The Scoop

Vol. 3, No. 8 *"The Latest and Greatest Operations & Customer Service News"* **20 November 2000**

The Scoop is intended for internal use only. Sharing certain information herein may be a violation of company policy and/or the law.

People in Your Neighborhood

Employee X in front of IW Field Ops' Doyle Street office. [redacted] represents a small but very important role in the service delivery process—the CPE Escalation Team. Hear [redacted] tell what it's like to resolve snags in CPE delivery and to ensure that no IW installation is ever missed due to a CPE issue.

Scroll to page 3

Operations and Customer Service News

Service Delivery Achieves New Records

The service delivery team hit two new records last week. First, an amazing 737 CD's (Loop Circuits Installed) were delivered on 11/15. The momentum is definitely picking up, and a lot has to do with the efforts of the night shift, which was implemented last week. The second record was for circuits turned up. Inside Wiring tested and turned up 468 installations on 11/10! We anticipate these numbers to continue to climb, and we are expecting to hit new records in the very near future. **Congratulations Service Delivery Team!!!**

Noble NorthPointer Awards

Senior sales management awarded the following NorthPoint employees a Noble NorthPoint certificate for going above and beyond the normal call of duty to assist the Sales group:

☆ [redacted] - has gone above and beyond to get the Service Manager position off the ground, and she manages to work at break neck speed most of the time and never seems to drop the ball. She makes herself available whenever you need her and still makes time to find humor in any situation. She has shown TRUE NorthPoint spirit! (submitted by Employee X)

☆ Employee X - went above and beyond the call of duty to provide time and energy for a recent training in Emeryville (submitted by the new Inside Sales Reps)

This week in *The Scoop*

Operations & Customer Service News....1
Announcements.....1
Guess Who?.....2
Dear Prudence.....3
People in Your Neighborhood.....3
Classifieds.....9

The Scoop

[redacted] – Editor-in-Chief
Jim Nishida-Adams – Managing Editor
[redacted] –Technology Editor

Contact ***The Scoop***

New Interconnects

The following interconnections were completed last week:

Customer X - Los Angeles - 11/14
Customer X - Seattle, Minneapolis - 11/15

Partner Expansion

The following partners expanded into new markets last week:

Customer X - Minneapolis
Customer X - Chicago
Customer X - Salt Lake City

Announcements

Double-booked Conference Rooms Linked to Human Error

Ever been frustrated after booking an important meeting only to show up to the conference room and find a room full of people saying that they have booked the room? It is a common problem. However, NorthPoint's Outlook guru Employee X has an easy way to avoid that--print out the conference room confirmation and bring it to the meeting.

[redacted] says that, “One major reason users get double bookings is: they do not read the message that comes back from the conference room.” She adds that “When a user sends a request to a room for a meeting this is what happens:

1) The user who makes the request is free, so outlook schedules the meeting in his/her calendar.
2) The conference room gets the request and runs a script to see if it is available.
3) The conference room sends a mail message back to user saying either “Yes” or “No.”
4) The user may not read this item. If it comes back as “No,” your calendar is still booked and you believe you have the room.

In addition to reading and printing out the confirmation, [redacted] suggests that users should book the room separately, get a response and THEN invite the users.

Operations Development Announces Organizational Changes

Ric Green, Project Coordinator for Operations Development, announces the following new hires and promotions:

Employee X : Senior Manager Process Management	11/1
Natalie Hinton: Senior Business Analyst (promotion)	11/16
Employee X : Business Analyst	11/16
Employee X : Business Analyst	11/16
Employee X : Business Analyst	11/27
Brandi Johnson: Process Developer	11/16
Latricia Maddox: Process Developer	11/16

Birthdays

The Scoop asks you to join us in wishing a happy birthday to our fellow team members:

- Happy Belated Birthday to Employee X Nov. 11
- Happy Belated Birthday to Debra Harrison Nov 19
- Happy Birthday to Elsy Juarez Nov. 21
- Happy Birthday to Lisa Ma Nov. 22

If you’d like to share your birthday with us, please send a message to *The Scoop*.

Guess who?

Know who this is?

“**Guess Who?**” is a fun little diversion to see how well you know your coworkers. Why should you want to know your coworkers? Well, outside of the fact that you need them to get your work done, consider this: There are 168 hours in a week. If you sleep 8 hours a night, 7 days a week, you spend 56 hours per week in a different world. Therefore, you spend 112 hours per week awake and aware of what’s going on around you (well, not all of us). If you spend 40 of those awake hours at work, that means that 35% of your life is spent among your coworkers. So it would probably make for a closer and friendlier work experience if you had a little fun with your coworkers from time to time. That’s what “Guess Who?” is all about.

