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**From:** Riddell Martin[/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=RIDDELLM]  
**Sent:** Wed 19/12/2001 11:47:13 AM (UTC)  
**To:** Lenton-Smith Colin[ ]; GRO  
**Cc:** Westfield Paul[ ]; GRO; Brunskill Richard[ ]; GRO; Burden Peter[ ]; GRO  
**Subject:** FW: 8th Nov Report  
**Attachment:** csrep113.doc

Colin, please find attached the problem report for the incident in question. As you can see from the report there were some issues in the time it took for PO to carry out appropriate agreed actions such as updating the IVR and then the issues around the suitability of the IVR.  
we obviously need to understand from keith the origin of the additional costs.  
rgds

-----Original Message-----

**From:** Wicks Tony  
**Sent:** 19 December 2001 11:40  
**To:** Riddell Martin  
**Subject:** 8th Nov Report

Martin,

PSA.