening of storm winds, patrol personnel shall begin visual inspection of downed service lines. The Service Supervisor is responsible for selecting personnel to assess damage. Personnel that will be available for these duties include:

- Construction crews
- Servicemen teams
- Right of way personnel
- Staking staff
- Contractor crews
- Crews from other cooperatives

Personnel will be sent out to patrol when there is a reasonable assurance of safety. Extreme caution is to be used around downed power lines, storm debris, and damaged infrastructure (such as roads and bridges).

Hard hats, glasses, and other safety equipment must be worn at all times when personnel are out of vehicles.

The Operations Manager will coordinate restoration efforts with STEC System Operations.

**Storm Alert Level-6**

Overview:

When there are no longer any storm winds impacting VEC facilities, the Operations Manager will declare an Alert Level-6 in which is the restoration phase. VEC personnel will maximize their efforts by first restoring Priority Accounts. The Operations Manager will direct all restoration efforts. He and the Engineering Manager will coordinate clearances through STEC Systems Operations.

Duties: Alert Level-6

- The General Manager will coordinate with the STEC General Manager for services to support VEC

restoration efforts. The General Manager shall determine what staff is available to help the restoration effort and assign appropriate personnel.

- The Restoration Control Center shall assess damages as ground patrols complete inspections and report in. As damage is found, it shall be immediately conveyed to the Operations Manager, so that the operational impacts can be determined. The Restoration Control Center shall keep the Warehouse Coordinator informed of all confirmed damages so that necessary materials orders can be made.
- After service to the Priority Accounts has been restored, a secondary priority will be assigned to each damaged line section in order to concentrate available repair crews on damages that impact electrical services to the most people. Decisions on priority are to be made by the General Manager, Operations Manager, Safety Coordinator, Engineering Manager, Crew Foreman Supervisor and Service Lineman Supervisor. These decisions will be subject to change as the system is restored. As soon as practical after storm passage, the Safety Coordinator shall schedule an aerial line patrol.
- One VEC employee with a radio will be assigned to contact construction crew(s) as an inspector/coordinator. The VEC employee must be capable of requesting, receiving, and implementing switching orders from STEC. Assignment of these roles will be made by the Operations Manager. These personnel shall perform the following:
  - Keep the Restoration Control Center informed of progress
  - Predict completion times
  - Coordinate for food and beverage for the crews under their charge
  - Coordinate material checkout with warehouse and the contractor
  - Enforce the 16 hours on the job limit
  - Keep a log of activities, materials used, daily starting and quitting times, work locations, structure numbers, contractor equipment, GPS, truck logs and contract personnel.
- The IT Manager will restore backbone communications first if there is extensive damage to the system.
- The Executive Assistant will continue efforts to provide food and beverages for cooperative staff and outside crews. This employee will also maintain laundry services for outside crews.



	BKR-12-302	07/08/2024 12:10	07/08/2024 14:20	T-39951T	06 - Major Storm	1	2.16	2:10
	BKR-12-204	07/06/2024 20:32	07/07/2024 00:05	FUS-37349F	06 - Major Storm	23	81.75	3:33
	BKR-12-204	07/08/2024 08:43	07/08/2024 12:25	T-37697T	06 - Major Storm	2	7.38	3:42
(14) VANDERBILT								
	BKR-14-202	07/08/2024 02:39	07/08/2024 04:55	BKR-14-202	06 - Major Storm	297	673.75	2:16
	BKR-14-108	07/07/2024 15:43	07/07/2024 17:20	T-41716T	06 - Major Storm	2	3.20	1:37
	BKR-14-202	07/08/2024 06:50	07/08/2024 09:05	FUS-47827F	06 - Major Storm	16	35.96	2:15
	BKR-14-108	07/07/2024 15:53	07/07/2024 17:00	T-41605T	06 - Major Storm	1	1.12	1:07
	BKR-14-108	07/07/2024 15:40	07/07/2024 17:15	FUS-41702F	06 - Major Storm	6	9.45	1:35
	BKR-14-202	07/08/2024 12:21	07/08/2024 13:20	T-47707T	03 - Construction	4	3.91	0:59
(15) PORT OCONNOR								
	BKR-15-303	07/08/2024 14:57	07/08/2024 15:30	T-06156T	06 - Major Storm	1	0.55	0:33
	BKR-15-303	07/08/2024 09:54	07/08/2024 10:09	FUS-05335F	06 - Major Storm	4	1.04	0:15
	BKR-15-303	07/08/2024 14:42	07/08/2024 15:05	T-05344T	06 - Major Storm	1	0.39	0:23
	BKR-15-201	07/08/2024 14:33	07/08/2024 15:05	T-06383T	06 - Major Storm	1	0.53	0:32
	BKR-15-201	07/08/2024 00:49	07/08/2024 03:05	FUS-06797F	06 - Major Storm	12	27.17	2:16
	BKR-15-201	07/08/2024 00:49	07/08/2024 11:30	REC-06919ocr	06 - Major Storm	297	2093.40	10:41
	BKR-15-303	07/08/2024 11:57	07/08/2024 13:20	REC-05836ocr	06 - Major Storm	233	318.94	1:23
	BKR-15-201	07/08/2024 04:41	07/08/2024 11:00	FUS-05246F	06 - Major Storm	28	138.90	6:19
	BKR-15-303	07/08/2024 14:11	07/08/2024 14:55	T-05310T	06 - Major Storm	4	2.99	0:44
	BKR-15-201	07/08/2024 00:49	07/08/2024 15:00	T-80525T	06 - Major Storm	1	14.18	14:11
	BKR-15-201	07/08/2024 14:19	07/08/2024 14:40	FUS-06478F	06 - Major Storm	2	0.70	0:21
	BKR-15-201	07/08/2024 13:48	07/08/2024 14:00	T-11347T	06 - Major Storm	3	0.60	0:12
	BKR-15-201	07/08/2024 00:49	07/08/2024 08:50	FUS-6517F	06 - Major Storm	140	1001.79	8:01
	BKR-15-201	07/08/2024 00:49	07/08/2024 13:55	FUS-11379aF	06 - Major Storm	22	288.34	13:06
	BKR-15-201	07/08/2024 14:53	07/08/2024 15:10	T-11055T	06 - Major Storm	4	1.13	0:17
	BKR-15-201	07/08/2024 00:49	07/08/2024 11:00	T-63499T	06 - Major Storm	2	20.36	10:11
	BKR-15-303	07/08/2024 00:22	07/08/2024 01:30	BKR-15-303	06 - Major Storm	756	862.11	1:08
	BKR-15-201	07/08/2024 00:49	07/08/2024 12:00	FUS-6920F	06 - Major Storm	77	413.68	11:11
	BKR-15-201	07/08/2024 14:09	07/08/2024 14:55	T-77788T	06 - Major Storm	2	1.53	0:46
	BKR-15-201	07/08/2024 13:46	07/08/2024 15:10	T-06357T	03 - Construction	2	2.80	1:24
	BKR-15-201	07/08/2024 00:49	07/08/2024 14:25	T-6535T	06 - Major Storm	2	27.19	13:36
	BKR-15-303	07/08/2024 15:47	07/08/2024 16:15	T-05760T	03 - Construction	2	0.91	0:28
	BKR-15-201	07/08/2024 15:17	07/08/2024 15:40	T-11018T	06 - Major Storm	3	1.13	0:23
	BKR-15-405	07/08/2024 16:54	07/08/2024 18:20	T-12214T	06 - Major Storm	2	2.87	1:26
	BKR-15-405	07/08/2024 01:45	07/08/2024 10:30	FUS-12236F	06 - Major Storm	13	113.61	8:45

	BKR-15-405	07/08/2024 01:54	07/08/2024 13:45	T-12020T	06 - Major Storm	5	59.20	11:51
	BKR-15-405	07/08/2024 01:45	07/08/2024 15:20	T-11518T	06 - Major Storm	1	13.58	13:35
	BKR-15-405	07/08/2024 15:05	07/08/2024 15:35	T-12190T	06 - Major Storm	2	0.98	0:30
	BKR-15-405	07/08/2024 14:35	07/08/2024 14:55	T-64345T	06 - Major Storm	1	0.33	0:20
(20) SEADRIFT								
	BKR-20-303	07/08/2024 01:06	07/08/2024 13:00	T-79788T	06 - Major Storm	1	11.89	11:54
	BKR-20-303	07/08/2024 04:05	07/08/2024 09:20	FUS-81861F	06 - Major Storm	13	68.09	5:15



Comments from social media with regard to Beryl (July 8<sup>th</sup> & 9<sup>th</sup>):

Our Heroes! Be safe and thank you soooo much!

Thank you to all the linemen out there. You are greatly appreciated!

TY for what you do VEC ty keep power on and ready for power outages

We are so incredibly grateful for the crews that worked so diligently to get everyone running again. Thank you and glad everyone was able to get the work done safely

Thank you!

You are all heroes! Thank you and we appreciate you!

Thank you for your service and dedication.

Yes thank you for your service.

We do have some rockin linemen they work hard all the time and when they came to the house last year they were so nice and efficient. During emergencies they are out there in some yucky weather keeping us lit up.

Thank you for all of your hard work, you are appreciated more than you know.

You guys and gals are the best!

Thank you! We appreciate your hard work!

Thank you for your hard work!

Prayers for all and thank you.

We are so gratefull!!!! Thank you!

VEC is the best. Thank you.

They always do a great job. Thanks.

Thank you and even bigger thank you for continuing to help by sending workers to assist JEC (Matagorda County). I have many family members there that appreciate all the help they can get.

Yesss, thank you for all your work. We appreciate it always.

Thank you.

Thank you. You are appreciated.....Stay Safe.

These guys are awesome!

They are awesome.

You are the best group. Thank you!

Awesome job. VEC lineman are so appreciated by all.

Thank y'all so much!

Thank you so much!

Great job y'all!

Thank you Lineman!!

Thanks so much!!

You are appreciated!

Good Job

Thank you so much for braving the wind, rain and heat. You are appreciated!! Y'all reacted fast and we are so thankful for VEC!

Thank y'all for helping out so quickly!!

Truly some of the heroes of these storms. You are appreciated!

Thank you for all you do!

Thank you so much!

Thank you for your service

Thanks so much!

Great job!

Thank you!!

Pray VEC try to get power back on in Port Lavaca it a lot hard work get back and restore  
Ya'll be safe!

Great job and great service. Thank you all. Please be safe.

Yes, y'all are awesome.

Stay safe.

Thank you to your crew for their hard work!

Thank you for what you do

Thanks for what y'all are able to get done so quick...power still out Macey and Harrison in  
POC...Looks like an easy fix when they get by here to re-connect a phase.

Thank you to your crew for their hard work!

Thank you VEC, Your employees are amazing And spectacular. We appreciate the hard work they  
are doing to help out our community.

Great job! Stay Safe.

Thank you!!

Be Safe

THANK YOU SO much for your quick communication. Got a call 4 minutes after it went out.

Wow! Talk about service!

Be safe VEC you are doing a awesome job be ready for this storm.

Thank you!! Yall be safe out there!

Thank you!!! Sending big prayers up.

The following files are not convertible:

Staff 1-23\_July Storm Comments.xlsx

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact [centralrecords@puc.texas.gov](mailto:centralrecords@puc.texas.gov) if you have any questions.

## Call Direction Summary

Sunday, July 7, 2024 12:00:00 AM -  
Monday, July 8, 2024 11:59:59 PM

<b>Total Call Count</b>	1,552	<b>Avg Call Count</b>	517.33
<b>Total Call Duration</b>	47:34:07	<b>Avg Call Duration</b>	0:01:50
<b>Max Call Duration</b>	0:23:45	<b>Total Talking Duration</b>	34:26:12
<b>Avg Talking Duration</b>	0:02:06	<b>Max Talking Duration</b>	0:23:39

Call Direction	Call Count	Total Call Duration	Avg Call Duration	Max Call Duration	Total Talking Duration	Avg Talking Duration	Max Talking Duration
Callback							
Inbound	1,084	40:36:04	0:02:15	0:23:45	29:21:39	0:02:27	0:23:39
Internal	244	2:02:49	0:00:30	0:09:33	0:55:44	0:00:54	0:09:23
Intersite							
Outbound	224	4:55:14	0:01:19	0:13:15	4:08:48	0:01:14	0:12:51

## Call Details (Basic)

Sunday, July 7, 2024 12:00:00 AM -  
Monday, July 8, 2024 11:59:59 PM

<b>Inbound Calls</b>	1,084	<b>Outbound Calls</b>	224
<b>Internal Calls</b>	244	<b>Total Call Duration</b>	47:34:07
<b>Avg Call Duration</b>	0:01:50		

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285041	Inbound	0:04:18	Jul 7, 2024 12:06:34 AM	2428	(855) 622-5491	(713) 560-2522	0:03:47
Call ID: 3285042	Inbound	0:06:28	Jul 7, 2024 12:10:38 AM	5547	dispatch1(2114)	(409) 221-8473	0:06:24
Call ID: 3285043	Inbound	0:03:21	Jul 7, 2024 4:29:33 AM	2428	(855) 622-5491	(361) 920-1806	0:02:47
Call ID: 3285044	Inbound	0:02:36	Jul 7, 2024 4:36:08 AM	2428	(855) 622-5491	(361) 649-6677	0:02:05
Call ID: 3285045	Inbound	0:01:43	Jul 7, 2024 5:34:53 AM	2428	(855) 622-5491	(361) 550-6723	0:01:19
Call ID: 3285046	Inbound	0:01:04	Jul 7, 2024 5:36:27 AM	2428	(855) 622-5491	(361) 676-2322	0:00:39
Call ID: 3285047	Inbound	0:00:47	Jul 7, 2024 5:36:30 AM	5555	Outage Info Line	(361) 652-4140	
Call ID: 3285048	Inbound	0:01:13	Jul 7, 2024 5:36:50 AM	2428	(855) 622-5491	(361) 894-2033	0:00:48
Call ID: 3285049	Inbound	0:03:06	Jul 7, 2024 5:37:07 AM	2428	(855) 622-5491	(361) 482-9704	0:02:42
Call ID: 3285050	Inbound	0:00:18	Jul 7, 2024 5:37:26 AM	5555	Outage Info Line	(361) 652-4140	
Call ID: 3285051	Inbound	0:01:10	Jul 7, 2024 5:37:33 AM	2428	(855) 622-5491	(361) 489-5122	0:00:45
Call ID: 3285052	Inbound	0:01:02	Jul 7, 2024 5:38:04 AM	2428	(855) 622-5491	(361) 652-4140	0:00:38
Call ID: 3285053	Inbound	0:01:02	Jul 7, 2024 5:38:32 AM	2428	(855) 622-5491	(361) 920-6702	0:00:38
Call ID: 3285054	Inbound	0:01:38	Jul 7, 2024 5:38:37 AM	2428	(855) 622-5491	(361) 482-9704	0:01:09
Call ID: 3285055	Outbound	0:01:19	Jul 7, 2024 5:39:47 AM	(361) 218-2277	dispatch1(2114)	(361) 218-2277	0:01:06
Call ID: 3285056	Inbound	0:01:56	Jul 7, 2024 5:40:07 AM	2428	(855) 622-5491	(361) 212-8371	0:01:32
Call ID: 3285057	Inbound	0:01:09	Jul 7, 2024 5:42:31 AM	2428	(855) 622-5491	(361) 652-2675	0:00:43
Call ID: 3285058	Inbound	0:01:17	Jul 7, 2024 5:42:50 AM	2428	(855) 622-5491	(361) 920-1817	0:00:52
Call ID: 3285059	Inbound	0:02:02	Jul 7, 2024 5:44:44 AM	2428	(855) 622-5491	(361) 249-0535	0:01:37
Call ID: 3285060	Inbound	0:01:50	Jul 7, 2024 5:45:09 AM	2428	(855) 622-5491	(361) 482-9704	0:01:24
Call ID: 3285061	Inbound	0:00:11	Jul 7, 2024 5:45:28 AM	5554	Infinium Outage Hotline	(512) 801-4213	
Call ID: 3285062	Inbound	0:00:45	Jul 7, 2024 5:45:49 AM	5550	dispatch1(2114)	(512) 801-4213	0:00:30
Call ID: 3285064	Inbound	0:00:23	Jul 7, 2024 5:46:37 AM	2428	nightivraa	(361) 482-9704	
Call ID: 3285065	Inbound	0:01:37	Jul 7, 2024 5:48:14 AM	2428	(855) 622-5491	(361) 746-8876	0:01:13
Call ID: 3285066	Inbound	0:01:07	Jul 7, 2024 5:48:31 AM	2428	(855) 622-5491	(512) 801-4222	0:00:39

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285067	Inbound	0:00:00	Jul 7, 2024 5:50:25 AM	2428	nightivraa	(361) 293-0695	
Call ID: 3285068	Inbound	0:00:45	Jul 7, 2024 5:51:42 AM	5547	dispatch1(2114)	(361) 218-2277	0:00:42
Call ID: 3285069	Inbound	0:00:06	Jul 7, 2024 5:54:20 AM	2428	nightivraa	(361) 652-2678	
Call ID: 3285070	Inbound	0:00:04	Jul 7, 2024 5:54:24 AM	2428	nightivraa	(361) 876-8660	
Call ID: 3285071	Inbound	0:00:57	Jul 7, 2024 5:54:50 AM	2428	(855) 622-5491	(361) 876-8660	0:00:32
Call ID: 3285072	Inbound	0:00:21	Jul 7, 2024 5:56:24 AM	2428	nightivraa	(361) 482-9704	
Call ID: 3285073	Inbound	0:00:11	Jul 7, 2024 6:03:50 AM	2428	nightivraa	(361) 894-5118	
Call ID: 3285074	Inbound	0:03:15	Jul 7, 2024 6:14:32 AM	2428	(855) 622-5491	(361) 554-1565	0:02:44
Call ID: 3285075	Internal	0:00:04	Jul 7, 2024 6:27:20 AM				
Call ID: 3285076	Inbound	0:00:05	Jul 7, 2024 6:41:46 AM	2428	nightivraa	(361) 408-3429	
Call ID: 3285078	Inbound	0:03:13	Jul 7, 2024 7:19:29 AM	2428	(855) 622-5491	(361) 703-3440	0:02:40
Call ID: 3285079	Inbound	0:01:47	Jul 7, 2024 7:30:34 AM	2428	dispatch1(2114)	(361) 676-7565	0:01:01
Call ID: 3285080	Inbound	0:00:00	Jul 7, 2024 7:32:29 AM	2428	nightivraa	(361) 655-9044	
Call ID: 3285081	Inbound	0:01:16	Jul 7, 2024 7:57:53 AM	5550	dispatch1(2114)	(512) 913-7544	0:01:13
Call ID: 3285082	Internal	0:00:05	Jul 7, 2024 8:01:36 AM				
Call ID: 3285083	Outbound	0:00:38	Jul 7, 2024 8:01:43 AM	96480052	dispatch1(2114)	96480052	0:00:28
Call ID: 3285084	Inbound	0:00:10	Jul 7, 2024 8:11:05 AM	2428	nightivraa	(405) 650-5640	
Call ID: 3285085	Inbound	0:03:55	Jul 7, 2024 8:16:35 AM	2428	(855) 622-5491	(361) 676-0784	0:03:23
Call ID: 3285086	Outbound	0:00:36	Jul 7, 2024 8:20:04 AM	(361) 218-2277	dispatch1(2114)	(361) 218-2277	0:00:23
Call ID: 3285087	Internal	0:00:03	Jul 7, 2024 8:22:33 AM				
Call ID: 3285088	Outbound	0:00:53	Jul 7, 2024 8:22:43 AM	(409) 221-8473	dispatch1(2114)	(409) 221-8473	0:00:40
Call ID: 3285089	Inbound	0:00:35	Jul 7, 2024 8:25:28 AM	5547	dispatch1(2114)	(361) 218-2277	0:00:33
Call ID: 3285090	Inbound	0:01:16	Jul 7, 2024 8:28:52 AM	5547	dispatch1(2114)	(409) 221-8473	0:01:13
Call ID: 3285091	Inbound	0:03:30	Jul 7, 2024 8:38:45 AM	2428	dispatch1(2114)	(361) 212-7183	0:02:49
Call ID: 3285092	Inbound	0:00:11	Jul 7, 2024 8:41:50 AM	2428	nightivraa	(361) 218-6693	
Call ID: 3285093	Inbound	0:00:15	Jul 7, 2024 8:42:15 AM	2428	nightivraa	(361) 218-6693	
Call ID: 3285094	Inbound	0:02:57	Jul 7, 2024 8:42:38 AM	2428	dispatch1(2114)	(361) 212-7183	0:02:20
Call ID: 3285095	Inbound	0:02:43	Jul 7, 2024 8:42:44 AM	2428	nightivraa	(361) 218-6693	
Call ID: 3285096	Outbound	0:02:25	Jul 7, 2024 8:45:40 AM	92182277	dispatch1(2114)	92182277	0:02:15

