

## Call E-0402130261

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Status:	Closed	Opened:	Fri 13 February 2004 10:41	Site:	213337
Severity:	2 C	Closed:	Fri 13 February 2004 10:44	Customer:	I039
Priority:	0			CSR/Team:	uk952523 / HSH1

## Caller Details

Caller:	lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

## Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI17	Problem:	
Problem Text:	pm states that he has a rem issue						

## Call Closure Details

Closed:	13/02/2004 10:44	Cause:	CM2	Repair:	R58	Resolution:	RS14
Text:	Call Close by John Lockyear: pm has a nbsc issue						

## Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Network ID:	

## Call Activity Log

OPEN	13 February 2004 10:39 by uk952523 / HSH1	Saved: 13 February 2004 10:41
	New call taken by John Lockyear: pm states that he has a rem issue	
CLOSE	13 February 2004 10:44 by uk952523 / HSH1	Saved: 13 February 2004 10:44
	Call Close by John Lockyear: pm has a nbsc issue	
MODIFY	13 February 2004 13:14 by uk059697 / HSH4	Saved: 13 February 2004 13:14
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM2' Problem Type: from 'XI18' to 'XI17'	