No winner for the week of 11/06-00, nor for the week of 11/13-00.

I suppose it’s time to give a little hint, isn’t it? OK. She works in the Bell Atlantic South team. Send your best guess to *The Scoop* as soon as you think you have it for your chance to win a prize and have your victory published in *The Scoop*.

Dear Prudence

Prudence -- your guide to office etiquette at NorthPoint. What is office etiquette? The work environment at NorthPoint is unique. We work in very close proximity and have to moderate our behavior so as not to disrupt the work of those around us. NorthPoint does not have written policies to cover every situation. That's why we have Prudence. If you have a question or are having a problem and need advice, let her know. Send your questions to *The Scoop*.

Dear Prudence,

I have a cube mate who leaves his cell phone on at his desk when he leaves the cube. It inevitably starts ringing the moment he leaves and rings about 8 times before it finally goes to voicemail. It's so distracting. Do you have any suggestions on what I could say to him or how to approach this? I don't want to make him angry since we share a cube.

Ringing in my Ears in Emeryville

Dear Ringing in my Ears,

Perhaps your cube mate doesn't realize that the phone rings so many times before going to voicemail. Bringing this to his attention in a non-confrontational way could solve the problem immediately. Chances are he didn't realize it was causing a disturbance. If you address your co-worker and there is no change in behavior, you should bring your concern to your manager as a documented complaint. As always, if you have formally addressed your co-worker and your manager and do not reach a satisfactory compromise, submit a written complaint to the Employee Relations staff in Human Resources as a last resort.

If you have a cell phone, please be respectful and keep your phone on vibrate in the workplace, particularly if you are not around to answer it. The work environment at NorthPoint requires all of us to be considerate of those working in close proximity.

Prudence

People in Your Neighborhood

Employee X working CPE Escalations

Many of the goals that Operations & Customer Service sets for itself seem to revolve around delivering a circuit. We talk about line counts, new central offices, due dates, etc., and we might lose sight of the fact that a lot of work continues after the line is installed. It begins with making sure that the subscriber has a CPE.

Employee X is one of the key players in IW Field Operations' CPE Escalation Team who make sure that the CPE is delivered so that the Inside Wiring appointment can go smoothly the first time. Hear what makes life easy for someone working CPE escalations as well as what makes life difficult.

Scoop: What is your job?

I do the CPE Escalations and I do the inventory—the CPE sparing inventory.

Scoop: And what does that involve? Tell me about each of those. What is CPE Escalations?

Once the circuit has been installed and tested, someone has to go into OSS 2000 and change the Local Loop status to "In Service," which means that the end user is ready for inside wiring (IW), but they need a CPE before the IW tech goes out to install the CPE. Once that status is changed to "In Service," OSS 2000 electronically sends a CPE order to Airborne (we keep all of our CPE inventory at Airborne's hub in Ohio). A special team at Airborne pulls the CPE from our stock, configures it (if it's a router), and sends it overnight to the end user's site.

If an order goes smoothly (for example, there's a good delivery address where someone will actually be there to sign for the CPE when Airborne arrives), we never get involved in the CPE delivery. It's all done electronically. But things can go wrong with that, and that's where the CPE team comes in. We try to figure out what went wrong, to fix the problem, and to get a CPE to the end user before the IW appointment. The three basic CPE issues that cause problems are: if the CPE is missing, if it's defective, or if it's wrong.

Scoop: And then you guys try to find out . . .why?

Exactly. By problem solving, troubleshooting . . . There's a lot of different things we have to look into in OSS 2000 to validate the issue or the claim. That involves basically troubleshooting the order to find out what the issue is. Usually, we'll get an escalation and it consists of either the end user is missing a CPE, the wrong one was sent, defective . . . some type of an issue that's causing the end user not to be up and running. And then we have to basically troubleshoot it, problem-solve and do our best to get the end user up and running as soon as possible by sending out the equipment.

Scoop: How long have you been at NorthPoint?

I started at the end of May.

Scoop: Have you had past experience in the same field?

No, not in anything with telecommunications.

Scoop: Is there anything that you've done in the past that makes this particular job easy to do?