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285097	Outbound	0:01:20	Jul 7, 2024 8:46:54 AM	92127183	dispatch1(2114)	92127183	0:01:20
Call ID: 3285098	Inbound	0:00:49	Jul 7, 2024 8:54:05 AM	2428	(855) 622-5491	(361) 210-9401	0:00:20
Call ID: 3285099	Inbound	0:00:20	Jul 7, 2024 9:27:57 AM	5555	Outage Info Line	(361) 212-3849	
Call ID: 3285100	Inbound	0:01:57	Jul 7, 2024 9:28:31 AM	2428	(855) 622-5491	(361) 212-3849	0:01:33
Call ID: 3285101	Inbound	0:00:20	Jul 7, 2024 9:40:16 AM	5555	Outage Info Line	(512) 627-7394	
Call ID: 3285102	Inbound	0:01:40	Jul 7, 2024 9:40:43 AM	2428	(855) 622-5491	(512) 627-7394	0:01:14
Call ID: 3285103	Inbound	0:00:54	Jul 7, 2024 9:53:55 AM	5547	dispatch1(2114)	(361) 218-2277	0:00:50
Call ID: 3285104	Inbound	0:04:12	Jul 7, 2024 9:57:34 AM	2428	(855) 622-5491	(956) 220-4295	0:03:40
Call ID: 3285105	Inbound	0:05:10	Jul 7, 2024 10:06:23 AM	2428	(855) 622-5491	(361) 489-8556	0:04:38
Call ID: 3285106	Inbound	0:01:35	Jul 7, 2024 10:21:25 AM	5547	dispatch1(2114)	(409) 221-8473	0:01:31
Call ID: 3285107	Inbound	0:03:38	Jul 7, 2024 10:22:34 AM	2428	dispatch1(2114)	(361) 550-9676	0:02:55
Call ID: 3285108	Inbound	0:00:51	Jul 7, 2024 10:28:25 AM	5547	dispatch1(2114)	(361) 218-2277	0:00:49
Call ID: 3285109	Inbound	0:03:44	Jul 7, 2024 10:42:52 AM	2428	(855) 622-5491	(361) 218-0243	0:03:13
Call ID: 3285110	Inbound	0:03:44	Jul 7, 2024 10:47:43 AM	2428	(855) 622-5491	(361) 218-0243	0:03:13
Call ID: 3285111	Inbound	0:05:43	Jul 7, 2024 10:51:16 AM	2428	dispatch1(2114)	(361) 935-0949	0:04:54
Call ID: 3285112	Inbound	0:00:16	Jul 7, 2024 10:54:39 AM	2428	nightivraa	(985) 334-7323	
Call ID: 3285113	Inbound	0:00:39	Jul 7, 2024 11:12:24 AM	2428	nightivraa	(361) 482-9385	
Call ID: 3285114	Inbound	0:03:59	Jul 7, 2024 11:16:25 AM	2428	dispatch1(2114)	(361) 649-9091	0:03:16
Call ID: 3285115	Outbound	0:02:19	Jul 7, 2024 11:20:25 AM	92182277	dispatch1(2114)	92182277	0:02:09
Call ID: 3285116	Outbound	0:01:40	Jul 7, 2024 11:22:44 AM	(409) 221-8473	dispatch1(2114)	(409) 221-8473	0:01:29
Call ID: 3285117	Inbound	0:02:31	Jul 7, 2024 11:44:00 AM	2428	dispatch1(2114)	(361) 649-9091	0:01:27
Call ID: 3285118	Inbound	0:03:48	Jul 7, 2024 11:46:07 AM	2428	(855) 622-5491	(361) 210-9933	0:03:17
Call ID: 3285119	Inbound	0:01:57	Jul 7, 2024 11:46:52 AM	2428	dispatch1(2114)	(361) 648-8348	0:01:12
Call ID: 3285120	Internal	0:00:02	Jul 7, 2024 11:48:50 AM				
Call ID: 3285121	Internal	0:00:08	Jul 7, 2024 11:48:56 AM				
Call ID: 3285122	Outbound	0:00:09	Jul 7, 2024 11:49:05 AM	912182277	dispatch1(2114)	912182277	
Call ID: 3285123	Outbound	0:01:32	Jul 7, 2024 11:49:15 AM	(361) 218-2277	dispatch1(2114)	(361) 218-2277	0:01:20
Call ID: 3285124	Outbound	0:01:34	Jul 7, 2024 11:50:48 AM	96488348	dispatch1(2114)	96488348	0:01:24
Call ID: 3285125	Inbound	0:01:06	Jul 7, 2024 11:55:46 AM	2428	dispatch1(2114)	(361) 935-5350	0:00:21

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285126	Inbound	0:01:52	Jul 7, 2024 11:58:54 AM	2428	(855) 622-5491	(361) 676-4849	0:00:47
Call ID: 3285127	Inbound	0:00:01	Jul 7, 2024 12:01:55 PM	2428	nightivraa	(936) 240-9427	
Call ID: 3285128	Inbound	0:02:35	Jul 7, 2024 12:14:47 PM	2428	dispatch1(2114)	(361) 676-4849	0:01:01
Call ID: 3285129	Inbound	0:00:15	Jul 7, 2024 12:14:52 PM	2428	nightivraa	(361) 655-0376	
Call ID: 3285130	Outbound	0:00:21	Jul 7, 2024 12:26:49 PM	(361) 746-8050	dispatch1(2114)	(361) 746-8050	0:00:09
Call ID: 3285131	Outbound	0:00:17	Jul 7, 2024 12:27:11 PM	(361) 746-8050	dispatch1(2114)	(361) 746-8050	0:00:07
Call ID: 3285132	Inbound	0:02:31	Jul 7, 2024 12:37:44 PM	2428	(855) 622-5491	(832) 719-8860	0:01:59
Call ID: 3285133	Inbound	0:00:09	Jul 7, 2024 12:39:04 PM	2428	nightivraa	(361) 210-9933	
Call ID: 3285134	Inbound	0:01:26	Jul 7, 2024 12:39:24 PM	2428	(855) 622-5491	(361) 210-9933	0:00:55
Call ID: 3285135	Inbound	0:23:45	Jul 7, 2024 12:47:29 PM	5561	Conference 3	(361) 648-7922	0:23:39
Call ID: 3285136	Inbound	0:00:40	Jul 7, 2024 12:50:01 PM	2428	nightivraa	(361) 550-5706	
Call ID: 3285137	Inbound	0:20:51	Jul 7, 2024 12:50:23 PM	5561	Conference 3	(512) 771-1672	0:20:46
Call ID: 3285138	Inbound	0:03:07	Jul 7, 2024 12:51:13 PM	2428	(855) 622-5491	(361) 210-9933	0:02:37
Call ID: 3285139	Inbound	0:19:51	Jul 7, 2024 12:51:22 PM	5561	Conference 3	(361) 218-0299	0:19:42
Call ID: 3285140	Inbound	0:19:48	Jul 7, 2024 12:51:25 PM	5561	Conference 3	(361) 571-7635	0:19:42
Call ID: 3285141	Inbound	0:17:16	Jul 7, 2024 12:54:02 PM	5561	Conference 3	(361) 550-1196	0:17:10
Call ID: 3285142	Inbound	0:16:56	Jul 7, 2024 12:54:18 PM	5561	Conference 3	(361) 649-6372	0:16:48
Call ID: 3285143	Inbound	0:16:52	Jul 7, 2024 12:54:19 PM	5561	Conference 3	(832) 758-0925	0:16:46
Call ID: 3285144	Inbound	0:02:30	Jul 7, 2024 12:54:34 PM	2428	(855) 622-5491	(361) 243-1121	0:01:58
Call ID: 3285145	Inbound	0:16:29	Jul 7, 2024 12:54:43 PM	5561	Conference 3	(361) 649-5980	0:16:25
Call ID: 3285146	Inbound	0:16:24	Jul 7, 2024 12:54:48 PM	5561	Conference 3	(361) 746-1988	0:16:19
Call ID: 3285147	Inbound	0:15:44	Jul 7, 2024 12:55:28 PM	5561	Conference 3	(361) 220-8987	0:15:36
Call ID: 3285148	Inbound	0:15:34	Jul 7, 2024 12:55:40 PM	5561	Conference 3	(361) 571-5790	0:15:26
Call ID: 3285149	Inbound	0:00:08	Jul 7, 2024 12:55:43 PM	5561	Conference 3	(361) 563-1001	
Call ID: 3285150	Inbound	0:15:09	Jul 7, 2024 12:56:00 PM	5561	Conference 3	(361) 563-1001	0:15:03
Call ID: 3285151	Inbound	0:15:14	Jul 7, 2024 12:56:01 PM	5561	Conference 3	(361) 652-3437	0:15:06
Call ID: 3285152	Inbound	0:14:44	Jul 7, 2024 12:56:31 PM	5561	Conference 3	(361) 703-7151	0:14:37
Call ID: 3285153	Inbound	0:01:01	Jul 7, 2024 1:03:06 PM	2428	(855) 622-5491	(361) 237-8893	0:00:38
Call ID: 3285154	Outbound	0:00:39	Jul 7, 2024 1:07:54 PM	(361) 746-8050	dispatch1(2114)	(361) 746-8050	0:00:28



Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285155	Outbound	0:00:53	Jul 7, 2024 1:08:40 PM	(361) 218-2277	dispatch1(2114)	(361) 218-2277	0:00:43
Call ID: 3285156	Outbound	0:01:29	Jul 7, 2024 1:09:34 PM	(409) 221-8473	dispatch1(2114)	(409) 221-8473	0:01:15
Call ID: 3285157	Inbound	0:00:00	Jul 7, 2024 1:11:17 PM	5561	Conference 3	(832) 758-0925	
Call ID: 3285158	Inbound	0:00:28	Jul 7, 2024 1:15:01 PM	5547	dispatch1(2114)	(361) 218-2277	0:00:23
Call ID: 3285159	Inbound	0:00:37	Jul 7, 2024 1:15:41 PM	5550	dispatch1(2114)	(512) 461-2691	0:00:34
Call ID: 3285160	Inbound	0:00:28	Jul 7, 2024 1:30:56 PM	5555	Outage Info Line	(361) 935-3514	
Call ID: 3285161	Inbound	0:01:50	Jul 7, 2024 1:32:26 PM	2428	dispatch1(2114)	(361) 935-3514	0:00:46
Call ID: 3285162	Outbound	0:00:33	Jul 7, 2024 1:36:13 PM	96480052	dispatch1(2114)	96480052	0:00:23
Call ID: 3285163	Inbound	0:02:44	Jul 7, 2024 1:39:19 PM	2428	(855) 622-5491	(361) 772-3412	0:02:04
Call ID: 3285164	Inbound	0:00:49	Jul 7, 2024 1:41:15 PM	2428	(855) 622-5491	(361) 772-3412	0:00:15
Call ID: 3285165	Inbound	0:00:20	Jul 7, 2024 1:55:12 PM	5547	dispatch1(2114)	(361) 746-8050	0:00:15
Call ID: 3285166	Outbound	0:01:11	Jul 7, 2024 1:55:39 PM	(361) 746-8050	dispatch1(2114)	(361) 746-8050	0:01:00
Call ID: 3285167	Inbound	0:02:13	Jul 7, 2024 1:57:04 PM	2428	dispatch1(2114)	(281) 620-8394	0:01:30
Call ID: 3285168	Outbound	0:00:24	Jul 7, 2024 1:59:18 PM	96480052	dispatch1(2114)	96480052	0:00:15
Call ID: 3285169	Outbound	0:00:30	Jul 7, 2024 1:59:44 PM	96480052	dispatch1(2114)	96480052	0:00:22
Call ID: 3285170	Inbound	0:02:02	Jul 7, 2024 2:00:41 PM	5547	dispatch1(2114)	(409) 221-8473	0:02:00
Call ID: 3285171	Inbound	0:02:39	Jul 7, 2024 2:06:08 PM	5547	dispatch1(2114)	(361) 746-8050	0:02:35
Call ID: 3285172	Inbound	0:02:31	Jul 7, 2024 2:07:40 PM	5547	dispatch1(2114)	(361) 648-0052	0:01:19
Call ID: 3285173	Inbound	0:02:37	Jul 7, 2024 2:40:53 PM	2428	(855) 622-5491	(361) 645-2942	0:02:07
Call ID: 3285174	Inbound	0:00:02	Jul 7, 2024 2:43:42 PM	2428	nightivraa	(361) 645-2942	
Call ID: 3285175	Inbound	0:01:11	Jul 7, 2024 2:43:56 PM	2428	(855) 622-5491	(361) 645-2942	0:00:51
Call ID: 3285176	Inbound	0:01:10	Jul 7, 2024 2:48:10 PM	5547	dispatch1(2114)	(361) 676-7114	0:01:06
Call ID: 3285177	Inbound	0:01:39	Jul 7, 2024 2:49:54 PM	5547	dispatch1(2114)	(409) 221-8473	0:01:36
Call ID: 3285178	Inbound	0:02:11	Jul 7, 2024 2:51:38 PM	2428	dispatch1(2114)	(361) 482-8022	0:01:43
Call ID: 3285179	Internal	0:00:02	Jul 7, 2024 2:52:02 PM				
Call ID: 3285181	Inbound	0:00:02	Jul 7, 2024 2:56:43 PM	2428	nightivraa	(361) 433-2852	
Call ID: 3285182	Inbound	0:00:01	Jul 7, 2024 3:14:08 PM	2428	nightivraa	(361) 433-2852	
Call ID: 3285183	Inbound	0:02:19	Jul 7, 2024 3:21:24 PM	2428	(855) 622-5491	(361) 645-2942	0:02:00
Call ID: 3285184	Inbound	0:02:05	Jul 7, 2024 3:23:58 PM	2428	(855) 622-5491	(361) 645-2942	0:01:47

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285185	Inbound	0:04:01	Jul 7, 2024 3:25:04 PM	5547	dispatch1(2114)	(361) 648-0052	0:00:48
Call ID: 3285186	Inbound	0:01:29	Jul 7, 2024 3:27:15 PM	2428	nightivraa	(361) 237-8616	
Call ID: 3285187	Inbound	0:01:34	Jul 7, 2024 3:38:05 PM	2428	dispatch1(2114)	(361) 897-9499	0:00:55
Call ID: 3285188	Inbound	0:01:51	Jul 7, 2024 3:42:19 PM	2428	(855) 622-5491	(361) 935-7750	0:01:28
Call ID: 3285189	Outbound	0:01:30	Jul 7, 2024 3:42:27 PM	94840587	dispatch1(2114)	94840587	0:01:19
Call ID: 3285190	Outbound	0:00:45	Jul 7, 2024 3:44:57 PM	(361) 218-2277	dispatch1(2114)	(361) 218-2277	0:00:34
Call ID: 3285191	Outbound	0:01:22	Jul 7, 2024 3:46:03 PM	(361) 550-2269	dispatch1(2114)	(361) 550-2269	0:01:13
Call ID: 3285192	Outbound	0:01:06	Jul 7, 2024 3:55:28 PM	95502269	dispatch1(2114)	95502269	0:00:58
Call ID: 3285193	Outbound	0:02:24	Jul 7, 2024 4:11:38 PM	95715790	dispatch1(2114)	95715790	0:02:15
Call ID: 3285194	Inbound	0:02:53	Jul 7, 2024 4:36:05 PM	2428	(855) 622-5491	(361) 645-9394	0:02:30
Call ID: 3285195	Inbound	0:01:02	Jul 7, 2024 4:36:39 PM	5547	dispatch1(2114)	(361) 550-2269	0:00:59
Call ID: 3285196	Inbound	0:02:16	Jul 7, 2024 4:37:06 PM	5547	dispatch1(2114)	(361) 649-6372	0:01:36
Call ID: 3285197	Outbound	0:00:09	Jul 7, 2024 4:40:07 PM	95502269	dispatch1(2114)	95502269	0:00:00
Call ID: 3285198	Inbound	0:00:31	Jul 7, 2024 4:55:34 PM	5555	Outage Info Line	(806) 638-5007	
Call ID: 3285199	Inbound	0:01:00	Jul 7, 2024 4:56:18 PM	2428	(855) 622-5491	(806) 638-5007	0:00:37
Call ID: 3285200	Inbound	0:03:17	Jul 7, 2024 5:39:50 PM	2428	(855) 622-5491	(361) 676-4570	0:02:46
Call ID: 3285201	Outbound	0:00:03	Jul 7, 2024 6:02:42 PM	96766	dispatch1(2114)	96766	
Call ID: 3285202	Outbound	0:01:25	Jul 7, 2024 6:02:46 PM	96763359	dispatch1(2114)	96763359	0:01:15
Call ID: 3285203	Inbound	0:03:51	Jul 7, 2024 6:07:15 PM	2428	(855) 622-5491	(361) 404-1032	0:03:18
Call ID: 3285204	Internal	0:00:06	Jul 7, 2024 6:26:19 PM				
Call ID: 3285206	Inbound	0:01:13	Jul 7, 2024 6:29:52 PM	2428	(855) 622-5491	(361) 894-1871	0:01:06
Call ID: 3285207	Inbound	0:00:57	Jul 7, 2024 6:31:57 PM	2428	(855) 622-5491	(361) 676-6602	0:00:33
Call ID: 3285208	Inbound	0:00:58	Jul 7, 2024 6:33:09 PM	2428	(855) 622-5491	(210) 778-9779	0:00:34
Call ID: 3285209	Inbound	0:04:38	Jul 7, 2024 6:33:15 PM	2428	(855) 622-5491	(512) 639-4351	0:04:13
Call ID: 3285210	Outbound	0:00:44	Jul 7, 2024 6:33:45 PM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:00:34
Call ID: 3285211	Inbound	0:02:16	Jul 7, 2024 6:35:37 PM	2428	(855) 622-5491	(512) 639-4351	0:01:49
Call ID: 3285212	Inbound	0:01:21	Jul 7, 2024 6:36:08 PM	2428	(855) 622-5491	(210) 748-5811	0:00:58
Call ID: 3285213	Inbound	0:01:13	Jul 7, 2024 6:39:56 PM	2428	Dispatch 2(2155)	(512) 557-6207	0:00:31
Call ID: 3285214	Inbound	0:01:18	Jul 7, 2024 6:40:42 PM	2428	(855) 622-5491	(361) 652-4694	0:00:54

