

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)  
and 5B, MC Rules 1981, r 70)



**Statement of** Andrew Paul Dunks

Age if under 18 over 18 (If over 18 insert 'over 18')

This statement (consisting of **33** pages signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 29th day of January 2010

Signature

Further to my statement of 24<sup>th</sup> June 2009, I would now like to add the following.

I have been employed by Fujitsu Services (Fujitsu), Post Office Account, since 11 March 2002 as an IT Security Analyst where I am involved in IT Security for the Post Office Account. I have a working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I make this Witness Statement from facts within my own knowledge unless otherwise stated. Any records to which I refer in my statement form part of the records relating to the business of Fujitsu. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced, since the nature of the helpdesk involves many engineers all at differing levels and any number could be involved in a particular call. As part of my duties, I have access to these records, but I was not involved with any of the technical aspects of these calls. This area is not my particular area of expertise and I make this witness statement simply to help clarify the call logs for the benefit of the Court.

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## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

An important element of the support provided to sub-postmasters and Counter Clerks is the Horizon System Helpdesk (HSH). The HSH is the Horizon user's first 'port of call' in the event of their experiencing a problem with the Horizon system or requiring advice and guidance. If the system were to malfunction, upon discovery the Horizon users (i.e. the sub-postmaster or counter clerk) would raise a call to the HSH seeking clarification or advice. HSH is a service run by Fujitsu Services for the Post Office. I have been asked to provide information pertaining the working condition of the Horizon system. The following information constitutes the calls logged by HSH recorded during the period **June 30th 2005 to December 31<sup>st</sup> 2009** for the **West Byfleet** Post Office – Branch Code **126023**.

I have reviewed the HSH calls pertaining to the **West Byfleet** branch during the period **June 30th 2005 to December 31<sup>st</sup> 2009**. There were **135** calls from branch Code **126023** to the HSH, this equates to between 2 and 3 calls a month which is average for this size Post Office. All the calls are of a routine nature and do not fall outside the normal working parameters of the system or would affect the working order of the counters.

Call reference details and an overview of each call are given in date order below:

There are a many abbreviations that the HSH use in their call details, here are many explained:

NBSC - Network Business Support Centre

PM – Post Master

CC – Counter Clerk

Bop – Back office printer

CP- Counter printer

ADSL - Asymmetric Digital Subscriber Line (network connection)

PWWDCTR - Wait While Desktop Connects To Riposte

BU – Base Unit (counter)

PMMC - Postmaster Memory Card

Ithaca – make of printer

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(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

MLP – mail label print

OSP – One Shot Password

EOD – End of Day

BCR - Bar Code Reader

PMHTCC – Post master happy to close call

SSC - System Support Centre 3<sup>rd</sup>/4<sup>th</sup> line support

**1. Sat 09 July 2005 11:17 Call E-0507090180**

pm states that they cannot access training.

**Resolution:** Sat 09 July 2005 11:18

Call Close by Mark Outram: contact the nbsc

**Outcome**

Call passed to NBSC

**2. Fri 29 July 2005 17:47 Call E-0507290644**

no power to horizon

**Resolution:** Fri 29 July 2005 17:50

Call Close by Jason Rogers: cc states that has a frozen screen whilst doing a transaction. reboot required. ref offered

**Outcome**

System freeze resolved by a reboot.

**3. Fri 26 August 2005 09:05 Call E-0508260113**

pm states screen has frozen during reboot

**Resolution:** Fri 26 August 2005 09:08

Call Close by Holly Andrew: pm states screen has frozen during reboot advised pm to reboot

**Outcome**

PM advised to reboot system.

**4. Thu 15 September 2005 17:44 Call E-0509150698**

PM states that the bop is printing faintly, has changed toner and it is only a bit better

**Resolution:** Thu 15 September 2005 17:53

Call Close by Nicola Howe: PM states that her bop is printing faintly, advised her to get a new image drum, ref no given

**Outcome**

PM advised to order new part for printer.