Yeah. I have a lot of experience in customer service and in inventory control. Especially since I am working on the sparing program now.

Scoop: OK. And tell me about the sparing program. What's that all about?

Well, basically, one thing that I want everyone to know is that the IW techs, whether they're NorthPoint or vendors, are ALWAYS supposed to carry spare CPEs. So, basically, I work with the IW vendors and I ensure that they have the spares that they need. I track them . . .

Scoop: How do you figure out what they need?

We have a set amount that they are required to keep on hand, and I have good communication with them. We have spreadsheets to track CPE types and serial numbers, and once they use one of their spare CPEs (for instance, they go out to do an IW install and for whatever reason the CPE has not arrived), they use a spare CPE so they can finish the inside wiring. They get that information back to me telling me what spare they used, you know, "John Doe used such and such a CPE with this serial number on PON so and so and I need to replace it with another one, so the next time he goes out to an IW, he's going to have it. Our goal is to make it so that there's zero . . . We don't want to miss any IW installs because they didn't have a CPE.

Scoop: So the percentage of installs that are a result of a CPE problem, do not exist or is zero percent?

Exactly. That's the way I wanted to put it. That is our goal. We're not there yet. I guess processes have changed and in the past, the techs weren't supposed to carry spares . . . ? I mean, I've heard these things, I don't know.

Or sometimes people say, "Oh, we have to tell the tech to carry a spare." As long as I can supply them with the spare CPEs that they need on a regular basis, there's no way that they can justify not having it. Therefore, if they go out to an install, and they can't complete the install because they don't have a spare CPE, they don't get paid. That is on them completely, and they are totally aware of that.

Scoop: Great. And then you said that through good communication, you keep track of what they've used so that you know what to replace, but we've got different models of CPE, right? So, how do you know . . . I mean, do they carry one of each? How does that work?

We want to get to the point where we can actually document through our spreadsheets what area per what vendor uses the most of what type of CPE. We haven't quite gotten there, but we are getting a lot of data. Right now, we're giving them the ones that seem to be the most used, like we'll give them two Xpeeds, two Copper Rockets IDSL, two Copper Rockets SDSL, two Flowpoint 2200-16s, and we'll only give them one Flowpoint 144 IDSL, one Netopia R-3100.

Scoop: Because those are not used as much?

They don't seem used quite as often. Theoretically you'd think they should carry a certain amount of each type, but if they're in an area where for whatever reason the local loop is not long enough and they're never going to have SDSL service, yet we give them spare SDSL CPEs to carry, that's a waste of time.

Scoop: What is it that makes your job easy?

One of our biggest problems is bad addresses. For whatever reason, the people who take the order for DSL from the subscriber must forget that we are going to deliver a CPE before the inside wiring takes place. A lot of times Airborne tries to deliver the CPE and no one is home, they'll try to deliver it three times, and then they return it to our inventory and charge us a full delivery charge. Once it's returned, somebody sends us an escalation and we look it up on Airborne's website, and we see that Airborne tried to deliver it three times. By this time, we usually assume that someone forgot to ask for a delivery address, so we write back and ask for an alternate address—like the person's work—to deliver to. If we just had a good delivery address when the order was placed, we would save a lot of money on all those bad deliveries.

Another thing that makes the job easy is when we understand what the escalator is asking for. Basically, when an escalation comes through, when whomever is sending the escalation presents the CPE issue to us plain and clear and gives us all the complete information, it makes life much easier.

Scoop: "The CPE issue" meaning . . .

If they send us an escalation with the PON number and they tell us what the issue is (i.e. the end user has not received the CPE), and they took it upon themselves to check the tracking number, and say, you know, "we've checked this tracking number at Airborne's website and it says – it was signed for, it wasn't signed for, or whatever," when they give us all that information, we can investigate it more quickly, more efficiently, and we can get a quicker response back to the person.

Scoop: So, people can help you place it into one of those three categories that you mentioned: missing, defective, or the wrong CPE. That would help you out, right?

Yes. And another thing . . . there is such a large volume of escalations, I try to determine the issue and resolve the problem as quickly as possible. Sometimes I'll see an escalation that comes after a long exchange of e-mails, and I want to hurry and just read what the person who sent the e-mail to us says. However, if I do not take the time to read the entire chain of e-mails from the beginning, I can wind up making more trouble for myself. It's like that telephone game where one person whispers a phrase into the next person's ear . . . by the time it gets all the way around the circle, it comes out as something completely different. People will send an e-mail asking me to replace a defective CPE, but when I read the very first message, it was actually a wrong CPE issue. The person who sent the escalation could have saved us all a lot of time if he or she had read the e-mail, but you know how that goes. It seems like when people see a long e-mail, they'd rather to pass it off to someone else

and let them deal with it. And there is probably some blame on the person who wrote that original e-mail. If he or she had made the CPE issue clear, then it may not have gone into the telephone game.