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285216	Inbound	0:00:34	Jul 7, 2024 6:57:14 PM	5547	dispatch1(2114)	(409) 221-8473	0:00:31
Call ID: 3285217	Internal	0:00:02	Jul 7, 2024 6:57:17 PM				
Call ID: 3285218	Inbound	0:01:39	Jul 7, 2024 7:02:03 PM	2428	(855) 622-5491	(361) 212-2016	0:01:15
Call ID: 3285219	Inbound	0:01:30	Jul 7, 2024 7:16:19 PM	2428	(855) 622-5491	(361) 550-7707	0:01:06
Call ID: 3285220	Inbound	0:01:37	Jul 7, 2024 7:17:53 PM	2428	(855) 622-5491	(361) 550-7707	0:01:13
Call ID: 3285221	Inbound	0:00:20	Jul 7, 2024 7:19:49 PM	5555	Outage Info Line	(210) 748-5811	
Call ID: 3285222	Inbound	0:01:29	Jul 7, 2024 7:20:06 PM	2428	(855) 622-5491	(361) 550-7707	0:01:05
Call ID: 3285223	Inbound	0:01:47	Jul 7, 2024 7:20:16 PM	2428	(855) 622-5491	(210) 748-5811	0:01:08
Call ID: 3285224	Inbound	0:02:43	Jul 7, 2024 7:22:26 PM	2428	(855) 622-5491	(361) 550-7707	0:02:16
Call ID: 3285225	Inbound	0:01:17	Jul 7, 2024 7:29:24 PM	2428	dispatch1(2114)	(516) 803-0000	0:00:34
Call ID: 3285226	Inbound	0:00:57	Jul 7, 2024 7:31:21 PM	2428	(855) 622-5491	(210) 778-9779	0:00:33
Call ID: 3285227	Inbound	0:00:55	Jul 7, 2024 7:40:10 PM	2428	nightivraa	(210) 824-1995	
Call ID: 3285228	Inbound	0:00:18	Jul 7, 2024 7:45:34 PM	2428	nightivraa	(210) 824-1995	
Call ID: 3285229	Inbound	0:00:21	Jul 7, 2024 7:55:53 PM	2428	nightivraa	(210) 824-1995	
Call ID: 3285230	Inbound	0:01:28	Jul 7, 2024 7:56:06 PM	2428	Dispatch 2(2155)	(210) 748-5811	0:00:46
Call ID: 3285231	Internal	0:00:03	Jul 7, 2024 7:56:48 PM				
Call ID: 3285232	Inbound	0:00:13	Jul 7, 2024 8:01:05 PM	2428	nightivraa	(210) 824-1995	
Call ID: 3285233	Inbound	0:03:21	Jul 7, 2024 8:12:44 PM	5547	dispatch1(2114)	(361) 550-2269	0:03:13
Call ID: 3285234	Internal	0:02:57	Jul 7, 2024 8:13:09 PM				
Call ID: 3285235	Inbound	0:00:11	Jul 7, 2024 8:21:38 PM	2428	nightivraa	(210) 824-1995	
Call ID: 3285236	Inbound	0:00:23	Jul 7, 2024 8:22:04 PM	5555	Outage Info Line	(361) 550-1196	
Call ID: 3285237	Inbound	0:00:42	Jul 7, 2024 8:29:13 PM	2428	nightivraa	(361) 237-5284	
Call ID: 3285238	Inbound	0:04:30	Jul 7, 2024 8:35:29 PM	2428	(855) 622-5491	(361) 550-5092	0:04:00
Call ID: 3285239	Inbound	0:00:55	Jul 7, 2024 8:57:04 PM	2428	Dispatch 2(2155)	(979) 217-3166	0:00:11
Call ID: 3285240	Inbound	0:00:24	Jul 7, 2024 9:15:00 PM	5554	Infinium Outage Hotline	(979) 318-6715	
Call ID: 3285241	Inbound	0:01:46	Jul 7, 2024 9:15:47 PM	5550	dispatch1(2114)	(979) 318-6715	0:01:41
Call ID: 3285242	Inbound	0:02:10	Jul 7, 2024 9:20:40 PM	2428	(855) 622-5491	(361) 774-8555	0:02:00
Call ID: 3285243	Inbound	0:05:47	Jul 7, 2024 9:31:06 PM	2428	(855) 622-5491	(361) 433-1765	0:05:16
Call ID: 3285244	Inbound	0:00:34	Jul 7, 2024 9:36:21 PM	2428	nightivraa	(361) 433-1765	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285245	Inbound	0:04:07	Jul 7, 2024 9:41:25 PM	2428	(855) 622-5491	(361) 433-1765	0:03:35
Call ID: 3285246	Inbound	0:04:48	Jul 7, 2024 10:14:58 PM	2428	(855) 622-5491	(361) 648-4901	0:03:48
Call ID: 3285247	Outbound	0:00:13	Jul 7, 2024 10:16:43 PM	91361746081	Dispatch 2(2155)	91361746081	
Call ID: 3285248	Outbound	0:00:41	Jul 7, 2024 10:16:57 PM	(361) 746-0810	Dispatch 2(2155)	(361) 746-0810	0:00:27
Call ID: 3285249	Outbound	0:00:19	Jul 7, 2024 10:17:41 PM	(361) 552-1915	Dispatch 2(2155)	(361) 552-1915	0:00:08
Call ID: 3285250	Outbound	0:00:50	Jul 7, 2024 10:18:14 PM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:00:39
Call ID: 3285251	Inbound	0:00:02	Jul 7, 2024 10:19:04 PM	5547	dispatch1(2114)	(361) 746-0810	
Call ID: 3285252	Outbound	0:00:05	Jul 7, 2024 10:19:38 PM	91361552	Dispatch 2(2155)	91361552	
Call ID: 3285253	Outbound	0:00:42	Jul 7, 2024 10:19:44 PM	(361) 746-0810	Dispatch 2(2155)	(361) 746-0810	0:00:30
Call ID: 3285254	Inbound	0:01:53	Jul 7, 2024 10:23:53 PM	2428	(855) 622-5491	(713) 249-5264	0:01:27
Call ID: 3285255	Outbound	0:01:10	Jul 7, 2024 10:27:03 PM	(713) 249-5264	Dispatch 2(2155)	(713) 249-5264	0:00:56
Call ID: 3285256	Inbound	0:01:38	Jul 7, 2024 10:43:11 PM	2428	Dispatch 2(2155)	(361) 676-2068	0:00:53
Call ID: 3285257	Inbound	0:00:11	Jul 7, 2024 10:49:32 PM	2428	nightivraa	(210) 824-1995	
Call ID: 3285258	Outbound	0:01:59	Jul 7, 2024 11:11:55 PM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:01:50
Call ID: 3285259	Internal	0:00:04	Jul 7, 2024 11:14:08 PM	9			
Call ID: 3285260	Outbound	0:00:56	Jul 7, 2024 11:14:26 PM	(409) 221-8473	Dispatch 2(2155)	(409) 221-8473	0:00:43
Call ID: 3285264	Inbound	0:01:00	Jul 7, 2024 11:17:07 PM	5547	Dispatch 2(2155)	(409) 221-8473	0:00:55
Call ID: 3285265	Outbound	0:00:40	Jul 8, 2024 12:07:06 AM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:00:30
Call ID: 3285266	Inbound	0:01:09	Jul 8, 2024 12:17:17 AM	5547	Dispatch 2(2155)	(361) 218-2277	0:01:05
Call ID: 3285267	Inbound	0:01:17	Jul 8, 2024 12:20:23 AM	2428	(855) 622-5491	(361) 389-7682	0:00:53
Call ID: 3285268	Inbound	0:01:00	Jul 8, 2024 12:21:49 AM	2428	(855) 622-5491	(361) 208-3154	0:00:36
Call ID: 3285269	Inbound	0:00:23	Jul 8, 2024 12:22:01 AM	2428	nightivraa	(361) 237-9762	
Call ID: 3285270	Inbound	0:01:12	Jul 8, 2024 12:23:33 AM	2428	(855) 622-5491	(361) 571-6131	0:00:43
Call ID: 3285271	Internal	0:00:47	Jul 8, 2024 12:23:55 AM	#99			
Call ID: 3285272	Inbound	0:01:44	Jul 8, 2024 12:24:04 AM	2428	(855) 622-5491	(361) 894-3913	0:01:19
Call ID: 3285273	Inbound	0:01:09	Jul 8, 2024 12:25:45 AM	2428	(855) 622-5491	(361) 550-0031	0:00:45
Call ID: 3285274	Inbound	0:00:36	Jul 8, 2024 12:27:07 AM	5555	Outage Info Line	(361) 550-0031	
Call ID: 3285275	Inbound	0:01:08	Jul 8, 2024 12:28:04 AM	2428	(855) 622-5491	(361) 237-9762	0:00:43
Call ID: 3285276	Inbound	0:00:37	Jul 8, 2024 12:28:07 AM	5555	Outage Info Line	(361) 550-1196	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285277	Inbound	0:00:02	Jul 8, 2024 12:29:37 AM	2428	nightivraa	(713) 412-8413	
Call ID: 3285278	Inbound	0:00:21	Jul 8, 2024 12:29:43 AM	2428	nightivraa	(361) 772-0102	
Call ID: 3285279	Inbound	0:00:41	Jul 8, 2024 12:29:45 AM	2428	nightivraa	(979) 733-4054	
Call ID: 3285280	Inbound	0:00:11	Jul 8, 2024 12:30:01 AM	2428	nightivraa	(361) 550-0028	
Call ID: 3285281	Inbound	0:00:22	Jul 8, 2024 12:31:54 AM	2428	nightivraa	(281) 960-6799	
Call ID: 3285282	Inbound	0:00:01	Jul 8, 2024 12:32:00 AM	2428	nightivraa	(432) 559-2003	
Call ID: 3285283	Inbound	0:00:01	Jul 8, 2024 12:32:07 AM	2428	nightivraa	(432) 559-2003	
Call ID: 3285284	Inbound	0:00:20	Jul 8, 2024 12:33:21 AM	2428	nightivraa	(512) 497-5281	
Call ID: 3285285	Inbound	0:00:43	Jul 8, 2024 12:35:40 AM	2428	nightivraa	(281) 622-5688	
Call ID: 3285286	Inbound	0:00:36	Jul 8, 2024 12:36:15 AM	5555	Outage Info Line	(979) 250-1441	
Call ID: 3285287	Inbound	0:00:06	Jul 8, 2024 12:36:20 AM	2428	nightivraa	(210) 842-8919	
Call ID: 3285288	Inbound	0:00:35	Jul 8, 2024 12:37:00 AM	5555	Outage Info Line	(979) 250-1441	
Call ID: 3285289	Inbound	0:00:44	Jul 8, 2024 12:37:06 AM	2428	Dispatch 2(2155)	(979) 743-4947	0:00:00
Call ID: 3285290	Inbound	0:00:54	Jul 8, 2024 12:37:25 AM	2428	Dispatch 2(2155)	(361) 550-3456	0:00:10
Call ID: 3285291	Inbound	0:01:55	Jul 8, 2024 12:38:05 AM	2428	(855) 622-5491	(979) 966-7984	0:01:27
Call ID: 3285292	Inbound	0:00:39	Jul 8, 2024 12:39:20 AM	2428	nightivraa	(361) 550-1739	
Call ID: 3285293	Inbound	0:02:36	Jul 8, 2024 12:44:30 AM	5547	dispatch1(2114)	(409) 221-8473	0:02:26
Call ID: 3285294	Inbound	0:00:02	Jul 8, 2024 12:45:29 AM	2428	nightivraa	(713) 898-7670	
Call ID: 3285295	Inbound	0:00:02	Jul 8, 2024 12:45:42 AM	2428	nightivraa	(713) 898-7670	
Call ID: 3285296	Outbound	0:01:01	Jul 8, 2024 12:46:43 AM	(361) 550-4603	Dispatch 2(2155)	(361) 550-4603	0:00:46
Call ID: 3285297	Inbound	0:00:13	Jul 8, 2024 12:48:29 AM	2428	nightivraa	(979) 250-3401	
Call ID: 3285298	Inbound	0:01:24	Jul 8, 2024 12:51:00 AM	2428	(855) 622-5491	(361) 894-3913	0:00:59
Call ID: 3285299	Inbound	0:00:06	Jul 8, 2024 12:51:16 AM	2428	nightivraa	(713) 443-9653	
Call ID: 3285300	Inbound	0:00:00	Jul 8, 2024 12:52:23 AM	2428	nightivraa	(979) 250-3401	
Call ID: 3285301	Outbound	0:01:16	Jul 8, 2024 12:54:47 AM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:01:02
Call ID: 3285302	Inbound	0:00:00	Jul 8, 2024 1:10:16 AM	2428	nightivraa	(281) 850-7262	
Call ID: 3285303	Inbound	0:00:26	Jul 8, 2024 1:11:34 AM	2428	nightivraa	(281) 850-7262	
Call ID: 3285304	Outbound	0:01:21	Jul 8, 2024 1:24:31 AM	(361) 489-5250	Dispatch 2(2155)	(361) 489-5250	0:01:03
Call ID: 3285305	Inbound	0:00:47	Jul 8, 2024 1:25:46 AM	5555	Outage Info Line	(361) 218-2377	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285306	Inbound	0:00:42	Jul 8, 2024 1:33:40 AM	2428	nightivraa	(713) 594-4782	
Call ID: 3285307	Inbound	0:00:05	Jul 8, 2024 1:34:19 AM	2428	nightivraa	(361) 550-9900	
Call ID: 3285308	Inbound	0:08:08	Jul 8, 2024 1:34:36 AM	5547	Dispatch 2(2155)	(361) 218-2277	0:08:05
Call ID: 3285309	Inbound	0:00:31	Jul 8, 2024 1:45:34 AM	5555	Outage Info Line	(979) 250-1441	
Call ID: 3285310	Inbound	0:00:36	Jul 8, 2024 1:48:07 AM	2428	Dispatch 2(2155)	(361) 648-7922	0:00:15
Call ID: 3285311	Inbound	0:00:32	Jul 8, 2024 1:49:59 AM	2428	nightivraa	(214) 704-3544	
Call ID: 3285312	Inbound	0:00:10	Jul 8, 2024 1:51:38 AM	2428	nightivraa	(512) 579-6221	
Call ID: 3285313	Inbound	0:00:12	Jul 8, 2024 1:52:16 AM	2428	nightivraa	(361) 772-3484	
Call ID: 3285314	Inbound	0:00:01	Jul 8, 2024 1:52:59 AM	2428	nightivraa	(361) 798-0610	
Call ID: 3285315	Inbound	0:00:57	Jul 8, 2024 1:53:13 AM	2428	Dispatch 2(2155)	(713) 882-3561	0:00:10
Call ID: 3285316	Inbound	0:00:07	Jul 8, 2024 1:53:30 AM	2428	nightivraa	(361) 798-0610	
Call ID: 3285317	Inbound	0:00:14	Jul 8, 2024 1:53:34 AM	2428	nightivraa	(832) 766-2932	
Call ID: 3285318	Inbound	0:00:01	Jul 8, 2024 1:56:03 AM	2428	nightivraa	(512) 415-4674	
Call ID: 3285319	Inbound	0:00:11	Jul 8, 2024 1:56:33 AM	2428	nightivraa	(405) 203-7698	
Call ID: 3285320	Inbound	0:00:17	Jul 8, 2024 1:57:12 AM	2428	nightivraa	(405) 203-7698	
Call ID: 3285321	Inbound	0:00:17	Jul 8, 2024 1:57:18 AM	2428	nightivraa	(210) 842-8919	
Call ID: 3285322	Inbound	0:02:38	Jul 8, 2024 1:59:15 AM	5547	Dispatch 2(2155)	(361) 218-2277	0:02:33
Call ID: 3285323	Inbound	0:00:37	Jul 8, 2024 2:01:28 AM	2428	nightivraa	(512) 415-4674	
Call ID: 3285324	Internal	0:00:36	Jul 8, 2024 2:02:22 AM	2154			0:00:29
Call ID: 3285325	Internal	0:00:06	Jul 8, 2024 2:03:10 AM				
Call ID: 3285326	Outbound	0:02:28	Jul 8, 2024 2:03:25 AM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:02:21
Call ID: 3285327	Inbound	0:00:18	Jul 8, 2024 2:04:04 AM	2428	nightivraa	(361) 573-2428	
Call ID: 3285328	Inbound	0:00:04	Jul 8, 2024 2:05:27 AM	2428	nightivraa	(832) 330-3302	
Call ID: 3285329	Internal	0:00:03	Jul 8, 2024 2:06:09 AM				
Call ID: 3285330	Inbound	0:01:23	Jul 8, 2024 2:07:02 AM	2428	Jeri Alvarez(2113)	(361) 648-7922	0:00:39
Call ID: 3285331	Inbound	0:00:28	Jul 8, 2024 2:07:22 AM	2428	ivrlanguage	(361) 746-4778	
Call ID: 3285332	Outbound	0:00:24	Jul 8, 2024 2:07:49 AM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:00:16
Call ID: 3285333	Inbound	0:00:34	Jul 8, 2024 2:08:29 AM	2428	(855) 622-5491	(361) 648-7922	0:00:09
Call ID: 3285334	Outbound	0:00:02	Jul 8, 2024 2:09:35 AM	91361	Dispatch 2(2155)	91361	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285335	Outbound	0:01:33	Jul 8, 2024 2:09:38 AM	(409) 221-8473	Dispatch 2(2155)	(409) 221-8473	0:01:22
Call ID: 3285336	Internal	0:00:22	Jul 8, 2024 2:13:44 AM	2154			
Call ID: 3285337	Inbound	0:01:30	Jul 8, 2024 2:16:44 AM	2428	(855) 622-5491	(361) 920-1924	0:00:50
Call ID: 3285338	Inbound	0:01:37	Jul 8, 2024 2:21:39 AM	2428	(855) 622-5491	(361) 920-2769	0:00:59
Call ID: 3285339	Inbound	0:01:08	Jul 8, 2024 2:22:19 AM	2428	(855) 622-5491	(361) 484-4755	0:00:32
Call ID: 3285340	Outbound	0:00:36	Jul 8, 2024 2:22:42 AM	(361) 676-8882	Dispatch 2(2155)	(361) 676-8882	0:00:22
Call ID: 3285341	Inbound	0:01:28	Jul 8, 2024 2:23:26 AM	2428	(855) 622-5491	(361) 482-7181	0:00:54
Call ID: 3285342	Inbound	0:00:32	Jul 8, 2024 2:24:45 AM	5555	Outage Info Line	(361) 550-0166	
Call ID: 3285343	Inbound	0:00:41	Jul 8, 2024 2:25:01 AM	2428	(855) 622-5491	(806) 786-5016	0:00:01
Call ID: 3285344	Inbound	0:01:01	Jul 8, 2024 2:25:29 AM	2428	ivrlanguage	(361) 550-5152	
Call ID: 3285345	Inbound	0:01:16	Jul 8, 2024 2:25:57 AM	2428	(855) 622-5491	(361) 655-5582	0:00:37
Call ID: 3285346	Inbound	0:00:31	Jul 8, 2024 2:26:21 AM	5555	Outage Info Line	(361) 550-0166	
Call ID: 3285347	Inbound	0:01:27	Jul 8, 2024 2:27:07 AM	2428	(855) 622-5491	(361) 550-0166	0:00:38
Call ID: 3285348	Inbound	0:00:03	Jul 8, 2024 2:27:24 AM	2428	ivrlanguage	(361) 935-4810	
Call ID: 3285349	Inbound	0:02:37	Jul 8, 2024 2:27:47 AM	2428	(855) 622-5491	(469) 684-4479	0:01:35
Call ID: 3285350	Internal	0:00:26	Jul 8, 2024 2:28:06 AM				
Call ID: 3285351	Inbound	0:00:48	Jul 8, 2024 2:28:14 AM	2428	Jeri Alvarez(2113)	(361) 550-5152	0:00:01
Call ID: 3285352	Inbound	0:02:09	Jul 8, 2024 2:29:00 AM	2428	(855) 622-5491	(737) 402-0551	0:01:33
Call ID: 3285353	Inbound	0:00:03	Jul 8, 2024 2:29:02 AM	2428	ivrlanguage	(361) 676-2235	
Call ID: 3285354	Inbound	0:01:12	Jul 8, 2024 2:29:03 AM	2428	Irene Anzaldua(2120)	(361) 920-2506	0:00:07
Call ID: 3285355	Inbound	0:01:17	Jul 8, 2024 2:29:04 AM	2428	(855) 622-5491	(361) 550-5152	0:00:34
Call ID: 3285356	Inbound	0:00:09	Jul 8, 2024 2:29:28 AM	2428	ivrlanguage	(361) 920-2359	
Call ID: 3285357	Inbound	0:01:13	Jul 8, 2024 2:29:35 AM	2428	(855) 622-5491	(361) 652-3856	0:00:31
Call ID: 3285358	Inbound	0:00:42	Jul 8, 2024 2:29:40 AM	2428	ivrlanguage	(469) 684-4479	
Call ID: 3285359	Inbound	0:03:57	Jul 8, 2024 2:30:42 AM	2428	Katelyn Corporo(2134)	(469) 684-4479	
Call ID: 3285360	Outbound	0:01:24	Jul 8, 2024 2:31:52 AM	(361) 212-1958	Dispatch 2(2155)	(361) 212-1958	0:01:11
Call ID: 3285361	Outbound	0:00:07	Jul 8, 2024 2:32:07 AM	93616767	dispatch1(2114)	93616767	
Call ID: 3285362	Inbound	0:01:06	Jul 8, 2024 2:32:11 AM	2428	ivrlanguage	(361) 935-5919	
Call ID: 3285363	Inbound	0:00:11	Jul 8, 2024 2:32:11 AM	2428	ivrlanguage	(361) 746-8830	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285364	Inbound	0:01:12	Jul 8, 2024 2:33:19 AM	2428	(855) 622-5491	(806) 786-5016	0:00:37
Call ID: 3285365	Internal	0:01:22	Jul 8, 2024 2:33:23 AM	2154			0:01:16
Call ID: 3285366	Inbound	0:01:01	Jul 8, 2024 2:33:44 AM	2428	Nicole Guajardo(2118)	(361) 648-7922	0:00:41
Call ID: 3285367	Inbound	0:00:38	Jul 8, 2024 2:34:16 AM	2428	ivrlanguage	(361) 746-8830	
Call ID: 3285368	Inbound	0:01:39	Jul 8, 2024 2:34:50 AM	2428	Jeri Alvarez(2113)	(361) 648-7922	0:01:16
Call ID: 3285369	Inbound	0:01:19	Jul 8, 2024 2:35:17 AM	2428	(855) 622-5491	(469) 684-4479	0:00:39
Call ID: 3285370	Inbound	0:00:03	Jul 8, 2024 2:37:17 AM	2428	ivrlanguage	(361) 648-7922	
Call ID: 3285371	Inbound	0:01:52	Jul 8, 2024 2:37:51 AM	2428	(855) 622-5491	(713) 376-5348	0:01:18
Call ID: 3285372	Inbound	0:00:12	Jul 8, 2024 2:38:56 AM	2428	ivrlanguage	(361) 935-6333	
Call ID: 3285373	Inbound	0:00:31	Jul 8, 2024 2:38:57 AM	5555	Outage Info Line	(361) 212-9730	
Call ID: 3285374	Inbound	0:00:52	Jul 8, 2024 2:39:43 AM	2428	(855) 622-5491	(361) 212-9730	0:00:12
Call ID: 3285375	Inbound	0:00:34	Jul 8, 2024 2:39:58 AM	5555	Outage Info Line	(361) 655-0569	
Call ID: 3285376	Inbound	0:04:14	Jul 8, 2024 2:40:06 AM	2428	(855) 622-5491	(361) 920-0133	0:03:29
Call ID: 3285377	Inbound	0:02:16	Jul 8, 2024 2:40:38 AM	2428	(855) 622-5491	(361) 655-0569	0:01:31
Call ID: 3285378	Outbound	0:01:03	Jul 8, 2024 2:40:55 AM	(361) 676-7114	Dispatch 2(2155)	(361) 676-7114	0:00:47
Call ID: 3285379	Inbound	0:00:01	Jul 8, 2024 2:41:09 AM	2428	ivrlanguage	(361) 482-7979	
Call ID: 3285380	Inbound	0:02:22	Jul 8, 2024 2:41:59 AM	2428	(855) 622-5491	(361) 920-0133	0:01:39
Call ID: 3285381	Inbound	0:00:57	Jul 8, 2024 2:43:45 AM	2428	(855) 622-5491	(832) 562-5137	0:00:27
Call ID: 3285382	Inbound	0:00:26	Jul 8, 2024 2:44:04 AM	2428	ivrlanguage	(361) 781-2885	
Call ID: 3285383	Inbound	0:00:05	Jul 8, 2024 2:46:18 AM	2428	ivrlanguage	(713) 553-6532	
Call ID: 3285384	Inbound	0:01:16	Jul 8, 2024 2:46:55 AM	2428	Rayden Hahn(2146)	(361) 433-8743	0:00:26
Call ID: 3285385	Inbound	0:01:24	Jul 8, 2024 2:47:27 AM	2428	Nicole Guajardo(2118)	(254) 383-1274	0:00:16
Call ID: 3285386	Inbound	0:00:09	Jul 8, 2024 2:48:40 AM	2428	ivrlanguage	(361) 648-2116	
Call ID: 3285387	Inbound	0:01:31	Jul 8, 2024 2:48:52 AM	5547	dispatch1(2114)	(361) 482-8953	0:00:40
Call ID: 3285388	Inbound	0:00:02	Jul 8, 2024 2:50:21 AM	2428	ivrlanguage	(361) 648-7749	
Call ID: 3285389	Inbound	0:00:30	Jul 8, 2024 2:54:10 AM	5547	Dispatch 2(2155)	(361) 212-1958	0:00:25
Call ID: 3285390	Inbound	0:02:16	Jul 8, 2024 2:54:13 AM	2428	(855) 622-5491	(361) 648-6540	0:01:35
Call ID: 3285391	Inbound	0:01:47	Jul 8, 2024 2:54:18 AM	2428	Jeri Alvarez(2113)	(210) 827-7476	0:00:58
Call ID: 3285392	Outbound	0:00:35	Jul 8, 2024 2:54:43 AM	(361) 433-3760	Dispatch 2(2155)	(361) 433-3760	0:00:20



Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285393	Internal	0:00:03	Jul 8, 2024 2:55:07 AM				
Call ID: 3285394	Inbound	0:02:00	Jul 8, 2024 2:55:20 AM	2428	(855) 622-5491	(361) 212-9730	0:01:38
Call ID: 3285395	Internal	0:00:27	Jul 8, 2024 2:57:04 AM	2154			0:00:24
Call ID: 3285396	Internal	0:01:18	Jul 8, 2024 2:57:56 AM	2113			0:01:15
Call ID: 3285397	Inbound	0:05:10	Jul 8, 2024 2:59:28 AM	2428	(855) 622-5491	(361) 649-1301	0:04:20
Call ID: 3285398	Inbound	0:03:18	Jul 8, 2024 2:59:52 AM	2428	(855) 622-5491	(361) 935-5498	0:02:29
Call ID: 3285399	Inbound	0:02:21	Jul 8, 2024 3:00:41 AM	5550	Jeri Alvarez(2113)	(512) 940-4144	0:02:03
Call ID: 3285400	Internal	0:00:02	Jul 8, 2024 3:01:00 AM				
Call ID: 3285401	Inbound	0:01:26	Jul 8, 2024 3:01:46 AM	2428	(855) 622-5491	(361) 935-5498	0:00:38
Call ID: 3285402	Inbound	0:02:21	Jul 8, 2024 3:05:38 AM	2428	Jeri Alvarez(2113)	(361) 649-1301	0:01:31
Call ID: 3285403	Internal	0:00:02	Jul 8, 2024 3:06:28 AM				
Call ID: 3285404	Inbound	0:01:18	Jul 8, 2024 3:08:07 AM	2428	(855) 622-5491	(361) 220-2748	0:00:43
Call ID: 3285405	Inbound	0:01:28	Jul 8, 2024 3:08:21 AM	2428	Rayden Hahn(2146)	(361) 649-1301	0:00:21
Call ID: 3285406	Inbound	0:01:10	Jul 8, 2024 3:09:40 AM	2428	(855) 622-5491	(361) 220-2748	0:00:24
Call ID: 3285407	Internal	0:01:16	Jul 8, 2024 3:10:29 AM	2154			0:01:12
Call ID: 3285408	Inbound	0:01:19	Jul 8, 2024 3:11:00 AM	2428	Irene Anzaldua(2120)	(361) 220-2748	0:00:48
Call ID: 3285409	Inbound	0:00:32	Jul 8, 2024 3:16:20 AM	5555	Outage Info Line	(361) 746-2155	
Call ID: 3285410	Inbound	0:01:26	Jul 8, 2024 3:16:55 AM	2428	(855) 622-5491	(361) 746-2155	0:00:47
Call ID: 3285411	Inbound	0:00:01	Jul 8, 2024 3:19:36 AM	2428	ivrlanguage	(361) 935-5350	
Call ID: 3285412	Internal	0:00:24	Jul 8, 2024 3:19:48 AM	2114			0:00:18
Call ID: 3285413	Inbound	0:00:00	Jul 8, 2024 3:25:33 AM	5555	Outage Info Line	(361) 655-8719	
Call ID: 3285414	Inbound	0:03:30	Jul 8, 2024 3:32:05 AM	2428	Nicole Guajardo(2118)	(361) 408-3176	0:02:20
Call ID: 3285415	Inbound	0:00:03	Jul 8, 2024 3:37:53 AM	2428	ivrlanguage	(512) 596-8078	
Call ID: 3285416	Inbound	0:00:00	Jul 8, 2024 3:53:59 AM	2428	ivrlanguage	(361) 920-0647	
Call ID: 3285417	Inbound	0:00:01	Jul 8, 2024 4:02:26 AM	2428	ivrlanguage	(832) 638-9682	
Call ID: 3285418	Inbound	0:01:30	Jul 8, 2024 4:02:34 AM	2428	(855) 622-5491	(512) 947-0829	0:00:53
Call ID: 3285419	Inbound	0:00:31	Jul 8, 2024 4:06:05 AM	2428	ivrlanguage	(281) 468-6374	
Call ID: 3285420	Inbound	0:01:55	Jul 8, 2024 4:11:40 AM	2428	(855) 622-5491	(361) 920-0133	0:01:12
Call ID: 3285421	Inbound	0:00:08	Jul 8, 2024 4:13:29 AM	2428	ivrlanguage	(361) 920-0133	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285422	Inbound	0:01:13	Jul 8, 2024 4:13:37 AM	2428	(855) 622-5491	(361) 571-8063	0:00:36
Call ID: 3285423	Inbound	0:00:00	Jul 8, 2024 4:15:16 AM	2428	ivrlanguage	(361) 649-3339	
Call ID: 3285424	Inbound	0:00:02	Jul 8, 2024 4:19:38 AM	2428	ivrlanguage	(361) 782-8353	
Call ID: 3285425	Inbound	0:01:49	Jul 8, 2024 4:24:51 AM	2428	(855) 622-5491	(361) 235-0487	0:01:00
Call ID: 3285426	Inbound	0:00:00	Jul 8, 2024 4:33:11 AM	5555	Outage Info Line	(361) 676-3757	
Call ID: 3285427	Inbound	0:00:52	Jul 8, 2024 4:32:34 AM	5555	Outage Info Line	(361) 676-3757	
Call ID: 3285428	Inbound	0:00:37	Jul 8, 2024 4:33:36 AM	5555	Outage Info Line	(361) 676-3757	
Call ID: 3285429	Inbound	0:00:13	Jul 8, 2024 4:34:39 AM	5555	Outage Info Line	(361) 676-3757	
Call ID: 3285430	Inbound	0:03:19	Jul 8, 2024 4:34:43 AM	2428	Rayden Hahn(2146)	(361) 894-5949	0:02:40
Call ID: 3285431	Inbound	0:05:28	Jul 8, 2024 4:34:45 AM	2428	(855) 622-5491	(361) 703-3440	0:04:43
Call ID: 3285432	Inbound	0:02:01	Jul 8, 2024 4:35:09 AM	2428	(855) 622-5491	(361) 676-3757	0:01:22
Call ID: 3285433	Inbound	0:02:17	Jul 8, 2024 4:37:18 AM	2428	(855) 622-5491	(361) 676-3384	0:01:30
Call ID: 3285434	Inbound	0:02:40	Jul 8, 2024 4:37:40 AM	2428	(855) 622-5491	(361) 552-6775	0:01:57
Call ID: 3285435	Inbound	0:01:21	Jul 8, 2024 4:46:35 AM	2428	(855) 622-5491	(361) 227-0474	0:00:43
Call ID: 3285436	Inbound	0:00:39	Jul 8, 2024 4:47:12 AM	5555	Outage Info Line	(361) 218-8641	
Call ID: 3285437	Inbound	0:02:02	Jul 8, 2024 4:48:11 AM	2428	Nicole Guajardo(2118)	(361) 218-8641	0:01:14
Call ID: 3285438	Inbound	0:04:53	Jul 8, 2024 4:50:56 AM	2428	(855) 622-5491	(361) 433-7757	0:04:09
Call ID: 3285439	Inbound	0:02:20	Jul 8, 2024 4:53:27 AM	2428	(855) 622-5491	(361) 433-7757	0:01:31
Call ID: 3285440	Inbound	0:01:51	Jul 8, 2024 4:55:28 AM	2428	(855) 622-5491	(361) 746-4704	0:01:07
Call ID: 3285441	Inbound	0:00:01	Jul 8, 2024 4:58:11 AM	2428	ivrlanguage	(361) 655-3038	
Call ID: 3285442	Inbound	0:03:22	Jul 8, 2024 4:59:04 AM	2428	Rayden Hahn(2146)	(361) 433-7757	0:02:29
Call ID: 3285443	Inbound	0:01:56	Jul 8, 2024 4:59:36 AM	5547	Dispatch 2(2155)	(361) 676-7114	0:01:52
Call ID: 3285444	Inbound	0:00:31	Jul 8, 2024 5:00:06 AM	5555	Outage Info Line	(361) 655-0569	
Call ID: 3285445	Internal	0:00:30	Jul 8, 2024 5:04:19 AM				
Call ID: 3285446	Inbound	0:02:57	Jul 8, 2024 5:06:53 AM	2428	Rayden Hahn(2146)	(361) 649-3339	0:02:10
Call ID: 3285447	Inbound	0:02:10	Jul 8, 2024 5:10:54 AM	2428	(855) 622-5491	(361) 746-2910	0:01:35
Call ID: 3285448	Inbound	0:00:01	Jul 8, 2024 5:16:44 AM	2428	ivrlanguage	(361) 550-8505	
Call ID: 3285449	Inbound	0:00:32	Jul 8, 2024 5:24:16 AM	5555	Outage Info Line	(713) 805-0460	
Call ID: 3285450	Inbound	0:00:12	Jul 8, 2024 5:25:12 AM	5555	Outage Info Line	(713) 805-0460	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285451	Inbound	0:00:20	Jul 8, 2024 5:25:27 AM	5555	Outage Info Line	(713) 805-0460	
Call ID: 3285452	Inbound	0:00:42	Jul 8, 2024 5:25:49 AM	5555	Outage Info Line	(713) 805-0460	
Call ID: 3285453	Inbound	0:00:32	Jul 8, 2024 5:26:44 AM	5555	Outage Info Line	(713) 805-0460	
Call ID: 3285454	Inbound	0:01:19	Jul 8, 2024 5:27:26 AM	2428	(855) 622-5491	(713) 805-0460	0:00:43
Call ID: 3285455	Inbound	0:01:14	Jul 8, 2024 5:29:46 AM	2428	(855) 622-5491	(361) 920-3289	0:00:36
Call ID: 3285456	Inbound	0:01:32	Jul 8, 2024 5:31:16 AM	2428	(855) 622-5491	(361) 920-6356	0:00:49
Call ID: 3285457	Inbound	0:00:00	Jul 8, 2024 5:31:41 AM	2428	ivrlanguage	(817) 253-7248	
Call ID: 3285458	Inbound	0:00:58	Jul 8, 2024 5:36:25 AM	2428	Nicole Guajardo(2118)	(210) 304-9200	0:00:08
Call ID: 3285459	Inbound	0:00:55	Jul 8, 2024 5:36:29 AM	2428	Rayden Hahn(2146)	(361) 920-3121	0:00:07
Call ID: 3285460	Inbound	0:00:58	Jul 8, 2024 5:42:51 AM	5555	Outage Info Line	(361) 564-0197	
Call ID: 3285461	Inbound	0:00:01	Jul 8, 2024 5:43:58 AM	2428	ivrlanguage	(469) 261-9938	
Call ID: 3285462	Inbound	0:03:25	Jul 8, 2024 5:44:00 AM	2428	Jeri Alvarez(2113)	(361) 564-0197	0:02:25
Call ID: 3285463	Internal	0:00:01	Jul 8, 2024 5:45:00 AM				
Call ID: 3285464	Inbound	0:00:41	Jul 8, 2024 5:45:03 AM	2428	ivrlanguage	(361) 550-5152	
Call ID: 3285465	Internal	0:00:37	Jul 8, 2024 5:46:40 AM	2154			0:00:33
Call ID: 3285466	Inbound	0:00:52	Jul 8, 2024 5:46:48 AM	2428	(855) 622-5491	(361) 655-4711	0:00:07
Call ID: 3285467	Inbound	0:01:00	Jul 8, 2024 5:47:28 AM	2428	(855) 622-5491	(361) 550-5152	0:00:28
Call ID: 3285468	Inbound	0:02:03	Jul 8, 2024 5:49:46 AM	5547	Dispatch 2(2155)	(361) 212-1958	0:02:01
Call ID: 3285469	Inbound	0:03:04	Jul 8, 2024 5:50:47 AM	2428	(855) 622-5491	(210) 296-6632	0:02:23
Call ID: 3285470	Inbound	0:03:20	Jul 8, 2024 5:54:18 AM	2428	(855) 622-5491	(361) 207-5955	0:02:48
Call ID: 3285471	Inbound	0:00:01	Jul 8, 2024 5:56:57 AM	2428	ivrlanguage	(361) 571-4447	
Call ID: 3285472	Inbound	0:00:00	Jul 8, 2024 5:57:01 AM	2428	ivrlanguage	(361) 571-4447	
Call ID: 3285473	Inbound	0:00:36	Jul 8, 2024 5:59:41 AM	5555	Outage Info Line	(361) 648-6881	
Call ID: 3285474	Inbound	0:00:17	Jul 8, 2024 6:00:29 AM	2428	ivrlanguage	(281) 799-1893	
Call ID: 3285475	Inbound	0:03:11	Jul 8, 2024 6:00:41 AM	2428	Jeri Alvarez(2113)	(361) 648-6881	0:02:24
Call ID: 3285476	Inbound	0:00:00	Jul 8, 2024 6:01:10 AM	2428	ivrlanguage	(248) 202-2610	
Call ID: 3285477	Inbound	0:00:00	Jul 8, 2024 6:01:28 AM	2428	ivrlanguage	(254) 681-9895	
Call ID: 3285478	Inbound	0:00:31	Jul 8, 2024 6:01:31 AM	5555	Outage Info Line	(254) 681-9895	
Call ID: 3285479	Inbound	0:01:43	Jul 8, 2024 6:02:05 AM	2428	(855) 622-5491	(254) 681-9895	0:00:55