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Continuation of statement of Andy Dunks

**5. Mon 19 September 2005 10:44 Call E-0509190463**

PM reports CP isn't accepting MLPs

**Resolution:** Tue 20 September 2005 08:46

Call Close by Russell Bull: Engineer replaced the counter printer.. Call closure code of and repair code 821

**Outcome**

Printer replaced.

**6. Tue 20 September 2005 10:10 Call E-0509200234**

BOP - makes grinding noises - red light flashes -

**Resolution:** Tue 20 September 2005 10:12

Call Close by Imran Hussain: BOP - makes grinding noises - red light flashes - advised change drumkit/toner - pm to order from communis

**Outcome**

PM advised to change printer parts.

**7. Wed 21 September 2005 10:42 Call E-0509210435**

Link call e-0509200234 pm has changed the image drum and toner as requested. the new image drum prints black marks as before.

**Resolution:**

Call Close by Mark Brown: swapped bop Call closure code of and repair code 821

**Outcome**

Back office printer replaced.

**8. Fri 23 September 2005 17:32 Call E-0509230688**

pm states her power went and is getting power company to sort out

**Resolution:** Fri 23 September 2005 17:35

Call Close by Akram Ali: pm states her power went and is getting power company to sort out. advised pm to call us and power up when back

**Outcome**

PM advising that they have had a power loss.

**9. Sat 24 September 2005 09:54 Call E-0509240165**

PO closed today due to flood - power will be off during this period. PO may re-open Monday 26th Sept.

**Resolution:** Tue 04 October 2005 13:09

Call Close by Andrew Smith: Office closed due to flood, office re-opened on 27/09

**Outcome**

PO closed due to flood.

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Continuation of statement of Andy Dunks

### 10. Mon 26 September 2005 09:11 Call E-0509260175

Counter Printer - no power

**Resolution:** Mon 26 September 2005 11:54

Call Close by Kenneth Hudson: replaced fuse on power cable plug. Call closure code of and repair code 824

#### Outcome

Engineer replaced fuse in printer plug.

### 11. Mon 03 October 2005 11:24 Call E-0510030449

Leslie @ nbcs states that the site reopened on the 27th of september@ 0900

**Resolution:**

Call Close by Thomas Field: site is now open - it reopened on the 27th of September

#### Outcome

Call to say that site opened after flood.

### 12. Thu 06 October 2005 09:40 Call E-0510060251

OSP for Seema misra PM

**Resolution:** Thu 06 October 2005 09:54

Call Close by Darryl Johnson: OSP has been issued

#### Outcome

One-Shot Password supplied.

### 13. Fri 14 October 2005 11:40 Call E-0510140339

FAD non polling, please investigate

**Resolution:** Fri 14 October 2005 16:37

Call Close by Sarah Dawe: Site Communicating. EOD received

#### Outcome

PM states that there was a power cut, counters rebooted and network restored.

### 14. Mon 17 October 2005 11:05 Call E-0510170416

caller is restarting the computer and he had a blue screen but now it has gone to system busy

**Resolution:** Mon 17 October 2005 11:10

Call Close by Erica Tidman: system busy, adv pm this is part of normal reboot, ref given

#### Outcome

PM advised that reboot process is ok.

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Continuation of statement of Andy Dunks

**15. Sat 05 November 2005 09:57 Call E-0511050159**

PM states touch screen is not responding

**Resolution:** Sat 05 November 2005 10:01

Call Close by Matthew Wilson: Touch screen not working. clean touch screen and recalibrated. screen now working

**Outcome**

Cleaned touch screen and recalibrated

**16. Sat 05 November 2005 10:01 Call E-0511050165**

BCR not working

**Resolution:** Sat 05 November 2005 10:02

Call Close by Matthew Wilson: BCR not working, cleaned lens and rebooted

**Outcome**

PM advised to clean BCR and reboot.

**17. Wed 16 November 2005 09:20 Call E-0511160161**

pm states he has discrepancy on system

**Resolution:** Wed 16 November 2005 09:21

Call Close by Akram Ali: pm states discrepancy on system advised pm to call nbsc

**Outcome**

Call passed to NBSC.

**18. Wed 23 November 2005 10:05 Call E-0511230280**

PM reports that CP isn't working.

**Resolution:** Wed 23 November 2005 10:08

Call Close by Barrie Curtin: pm reports that CP isn't working. Advised through checks. pm will continue unassisted and come back to us

**Outcome**

PM advised to carry out checks on the printer.

**19. Fri 25 November 2005 16:47 Call E-0511250758**

Clerk states CP is not printing mail labels

**Resolution:** Mon 28 November 2005 12:12

Call Close by David Dawe: Engineer replaced the counter printer. Call closure code of and repair code 821

**Outcome**

Printer replaced.

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Continuation of statement of Andy Dunks

### 20. Fri 25 November 2005 16:53 Call E-0511250761

Clerk states touch screen is not responding

**Resolution:** Fri 25 November 2005 16:57

Call Close by Matthew Wilson: Touch screen not responding. Cleaned screen and failed recalibration. Advised reboot. ref no given

#### Outcome

Clerk advised to reboot after recalibration of screen failed.

### 21. Mon 05 December 2005 18:17 Call E-0512051031

pm did a cash declaration. the machine started to make a noise.

**Resolution:** Tue 06 December 2005 12:05

Call Close by Mark Brown: @@@CHARGE no fault found. Call closure code of and repair code 819

#### Outcome

Counter replaced and events checked, no errors.

### 22. Tue 06 December 2005 09:54 Call E-0512060215

Node 3 is non-polling, please investigate.

**Resolution:** Tue 06 December 2005 11:59

Call Close by Sarah Dawe: Site Communicating. EOD received

#### Outcome

No Fault appears to be found, connection back up after 2hrs.

### 23. Sat 17 December 2005 10:26 Call E-0512170158

swiss francs given to colleague - trying to transfer and not in dropdown list

**Resolution:** Sat 17 December 2005 10:28

Call Close by Imran Hussain: Swiss francs given to colleague - trying to transfer and not in dropdown list - advised reboot - pm to reboot unassisted

#### Outcome

PM advised to reboot to fix problem.

### 24. Tue 10 January 2006 09:03 Call E-0601100096

the online services are down.

**Resolution:** Tue 10 January 2006 09:27

Call Close by Anthony Vasse: pm has rebooted to clear a network failure.

#### Outcome

Pm advised to reboot to restore online services.

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Continuation of statement of Andy Dunks

### 25. Mon 20 February 2006 10:42 Call E-0602200350

pm states that showing £ 6000 down from balance..

**Resolution:** Mon 20 February 2006 10:44

Call Close by Joanne Rowland: pm states that showing £ 6000 down from balance. advised nbsc issue

#### Outcome

Call passed to NBSC

### 26. Mon 20 February 2006 10:45 Call E-0602200355

pm states that showing £ 6000 down from balance..advised nbsc issue pm stated she was talking to the nbsc and got cut off

**Resolution:** Mon 20 February 2006 10:48

Call Close by Laura Sutton: pm states that showing £ 6000 down from balance..advised nbsc issue pm stated she was talking to the nbsc and got cut off i advised pm i would put her through pm was happy with this .pmhtcc

#### Outcome

PM call passed through NBSC.

### 27. Mon 20 February 2006 15:40 Call E-0602200818

Pm states that her system is showing difference values for certain products.

**Resolution:** Mon 20 February 2006 15:42

Call Close by Matthew Fry: Pm states that her system is showing incorrect values. Pm transfered.

#### Outcome

Call passed toNBSC.

### 28. Tue 21 February 2006 12:45 Call E-0602210464

PM states that the last couple of weeks they have had problems with the horizon kit and it is always showing that they are down in money

**Resolution:** Tue 21 February 2006 12:54

Call Close by Samantha Roullier: PM states that that system is showing her as being down everyday, she has been advised by the NBSC, advised PM to follow this, REF offered

#### Outcome

Advised to follow NBSC instructions.

### 29. Thu 23 February 2006 08:59 Call E-0602230104

annetee nbsc - pm states that she has losses every week in two stock units

**Resolution:** Fri 03 March 2006 13:55

Call Close by David Dawe: pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.

#### Outcome

SSC team advice that call be passed back to NBSC for further investigation.

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Continuation of statement of Andy Dunks

### 30. Sat 04 March 2006 10:40 Call E-0603040153

Pm states that her cp is not feeding.

**Resolution:** Sat 04 March 2006 14:27

Call Close by Stephen Ashby: \*\* [Engineer 000163 allocated]. Call closure code of and repair code 821

#### Outcome

Printer replaced.

### 31. Wed 15 March 2006 09:13 Call E-0603150177

pm states that the system are slowing during transaction

**Resolution:**

Call Close by Rhian Shirley: pm states they have a slow counter. after checking event advise pm to keep a record for future calls as there is no fault. pm happy

#### Outcome

No fault found, PM advised to keep records of any future slow counters.

### 32. Wed 15 March 2006 13:36 Call E-0603150530

PM states nvl and A&L are declining

**Resolution:**

Call Close by Kenneth Hudson: \*\* [No Remark entered.] Call closure code of FAILURE and repair code 821

#### Outcome

PinPad not reading cards,,, PinPad replaced by engineer.

### 33. Wed 15 March 2006 13:42 Call E-0603150536

PM states no cards are being taken on the pinpad

**Resolution:**

Call Close by Kenneth Hudson: engineer swapped pinpad. tested ok. Call closure code of and repair code 821

#### Outcome

Faulty pinpad replaced

### 34. Fri 24 March 2006 09:51 Call E-0603240249

Pm states that the cps on nodes 1+3 are not printing labels and keep rejecting them.

**Resolution:** Fri 24 March 2006 14:09

Call Close by Darren Budge: swapped Printer, tested ok Call closure code of and repair code 821

#### Outcome

Counter printers replaced.

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(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

### 35. Fri 24 March 2006 10:04 Call E-0603240273

Pm states that the cp on node 1 is not printing labels.

#### **Resolution:**

Call Close by Darren Budge: swapped printer, tested ok Call closure code of and repair code 821

#### **Outcome**

Printer replaced.

### 36. Fri 24 March 2006 17:26 Call E-0603240820

'Nothing that can be settled or refund with the method of payment' using card on Bureau transaction.

#### **Resolution:** Fri 24 March 2006 17:30

Call Close by Ricki Law: error on bureau transaction. advised this is nbsc issue, pm transferred

#### **Outcome**

Call transferred to NBSC

### 37. Wed 19 April 2006 12:10 Call E-0604190327

pm states cp is not printing mlps

#### **Resolution:** Wed 19 April 2006 12:10

Call Close by Sarah Dawe: engineer replaced ithaca tested ok Call closure code of and repair code 821

#### **Outcome**

Printer replaced.

### 38. Tue 02 May 2006 05:02 Call E-0605020017

Critical Alert Received on H12602300101 on 02/05/2006 at 03:45:10. Event Description: A fatal error has occurred. A corrupt storage unit was detected on volume %1 with LPN %2. UnitType %3 (0xC105003F). The message store will be shut down abnormally

#### **Resolution:** Tue 02 May 2006 10:07

Call Close by Mary Rainbow: engineer call raised on fad/fad call - this call can be closed

#### **Outcome**

Subsequent call raised e-0605020278, where engineer replaced ADSL cable and tested ok.

### 39. Tue 02 May 2006 08:56 Call E-0605020144

PM states that she has no entry signs on all icons.

#### **Resolution:** Tue 02 May 2006 08:59

Call Close by Louise Peplow: PM states that she has no entry signs on all icons. Advised pm to re-boot the counter and to call back if there are any further issues.

#### **Outcome**

PM advised to reboot..

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(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

### 40. Tue 02 May 2006 09:39 Call E-0605020278

PM states that she still keeps getting message please wait while desktop connects to riposte

**Resolution:** Tue 02 May 2006 13:19

Call Close by Kenneth Hudson: engineer swapped adsl cable. tested ok. Call closure code of and repair code 824

#### Outcome

This call raised in conjunction with Call E-0605020017, cable replaced and tested ok.

### 41. Tue 02 May 2006 18:20 Call E-0605021966

Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. server is unavailable. (0x6BA) Riposte Close Message Port

**Resolution:** Wed 03 May 2006 12:37

Call Close by Darren Dutton: Reboot event received at 12:27:00. No further events to report

#### Outcome

This is a known error and a reboot is suggested, there were no further events to report. Repeat call E-0605030184.

### 42. Wed 03 May 2006 08:59 Call E-0605030155

pm states PWWDCR

**Resolution:** Wed 03 May 2006 09:01

Call Close by Stephen Ashby: pm states pwwdctr. reboot required. ref no offered

#### Outcome

This is a known error and a reboot is suggested

### 43. Wed 03 May 2006 09:07 Call E-0605030184

PM states the "on line services unavailable"

**Resolution:** Wed 03 May 2006 09:11

Call Close by Melanie Connolly: PM states "server unavailable, advised reboot, ref offered

#### Outcome

This is a known error, call in conjunction with Call E-0605021966, advised to reboot.

### 44. Wed 03 May 2006 09:34 Call E-0605030277

pm states that she has message frozen on screen pwwdctr (Please Wait While Desktop Connects To Riposte).

**Resolution:** Wed 03 May 2006 14:08

Call Close by Katrina Brooks: swapped b-base, tested ok

#### Outcome

Base Unit replaced, reboots for calls Call E-0605030184, Call E-0605030155 and Call E-0605021966 failed to rectify problem so the counter was replaced and tested ok.

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## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

### 45. Sat 17 June 2006 09:19 Call E-0606170102

The online services are down. pm has pwwdctr on the gateway.

**Resolution:** Sat 17 June 2006 09:21

Call Close by Anthony Vasse: pm is rebooting to clear pwwdctr.

#### Outcome

PM advised to reboot to fix.

### 46. Mon 03 July 2006 16:27 Call E-0607031108

caller states he is doing a capo card transaction and is getting message card cannot be processed by the pinpad

**Resolution:** Mon 03 July 2006 16:30

Call Close by Patricia Clegg: card not going through on 2 counters, fault with card

#### Outcome

Problem with the credit card.

### 47. Sat 08 July 2006 13:54 Call E-0607080339

Caller states that the counter has frozen

**Resolution:** Sat 08 July 2006 13:56

Call Close by Adam Robertson: Reboot required

#### Outcome

PM advised to reboot.

### 48. Wed 12 July 2006 13:46 Call E-0607120645

no power to horizon

**Resolution:** Wed 12 July 2006 13:48

Call Close by Imran Hussain -: no power to horizon - referred to local electrician

#### Outcome

Electrical problem - referred to local electrician

### 49. Wed 12 July 2006 13:59 Call E-0607120672

pm states there is no power to horizon system.

**Resolution:** - Wed 12 July 2006 14:03

Call Close by Keely Butler: pm states there is no power to horizon system. transf to nbcs.

#### Outcome

Call passed to NBSC.

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Continuation of statement of Andy Dunks

### 50. Wed 12 July 2006 14:04 Call E-0607120680

PM states that the power has gone down on all of the counters - have checked the trip switch to the horizon counters and it is fine and an electrician has had a look at the fuses - all appears to be fine

**Resolution:** Wed 12 July 2006 14:12

Call Close by Adam Robertson -: No fault found - Trip switch had not been checked

#### Outcome

No Fault found, PM happy to close call.

### 51. Fri 21 July 2006 09:09 Call E-0607210115

Pm states that touch screen is faulty

**Resolution:** - Fri 21 July 2006 09:13

Call Close by Melissa Delamaine: touch screen fault, recalibrated, now fine, ref no given

#### Outcome

Touch screen reset.

### 52. Tue 25 July 2006 09:57 Call E-0607250218

caller states that the touch screen is not working, the arrow does not follow your finger

**Resolution:** - Thu 27 July 2006 17:03

Call Close by Samantha Roullier: engineer replaced touch screen tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair code 821

#### Outcome

Touch screen replaced by engineer.

### 53. Mon 14 August 2006 11:52 Call E-0608140565

FAD non polling, please investigate

**Resolution:** - Tue 15 August 2006 09:05

Call Close by Leanne Hudson: Site Communicating. EOD received

#### Outcome

PM stated that the electrician who was fitting the Air con unit cut the power off yesterday.

### 54. Fri 22 September 2006 09:37 Call E-0609220246

caller states that the counter printer on node 2 is not printing the receipt. there is no power to the printer.

**Resolution:** - Tue 26 September 2006 10:37

Call Close by Kenneth Hudson: Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821

#### Outcome

Printer replaced by engineer

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Continuation of statement of Andy Dunks

### 55. Mon 25 September 2006 16:03 Call E-0609250857

clerk states that cp is not working and is only printing half receipt

**Resolution:** Tue 26 September 2006 11:33

Call Close by David Dawe -: Engineer, Summary: exchange & tested ok Call closure code of Completed and repair code 821

#### Outcome

Printer replaced by engineer

### 56. Fri 29 September 2006 13:28 Call E-0609290473

PM states that her CP was replaced last week and keeps jamming.

**Resolution:** - Sat 30 September 2006 17:53

Call Close by Ricki Law: \*\* [No Remark entered.] Call closure code of Completed and repair code 821

#### Outcome

Counter Printer repaired.

### 57. Thu 05 October 2006 11:59 Call E-0610050525

Caller states that node 2 touch screen is not working

**Resolution:**

Call Close by Adam Robertson: replaced touch screen and mains adaptor Call closure code of Completed and repair code 821

#### Outcome

Touch screen replaced by engineer.

### 58. Wed 08 November 2006 16:40 Call E-0611080875

the scanner is not working properly.

**Resolution:**

Call Close by Anthony Vasse: pm is rebooting to clear a scanner issue on node 3.

#### Outcome

Counter rebooted to clear scanner problem.

### 59. Thu 09 November 2006 09:57 Call E-0611090270

pm states bcr not working

**Resolution:** - Thu 09 November 2006 09:59

Call Close by Akram Ali: pm states system is stuck in loop, advised reboot pmhtcc

#### Outcome

PM happy to close call after reboot of counter to resolve Bar Code Ready (BCR) problem.

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Continuation of statement of Andy Dunks

### 60. Sat 11 November 2006 11:04 Call E-0611110242

pm states that the bcr is still not working

**Resolution:** - Mon 13 November 2006 13:01

Call Close by Nicola Whitehead: \*\* [No Remark entered.] Call closure code of Completed and repair code 821

#### Outcome

Part replaced.

### 61. Fri 24 November 2006 13:10 Call E-0611240549

Cc states cp is not printing labels

#### **Resolution:**

Call Close by David Moulden: REPLACED PRINTER Call closure code of Completed and repair code 821

#### Outcome

Part replaced.

### 62. Wed 29 November 2006 14:25 Call E-0611290624

CC states that the node 1 printer is not working

**Resolution:** - Wed 29 November 2006 14:31

Call Close by Samantha Roullier: PM states that the printer is not working, advised to reset, ref offered

#### Outcome

PM advised how to perform factory reset of the printer.

### 63. Wed 29 November 2006 15:49 Call E-0611290763

CC quotes E-0611290624. CP is still not working after initial checks and factory reset.

**Resolution:** Thu 30 November 2006 13:00

Call Close by Katrina Brooks -: rtc 09:55 Engineer Summary: the unit was rejecting the labels so the engineer replaced and tested fine. Call closure code of Completed and repair code 821

#### Outcome

Printer replaced.