So people can help us by clearly stating what the issue is and if there is a long chain of e-mails, by taking the time to read them all so that they can know if they really need to pass it off to us or not.

Scoop: And you mentioned looking up a tracking number. How do they do that?

OSS 200 shows the tracking number, I think it's called "Shipment Number." Let's see, you look in "Order Maintenance" at the CPE section, and then on the right you should see a field called "Shipment Number." That's the Airborne tracking number. You can copy that tracking number and open up Airborne's website (www.airborne.com). When their website comes up, you'll see a field called, what is it, airbill number, I think. You paste that tracking number in there and hit enter and it will tell you every detail you want to know about the CPE delivery.

In fact, we get a lot of e-mails that want to know what the status is, when they don't realize that they actually have the information at their own fingertips. It takes about 30 seconds to look up the tracking number on Airborne's website, and that's a lot faster than writing an e-mail, sending it to us, then waiting for a response. By that time it's usually already been delivered.

A lot of times ISPs call a different department asking what the status is and they'll send us an escalation asking what the status is. Well, first of all, that's not an escalation. An escalation means that you've looked at all the normal steps and that something's wrong. Checking status is not an escalation, but I guess a lot of people just don't know how. They can actually just handle it from that first phone call go online, look at the PON number, look in the tracking information, bring it up in Airborne, and say "Oh, right now it's currently out for delivery."

A lot of times we get last-minute calls when it's currently out for delivery, and they go, "Oh my God, we need to change the address. He's not going to be at his home, he's going to be at his business," or whatever the case may be. We can actually get things re-routed, but it has to be right away. If somebody e-mails us and for whatever reason we don't get to the e-mail until 3:00 that afternoon, it's already been returned back to Airborne. If we catch it midway when it's still out for delivery, I can actually re-route it and the end user's still going to get their CPE. It doesn't cost us as much money as re-shipping out another one.

Scoop: So, to make your job easier, people should see if they can find any information on Airborne's website by using the tracking number in OSS 2000 (the "Shipment Number) and then let you know what category it falls into: missing, wrong, or defective?

I wouldn't say defective, I'd say missing or wrong because defective is a whole other issue that we need to touch base on.

So, just what they think the issue may be, or what they were told the issue may be because a lot of times, it's not what it appears to be. A lot of times, it's not. They'll say, "The end user hasn't gotten his CPE," but I'll look in the OSS 2000 notes, and it shows that a tech left a spare, so they actually are up and running. So they're OK. There's no need for an escalation. Wasted energy.

Scoop: What is it that makes your job difficult?

When other departments transfer end users to us.

Scoop: Why does that make it difficult?

We're an inside support team for the people who deal with the end users and ISPs. We're not supposed to deal directly with end users. The ISPs don't really want us to.

By dealing with the end user, it's a whole different ball game. We have to be a lot calmer and just take our time and they have all these questions. The next thing you know, they're asking us about questions that are

completely out of our realm and it's kind of hard. They get really upset if we can't give them that information. You know, like, "Why don't you know," or, "who's going to bill me," and they get more irritated.

Defective CPE issues is probably the second biggest one. An end user, for whatever reason, will call they'll e-mail, they'll tell somebody, "My system's down. I'm not working. It's defective. Something's wrong with it. It's broke." Whatever reason. And we get tons of e-mails, "Send out another CPE, it's defective." Well, we can't do that, and some people don't seem to understand that it's not that we're trying to hinder anybody or we're not trying to make things more difficult. We have policies and procedures that we have to follow. Simple as that.

The only people who have the authority to actually deem a CPE defective is EU TAC or ITAC. They have to test it, and there's a whole series of tests that they have to do. Also, I've even been told that nine out of ten times, the CPE is actually not defective. The connection may not be plugged in right. The end user decided to go in and fiddle around and messed up the configuration. Something could be happening with the ISP—on the ISP's end and they need to really talk to them, but everyone always jumps to conclusions and says, "Oh, it's defective." Even sometimes when the lights blink on and off. You know, it doesn't necessarily mean that it's actually defective. In some cases we even get escalations that say, "the end user says that they plugged it in, and it started smoking. It's obviously defective." OK, we're not calling them liars. I do not have the authorization to say, "OK, let's go ahead and send it out."

