

## PinICL Expor PC0032173

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0032173	office 265511 has appeared on	27/10/1999 10:14:31	08/11/1999 16:28:16	bax ziauddin/7263 2313/	General/Other/Misc
EDSC	non polled report, t		Closed		Interception

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	41019048
ORIGREF	E-9910260117
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910260117
PowerHelp	E-9910260117

## Products

Product Group	Product Name	Product Version
General/Other/Misc	Interception	

## Activities

Date	User	Comment
27/10/1999 10:14:31	Customer Call	CALL PC0032173 opened
27/10/1999 10:14:34	Customer Call	CALL PC0032173:Priority A:CallType L - Target 28/10/99 11:14:31
27/10/1999 10:14:34	Customer Call	26/10/99 09:37 office 265511 has appeared on non polled report, this is one
27/10/1999 10:14:34	Customer Call	day late, this is the first day, can it be pinged and why has it not been
27/10/1999 10:14:34	Customer Call	polled. attn - smc1 and then ssc.
27/10/1999 10:14:34	Customer Call	26/10/99 16:25 uk060861
27/10/1999 10:14:34	Customer Call	Information: health check performed and all has failed. sending for
27/10/1999 10:14:34	Customer Call	investigstion
27/10/1999 10:14:35	Customer Call	26/10/99 16:43 546154
27/10/1999 10:14:35	Customer Call	Information: Can Energis please confirm that CLI is being present on the
27/10/1999 10:14:35	Customer Call	following ISDN line and that it is in the Pathway CUG.
27/10/1999 10:14:35	Customer Call	ISDN No [IRRELEVANT]
27/10/1999 10:14:35	Customer Call	Post Code BS37 7LQ
27/10/1999 10:14:35	Customer Call	ISDN call are clearing with a code of 0x849B "Destination



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27/10/1999 10:14:35	Customer Call	out of Order".SF
27/10/1999 10:14:35	Customer Call	26/10/99 17:47 eng004
27/10/1999 10:14:35	Customer Call	Information: Energis update:
27/10/1999 10:14:35	Customer Call	This has been logged with BT REF PG27636 Energis REF
27/10/1999 10:14:35	Customer Call	REQ67152
27/10/1999 10:14:35	Customer Call	26/10/99 18:37 eng004
27/10/1999 10:14:35	Customer Call	Information: * NULL TEXT SUPPLIED *
27/10/1999 10:14:35	Customer Call	26/10/99 18:37 eng004
27/10/1999 10:14:36	Customer Call	Information: Energis update: please ignore the below entry about BT
27/10/1999 10:14:36	Customer Call	visit. Update was for E-9910260177
27/10/1999 10:14:36	Customer Call	26/10/99 18:47 546154
27/10/1999 10:14:36	Customer Call	Information: Can SMC please double check the address of this outlet as
27/10/1999 10:14:36	Customer Call	BT have advised Energis that this is a newsagents.SF
27/10/1999 10:14:36	Customer Call	26/10/99 19:10 uk061918
27/10/1999 10:14:37	Customer Call	Information: Address is correct - have spoken to PM who advised that
27/10/1999 10:14:37	Customer Call	there is a PO sign outside and also that BT were working up the
27/10/1999 10:14:37	Customer Call	pole outside yesterday and cut off his other lines as well
27/10/1999 10:14:37	Customer Call	as the pub next door. PO IS INSIDE THE NEWSAGENTS!
27/10/1999 10:14:37	Customer Call	26/10/99 19:21 546154
27/10/1999 10:14:37	Customer Call	Information: Energis please review the earlier logs in this call, has
27/10/1999 10:14:37	Customer Call	this ISDN line been checked, if so can BT see any faults on
27/10/1999 10:14:37	Customer Call	the line. (Earlier logs show an update stating BT had been to
27/10/1999 10:14:37	Customer Call	site and then a later entry stating BT have not been to
27/10/1999 10:14:37	Customer Call	site and the update was put in the wrong call, please confirm).
27/10/1999 10:14:37	Customer Call	NP.
27/10/1999 10:14:37	Customer Call	26/10/99 19:48 eng004



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27/10/1999 10:14:37	Customer Call	Information: Energis update:
27/10/1999 10:14:37	Customer Call	Sorry about the confusion with this, I have contacted BT
27/10/1999 10:14:38	Customer Call	and confirmed the details with them. This fault is still in
27/10/1999 10:14:38	Customer Call	hand with BT it looks like a problem between the customer
27/10/1999 10:14:38	Customer Call	site and the BT exchange. BT are treating this as their fault
27/10/1999 10:14:38	Customer Call	and still have this in hand.
27/10/1999 10:14:38	Customer Call	27/10/99 00:36 546154
27/10/1999 10:14:38	Customer Call	Information: BT have fixed fault. Comms tested to site and comms now
27/10/1999 10:14:38	Customer Call	OK. NP.
27/10/1999 10:14:38	Customer Call	27/10/99 10:09 uk066701
27/10/1999 10:14:38	Customer Call	Repeat Call: This Office has not polled for 2 days - please investigate
27/10/1999 10:14:38	Customer Call	a.s.a.p.
27/10/1999 10:14:38	Customer Call	27/10/99 10:10 uk066701
27/10/1999 10:14:38	Customer Call	Information: <<< call logger also requested that this priority is to be
27/10/1999 10:14:38	Customer Call	raised to an A
27/10/1999 10:14:38	Customer Call	27/10/99 10:11 uk066701
27/10/1999 10:14:38	Customer Call	Escalate: escalating call to TL MN -
27/10/1999 10:14:38	Customer Call	27/10/99 10:56 uk056191
27/10/1999 10:14:38	Customer Call	Escalate: Escalated call to Debbie Gunn.
27/10/1999 10:14:38	Customer Call	27/10/99 10:55 uk058804
27/10/1999 10:14:38	Customer Call	Information: Passed 'wping' test, passing to SSC to check for
27/10/1999 10:14:38	Customer Call	correspondence/counter replication.
27/10/1999 10:14:39	Customer Call	27/10/99 10:58 uk058804
27/10/1999 10:14:39	Customer Call	Information: Voice prompted SSC.
27/10/1999 10:14:39	Customer Call	F} Call details
27/10/1999 10:14:39	Customer Call	Diagnostician name:



