
From: Lesley J Sewell [GRO]
Sent: Tue 07/10/2014 4:54:01 PM (UTC)
To: Ian Thomas [GRO]
Cc: Dave Hulbert [GRO]; Andy Grant [GRO]
Subject: Fwd: Agent horizon outage

Ian

Another escalation - can you please look into it.

We do seem to getting a lot of issues in this area - is there an underlying systemic problem?

Thx L

Sent from my iPad

Begin forwarded message:

From: Kevin Gilliland [GRO]
Date: 7 October 2014 17:49:32 BST
To: Lesley J Sewell [GRO]
Subject: Agent horizon outage

Hi Lesley,

I've just received this text from an agent asking for help for a colleague:

Hi Kevin, sorry to bother you but I have a couple of PM friends who are at their wits end at their office, no connection had engineer visits but no luck one 5 position office been off since last Thursday another now using mobile broadband signal which keeps dropping out he is tearing his hair out as no one is listening can you point me in the right direction to try and get this sorted for him please. Thank you His branch no is lanesfield in Wolverhampton 187246x

Can one of your team help please.

Many thanks,

K

Sent from my iPhone

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