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285480	Inbound	0:00:33	Jul 8, 2024 6:03:29 AM	2428	ivrlanguage	(361) 652-7606	
Call ID: 3285481	Inbound	0:01:24	Jul 8, 2024 6:04:04 AM	2428	(855) 622-5491	(817) 991-8225	0:00:50
Call ID: 3285482	Inbound	0:02:12	Jul 8, 2024 6:04:39 AM	2428	(855) 622-5491	(512) 947-0829	0:01:38
Call ID: 3285483	Inbound	0:00:34	Jul 8, 2024 6:06:19 AM	2428	ivrlanguage	(512) 947-0829	
Call ID: 3285484	Inbound	0:01:31	Jul 8, 2024 6:07:27 AM	2428	(855) 622-5491	(361) 920-2769	0:00:55
Call ID: 3285485	Inbound	0:01:45	Jul 8, 2024 6:16:33 AM	2428	(855) 622-5491	(361) 207-5955	0:01:12
Call ID: 3285486	Inbound	0:01:32	Jul 8, 2024 6:16:34 AM	2428	(855) 622-5491	(361) 550-5966	0:00:42
Call ID: 3285487	Inbound	0:00:04	Jul 8, 2024 6:17:48 AM	2428	ivrlanguage	(361) 212-2448	
Call ID: 3285488	Inbound	0:00:12	Jul 8, 2024 6:19:04 AM	2428	ivrlanguage	(361) 648-0593	
Call ID: 3285489	Inbound	0:01:04	Jul 8, 2024 6:22:41 AM	5547	Dispatch 2(2155)	(361) 218-2277	0:01:00
Call ID: 3285490	Inbound	0:01:02	Jul 8, 2024 6:25:14 AM	2428	(855) 622-5491	(361) 465-2931	0:00:20
Call ID: 3285491	Inbound	0:00:39	Jul 8, 2024 6:28:01 AM	2428	(855) 622-5491	(361) 550-3586	0:00:02
Call ID: 3285492	Inbound	0:02:24	Jul 8, 2024 6:29:41 AM	2428	(855) 622-5491	(361) 571-4240	0:01:45
Call ID: 3285493	Inbound	0:00:00	Jul 8, 2024 6:30:47 AM	2428	ivrlanguage	(281) 639-0179	
Call ID: 3285494	Inbound	0:01:29	Jul 8, 2024 6:32:08 AM	2428	(855) 622-5491	(361) 571-4240	0:01:14
Call ID: 3285495	Inbound	0:03:36	Jul 8, 2024 6:33:54 AM	2428	Nicole Guajardo(2118)	(361) 920-0699	0:02:47
Call ID: 3285496	Inbound	0:03:57	Jul 8, 2024 6:33:57 AM	2428	(855) 622-5491	(210) 827-7476	0:03:16
Call ID: 3285497	Outbound	0:00:44	Jul 8, 2024 6:34:40 AM	(361) 920-0361	Dispatch 2(2155)	(361) 920-0361	0:00:27
Call ID: 3285498	Inbound	0:01:24	Jul 8, 2024 6:35:12 AM	2428	(855) 622-5491	(361) 894-4315	0:00:45
Call ID: 3285499	Inbound	0:02:20	Jul 8, 2024 6:35:34 AM	2428	Jeri Alvarez(2113)	(210) 827-7476	0:01:26
Call ID: 3285500	Inbound	0:01:13	Jul 8, 2024 6:37:16 AM	2428	(855) 622-5491	(979) 257-9512	0:00:36
Call ID: 3285501	Inbound	0:01:36	Jul 8, 2024 6:37:41 AM	2428	(855) 622-5491	(832) 319-4288	0:00:51
Call ID: 3285502	Outbound	0:00:22	Jul 8, 2024 6:40:39 AM	(361) 275-1179	Dispatch 2(2155)	(361) 275-1179	0:00:10
Call ID: 3285503	Inbound	0:02:00	Jul 8, 2024 6:43:51 AM	2428	(855) 622-5491	(361) 220-5034	0:01:22
Call ID: 3285504	Internal	0:00:03	Jul 8, 2024 6:44:06 AM				
Call ID: 3285505	Outbound	0:00:06	Jul 8, 2024 6:44:49 AM	91361	Dispatch 2(2155)	91361	
Call ID: 3285506	Outbound	0:00:12	Jul 8, 2024 6:44:56 AM	912182277	Dispatch 2(2155)	912182277	
Call ID: 3285507	Outbound	0:00:50	Jul 8, 2024 6:45:09 AM	(361) 218-2277	Dispatch 2(2155)	(361) 218-2277	0:00:37
Call ID: 3285508	Inbound	0:00:37	Jul 8, 2024 6:45:48 AM	5555	Outage Info Line	(361) 772-1870	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285509	Internal	0:00:29	Jul 8, 2024 6:46:00 AM				
Call ID: 3285510	Inbound	0:02:00	Jul 8, 2024 6:46:19 AM	2428	(855) 622-5491	(361) 220-5034	0:01:23
Call ID: 3285511	Inbound	0:00:11	Jul 8, 2024 6:46:43 AM	5555	Outage Info Line	(361) 772-1870	
Call ID: 3285512	Inbound	0:03:19	Jul 8, 2024 6:46:59 AM	2428	(855) 622-5491	(361) 649-4808	0:02:33
Call ID: 3285513	Inbound	0:01:36	Jul 8, 2024 6:47:11 AM	5547	dispatch1(2114)	(361) 676-8882	0:00:14
Call ID: 3285514	Inbound	0:01:20	Jul 8, 2024 6:47:55 AM	2428	ivrlanguage	(361) 465-2931	
Call ID: 3285516	Internal	0:00:02	Jul 8, 2024 6:48:46 AM				
Call ID: 3285517	Inbound	0:00:51	Jul 8, 2024 6:49:00 AM	5555	Outage Info Line	(361) 220-5034	
Call ID: 3285518	Outbound	0:01:01	Jul 8, 2024 6:49:04 AM	(361) 676-8882	Dispatch 2(2155)	(361) 676-8882	0:00:48
Call ID: 3285519	Inbound	0:00:11	Jul 8, 2024 6:49:09 AM	2428	ivrlanguage	(210) 913-7415	
Call ID: 3285520	Inbound	0:02:28	Jul 8, 2024 6:50:17 AM	2428	Nicole Guajardo(2118)	(361) 220-5034	0:01:42
Call ID: 3285521	Inbound	0:02:47	Jul 8, 2024 6:50:57 AM	2428	(855) 622-5491	(361) 920-1157	0:01:54
Call ID: 3285522	Inbound	0:00:37	Jul 8, 2024 6:51:18 AM	5555	Outage Info Line	(713) 408-0073	
Call ID: 3285523	Inbound	0:01:57	Jul 8, 2024 6:51:19 AM	2428	Jeri Alvarez(2113)	(325) 347-7720	0:00:49
Call ID: 3285524	Inbound	0:00:42	Jul 8, 2024 6:52:06 AM	2428	Krystal Berger(2115)	(361) 894-4657	
Call ID: 3285525	Inbound	0:00:01	Jul 8, 2024 6:52:14 AM	2428	ivrlanguage	(281) 541-2777	
Call ID: 3285526	Internal	0:00:04	Jul 8, 2024 6:52:53 AM				
Call ID: 3285527	Inbound	0:01:41	Jul 8, 2024 6:52:54 AM	5547	dispatch1(2114)	(361) 489-5250	0:01:37
Call ID: 3285528	Inbound	0:01:24	Jul 8, 2024 6:53:05 AM	2428	(855) 622-5491	(361) 894-4657	0:00:44
Call ID: 3285529	Inbound	0:00:12	Jul 8, 2024 6:53:10 AM	5547	Dispatch 2(2155)	(361) 676-8882	0:00:09
Call ID: 3285530	Inbound	0:02:02	Jul 8, 2024 6:53:30 AM	5547	Dispatch 2(2155)	(361) 676-8882	0:01:32
Call ID: 3285531	Inbound	0:00:11	Jul 8, 2024 6:54:07 AM	5555	Outage Info Line	(361) 772-1870	
Call ID: 3285532	Inbound	0:04:51	Jul 8, 2024 6:54:23 AM	2428	Nicole Guajardo(2118)	(361) 648-0445	0:03:52
Call ID: 3285533	Internal	0:00:01	Jul 8, 2024 6:55:21 AM				
Call ID: 3285534	Inbound	0:01:58	Jul 8, 2024 6:55:22 AM	5550	Nicole Guajardo(2118)	(361) 676-4360	0:01:11
Call ID: 3285536	Inbound	0:00:22	Jul 8, 2024 6:55:51 AM	5555	Outage Info Line	???	
Call ID: 3285537	Inbound	0:00:09	Jul 8, 2024 6:56:06 AM	5555	Outage Info Line	(361) 250-0566	
Call ID: 3285538	Inbound	0:02:27	Jul 8, 2024 6:56:25 AM	2428	Jeri Alvarez(2113)	(361) 920-1157	0:01:15
Call ID: 3285539	Inbound	0:01:28	Jul 8, 2024 6:56:53 AM	2428	(855) 622-5491	(361) 550-4122	0:00:52

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285540	Outbound	0:00:07	Jul 8, 2024 6:57:04 AM	91361	Dispatch 2(2155)	91361	
Call ID: 3285541	Inbound	0:00:34	Jul 8, 2024 6:57:11 AM	5555	Outage Info Line	(361) 782-1679	
Call ID: 3285542	Outbound	0:00:42	Jul 8, 2024 6:57:13 AM	(361) 489-5250	Dispatch 2(2155)	(361) 489-5250	0:00:26
Call ID: 3285545	Inbound	0:01:48	Jul 8, 2024 6:59:00 AM	2428	(855) 622-5491	(979) 479-2074	0:01:12
Call ID: 3285546	Inbound	0:00:52	Jul 8, 2024 7:00:25 AM	2428	(855) 622-5491	(361) 772-1870	0:00:06
Call ID: 3285547	Inbound	0:00:21	Jul 8, 2024 7:00:54 AM	5547	dispatch1(2114)	(361) 489-5250	0:00:19
Call ID: 3285548	Inbound	0:00:03	Jul 8, 2024 7:01:04 AM	2428	ivrlanguage	(254) 855-2764	
Call ID: 3285549	Inbound	0:00:13	Jul 8, 2024 7:01:18 AM	2428	ivrlanguage	(254) 855-2764	
Call ID: 3285550	Inbound	0:00:49	Jul 8, 2024 7:01:34 AM	2428	ivrlanguage	(361) 782-1679	
Call ID: 3285552	Inbound	0:02:01	Jul 8, 2024 7:01:45 AM	2428	Nicole Guajardo(2118)	(361) 552-3548	0:00:57
Call ID: 3285553	Inbound	0:00:01	Jul 8, 2024 7:01:55 AM	2428	ivrlanguage	(713) 898-7670	
Call ID: 3285554	Inbound	0:02:01	Jul 8, 2024 7:02:44 AM	2428	Krystal Berger(2115)	(361) 250-0566	0:00:55
Call ID: 3285555	Inbound	0:00:39	Jul 8, 2024 7:02:52 AM	5577	Emergency Line(2140)	(361) 552-8127	0:00:27
Call ID: 3285556	Internal	0:02:23	Jul 8, 2024 7:02:57 AM				
Call ID: 3285557	Inbound	0:00:45	Jul 8, 2024 7:02:59 AM	2428	ivrlanguage	(361) 782-1679	
Call ID: 3285558	Inbound	0:00:32	Jul 8, 2024 7:03:11 AM	5555	Outage Info Line	(361) 655-7555	
Call ID: 3285559	Inbound	0:00:57	Jul 8, 2024 7:03:12 AM	2428	ivrlanguage	(361) 920-0767	
Call ID: 3285560	Inbound	0:00:58	Jul 8, 2024 7:03:32 AM	2428	ivrlanguage	(361) 676-6035	
Call ID: 3285561	Inbound	0:01:35	Jul 8, 2024 7:04:19 AM	2428	(855) 622-5491	(361) 782-1679	0:00:53
Call ID: 3285562	Inbound	0:01:50	Jul 8, 2024 7:04:33 AM	2428	JoAnn Martinez(2121)	(361) 676-6035	0:01:02
Call ID: 3285563	Inbound	0:02:02	Jul 8, 2024 7:04:42 AM	2428	(855) 622-5491	(361) 655-0569	0:01:30
Call ID: 3285564	Inbound	0:00:08	Jul 8, 2024 7:05:00 AM	2428	ivrlanguage	(361) 935-5500	
Call ID: 3285565	Inbound	0:02:07	Jul 8, 2024 7:05:28 AM	2428	(855) 622-5491	(512) 431-9852	0:01:32
Call ID: 3285566	Internal	0:00:15	Jul 8, 2024 7:07:48 AM	2109			
Call ID: 3285567	Inbound	0:02:45	Jul 8, 2024 7:09:35 AM	2428	(855) 622-5491	(361) 782-1679	0:01:59
Call ID: 3285568	Inbound	0:02:26	Jul 8, 2024 7:11:01 AM	5547	dispatch1(2114)	(361) 489-5250	0:02:20
Call ID: 3285569	Inbound	0:01:48	Jul 8, 2024 7:11:03 AM	2428	(855) 622-5491	(361) 648-5718	0:00:57
Call ID: 3285570	Inbound	0:01:09	Jul 8, 2024 7:11:49 AM	5547	Dispatch 24hr	(361) 676-8882	
Call ID: 3285571	Inbound	0:00:27	Jul 8, 2024 7:12:14 AM	2428	ivrlanguage	(512) 529-4746	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285572	Inbound	0:01:49	Jul 8, 2024 7:13:06 AM	2428	(855) 622-5491	(361) 920-6356	0:01:16
Call ID: 3285573	Inbound	0:00:03	Jul 8, 2024 7:13:58 AM	2428	ivrlanguage	(281) 468-5155	
Call ID: 3285574	Inbound	0:00:01	Jul 8, 2024 7:14:03 AM	2428	ivrlanguage	(361) 920-1130	
Call ID: 3285575	Internal	0:00:05	Jul 8, 2024 7:14:42 AM				
Call ID: 3285576	Inbound	0:00:08	Jul 8, 2024 7:14:48 AM	2428	ivrlanguage	(361) 920-6356	
Call ID: 3285577	Inbound	0:01:01	Jul 8, 2024 7:15:13 AM	5547	dispatch1(2114)	(361) 676-8882	0:00:57
Call ID: 3285578	Inbound	0:00:01	Jul 8, 2024 7:15:37 AM	2428	ivrlanguage	(979) 255-5392	
Call ID: 3285579	Inbound	0:04:11	Jul 8, 2024 7:15:57 AM	2428	JoAnn Martinez(2121)	(210) 884-6061	0:03:20
Call ID: 3285580	Inbound	0:00:21	Jul 8, 2024 7:16:13 AM	2428	ivrlanguage	(361) 571-3674	
Call ID: 3285581	Outbound	0:00:37	Jul 8, 2024 7:16:15 AM	94895250	dispatch1(2114)	94895250	0:00:26
Call ID: 3285582	Inbound	0:01:28	Jul 8, 2024 7:16:44 AM	2428	(855) 622-5491	(361) 207-5955	0:00:51
Call ID: 3285583	Inbound	0:00:28	Jul 8, 2024 7:17:29 AM	2428	ivrlanguage	(361) 482-8823	
Call ID: 3285584	Inbound	0:01:07	Jul 8, 2024 7:17:59 AM	2428	(855) 622-5491	(361) 571-3674	0:00:34
Call ID: 3285585	Inbound	0:01:19	Jul 8, 2024 7:20:27 AM	2428	(855) 622-5491	(737) 300-7542	0:00:39
Call ID: 3285586	Internal	0:00:02	Jul 8, 2024 7:20:59 AM				
Call ID: 3285587	Inbound	0:03:05	Jul 8, 2024 7:21:12 AM	2428	JoAnn Martinez(2121)	(361) 550-7874	0:01:57
Call ID: 3285588	Inbound	0:01:37	Jul 8, 2024 7:21:14 AM	2428	Veronica Reyna(2143)	(512) 395-4328	0:00:43
Call ID: 3285589	Inbound	0:01:29	Jul 8, 2024 7:21:31 AM	2428	(855) 622-5491	(361) 482-8823	0:00:55
Call ID: 3285590	Inbound	0:00:34	Jul 8, 2024 7:21:50 AM	5555	Outage Info Line	(361) 676-3678	
Call ID: 3285591	Internal	0:00:02	Jul 8, 2024 7:22:21 AM				
Call ID: 3285592	Inbound	0:00:39	Jul 8, 2024 7:22:29 AM	5555	Outage Info Line	(361) 676-3757	
Call ID: 3285593	Inbound	0:00:41	Jul 8, 2024 7:22:35 AM	5555	Outage Info Line	(361) 676-3678	
Call ID: 3285594	Inbound	0:01:18	Jul 8, 2024 7:23:07 AM	2428	(855) 622-5491	(361) 676-6538	0:00:35
Call ID: 3285595	Inbound	0:01:43	Jul 8, 2024 7:23:24 AM	2428	(855) 622-5491	(361) 676-3757	0:01:01
Call ID: 3285596	Inbound	0:00:29	Jul 8, 2024 7:23:35 AM	2428	ivrlanguage	(361) 920-1166	
Call ID: 3285597	Inbound	0:04:47	Jul 8, 2024 7:24:29 AM	2428	(855) 622-5491	(361) 433-7757	0:03:49
Call ID: 3285598	Inbound	0:00:12	Jul 8, 2024 7:24:57 AM	2428	ivrlanguage	(361) 676-3757	
Call ID: 3285599	Inbound	0:00:01	Jul 8, 2024 7:24:59 AM	2428	ivrlanguage	(817) 454-2119	
Call ID: 3285600	Inbound	0:02:41	Jul 8, 2024 7:25:06 AM	2428	Veronica Reyna(2143)	(361) 648-2807	0:01:40