This is a lot of money that we're talking about. We have CPEs under warranty, and we can get that money back as long as we can prove it defective and get the approval. So there's a reason we do that so we can get the money back from the manufacturer. Sometimes people take it personal, and they get mad when we send them an e-mail back stating that this has to go through EU TAC Tier 2 or ITAC. Like I said, it's not that we don't believe them, but truly, a lot of times there's been so many CPEs that we've had shipped back here to NorthPoint, and we've had EU TAC, ITAC, some of our IW techs test them and it was a configuration problem.

Scoop: And you said 9 out of 10 times they're really NOT defective?

Nine out of ten. I was told that by EU TAC Tier 2, and I was like, "Wow! I mean it's surprising, but yeah."

Scoop: So we spend a lot of money shipping CPEs out and back and returning them and all that and there's really nothing with the CPE?

Right. So that's why we need to get the approval. Once it goes through the testing, and they send it to us in the correct RMA format, we have no problem processing as quickly as possible. If people would take the right steps and procedures, it wouldn't take as long. Simple.

Scoop: Tell me a little more about yourself. What do you do outside of work?

Commute.

Scoop: Where do you live?

We just moved to Stockton. We bought a house—finally. We were only able to afford something in Stockton, and so I have one heck of a commute. But it's a beautiful house, and we're happy. The area's really nice. It's just that it's too expensive to live down here anymore.

Scoop: So the payoff—having a nice, big, affordable place—is worth it for you?

Oh yeah.

Scoop: How long a commute is it?

Well, it's anywhere from two hours in and three hours home. Sometimes I drive up to Dublin, and I take the BART the rest of the way in. Occasionally I'll drive all the way in, which is actually quicker, but it's a lot of wear and tear on my car. I don't have a new car.

Right now, since I'm trying to adjust, we really don't have much time to do anything else but dedicate ourselves to our jobs.

Scoop: How about the weekends?

Weekends I relax, I do cleaning, you know, laundry, that kind of stuff.

Scoop: Is this the kind of job that you imagined yourself doing when you grew up?

Hmmm. I don't know. That's a hard one to answer. I know that I've always liked to deal with people, and I've liked customer service—I'm a people person. So along the lines of what I do, I get that part of it. I don't know, I guess I always thought I was going to be, you know, like on TV or something. Not a celebrity but maybe on the news or something—you know, interviewing people. But then again, when I was in high school, I never got into journalism so . . .

Scoop: Any goals that you've set for yourself during the small amount of free time that you have? Writing a great novel, or producing an album, or anything like that?

Well, right now, we're just trying to get through our first year of being homeowners. Everyone says that the first year is hardest because we're hoping in a year we can re-finance to bring our payments down a little bit. And then, once we do that, we can start doing things to the house that we want to do. We want to make one of the bedrooms a formal guest room. Which means that we'll have to put some money into it and get another bed. We want to buy a huge screen TV, and we have the room but, you know, they're like what? $3-4,000. So, we're just going to take our time right now.

Scoop: OK. Let's find out what makes you tick. How do you express dissatisfaction with a person?

Hmmm, I don't know. I have a bad temper, so I usually try to talk to somebody calm to calm me down, really.

Scoop: So if you're really ticked off about something, you wait a while, talk to somebody?

I try to because I have a bad temper. And I usually wind up saying something that I'll probably regret later. Or really hurt someone's feelings. Especially if it's something that I'm feeling very passionate about.

Scoop: Well good. That will help all the passionate people out there to know that they need to take a few minutes to chill.

Yes. It helps. It really helps make things clearer. I know that sometimes you can turn to a lot of people that are not necessarily older than you, but more wise—have maybe been around more, have different levels of educations, have more experience, you know. And a lot of that type of thing is worldly experience. Sometimes they can help you look at it at a better angle, or they can sit you down and say, "Look at the situation, you know, what are you really mad about?" Or, "What's really bothering you?" Maybe I've just had a bad day and I'm being temperamental. So a lot of times it just helps to have someone else to talk to. A good sounding board is real important.

Scoop: OK, did I miss anything that you wanted to talk about?

