

PinICL Expor PC0033082

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033082	FAD172401 appeared on non	10/11/1999 10:19:21	15/11/1999 15:49:52	Baz Ziauddin/7229 2000/	General/Other/Misc
EDSC	polled report twice		Closed		ISDN

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	42229055
ORIGREF	E-9911100104
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911100104
PowerHelp	E-9911100104

Products

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

Activities

Date	User	Comment
10/11/1999 10:19:21	Customer Call	CALL PC0033082 opened
10/11/1999 10:19:24	Customer Call	CALL PC0033082:Priority B:CallType L - Target 15/11/99 10:19:21
10/11/1999 10:19:24	Customer Call	10/11/99 09:34 fad 172401 has appeared on the non polled report on 2
10/11/1999 10:19:24	Customer Call	separate occasions between the 3rd and 10th of November. It has not polled
10/11/1999 10:19:24	Customer Call	for 1 day today and please investigate what appears to be an intermitant
10/11/1999 10:19:24	Customer Call	communications problem.
10/11/1999 10:19:24	Customer Call	10/11/99 10:12 UK035161
10/11/1999 10:19:24	Customer Call	Information: Have had a look at some old calls for this site and they
10/11/1999 10:19:24	Customer Call	have had several problems ie PowerCuts and Reboots in the last
10/11/1999 10:19:24	Customer Call	week. SMC have done a Health Check on this site and it has
10/11/1999 10:19:24	Customer Call	been successful. Will pass this call to SSC.
10/11/1999 10:19:24	Customer Call	F} Call details
10/11/1999 10:19:25	Customer Call	Diagnostician name:
10/11/1999 10:19:26	Customer Call	Customer opened date 10/11/1999 09:34:51

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10/11/1999 10:29:35	Barbara Longley	The call summary has been changed from:-
10/11/1999 10:29:35	Barbara Longley	fad 172401 has appeared on the non polled report o
10/11/1999 10:29:35	Barbara Longley	The call summary is now:-
10/11/1999 10:29:35	Barbara Longley	FAD172401 appeared on non polled report twice
10/11/1999 10:29:35	Barbara Longley	Target Release updated to CSR
10/11/1999 10:29:35	Barbara Longley	Product General/Other/Misc ISDN added
10/11/1999 10:29:37	Barbara Longley	The Call record has been assigned to the Team Member: Mik Peach
10/11/1999 10:29:37	Barbara Longley	Defect cause updated to 99:General - Unknown
10/11/1999 10:29:37	Barbara Longley	Hours spent since call received: 0 hours
15/11/1999 09:35:59	Deleted User (Mike Croshaw Sep/00)	F} Response :
15/11/1999 09:36:04	Deleted User (Mike Croshaw Sep/00)	The non-polling can be attributed to power cuts and comms probs over the last
15/11/1999 09:36:04	Deleted User (Mike Croshaw Sep/00)	week. PO has now polled OK - request call closure.
15/11/1999 09:36:04	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13460326]
15/11/1999 09:36:06	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
15/11/1999 09:36:13	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
15/11/1999 09:36:15	Deleted User (Mike Croshaw Sep/00)	The Call record has been transferred to the Team: MgtSupportUnit
15/11/1999 09:36:16	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
15/11/1999 09:36:16	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
15/11/1999 10:50:54	Audrey Adams	Noted. Please close call.
15/11/1999 11:45:19	Deleted User Shehbaz Ziauddin	The Call record has been transferred to the Team: EDSC

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EDSC	polled report twice		Closed		ISDN

15/11/1999 11:45:19	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
15/11/1999 13:54:58	Deleted User (Mike Croshaw Sep/00)	The Call record has been assigned to the Team Member: Mike Croshaw
15/11/1999 13:54:59	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
15/11/1999 15:45:18	Deleted User (Mike Croshaw Sep/00)	F} Response :
15/11/1999 15:45:18	Deleted User (Mike Croshaw Sep/00)	Closing call as requested by call originator.
15/11/1999 15:45:18	Deleted User (Mike Croshaw Sep/00)	
15/11/1999 15:45:18	Deleted User (Mike Croshaw Sep/00)	KNOWN ERROR - ADVICE GIVEN
15/11/1999 15:45:18	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13470052]
15/11/1999 15:45:19	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 68 -Administrative Response
15/11/1999 15:45:19	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
15/11/1999 15:45:21	Deleted User (Mike Croshaw Sep/00)	CALL PC0033082 closed: Category 68, Type L
15/11/1999 15:45:23	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
15/11/1999 15:49:52	Customer Call	Date and time complete: 15/11/1999 15:47:10
15/11/1999 15:49:52	Customer Call	Service Complete (Confirmation) Received