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285601	Inbound	0:00:40	Jul 8, 2024 7:25:22 AM	2428	ivrlanguage	(817) 454-2119	
Call ID: 3285602	Inbound	0:01:48	Jul 8, 2024 7:27:27 AM	2428	Veronica Reyna(2143)	(361) 433-7757	0:00:35
Call ID: 3285603	Inbound	0:00:01	Jul 8, 2024 7:27:33 AM	2428	ivrlanguage	(361) 655-9368	
Call ID: 3285604	Inbound	0:01:21	Jul 8, 2024 7:27:56 AM	2428	(855) 622-5491	(361) 648-3322	0:00:35
Call ID: 3285605	Inbound	0:01:55	Jul 8, 2024 7:28:15 AM	2428	(855) 622-5491	(361) 648-2807	0:01:26
Call ID: 3285606	Internal	0:00:03	Jul 8, 2024 7:28:30 AM				
Call ID: 3285607	Internal	0:00:05	Jul 8, 2024 7:28:35 AM				
Call ID: 3285608	Internal	0:00:03	Jul 8, 2024 7:28:40 AM				
Call ID: 3285609	Inbound	0:03:02	Jul 8, 2024 7:29:27 AM	2428	Veronica Reyna(2143)	(361) 552-3548	0:01:56
Call ID: 3285610	Inbound	0:02:53	Jul 8, 2024 7:30:28 AM	2428	Irene Anzaldua(2120)	(361) 676-8386	0:01:13
Call ID: 3285611	Inbound	0:03:34	Jul 8, 2024 7:30:49 AM	2428	(855) 622-5491	(361) 676-2620	0:02:57
Call ID: 3285612	Inbound	0:06:44	Jul 8, 2024 7:30:52 AM	2428	(855) 622-5491	(361) 648-2807	0:05:59
Call ID: 3285613	Internal	0:00:01	Jul 8, 2024 7:31:21 AM				
Call ID: 3285614	Inbound	0:04:27	Jul 8, 2024 7:32:14 AM	2428	Nicole Guajardo(2118)	(361) 482-8869	0:03:40
Call ID: 3285615	Inbound	0:05:38	Jul 8, 2024 7:32:19 AM	2428	(855) 622-5491	(512) 431-9852	0:05:03
Call ID: 3285616	Inbound	0:00:01	Jul 8, 2024 7:32:25 AM	2428	ivrlanguage	(361) 220-1411	
Call ID: 3285617	Inbound	0:00:19	Jul 8, 2024 7:32:41 AM	2428	ivrlanguage	(361) 676-3678	
Call ID: 3285618	Inbound	0:04:42	Jul 8, 2024 7:32:52 AM	2428	(855) 622-5491	(361) 648-2807	0:03:49
Call ID: 3285619	Internal	0:00:28	Jul 8, 2024 7:32:53 AM				
Call ID: 3285620	Inbound	0:01:25	Jul 8, 2024 7:33:09 AM	2428	JoAnn Martinez(2121)	(361) 676-3678	0:00:24
Call ID: 3285621	Inbound	0:00:33	Jul 8, 2024 7:33:20 AM	2428	ivrlanguage	(361) 550-5152	
Call ID: 3285622	Inbound	0:04:15	Jul 8, 2024 7:33:43 AM	2428	Irene Anzaldua(2120)	(512) 431-9852	0:03:16
Call ID: 3285623	Inbound	0:01:12	Jul 8, 2024 7:34:04 AM	2428	(855) 622-5491	(361) 550-5152	0:00:33
Call ID: 3285624	Inbound	0:03:03	Jul 8, 2024 7:34:30 AM	2428	Veronica Reyna(2143)	(361) 648-2807	0:01:46
Call ID: 3285625	Outbound	0:00:49	Jul 8, 2024 7:34:35 AM	(361) 553-5951	JoAnn Martinez(2121)	(361) 553-5951	0:00:36
Call ID: 3285626	Internal	0:00:02	Jul 8, 2024 7:34:43 AM				
Call ID: 3285627	Inbound	0:01:21	Jul 8, 2024 7:34:45 AM	2428	(855) 622-5491	(361) 746-2155	0:00:46
Call ID: 3285628	Internal	0:00:04	Jul 8, 2024 7:34:46 AM	9			
Call ID: 3285629	Inbound	0:02:52	Jul 8, 2024 7:34:49 AM	2428	(855) 622-5491	(361) 648-3539	0:02:14



Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285630	Inbound	0:00:32	Jul 8, 2024 7:35:13 AM	2428	ivrlanguage	(979) 966-8659	
Call ID: 3285631	Internal	0:00:02	Jul 8, 2024 7:35:30 AM				
Call ID: 3285632	Outbound	0:01:11	Jul 8, 2024 7:35:33 AM	(361) 676-3678	JoAnn Martinez(2121)	(361) 676-3678	0:00:47
Call ID: 3285633	Inbound	0:04:30	Jul 8, 2024 7:35:38 AM	2428	(855) 622-5491	(361) 920-7761	0:03:54
Call ID: 3285634	Inbound	0:00:11	Jul 8, 2024 7:35:46 AM	5555	Outage Info Line	(361) 772-1870	
Call ID: 3285635	Inbound	0:01:15	Jul 8, 2024 7:36:01 AM	2428	(855) 622-5491	(979) 966-8659	0:00:34
Call ID: 3285636	Inbound	0:01:29	Jul 8, 2024 7:36:05 AM	2428	(855) 622-5491	(361) 772-1870	0:00:55
Call ID: 3285637	Inbound	0:01:45	Jul 8, 2024 7:36:15 AM	2428	Nicole Guajardo(2118)	(361) 676-7569	0:00:57
Call ID: 3285638	Inbound	0:08:33	Jul 8, 2024 7:36:22 AM	2428	(855) 622-5491	(361) 920-0133	0:07:46
Call ID: 3285639	Inbound	0:00:00	Jul 8, 2024 7:37:02 AM	2428	ivrlanguage	(713) 898-7670	
Call ID: 3285640	Internal	0:00:01	Jul 8, 2024 7:37:03 AM				
Call ID: 3285641	Inbound	0:03:05	Jul 8, 2024 7:37:04 AM	2428	Rayden Hahn(2146)	(361) 920-7761	0:02:07
Call ID: 3285642	Inbound	0:01:42	Jul 8, 2024 7:37:14 AM	2428	Veronica Reyna(2143)	(361) 648-9409	0:00:48
Call ID: 3285643	Internal	0:00:18	Jul 8, 2024 7:37:25 AM	2143			0:00:10
Call ID: 3285644	Inbound	0:00:02	Jul 8, 2024 7:37:33 AM	2428	ivrlanguage	(361) 772-1870	
Call ID: 3285645	Inbound	0:01:40	Jul 8, 2024 7:37:38 AM	2428	Nicole Guajardo(2118)	(361) 772-1870	0:00:33
Call ID: 3285646	Inbound	0:03:36	Jul 8, 2024 7:37:52 AM	2428	Irene Anzaldua(2120)	(361) 550-7707	0:02:08
Call ID: 3285647	Internal	0:00:02	Jul 8, 2024 7:37:59 AM				
Call ID: 3285648	Inbound	0:06:34	Jul 8, 2024 7:38:18 AM	2428	(855) 622-5491	(361) 920-0133	0:05:43
Call ID: 3285649	Inbound	0:00:47	Jul 8, 2024 7:39:32 AM	5555	Outage Info Line	(361) 746-0314	
Call ID: 3285650	Internal	0:00:50	Jul 8, 2024 7:39:56 AM	2114			0:00:47
Call ID: 3285651	Inbound	0:04:26	Jul 8, 2024 7:40:24 AM	2428	(855) 622-5491	(361) 920-0133	0:04:01
Call ID: 3285652	Inbound	0:01:10	Jul 8, 2024 7:40:27 AM	2428	(855) 622-5491	(361) 550-7049	0:00:33
Call ID: 3285653	Inbound	0:00:00	Jul 8, 2024 7:40:47 AM	2428	ivrlanguage	(361) 386-0664	
Call ID: 3285654	Inbound	0:01:20	Jul 8, 2024 7:43:30 AM	2428	(855) 622-5491	(512) 947-0829	0:00:50
Call ID: 3285655	Inbound	0:01:06	Jul 8, 2024 7:43:31 AM	2428	(855) 622-5491	(210) 393-3035	0:00:20
Call ID: 3285656	Inbound	0:01:08	Jul 8, 2024 7:43:53 AM	2428	(855) 622-5491	(361) 920-1248	0:00:32
Call ID: 3285657	Inbound	0:01:26	Jul 8, 2024 7:43:53 AM	2428	(855) 622-5491	(361) 655-0569	0:00:56
Call ID: 3285658	Inbound	0:00:00	Jul 8, 2024 7:43:55 AM	2428	ivrlanguage	(361) 293-8711	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285659	Outbound	0:01:06	Jul 8, 2024 7:44:47 AM	92121958	dispatch1(2114)	92121958	0:00:58
Call ID: 3285660	Inbound	0:03:08	Jul 8, 2024 7:44:51 AM	2428	(855) 622-5491	(361) 212-0273	0:02:30
Call ID: 3285661	Inbound	0:00:13	Jul 8, 2024 7:45:08 AM	2428	ivrlanguage	(361) 655-0569	
Call ID: 3285662	Inbound	0:00:25	Jul 8, 2024 7:45:10 AM	2428	ivrlanguage	(361) 920-0133	
Call ID: 3285663	Inbound	0:00:31	Jul 8, 2024 7:45:20 AM	5555	Outage Info Line	(713) 305-8536	
Call ID: 3285664	Inbound	0:03:59	Jul 8, 2024 7:45:39 AM	2428	Rayden Hahn(2146)	(361) 920-0133	0:02:51
Call ID: 3285665	Inbound	0:01:50	Jul 8, 2024 7:46:11 AM	2428	(855) 622-5491	(361) 212-0273	0:01:05
Call ID: 3285666	Inbound	0:00:11	Jul 8, 2024 7:47:51 AM	2428	ivrlanguage	(361) 212-0273	
Call ID: 3285667	Inbound	0:01:08	Jul 8, 2024 7:47:57 AM	2428	(855) 622-5491	(361) 571-8063	0:00:35
Call ID: 3285668	Inbound	0:02:04	Jul 8, 2024 7:49:20 AM	2428	(855) 622-5491	(713) 553-9710	0:01:18
Call ID: 3285669	Inbound	0:01:27	Jul 8, 2024 7:50:48 AM	2428	(855) 622-5491	(361) 676-3232	0:00:54
Call ID: 3285670	Inbound	0:00:08	Jul 8, 2024 7:50:54 AM	2428	ivrlanguage	(281) 330-6213	
Call ID: 3285671	Inbound	0:00:57	Jul 8, 2024 7:51:21 AM	2428	(855) 622-5491	(361) 652-3856	0:00:29
Call ID: 3285672	Internal	0:00:01	Jul 8, 2024 7:52:18 AM	2143			
Call ID: 3285674	Internal	0:00:38	Jul 8, 2024 7:52:36 AM	2118			0:00:29
Call ID: 3285675	Inbound	0:01:37	Jul 8, 2024 7:52:45 AM	2428	(855) 622-5491	(512) 925-3946	0:01:03
Call ID: 3285676	Inbound	0:00:26	Jul 8, 2024 7:53:57 AM	2428	ivrlanguage	(512) 925-3946	
Call ID: 3285677	Inbound	0:07:59	Jul 8, 2024 7:55:20 AM	2428	(855) 622-5491	(361) 571-1461	0:07:19
Call ID: 3285678	Internal	0:00:01	Jul 8, 2024 7:55:25 AM				
Call ID: 3285679	Internal	0:00:17	Jul 8, 2024 7:55:30 AM	2146			0:00:14
Call ID: 3285680	Inbound	0:01:26	Jul 8, 2024 7:55:34 AM	2428	(855) 622-5491	(361) 235-9313	0:00:55
Call ID: 3285681	Inbound	0:00:30	Jul 8, 2024 7:56:28 AM	5555	Outage Info Line	(361) 655-7555	
Call ID: 3285682	Inbound	0:02:51	Jul 8, 2024 7:57:02 AM	2428	Rayden Hahn(2146)	(361) 235-9313	0:02:00
Call ID: 3285683	Inbound	0:00:59	Jul 8, 2024 7:57:11 AM	2428	Katelyn Corporo(2134)	(361) 920-6356	
Call ID: 3285684	Inbound	0:00:02	Jul 8, 2024 7:57:35 AM	2428	ivrlanguage	(361) 482-9406	
Call ID: 3285685	Inbound	0:01:23	Jul 8, 2024 7:57:50 AM	2428	(855) 622-5491	(832) 423-9065	0:00:40
Call ID: 3285686	Internal	0:00:02	Jul 8, 2024 7:57:53 AM				
Call ID: 3285687	Inbound	0:05:16	Jul 8, 2024 7:58:00 AM	2428	Veronica Reyna(2143)	(361) 571-1461	0:04:32
Call ID: 3285688	Inbound	0:01:06	Jul 8, 2024 7:58:35 AM	2428	(855) 622-5491	(361) 482-9406	0:00:35

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285689	Inbound	0:01:32	Jul 8, 2024 8:00:34 AM	2428	Katelyn Corporo(2134)	(361) 235-9313	0:00:34
Call ID: 3285690	Inbound	0:03:28	Jul 8, 2024 8:01:07 AM	2428	Nicole Guajardo(2118)	(361) 405-9676	0:02:37
Call ID: 3285691	Inbound	0:00:32	Jul 8, 2024 8:01:13 AM	5555	Outage Info Line	(361) 649-1909	
Call ID: 3285692	Inbound	0:04:27	Jul 8, 2024 8:01:14 AM	2428	JoAnn Martinez(2121)	(713) 553-9710	0:03:24
Call ID: 3285694	Inbound	0:01:11	Jul 8, 2024 8:01:49 AM	2428	(855) 622-5491	(361) 920-5339	0:00:33
Call ID: 3285695	Inbound	0:01:30	Jul 8, 2024 8:02:16 AM	2428	(855) 622-5491	(361) 386-0664	0:00:53
Call ID: 3285696	Internal	0:00:21	Jul 8, 2024 8:02:33 AM	2118			
Call ID: 3285697	Inbound	0:05:21	Jul 8, 2024 8:03:59 AM	2428	(855) 622-5491	(361) 655-0569	0:04:49
Call ID: 3285698	Inbound	0:04:03	Jul 8, 2024 8:05:19 AM	2428	(855) 622-5491	(361) 655-0569	0:03:30
Call ID: 3285699	Internal	0:00:30	Jul 8, 2024 8:05:42 AM				
Call ID: 3285700	Inbound	0:02:11	Jul 8, 2024 8:05:51 AM	2428	Irene Anzaldua(2120)	(361) 212-0273	0:01:29
Call ID: 3285701	Inbound	0:03:24	Jul 8, 2024 8:06:00 AM	2428	Nicole Guajardo(2118)	(361) 235-2918	0:02:16
Call ID: 3285702	Inbound	0:02:19	Jul 8, 2024 8:06:10 AM	5550	Leslie Ramirez(2130)	(512) 376-1331	0:02:15
Call ID: 3285703	Inbound	0:02:36	Jul 8, 2024 8:06:48 AM	2428	ivrlanguage	(361) 655-0569	
Call ID: 3285704	Internal	0:00:02	Jul 8, 2024 8:07:08 AM				
Call ID: 3285705	Outbound	0:01:15	Jul 8, 2024 8:07:50 AM	(361) 218-2277	dispatch1(2114)	(361) 218-2277	0:01:05
Call ID: 3285706	Inbound	0:00:01	Jul 8, 2024 8:08:27 AM	2428	ivrlanguage	(361) 920-3482	
Call ID: 3285707	Inbound	0:02:02	Jul 8, 2024 8:09:17 AM	2428	(855) 622-5491	(361) 920-6356	0:01:39
Call ID: 3285708	Inbound	0:00:25	Jul 8, 2024 8:09:24 AM	2428	ivrlanguage	(361) 655-0569	
Call ID: 3285709	Inbound	0:00:47	Jul 8, 2024 8:10:11 AM	5555	Outage Info Line	(361) 220-5034	
Call ID: 3285710	Inbound	0:06:07	Jul 8, 2024 8:10:19 AM	2428	Veronica Reyna(2143)	(361) 655-0569	0:05:20
Call ID: 3285711	Inbound	0:00:12	Jul 8, 2024 8:10:26 AM	5555	Outage Info Line	(713) 408-0073	
Call ID: 3285712	Inbound	0:00:44	Jul 8, 2024 8:10:46 AM	5555	Outage Info Line	(832) 707-7179	
Call ID: 3285713	Inbound	0:00:24	Jul 8, 2024 8:10:57 AM	2428	ivrlanguage	(361) 920-6356	
Call ID: 3285714	Inbound	0:03:35	Jul 8, 2024 8:11:07 AM	2428	JoAnn Martinez(2121)	(361) 220-5034	0:02:40
Call ID: 3285715	Inbound	0:03:39	Jul 8, 2024 8:11:23 AM	2428	MonicaCarpente...	(361) 920-0133	0:02:34
Call ID: 3285716	Internal	0:00:02	Jul 8, 2024 8:12:03 AM				
Call ID: 3285717	Inbound	0:03:27	Jul 8, 2024 8:13:02 AM	2428	ivrlanguage	(361) 408-3176	
Call ID: 3285718	Inbound	0:02:22	Jul 8, 2024 8:14:19 AM	2428	(855) 622-5491	(361) 920-4882	0:01:38