I guess that it will be really nice just to have people understand and be patient with us. Partly because the volume is growing so much and we're doing our best to get everything out, but sometimes people send an e-mail out, and we don't respond to them quick enough, and then they send an e-mail to one of our bosses freaking out. I know that everything's urgent to each individual, but that doesn't make it necessary to, you know, drop everything because the world's coming to an end. And if we dedicate all of our already thin resources to calm down one person who decided that screaming would get her to the front of the line is really unfair to all the other people that have equally important escalations waiting for us to resolve. Each of them is equally important.

Classifieds

*** For Sale ***

1992 Acura Integra GSR; 2 Door/Hatchback Great Condition; Green Exterior / Black Cloth Interior / Sunroof; 92,000 Miles; 5 Speed Manual Stick Shift; Stereo with Cassette and 10 player CD in trunk with remote control ; All scheduled maintenance including all oil changes have been conducted at an Acura Dealership; New Michelin Tires just purchased 2 months ago; Price: $7500 or best offer; Call [redacted] evenings at [redacted] or email to [redacted]@northpoint.net

White metal child's bunk bed with matching mattresses. The top is a twin, the bottom, a full. Only $150.00. If interested, please call or email: [redacted] Home: [redacted] Work: [redacted]

Complete Solo Flex Workout Equipment with the leg lift and butterfly attachments, all for only $200.00/obo. If interested, please call or email: [redacted] Home: [redacted] Work: [redacted]

BowFlex Workout System Contact [redacted] by e-mail or by phone at [redacted]

1970 Chevy Nova small block 350: Rebuilt Motor/Tranny, 650 Holley carburetor, new B&M shift kit, shifter, new suspension [roll bar front/rear], primer gray=pick your color!, many extras done & go with the car! E-mail for the list: [redacted], ITAC [redacted]

SEGA DREAMCAST PACKAGE Includes Game Console, one game controller, two memory cards, various Sega games, and keyboard for online playing. Games include NFL 2K and 2K1, World Series Baseball 2K1, and NHL 2K. All for ~~$350.00~~ $300.00. Contact: [redacted]@northpoint.net or call [redacted].

2001 Suzuki VL 1500: Burg/ Blk. Driven only a few months, essentially a new bike, still under warranty. $10,000 firm. Windshield w/studded tool bag; Passing lights w/visors; Studded saddle bags; Sissy bar w/luggage rack; Chrome trim; Engine case guards. See stock bike at http://www.suzukicycles.com/sr_01/cruiser/fs_intvol.htm Contact David at [redacted] or e-mail at [redacted]@Hotmail.Com

*** Habitats ***

One bedroom or studio apartment needed – [redacted], Communications Specialist and Operations Web Developer, is looking for a single bedroom or studio rental, preferably large so that he may accommodate his large new couches, large new dresser, and large 26 year-old body. Because [redacted]'s sweetie lives in Hayward and he works in Emeryville, he'd prefer East Bay living. However, [redacted], who is a courteous neighbor, will consider any single-resident home that rents for under $1200 a month and has a nearby spot for his car. If you know of available one bedroom or studio rentals, please email [redacted] at [redacted]@northpoint.net or give him a call at [redacted].

I am **looking for a roommate**, to share an apartment or a house together. If you have a spare room and you need help with the rent, please contact [redacted] at (cell) [redacted], NP ext. 6750 or [redacted]@northpoint.net.

Two-bedroom apartment needed - I'm looking to rent a 2 bedroom apartment up to $1,150/mo. I'm looking for a safe, quiet neighborhood, access to transportation would be a plus. I would like to live in Oakland, Albany, Berkeley, Walnut Creek, Concord, Hercules, or Emeryville. Please contact [redacted] by e-mail or by visiting the reception desk of Emery Station (fifth floor).

*** Carpooling ***

Will give or take a ride to and from Castro Valley on Mon, Tue, Thu, or Fri. I take 580 to work. I leave CV at 7:00 to be at Emery Station by 7:30. I go home at 4:00. I can pitch in either for gas or rideshare. Call or e-mail [redacted].

*** Services ***

For repairs and upgrades of personal computers by a qualified tech. (A+ and MCP) in and around east bay. Late evenings and weekends. Guaranteed work and reasonable price. Call [redacted] mobile [redacted]. Thanks

If you would like to place an ad in the classifieds, send the info to Ops Communications. Please include a home phone number or e-mail address so that inquiries do not detract from concentrating on work ☺ Thanks.