

## PinICL Expor PC0030628

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0030628 EDSC	FAD 223329 - has appeared on a non polled report,	04/10/1999 10:31:59	19/11/1999 08:46:49 Closed	BAZ ZIAUDDIN/7263 231	General/Other/Misc ISDN

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-9910040160
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910040160
PowerHelp	E-9910040160
REQUEST_KEY	42942114

## Products

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

## Activities

Date	User	Comment
04/10/1999 10:31:59	Customer Call	CALL PC0030628 opened
04/10/1999 10:32:01	Customer Call	CALL PC0030628:Priority B:CallType L - Target 07/10/99 11:31:59
04/10/1999 10:32:01	Customer Call	FAD 223329 - has appeared on a non polled report, it is one day late, can it
04/10/1999 10:32:01	Customer Call	be pinged and why has it not been polled. attn smc1 then onto ssc.
04/10/1999 10:32:01	Customer Call	04/10/99 11:26 059131
04/10/1999 10:32:01	Customer Call	Information: The counter successfully pinged and the Object Dispatcher
04/10/1999 10:32:01	Customer Call	is alive.
04/10/1999 10:32:01	Customer Call	04/10/99 11:27 059131
04/10/1999 10:32:01	Customer Call	SMC Complete: SSC
04/10/1999 10:32:01	Customer Call	F} Call details
04/10/1999 10:32:02	Customer Call	Diagnostician name:
04/10/1999 10:32:03	Customer Call	Customer opened date 04/10/1999 10:30:58
04/10/1999 10:48:14	Barbara Longley	Target Release updated to PDR - CSR
04/10/1999 10:48:14	Barbara Longley	Product General/Other/Misc ISDN added



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04/10/1999 10:48:15	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed
04/10/1999 10:48:15	Barbara Longley	Defect cause updated to 99:General - Unknown
04/10/1999 10:48:15	Barbara Longley	Hours spent since call received: 0 hours
04/10/1999 13:02:48	Paul Steed	F} Response :
04/10/1999 13:02:48	Paul Steed	This is a four counter PO, the progress text says the counter successfully
04/10/1999 13:02:48	Paul Steed	pinged. Please return call after ensuring that all counters respond to ping.
04/10/1999 13:02:48	Paul Steed	[END OF REFERENCE 12643130]
04/10/1999 13:02:48	Paul Steed	Responded to call type L as Category 96 -Insufficient evidence
04/10/1999 13:02:48	Paul Steed	Hours spent since call received: 0 hours
04/10/1999 13:02:49	Paul Steed	CALL PC0030628 closed: Category 96, Type L
04/10/1999 13:02:50	Paul Steed	The response was delivered to: PowerHelp
04/10/1999 13:08:02	Customer Call	Date and time complete: 04/10/1999 14:05:32
04/10/1999 13:08:02	Customer Call	Service Complete (Confirmation) Received
18/11/1999 16:24:26	Customer Call	CALL PC0030628 Reopened: This incident has been reopened
18/11/1999 16:24:28	Customer Call	CALL PC0030628:Priority B:CallType L - Target 23/11/99 16:24:26
18/11/1999 16:24:28	Customer Call	04/10/99 16:28 059131
18/11/1999 16:24:28	Customer Call	Information: The pm will reboot this evening.
18/11/1999 16:24:28	Customer Call	05/10/99 09:03 059131
18/11/1999 16:24:28	Customer Call	Information: I will check that the pm has rebooted the counters. all
18/11/1999 16:24:28	Customer Call	four counters have pinged and the OD is alive on all four
18/11/1999 16:24:28	Customer Call	counters.
18/11/1999 16:24:28	Customer Call	18/11/99 16:27 UK0631336
18/11/1999 16:24:28	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
18/11/1999 16:24:29	Customer Call	F} Call details
18/11/1999 16:24:29	Customer Call	Diagnostician name:
18/11/1999 16:42:17	Barbara Longley	Mike, As Paul is on leave, can you look at his call please.



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EDSC	non polled report,		Closed		ISDN

18/11/1999 16:42:18	Barbara Longley	The Call record has been assigned to the Team Member: Mike Croshaw
18/11/1999 16:42:18	Barbara Longley	Hours spent since call received: 0 hours
18/11/1999 16:48:45	Deleted User (Mike Croshaw Sep/00)	F} Response :
18/11/1999 16:48:49	Deleted User (Mike Croshaw Sep/00)	Comms issue - now resolved. PO has polled, request call closure.
18/11/1999 16:48:49	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13557864]
18/11/1999 16:48:49	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
18/11/1999 16:48:57	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
18/11/1999 16:48:57	Deleted User (Mike Croshaw Sep/00)	The Call record has been transferred to the Team: MgtSupportUnit
18/11/1999 16:48:58	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
18/11/1999 16:48:58	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
18/11/1999 18:04:55	Audrey Adams	F} Response :
18/11/1999 18:04:56	Audrey Adams	Huh? Not sure why this has been reopened. According to the incident
18/11/1999 18:04:56	Audrey Adams	supplied to TP, this was closed 7/10! Suggest this is closed, please.
18/11/1999 18:04:56	Audrey Adams	[END OF REFERENCE 13561741]
18/11/1999 18:04:56	Audrey Adams	Responded to call type L as Category 68 -Administrative Response
18/11/1999 18:04:57	Audrey Adams	Hours spent since call received: 0 hours
18/11/1999 18:04:57	Audrey Adams	The Call record has been transferred to the Team: EDSC
18/11/1999 18:04:58	Audrey Adams	The response has been routed to the gateway team for validation
19/11/1999 08:43:08	Richard Coleman	F} Response :
19/11/1999 08:43:08	Richard Coleman	Call raiser has agreed closure
19/11/1999 08:43:08	Richard Coleman	[END OF REFERENCE 13564574]

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19/11/1999 08:43:08	Richard Coleman	Responded to call type L as Category 68 -Administrative Response
19/11/1999 08:43:09	Richard Coleman	Hours spent since call received: 0 hours
19/11/1999 08:43:10	Richard Coleman	CALL PC0030628 closed: Category 68, Type L
19/11/1999 08:43:11	Richard Coleman	The response was delivered to: PowerHelp
19/11/1999 08:46:49	Customer Call	Date and time complete: 19/11/1999 08:44:13
19/11/1999 08:46:49	Customer Call	Service Complete (Confirmation) Received