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285719	Inbound	0:01:01	Jul 8, 2024 8:14:42 AM	2428	ivrlanguage	(361) 408-3176	
Call ID: 3285720	Inbound	0:00:30	Jul 8, 2024 8:15:25 AM	5555	Outage Info Line	(361) 920-0818	
Call ID: 3285721	Internal	0:00:03	Jul 8, 2024 8:15:47 AM	2114			
Call ID: 3285722	Internal	0:00:06	Jul 8, 2024 8:15:51 AM	2121			
Call ID: 3285723	Internal	0:00:24	Jul 8, 2024 8:15:58 AM	2114			0:00:18
Call ID: 3285724	Inbound	0:00:39	Jul 8, 2024 8:16:02 AM	2428	ivrlanguage	(361) 920-4882	
Call ID: 3285725	Internal	0:00:13	Jul 8, 2024 8:16:35 AM	2104			0:00:08
Call ID: 3285726	Inbound	0:01:52	Jul 8, 2024 8:16:50 AM	2428	Nicole Guajardo(2118)	(361) 550-2377	0:00:54
Call ID: 3285727	Inbound	0:02:36	Jul 8, 2024 8:16:54 AM	2428	(855) 622-5491	(832) 368-7649	0:01:47
Call ID: 3285728	Internal	0:00:21	Jul 8, 2024 8:17:08 AM	2121			0:00:15
Call ID: 3285729	Internal	0:01:56	Jul 8, 2024 8:17:33 AM	2128			0:01:50
Call ID: 3285730	Inbound	0:00:37	Jul 8, 2024 8:18:55 AM	2428	ivrlanguage	(832) 368-7649	
Call ID: 3285731	Inbound	0:01:15	Jul 8, 2024 8:19:47 AM	2428	(855) 622-5491	(361) 746-1288	0:00:35
Call ID: 3285732	Inbound	0:05:45	Jul 8, 2024 8:22:18 AM	2428	(855) 622-5491	(361) 920-6356	0:05:14
Call ID: 3285733	Inbound	0:05:02	Jul 8, 2024 8:23:16 AM	2428	Rayden Hahn(2146)	(512) 876-1946	0:03:55
Call ID: 3285734	Internal	0:00:03	Jul 8, 2024 8:23:37 AM				
Call ID: 3285735	Internal	0:00:18	Jul 8, 2024 8:23:45 AM	2113			0:00:13
Call ID: 3285736	Inbound	0:00:46	Jul 8, 2024 8:24:29 AM	2428	ivrlanguage	(361) 550-5966	
Call ID: 3285737	Inbound	0:03:29	Jul 8, 2024 8:24:32 AM	2428	Irene Anzaldua(2120)	(361) 920-6356	0:02:22
Call ID: 3285738	Inbound	0:06:28	Jul 8, 2024 8:24:39 AM	5547	dispatch1(2114)	(361) 676-8882	0:06:26
Call ID: 3285739	Inbound	0:01:09	Jul 8, 2024 8:24:44 AM	2428	(855) 622-5491	(713) 449-7930	0:00:35
Call ID: 3285740	Inbound	0:00:49	Jul 8, 2024 8:25:04 AM	2428	Nicole Guajardo(2118)	(361) 212-1958	
Call ID: 3285741	Inbound	0:03:30	Jul 8, 2024 8:25:14 AM	2428	(855) 622-5491	(361) 482-9197	0:02:59
Call ID: 3285742	Inbound	0:03:07	Jul 8, 2024 8:25:39 AM	2428	Patricia Galvan(2135)	(361) 575-5265	0:00:12
Call ID: 3285743	Internal	0:00:04	Jul 8, 2024 8:26:12 AM				
Call ID: 3285745	Inbound	0:00:49	Jul 8, 2024 8:27:57 AM	2428	ivrlanguage	(361) 482-9197	
Call ID: 3285746	Inbound	0:02:02	Jul 8, 2024 8:28:17 AM	2428	Irene Anzaldua(2120)	(361) 212-1958	0:01:18
Call ID: 3285747	Outbound	0:01:54	Jul 8, 2024 8:29:02 AM	96760872	Veronica Reyna(2143)	96760872	0:01:45
Call ID: 3285748	Internal	0:00:17	Jul 8, 2024 8:29:04 AM	2154			0:00:13

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285750	Internal	0:00:40	Jul 8, 2024 8:29:06 AM				
Call ID: 3285751	Inbound	0:00:05	Jul 8, 2024 8:29:32 AM	2428	ivrlanguage	(737) 402-0551	
Call ID: 3285752	Inbound	0:00:48	Jul 8, 2024 8:29:43 AM	2428	(855) 622-5491	(737) 402-0551	0:00:17
Call ID: 3285753	Inbound	0:00:01	Jul 8, 2024 8:29:46 AM	2428	ivrlanguage	(512) 630-5988	
Call ID: 3285754	Inbound	0:01:18	Jul 8, 2024 8:30:34 AM	2428	(855) 622-5491	(737) 402-0551	0:00:46
Call ID: 3285755	Outbound	0:01:18	Jul 8, 2024 8:30:56 AM	93467448631	Veronica Reyna(2143)	93467448631	0:01:04
Call ID: 3285756	Inbound	0:00:00	Jul 8, 2024 8:31:33 AM	2428	ivrlanguage	(361) 220-0326	
Call ID: 3285757	Inbound	0:00:57	Jul 8, 2024 8:32:11 AM	2428	ivrlanguage	3467448631	
Call ID: 3285758	Outbound	0:00:42	Jul 8, 2024 8:32:29 AM	93467448631	Veronica Reyna(2143)	93467448631	0:00:29
Call ID: 3285759	Outbound	0:00:50	Jul 8, 2024 8:33:02 AM	99200361	dispatch1(2114)	99200361	0:00:39
Call ID: 3285760	Inbound	0:03:11	Jul 8, 2024 8:33:11 AM	2428	Irene Anzaldua(2120)	3467448631	0:02:17
Call ID: 3285761	Inbound	0:01:42	Jul 8, 2024 8:33:22 AM	2428	Patricia Galvan(2135)	(361) 412-8260	0:01:02
Call ID: 3285762	Inbound	0:00:00	Jul 8, 2024 8:36:30 AM	2428	ivrlanguage	(361) 655-0315	
Call ID: 3285763	Inbound	0:00:15	Jul 8, 2024 8:36:33 AM	2428	ivrlanguage	(361) 676-6538	
Call ID: 3285764	Inbound	0:00:55	Jul 8, 2024 8:36:56 AM	2428	ivrlanguage	(361) 676-6538	
Call ID: 3285765	Inbound	0:01:21	Jul 8, 2024 8:37:15 AM	2428	(855) 622-5491	(512) 579-6221	0:00:34
Call ID: 3285766	Inbound	0:03:07	Jul 8, 2024 8:37:18 AM	5547	dispatch1(2114)	(361) 489-5250	0:03:05
Call ID: 3285767	Inbound	0:01:05	Jul 8, 2024 8:38:03 AM	2428	(855) 622-5491	(361) 676-6538	0:00:36
Call ID: 3285768	Inbound	0:00:24	Jul 8, 2024 8:38:19 AM	5555	Outage Info Line	(361) 212-9730	
Call ID: 3285769	Inbound	0:02:18	Jul 8, 2024 8:39:16 AM	2428	(855) 622-5491	(401) 575-9778	0:01:39
Call ID: 3285770	Inbound	0:03:34	Jul 8, 2024 8:41:29 AM	2428	Nicole Guajardo(2118)	(361) 746-4420	0:02:34
Call ID: 3285771	Inbound	0:00:53	Jul 8, 2024 8:41:36 AM	2428	ivrlanguage	(832) 270-0089	
Call ID: 3285772	Inbound	0:03:57	Jul 8, 2024 8:42:08 AM	2428	(855) 622-5491	(210) 722-4374	0:03:23
Call ID: 3285773	Internal	0:00:02	Jul 8, 2024 8:42:29 AM				
Call ID: 3285774	Inbound	0:02:23	Jul 8, 2024 8:43:44 AM	2428	(855) 622-5491	(210) 722-4374	0:01:47
Call ID: 3285775	Outbound	0:00:29	Jul 8, 2024 8:44:10 AM	(512) 922-9977	Veronica Reyna(2143)	(512) 922-9977	0:00:19
Call ID: 3285776	Internal	0:00:18	Jul 8, 2024 8:44:37 AM	2114			0:00:06
Call ID: 3285777	Outbound	0:02:45	Jul 8, 2024 8:44:39 AM	(512) 922-9977	Veronica Reyna(2143)	(512) 922-9977	0:02:33
Call ID: 3285778	Inbound	0:07:47	Jul 8, 2024 8:44:54 AM	2428	JoAnn Martinez(2121)	(361) 935-3262	0:06:41

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285779	Inbound	0:02:22	Jul 8, 2024 8:44:55 AM	5547	dispatch1(2114)	(361) 676-0996	0:01:48
Call ID: 3285780	Internal	0:00:19	Jul 8, 2024 8:44:55 AM	2111			
Call ID: 3285781	Inbound	0:01:48	Jul 8, 2024 8:45:22 AM	2428	(855) 622-5491	(361) 235-7400	0:01:08
Call ID: 3285782	Internal	0:00:43	Jul 8, 2024 8:45:44 AM	2156			0:00:37
Call ID: 3285784	Internal	0:00:02	Jul 8, 2024 8:45:54 AM				
Call ID: 3285785	Internal	0:00:01	Jul 8, 2024 8:46:27 AM				
Call ID: 3285786	Inbound	0:01:21	Jul 8, 2024 8:46:31 AM	2428	(855) 622-5491	(361) 935-2222	0:00:43
Call ID: 3285787	Inbound	0:07:59	Jul 8, 2024 8:47:01 AM	2428	Nicole Guajardo(2118)	(361) 550-8946	0:06:49
Call ID: 3285788	Inbound	0:06:58	Jul 8, 2024 8:47:04 AM	5550	Patricia Galvan(2135)	(361) 541-8911	0:06:08
Call ID: 3285789	Inbound	0:06:03	Jul 8, 2024 8:47:24 AM	2428	(855) 622-5491	(361) 746-5006	0:05:15
Call ID: 3285790	Inbound	0:02:08	Jul 8, 2024 8:48:47 AM	2428	(855) 622-5491	(361) 746-2791	0:01:37
Call ID: 3285791	Inbound	0:02:49	Jul 8, 2024 8:48:58 AM	2428	Irene Anzaldua(2120)	(713) 906-0385	0:02:02
Call ID: 3285792	Inbound	0:04:39	Jul 8, 2024 8:49:00 AM	2428	Veronica Reyna(2143)	(361) 935-2725	0:03:45
Call ID: 3285793	Inbound	0:00:00	Jul 8, 2024 8:49:08 AM	2428	ivrlanguage	(281) 451-4470	
Call ID: 3285794	Inbound	0:04:05	Jul 8, 2024 8:49:20 AM	2428	Deborah Skorupp(2103)	(361) 746-5006	0:03:09
Call ID: 3285795	Inbound	0:02:13	Jul 8, 2024 8:49:38 AM	2428	Rayden Hahn(2146)	(361) 894-3830	0:01:31
Call ID: 3285796	Inbound	0:02:30	Jul 8, 2024 8:49:44 AM	2428	Krystal Berger(2115)	(361) 676-8523	0:01:09
Call ID: 3285798	Inbound	0:07:03	Jul 8, 2024 8:49:47 AM	2428	(855) 622-5491	(361) 920-0699	0:06:21
Call ID: 3285799	Inbound	0:00:09	Jul 8, 2024 8:50:15 AM	2428	ivrlanguage	(316) 706-6431	
Call ID: 3285800	Inbound	0:02:07	Jul 8, 2024 8:50:31 AM	2428	(855) 622-5491	(316) 706-6431	0:01:30
Call ID: 3285801	Inbound	0:05:41	Jul 8, 2024 8:51:09 AM	2428	Irene Anzaldua(2120)	(361) 920-0699	0:03:12
Call ID: 3285802	Inbound	0:03:10	Jul 8, 2024 8:51:11 AM	2428	(855) 622-5491	(361) 210-9933	0:02:30
Call ID: 3285803	Inbound	0:02:01	Jul 8, 2024 8:51:26 AM	2428	Rayden Hahn(2146)	(361) 649-2121	0:00:54
Call ID: 3285804	Inbound	0:02:48	Jul 8, 2024 8:52:44 AM	2428	Rayden Hahn(2146)	(361) 482-9560	0:01:47
Call ID: 3285805	Internal	0:02:40	Jul 8, 2024 8:54:10 AM				
Call ID: 3285806	Inbound	0:04:14	Jul 8, 2024 8:54:24 AM	2428	(855) 622-5491	(361) 210-9933	0:03:32
Call ID: 3285807	Inbound	0:00:11	Jul 8, 2024 8:57:02 AM	2428	ivrlanguage	(361) 571-5354	
Call ID: 3285808	Inbound	0:06:28	Jul 8, 2024 8:57:35 AM	2428	(855) 622-5491	(713) 553-9710	0:05:43
Call ID: 3285809	Outbound	0:00:15	Jul 8, 2024 8:58:19 AM	(361) 676-4360	Patricia Galvan(2135)	(361) 676-4360	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285810	Inbound	0:03:55	Jul 8, 2024 8:58:08 AM	2428	Veronica Reyna(2143)	(361) 649-0775	0:03:44
Call ID: 3285811	Inbound	0:00:46	Jul 8, 2024 8:58:10 AM	2428	(855) 622-5491	(713) 416-6000	0:00:46
Call ID: 3285812	Inbound	0:00:51	Jul 8, 2024 8:57:59 AM	2428	(855) 622-5491	(979) 966-8659	0:00:51
Call ID: 3285813	Inbound	0:05:07	Jul 8, 2024 8:58:55 AM	2428	Deborah Skorupp(2103)	(713) 553-9710	0:03:43
Call ID: 3285814	Inbound	0:00:54	Jul 8, 2024 8:58:14 AM	2428	ivrlanguage	(408) 592-7201	
Call ID: 3285815	Internal	0:01:35	Jul 8, 2024 8:58:20 AM	2114			0:01:28
Call ID: 3285816	Inbound	0:01:24	Jul 8, 2024 8:58:22 AM	2428	(855) 622-5491	(361) 210-9933	0:00:52
Call ID: 3285817	Inbound	0:00:29	Jul 8, 2024 8:58:47 AM	2428	ivrlanguage	(361) 237-0176	
Call ID: 3285818	Internal	0:00:02	Jul 8, 2024 8:58:58 AM				
Call ID: 3285819	Outbound	0:01:04	Jul 8, 2024 8:59:08 AM	(361) 676-4360	Patricia Galvan(2135)	(361) 676-4360	0:00:41
Call ID: 3285820	Inbound	0:03:25	Jul 8, 2024 8:59:18 AM	2428	Irene Anzaldua(2120)	(361) 235-1014	0:01:48
Call ID: 3285821	Inbound	0:00:14	Jul 8, 2024 8:59:40 AM	2428	ivrlanguage	(361) 237-0176	
Call ID: 3285822	Inbound	0:01:00	Jul 8, 2024 9:00:53 AM	5550	Patricia Galvan(2135)	(361) 541-8911	0:00:56
Call ID: 3285823	Inbound	0:01:52	Jul 8, 2024 9:00:54 AM	2428	(855) 622-5491	(361) 489-5712	0:01:03
Call ID: 3285824	Inbound	0:00:38	Jul 8, 2024 9:01:05 AM	2428	ivrlanguage	(361) 210-9933	
Call ID: 3285825	Internal	0:00:54	Jul 8, 2024 9:01:49 AM				
Call ID: 3285826	Inbound	0:02:08	Jul 8, 2024 9:01:58 AM	2428	(855) 622-5491	(361) 210-9933	0:01:28
Call ID: 3285827	Inbound	0:00:03	Jul 8, 2024 9:02:34 AM	2428	ivrlanguage	(979) 830-5732	
Call ID: 3285828	Inbound	0:02:22	Jul 8, 2024 9:03:13 AM	2428	(855) 622-5491	(361) 489-5712	0:01:35
Call ID: 3285829	Inbound	0:02:01	Jul 8, 2024 9:04:09 AM	2428	(855) 622-5491	(361) 210-9933	0:01:27
Call ID: 3285830	Inbound	0:01:28	Jul 8, 2024 9:04:21 AM	2428	(855) 622-5491	(361) 652-4427	0:00:42
Call ID: 3285831	Inbound	0:03:33	Jul 8, 2024 9:05:30 AM	2428	(855) 622-5491	(361) 237-7448	0:02:53
Call ID: 3285832	Inbound	0:03:42	Jul 8, 2024 9:06:14 AM	2428	Deborah Skorupp(2103)	(361) 550-6665	0:02:35
Call ID: 3285833	Internal	0:00:35	Jul 8, 2024 9:06:40 AM	2121			0:00:32
Call ID: 3285835	Inbound	0:01:18	Jul 8, 2024 9:07:45 AM	2428	(855) 622-5491	(361) 652-3856	0:00:51
Call ID: 3285837	Inbound	0:00:00	Jul 8, 2024 9:08:49 AM	2428	ivrlanguage	(361) 550-6696	
Call ID: 3285838	Outbound	0:01:37	Jul 8, 2024 9:09:26 AM	(361) 550-9101	Mark Lane(2148)	(361) 550-9101	0:01:23
Call ID: 3285839	Outbound	0:01:47	Jul 8, 2024 9:11:23 AM	96489935	Veronica Reyna(2143)	96489935	0:01:36
Call ID: 3285840	Inbound	0:00:09	Jul 8, 2024 9:12:20 AM	2428	ivrlanguage	(469) 684-4479	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285841	Inbound	0:01:22	Jul 8, 2024 9:12:44 AM	2428	JoAnn Martinez(2121)	(469) 684-4479	0:00:31
Call ID: 3285842	Internal	0:00:03	Jul 8, 2024 9:13:16 AM				
Call ID: 3285843	Internal	0:00:45	Jul 8, 2024 9:13:20 AM	2114			0:00:41
Call ID: 3285844	Outbound	0:00:11	Jul 8, 2024 9:14:26 AM	9469684544	JoAnn Martinez(2121)	9469684544	
Call ID: 3285845	Inbound	0:00:46	Jul 8, 2024 9:14:30 AM	5555	Outage Info Line	(832) 724-4008	
Call ID: 3285846	Outbound	0:00:43	Jul 8, 2024 9:14:38 AM	(469) 684-4479	JoAnn Martinez(2121)	(469) 684-4479	0:00:15
Call ID: 3285847	Internal	0:00:02	Jul 8, 2024 9:14:51 AM	2			
Call ID: 3285848	Internal	0:02:31	Jul 8, 2024 9:14:55 AM	2118			0:02:27
Call ID: 3285849	Outbound	0:02:33	Jul 8, 2024 9:15:22 AM	(469) 684-4554	JoAnn Martinez(2121)	(469) 684-4554	0:02:16
Call ID: 3285850	Inbound	0:00:32	Jul 8, 2024 9:15:27 AM	5555	Outage Info Line	(832) 724-4008	
Call ID: 3285851	Inbound	0:00:28	Jul 8, 2024 9:16:26 AM	5561	Conference 3	(832) 758-0925	0:00:18
Call ID: 3285852	Inbound	0:01:08	Jul 8, 2024 9:16:49 AM	2428	ivrlanguage	(361) 550-8946	
Call ID: 3285853	Outbound	0:01:00	Jul 8, 2024 9:17:59 AM	92125740	Veronica Reyna(2143)	92125740	0:00:48
Call ID: 3285854	Inbound	0:05:31	Jul 8, 2024 9:18:18 AM	2428	Deborah Skorupp(2103)	(361) 648-9409	0:04:39
Call ID: 3285855	Inbound	0:02:00	Jul 8, 2024 9:18:28 AM	2428	(855) 622-5491	(361) 655-0569	0:01:27
Call ID: 3285856	Internal	0:00:02	Jul 8, 2024 9:19:11 AM				
Call ID: 3285857	Outbound	0:00:54	Jul 8, 2024 9:19:56 AM	(409) 350-1585	Veronica Reyna(2143)	(409) 350-1585	0:00:42
Call ID: 3285858	Internal	0:00:14	Jul 8, 2024 9:20:20 AM	2113			
Call ID: 3285859	Internal	0:02:12	Jul 8, 2024 9:20:52 AM	2134			0:02:08
Call ID: 3285860	Internal	0:00:11	Jul 8, 2024 9:21:20 AM				
Call ID: 3285861	Inbound	0:00:32	Jul 8, 2024 9:22:05 AM	2428	ivrlanguage	(361) 237-0176	
Call ID: 3285862	Outbound	0:03:11	Jul 8, 2024 9:23:06 AM	(361) 578-1221	PriscillaHunter(2...	(361) 578-1221	0:02:53
Call ID: 3285863	Outbound	0:02:44	Jul 8, 2024 9:23:20 AM	(210) 563-6177	Veronica Reyna(2143)	(210) 563-6177	0:02:31
Call ID: 3285864	Inbound	0:00:22	Jul 8, 2024 9:23:21 AM	2428	ivrlanguage	(361) 237-0176	
Call ID: 3285865	Outbound	0:01:07	Jul 8, 2024 9:23:30 AM	(501) 339-6355	Teresa Moorman(2157)	(501) 339-6355	0:00:50
Call ID: 3285866	Inbound	0:00:00	Jul 8, 2024 9:23:30 AM	2428	ivrlanguage	(361) 935-2725	
Call ID: 3285867	Internal	0:00:05	Jul 8, 2024 9:24:06 AM	964			
Call ID: 3285868	Outbound	0:00:52	Jul 8, 2024 9:24:23 AM	96489409	Deborah Skorupp(2103)	96489409	0:00:41
Call ID: 3285869	Inbound	0:08:54	Jul 8, 2024 9:24:47 AM	2428	Nicole Guajardo(2118)	(361) 935-7021	0:08:06



Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285870	Inbound	0:00:32	Jul 8, 2024 9:25:13 AM	5555	Outage Info Line	(940) 300-3983	
Call ID: 3285871	Inbound	0:02:37	Jul 8, 2024 9:25:13 AM	2428	JoAnn Martinez(2121)	(832) 709-2762	0:00:29
Call ID: 3285872	Inbound	0:02:51	Jul 8, 2024 9:25:51 AM	2428	Irene Anzaldua(2120)	(940) 300-3983	0:00:41
Call ID: 3285873	Inbound	0:00:00	Jul 8, 2024 9:26:15 AM	2428	ivrlanguage	(281) 979-1136	
Call ID: 3285874	Internal	0:00:04	Jul 8, 2024 9:26:19 AM				
Call ID: 3285876	Inbound	0:00:19	Jul 8, 2024 9:27:25 AM	5555	Outage Info Line	(361) 484-9737	
Call ID: 3285877	Inbound	0:02:30	Jul 8, 2024 9:27:40 AM	2428	Veronica Reyna(2143)	(361) 235-0487	0:01:27
Call ID: 3285878	Inbound	0:00:04	Jul 8, 2024 9:27:40 AM	2428	ivrlanguage	(830) 832-6892	
Call ID: 3285879	Inbound	0:08:03	Jul 8, 2024 9:27:55 AM	2428	Irene Anzaldua(2120)	(361) 389-3445	0:04:36
Call ID: 3285880	Internal	0:00:34	Jul 8, 2024 9:27:56 AM	2120			
Call ID: 3285881	Inbound	0:01:42	Jul 8, 2024 9:28:24 AM	2428	JoAnn Martinez(2121)	(501) 339-6355	0:01:22
Call ID: 3285882	Internal	0:00:12	Jul 8, 2024 9:28:31 AM				
Call ID: 3285884	Internal	0:00:12	Jul 8, 2024 9:28:45 AM				
Call ID: 3285885	Internal	0:00:03	Jul 8, 2024 9:28:55 AM	2157			
Call ID: 3285886	Internal	0:00:30	Jul 8, 2024 9:28:57 AM	2121			0:00:26
Call ID: 3285887	Inbound	0:00:18	Jul 8, 2024 9:29:34 AM	5554	Infinium Outage Hotline	(940) 300-3983	
Call ID: 3285888	Outbound	0:01:26	Jul 8, 2024 9:29:45 AM	(361) 570-4010	Jeri Alvarez(2113)	(361) 570-4010	0:01:12
Call ID: 3285889	Internal	0:00:03	Jul 8, 2024 9:29:52 AM				
Call ID: 3285890	Outbound	0:03:49	Jul 8, 2024 9:29:55 AM	99200361	dispatch1(2114)	99200361	0:03:38
Call ID: 3285891	Inbound	0:01:57	Jul 8, 2024 9:30:10 AM	5550	Patricia Galvan(2135)	(940) 300-3983	0:01:02
Call ID: 3285892	Inbound	0:00:00	Jul 8, 2024 9:31:20 AM	2428	ivrlanguage	(512) 695-6101	
Call ID: 3285893	Internal	0:00:20	Jul 8, 2024 9:31:32 AM	2118			
Call ID: 3285894	Outbound	0:00:57	Jul 8, 2024 9:31:53 AM	(361) 570-4010	Jeri Alvarez(2113)	(361) 570-4010	0:00:46
Call ID: 3285895	Internal	0:03:49	Jul 8, 2024 9:32:09 AM				
Call ID: 3285896	Outbound	0:01:53	Jul 8, 2024 9:32:24 AM	96766963	Teresa Moorman(2157)	96766963	0:01:37
Call ID: 3285897	Internal	0:00:20	Jul 8, 2024 9:32:33 AM	2113			
Call ID: 3285899	Outbound	0:00:08	Jul 8, 2024 9:32:59 AM	(361) 579-4521	Jeri Alvarez(2113)	(361) 579-4521	
Call ID: 3285900	Inbound	0:03:43	Jul 8, 2024 9:33:58 AM	2428	Nicole Guajardo(2118)	(361) 746-8612	0:02:36
Call ID: 3285901	Inbound	0:04:09	Jul 8, 2024 9:34:19 AM	2428	Rayden Hahn(2146)	(210) 296-1438	0:02:12

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285902	Inbound	0:04:48	Jul 8, 2024 9:34:36 AM	2428	JoAnn Martinez(2121)	(714) 519-1939	0:04:28
Call ID: 3285903	Inbound	0:00:50	Jul 8, 2024 9:35:58 AM	2428	Veronica Reyna(2143)	(361) 212-1958	
Call ID: 3285904	Inbound	0:00:34	Jul 8, 2024 9:36:07 AM	5555	Outage Info Line	(832) 270-0089	
Call ID: 3285905	Internal	0:00:02	Jul 8, 2024 9:36:17 AM				
Call ID: 3285906	Inbound	0:01:35	Jul 8, 2024 9:36:38 AM	2428	(855) 622-5491	(210) 885-2956	0:00:51
Call ID: 3285907	Inbound	0:00:35	Jul 8, 2024 9:37:01 AM	5555	Outage Info Line	(832) 270-0089	
Call ID: 3285908	Internal	0:00:16	Jul 8, 2024 9:37:47 AM	2113			
Call ID: 3285909	Inbound	0:04:35	Jul 8, 2024 9:39:17 AM	2428	Veronica Reyna(2143)	(361) 552-8127	0:03:30
Call ID: 3285910	Internal	0:00:57	Jul 8, 2024 9:39:37 AM	2114			
Call ID: 3285911	Internal	0:00:02	Jul 8, 2024 9:40:23 AM				
Call ID: 3285912	Internal	0:00:21	Jul 8, 2024 9:40:58 AM	2111			
Call ID: 3285913	Outbound	0:00:40	Jul 8, 2024 9:41:06 AM	(361) 575-5071	PriscillaHunter(2...	(361) 575-5071	0:00:24
Call ID: 3285914	Inbound	0:04:19	Jul 8, 2024 9:41:23 AM	2428	Irene Anzaldua(2120)	(713) 594-2163	0:01:30
Call ID: 3285915	Outbound	0:00:09	Jul 8, 2024 9:42:01 AM	(512) 499-1413	Jessica Gray(2128)	(512) 499-1413	
Call ID: 3285916	Outbound	0:00:55	Jul 8, 2024 9:42:02 AM	(361) 212-1958	JoAnn Martinez(2121)	(361) 212-1958	0:00:43
Call ID: 3285917	Inbound	0:03:04	Jul 8, 2024 9:42:26 AM	2428	Patricia Galvan(2135)	(361) 582-6483	0:01:08
Call ID: 3285918	Outbound	0:01:55	Jul 8, 2024 9:42:36 AM	(361) 575-0478	Jeri Alvarez(2113)	(361) 575-0478	0:01:45
Call ID: 3285919	Outbound	0:01:12	Jul 8, 2024 9:43:28 AM	(512) 499-1413	Jessica Gray(2128)	(512) 499-1413	0:00:58
Call ID: 3285920	Internal	0:01:55	Jul 8, 2024 9:44:13 AM				
Call ID: 3285921	Internal	0:00:53	Jul 8, 2024 9:44:49 AM				
Call ID: 3285922	Inbound	0:03:10	Jul 8, 2024 9:45:38 AM	2428	(855) 622-5491	(361) 935-0232	0:02:32
Call ID: 3285923	Internal	0:00:07	Jul 8, 2024 9:46:11 AM				
Call ID: 3285924	Inbound	0:01:06	Jul 8, 2024 9:46:23 AM	2428	Veronica Reyna(2143)	(361) 655-3813	0:00:17
Call ID: 3285925	Inbound	0:04:40	Jul 8, 2024 9:47:33 AM	2428	(855) 622-5491	(956) 243-7228	0:04:01
Call ID: 3285926	Inbound	0:09:42	Jul 8, 2024 9:49:03 AM	2428	(855) 622-5491	(361) 207-5955	0:09:09
Call ID: 3285927	Inbound	0:00:34	Jul 8, 2024 9:49:35 AM	5555	Outage Info Line	(361) 571-7094	
Call ID: 3285928	Inbound	0:01:53	Jul 8, 2024 9:50:19 AM	2428	Veronica Reyna(2143)	(361) 571-7094	0:01:13
Call ID: 3285929	Outbound	0:00:30	Jul 8, 2024 9:50:33 AM	95501543	dispatch1(2114)	95501543	0:00:20
Call ID: 3285930	Inbound	0:07:58	Jul 8, 2024 9:50:48 AM	2428	Rayden Hahn(2146)	(361) 207-5955	0:07:03

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285931	Internal	0:00:02	Jul 8, 2024 9:50:59 AM				
Call ID: 3285932	Outbound	0:00:26	Jul 8, 2024 9:51:04 AM	95501543	dispatch1(2114)	95501543	0:00:16
Call ID: 3285933	Outbound	0:00:30	Jul 8, 2024 9:52:11 AM	95501543	dispatch1(2114)	95501543	0:00:20
Call ID: 3285934	Outbound	0:01:09	Jul 8, 2024 9:52:34 AM	(361) 772-7477	Leslie Ramirez(2130)	(361) 772-7477	0:00:54
Call ID: 3285935	Inbound	0:00:14	Jul 8, 2024 9:52:48 AM	2428	ivrlanguage	(361) 491-5166	
Call ID: 3285936	Outbound	0:01:10	Jul 8, 2024 9:55:14 AM	92121958	dispatch1(2114)	92121958	0:01:00
Call ID: 3285937	Inbound	0:04:01	Jul 8, 2024 9:55:33 AM	5547	dispatch1(2114)	(361) 676-8882	0:03:04
Call ID: 3285938	Outbound	0:03:22	Jul 8, 2024 9:56:24 AM	(979) 716-8015	JoAnn Martinez(2121)	(979) 716-8015	0:03:04
Call ID: 3285939	Internal	0:00:21	Jul 8, 2024 9:56:35 AM	2134			0:00:14
Call ID: 3285940	Internal	0:00:21	Jul 8, 2024 9:56:57 AM	2127			
Call ID: 3285941	Internal	0:00:46	Jul 8, 2024 9:57:18 AM	2105			0:00:41
Call ID: 3285942	Outbound	0:00:40	Jul 8, 2024 9:58:25 AM	92351014	Irene Anzaldua(2120)	92351014	0:00:28
Call ID: 3285943	Inbound	0:04:21	Jul 8, 2024 9:58:49 AM	2428	Nicole Guajardo(2118)	(361) 489-9347	0:03:20
Call ID: 3285944	Internal	0:00:50	Jul 8, 2024 10:00:09 AM	2102			0:00:43
Call ID: 3285945	Inbound	0:02:22	Jul 8, 2024 10:00:47 AM	2428	Rayden Hahn(2146)	(361) 655-1965	0:01:37
Call ID: 3285946	Inbound	0:01:26	Jul 8, 2024 10:02:00 AM	2428	JoAnn Martinez(2121)	(714) 519-1939	0:01:16
Call ID: 3285947	Inbound	0:00:30	Jul 8, 2024 10:02:11 AM	5555	Outage Info Line	(361) 655-7555	
Call ID: 3285948	Inbound	0:00:13	Jul 8, 2024 10:04:36 AM	2428	ivrlanguage	(361) 772-7477	
Call ID: 3285949	Inbound	0:00:55	Jul 8, 2024 10:04:59 AM	5550	Leslie Ramirez(2130)	(757) 773-0429	0:00:51
Call ID: 3285950	Inbound	0:00:00	Jul 8, 2024 10:05:02 AM	2428	ivrlanguage	(361) 293-8718	
Call ID: 3285951	Inbound	0:00:01	Jul 8, 2024 10:05:06 AM	2428	ivrlanguage	(361) 293-8718	
Call ID: 3285952	Inbound	0:00:44	Jul 8, 2024 10:05:13 AM	2428	ivrlanguage	(361) 293-8718	
Call ID: 3285953	Outbound	0:00:07	Jul 8, 2024 10:06:00 AM	913617461	dispatch1(2114)	913617461	
Call ID: 3285954	Inbound	0:00:01	Jul 8, 2024 10:06:07 AM	2428	ivrlanguage	(361) 293-8718	
Call ID: 3285955	Outbound	0:00:46	Jul 8, 2024 10:06:07 AM	(361) 746-2791	dispatch1(2114)	(361) 746-2791	0:00:33
Call ID: 3285956	Inbound	0:00:10	Jul 8, 2024 10:06:07 AM	2428	ivrlanguage	(361) 772-7477	
Call ID: 3285957	Outbound	0:01:34	Jul 8, 2024 10:06:41 AM	(714) 519-1939	Nicole Guajardo(2118)	(714) 519-1939	0:01:19
Call ID: 3285958	Inbound	0:03:43	Jul 8, 2024 10:06:46 AM	2428	Veronica Reyna(2143)	(361) 207-5955	0:02:55
Call ID: 3285959	Inbound	0:00:34	Jul 8, 2024 10:07:31 AM	5555	Outage Info Line	(361) 655-7555	

Call	Call Direction	Call Duration	Start Time	Dialed Party Number	Internal Party	External Party	Talking Duration
Call ID: 3285960	Outbound	0:00:18	Jul 8, 2024 10:09:13 AM	999729218877	JoAnn Martinez(2121)	999729218877	
Call ID: 3285961	Outbound	0:02:57	Jul 8, 2024 10:10:29 AM	(361) 649-3339	Patricia Galvan(2135)	(361) 649-3339	0:02:43
Call ID: 3285962	Inbound	0:03:32	Jul 8, 2024 10:11:46 AM	2428	Irene Anzaldua(2120)	(361) 433-2259	0:01:28
Call ID: 3285963	Inbound	0:01:57	Jul 8, 2024 10:14:05 AM	2428	(855) 622-5491	(361) 655-1017	0:01:20
Call ID: 3285964	Inbound	0:00:33	Jul 8, 2024 10:14:08 AM	2428	ivrlanguage	(254) 855-9307	
Call ID: 3285965	Inbound	0:02:39	Jul 8, 2024 10:14:14 AM	2428	(855) 622-5491	(281) 686-3204	0:01:51
Call ID: 3285966	Inbound	0:00:22	Jul 8, 2024 10:14:15 AM	2428	ivrlanguage	(361) 920-0133	
Call ID: 3285967	Inbound	0:03:15	Jul 8, 2024 10:14:25 AM	2428	(855) 622-5491	(361) 920-4346	0:02:35
Call ID: 3285968	Inbound	0:01:02	Jul 8, 2024 10:14:51 AM	2428	(855) 622-5491	(254) 855-9307	0:00:35
Call ID: 3285969	Inbound	0:02:39	Jul 8, 2024 10:14:52 AM	2428	(855) 622-5491	(361) 920-0133	0:01:52
Call ID: 3285970	Inbound	0:00:32	Jul 8, 2024 10:14:53 AM	5555	Outage Info Line	(361) 746-2540	
Call ID: 3285971	Inbound	0:02:31	Jul 8, 2024 10:15:00 AM	5550	Leslie Ramirez(2130)	(361) 652-0567	0:02:27
Call ID: 3285972	Internal	0:00:11	Jul 8, 2024 10:15:08 AM				
Call ID: 3285973	Internal	0:02:05	Jul 8, 2024 10:15:20 AM	2126			0:01:58
Call ID: 3285974	Inbound	0:05:13	Jul 8, 2024 10:15:40 AM	2428	(855) 622-5491	(361) 746-2540	0:04:35
Call ID: 3285975	Inbound	0:00:25	Jul 8, 2024 10:17:08 AM	2428	ivrlanguage	(361) 920-0133	
Call ID: 3285976	Inbound	0:00:01	Jul 8, 2024 10:17:10 AM	2428	ivrlanguage	(361) 649-4242	
Call ID: 3285977	Inbound	0:00:09	Jul 8, 2024 10:17:13 AM	2428	ivrlanguage	(361) 920-1251	
Call ID: 3285978	Inbound	0:03:27	Jul 8, 2024 10:17:41 AM	2428	Veronica Reyna(2143)	(361) 489-9968	0:02:39
Call ID: 3285979	Inbound	0:01:22	Jul 8, 2024 10:17:46 AM	2428	Nicole Guajardo(2118)	(361) 652-5402	0:00:32
Call ID: 3285980	Inbound	0:07:30	Jul 8, 2024 10:18:08 AM	2428	Irene Anzaldua(2120)	(361) 412-7471	0:06:30
Call ID: 3285981	Inbound	0:02:42	Jul 8, 2024 10:18:12 AM	2428	(855) 622-5491	(361) 746-2540	0:02:06
Call ID: 3285982	Inbound	0:03:20	Jul 8, 2024 10:18:15 AM	2428	(855) 622-5491	(361) 920-0133	0:02:35
Call ID: 3285983	Outbound	0:01:17	Jul 8, 2024 10:19:43 AM	(361) 827-5821	Patricia Galvan(2135)	(361) 827-5821	0:01:02
Call ID: 3285984	Inbound	0:01:36	Jul 8, 2024 10:19:56 AM	2428	(855) 622-5491	(361) 920-0133	0:00:47
Call ID: 3285985	Inbound	0:01:35	Jul 8, 2024 10:21:04 AM	2428	(855) 622-5491	(361) 920-0237	0:01:04
Call ID: 3285986	Inbound	0:04:52	Jul 8, 2024 10:21:05 AM	2428	(855) 622-5491	(361) 920-0133	0:04:02
Call ID: 3285987	Inbound	0:05:15	Jul 8, 2024 10:21:33 AM	2428	JoAnn Martinez(2121)	(361) 212-8652	0:04:08
Call ID: 3285988	Internal	0:01:02	Jul 8, 2024 10:22:16 AM	2100			0:00:56