

**108. Have you been discouraged or pressured in any way to not contact Edison staff directly concerning any issues you experience? Please describe the situation:**

**Wave 1**

1. My complaints center around the reporting needs for our department. My repeated requests usually go unanswered and ignored. We repeat the same requests over and over to no avail. Told sometime to get a ticket at the help desk. It is difficult to deal w/help desk. They try but are not responsive. We spend to much time answering unrelated questions than getting help. Communication thru this process has been poor.
2. We have been told to only call the help desk.
3. I had been contacting former F&A employees I know that now work for Edison to resolve Edison problems. I received an email to not contact them directly in the future, but to call in all problems to the Edison Help Desk.

**Wave 2**

1. They want you to go through the help desk which is not much help if any. I always told to contact the superuser,I'M THE SUPERUSER. STILL DO NOT HAVE THE ANSWERS!!!!!!!!!!!!!!

**Wave 3**

None.