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27/10/1999 10:14:40	Customer Call	Customer opened date 26/10/1999 09:37:02
27/10/1999 10:19:12	Barbara Longley	Target Release updated to PDR - CSR
27/10/1999 10:19:12	Barbara Longley	Product General/Other/Misc Interception added
27/10/1999 10:19:13	Barbara Longley	The Call record has been assigned to the Team Member: Mike Croshaw
27/10/1999 10:19:14	Barbara Longley	Defect cause updated to 99:General - Unknown
27/10/1999 10:19:14	Barbara Longley	Hours spent since call received: 0 hours
27/10/1999 10:49:57	Customer Call	27/10/99 11:44 eng004 CFM4 Information: Energis Update: Keith Randell at
27/10/1999 10:49:58	Customer Call	CFM3 has confirmed that
27/10/1999 10:49:58	Customer Call	Energis can close their ticket REQ67152 for this fault.
27/10/1999 12:46:06	Deleted User (Mike Croshaw Sep/00)	F} Response :
27/10/1999 12:46:06	Deleted User (Mike Croshaw Sep/00)	Comms to this site appear to have been restored - SSC can now ping site. I
27/10/1999 12:46:06	Deleted User (Mike Croshaw Sep/00)	will monitor this call until tomorrow to make sure it polls tonight.
27/10/1999 12:46:06	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13074760]
27/10/1999 12:46:06	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
27/10/1999 12:46:09	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
28/10/1999 13:27:40	Deleted User (Mike Croshaw Sep/00)	F} Response :
28/10/1999 13:27:41	Deleted User (Mike Croshaw Sep/00)	The comms issue at this site appears to have been resolved - PO has no polled
28/10/1999 13:27:41	Deleted User (Mike Croshaw Sep/00)	OK, request call closure.
28/10/1999 13:27:41	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13105417]



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28/10/1999 13:27:41	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
28/10/1999 13:27:43	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
28/10/1999 13:27:45	Deleted User (Mike Croshaw Sep/00)	The Call record has been transferred to the Team: MgtSupportUnit
28/10/1999 13:27:46	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
28/10/1999 13:27:46	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
08/11/1999 10:59:54	Deleted User Shehbaz Ziauddin	The Call record has been assigned to the Team Member: Shehbaz Ziauddin
08/11/1999 10:59:54	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
08/11/1999 13:54:01	Deleted User Shehbaz Ziauddin	F} Response :
08/11/1999 13:54:01	Deleted User Shehbaz Ziauddin	Please close call.
08/11/1999 13:54:01	Deleted User Shehbaz Ziauddin	[END OF REFERENCE 13312945]
08/11/1999 13:54:01	Deleted User Shehbaz Ziauddin	Responded to call type L as Category 90 -Reconciliation - resolved
08/11/1999 13:54:02	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
08/11/1999 13:54:03	Deleted User Shehbaz Ziauddin	The Call record has been transferred to the Team: EDSC
08/11/1999 13:54:03	Deleted User Shehbaz Ziauddin	The response has been routed to the gateway team for validation
08/11/1999 14:10:33	Catherine Obeng	The Call record has been assigned to the Team Member: Mike Croshaw
08/11/1999 14:10:34	Catherine Obeng	Hours spent since call received: 0 hours
08/11/1999 16:28:08	Deleted User (Mike Croshaw Sep/00)	F} Response :
08/11/1999 16:28:09	Deleted User (Mike Croshaw Sep/00)	Closing call as requested by call originator.
08/11/1999 16:28:09	Deleted User (Mike Croshaw Sep/00)	
08/11/1999 16:28:09	Deleted User (Mike Croshaw Sep/00)	KNOWN ERROR - ADVICE GIVEN

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PC0032173 EDSC	office 265511 has appeared on non polled report, t	27/10/1999 10:14:31	08/11/1999 16:28:16 Closed	bax ziauddin/7263 2313/	General/Other/Misc Interception

08/11/1999 16:28:09	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13326856]
08/11/1999 16:28:10	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 68 -Administrative Response
08/11/1999 16:28:11	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
08/11/1999 16:28:14	Deleted User (Mike Croshaw Sep/00)	CALL PC0032173 closed: Category 68, Type L
08/11/1999 16:28:16	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp