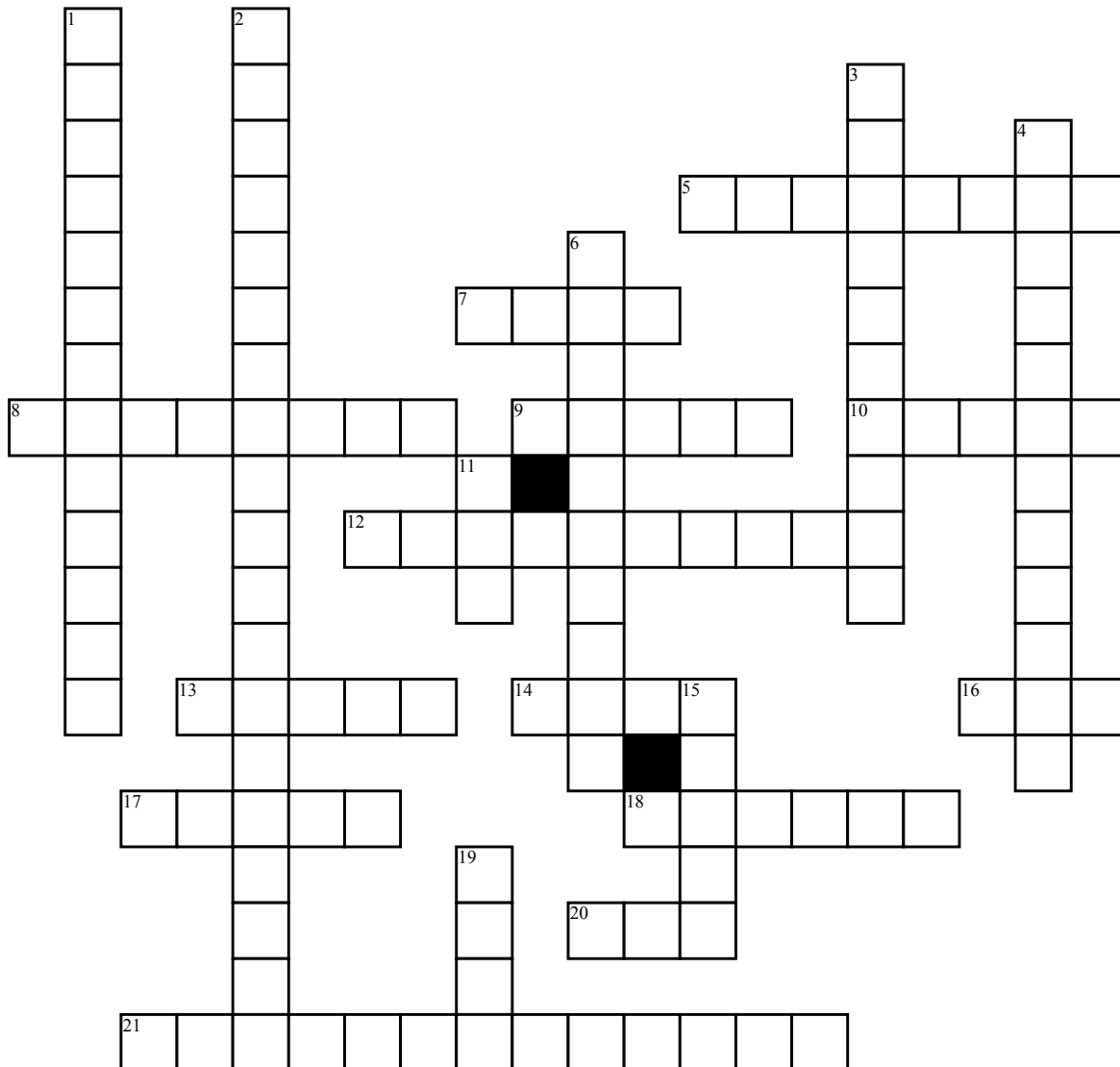


# Team Granda Hussle



## Across

5. Always put the \_\_\_\_\_ first.
7. When requesting 5 or more static IP's, what form do you use?
8. What is the difference between Extreme & Mega Pack?
9. What is the additional line code for Talk to the World Plan?
10. At the end of each call, what is mandatory to do ?
12. How long do we place customers on hold before updating them?
13. You can use project time to process one line and a data order?

14. Where do you find S & E Codes?
16. How do we secure a customers account?
17. What do you look for in VXField?
18. Who is the best coach in Pomona?
20. In the MegaPack, are you required to pick up the promotional code?
21. Who can we offer new Wi-Fi promotion too?

## Down

1. What do you send Adee and Christina to process?

2. Where do you update customers email in DPI?
3. Where do you transfer customers with ISDN, DID's, T1 or circuits?
4. What is essential in obtaining on all new orders?
6. If you cant locate an address in DPI, what is your next step?
11. I will \_\_\_\_\_ be late to work
15. When are NRC's waived for new customers?
19. What is the abbreviation for Plain Old Telephone Service?