

Call Reference	PC0275545	Call Logger	Andy Dunks -- MSU-Indt Mgt
Target Release	HNG-X Rel. Ind.	Top Ref	
Call Type	L -- Live Incidents/Defects	Priority	B -- Business restricted
Contact	Andy Dunks	Call Status	Advice after Investigation
End Customer	None Specified		
Summary	ARQ 1041-1044 Events FAD: 231420		

Progress Narrative

Date:27 Nov 2018 16:28:43 User:Andy Dunks
CALL PC0275545 opened
Details entered are:-
Summary:ARQ 1041-1044 Events FAD: 231420
Call Type:L
Call Priority:B
Target Release:HNG-X Rel. Ind.
Routed to:MSU-Indt Mgt - Andy Dunks

Date:27 Nov 2018 16:28:43 User:Andy Dunks
[Start of Response]
Could you please check the attached ARQ Events for any financial implications?
[End of Response]
Response code to call Live Incidents/Defects(L) as Potential Problem Identified(38)

Date:27 Nov 2018 16:29:14 User:Andy Dunks
Evidence Added - [Events ARQ1041](#)

Date:27 Nov 2018 16:29:25 User:Andy Dunks
Evidence Added - [Events ARQ1042](#)

Date:27 Nov 2018 16:29:39 User:Andy Dunks
Evidence Added - [Events ARQ1043](#)

Date:27 Nov 2018 16:29:51 User:Andy Dunks
Evidence Added - [Events ARQ1044](#)

Date:27 Nov 2018 16:30:02 User:Andy Dunks
The Call record has been transferred to the team: EDSC

Date:27 Nov 2018 16:44:29 User:Chad Daborn
[Start of Response]

PRESCAN
Comments:
KEL Reference:
Assigned User:Anne Best

[End of Response]
Response code to call type L as Category 40
The Call record has been assigned to the Team Member: Anne Best

Date:27 Nov 2018 16:47:01 User:Chad Daborn
[Start of Response]

PRESCAN
Comments:
KEL Reference:
Assigned User:Mike

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:27 Nov 2018 16:47:06 User:Chad Daborn
The Call record has been assigned to the Team Member: Mike Croshaw

Date:29 Nov 2018 14:47:03 User:Mike Croshaw
[Start of Response]
To the best of my knowledge there are no financial implications for these events.
[End of Response]
Response code to call type L as Category 95 -- Final -- Advice after Investigation

Root Cause	None Specified
Subject Product	General/Other/Misc -- Unknown General/Other/Misc
Assignee	Andy Dunks -- MSU-Indt Mgt
Last Progress	29 Nov 2018 14:47:03 -- Mike Croshaw