### 64. Thu 07 December 2006 09:36 Call E-0612070206

Caller states that the counter keeps on turning itself off during transaction

**Resolution:** - Fri 08 December 2006 17:06

Call Close by Donna Thomas: Job Completed: 08/12/2006 15:30:00 Engineer Summary: counter would cut out, and CTX mains had low voltage, swapped part tested ok Call closure code of Completed and repair code 821

#### Outcome

Base Unit (counter) replaced by engineer.

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Continuation of statement of Andy Dunks

### 65. Mon 15 January 2007 14:22 Call E-0701150667

pm states that her pinpad is not reading cards

**Resolution:** - Mon 15 January 2007 16:02

Call Close by Samantha Bowden: pm states that her pinpad is not accepting cards, advised re-installation of pinpad, pm happy to do this unassisted

#### Outcome

PM advised to re-install pinpad.

### 66. Mon 15 January 2007 16:05 Call E-0701150810

pm states that the pinpad installation failed as it failed to read the text card.

**Resolution:**

Call Close by Alexander Gibbs: swapped pinpad Call closure code of completed and repair code 821

#### Outcome

PinPad replaced by engineer.

### 67. Wed 24 January 2007 14:17 Call E-0701240721

CC states that Node 1 CP is not printing properly.

**Resolution:**

Call Close by Stephanie Byrne: CC states that CP on node 1 is jamming, advised a factory reset this was successful. ref given

#### Outcome

PM advised to reset printer, which cleared problem.

### 68. Wed 24 January 2007 14:25 Call E-0701240731

CC states that the BCR is not scanning

**Resolution:** - Wed 24 January 2007 14:33

Call Close by Stephanie Byrne: CC states that BCR on node 3 is not scanning, Advised CC to reboot and call back in 20 mins if problem still persists. ref given

#### Outcome

Counter Clerk rebooted BCR.

### 69. Mon 29 January 2007 10:59 Call E-0701290399

Pm states that his cp is still not printing labels

**Resolution:** Tue 30 January 2007 14:18

Call Close by Joseph Mould: Engineer Summary: not printing labels exchanged tested all ok Call closure code of completed and repair code 821

#### Outcome

Printer replaced.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

### 70. Thu 15 February 2007 13:11 Call E-0702150566

Sup states that his is it not printing lables

**Resolution:** Sat 17 February 2007 13:40

Call Close by Joseph Mould: Call closure code of completed and repair code 821

#### Outcome

Printer replaced.

### 71. Mon 19 February 2007 12:17 Call E-0702190608

CC states that her cp is not printing labels

**Resolution:** Wed 21 February 2007 09:32

Call Close by Joseph Mould: \*\* [No Remark entered.] Call closure code of completed and repair code 821

#### Outcome

Counter printer replaced.

### 72. Thu 01 March 2007 09:14 Call E-0703010170

CC states that her BCR is not working

**Resolution:** Thu 01 March 2007 09:24

Call Close by Latoya Rodgers: CC states that her BCR is not working ,advice her of the steps and advice her to reboot and then try it and if it doesn't wrk then she needs to ring us back . ref given

#### Outcome

PM advised to reboot and try again.

### 73. Tue 06 March 2007 16:23 Call E-0703060844

pm states cp started smoking

**Resolution:** Wed 07 March 2007 15:32

Call Close by Tracy Scott: Engineer Summary: not print slips or labels, exchanged & tested all ok

#### Outcome

Counter printer replaced

### 74. Mon 12 March 2007 15:14 Call E-0703120773

CC states that her cp keeps rejecting labels.

**Resolution:** Wed 14 March 2007 10:51

Call Close by Sukhdeep Thind: Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821

#### Outcome

Printer replaced.

Signature

**GRO**

Signature witnessed by

**GRO**

CS011A

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**75. Thu 26 April 2007 13:50 Call E-0704260661**

CC states that her online services are unavailable.

**Resolution:** Fri 27 April 2007 09:47

Call Close by Stephanie Byrne: PM now has online services

**Outcome**

Loss of network connectivity, connection restored after reboot.

**76. Sat 28 April 2007 09:59 Call E-0704280155**

pm states that node disconnected and regained connection errors

**Resolution:** Sat 28 April 2007 10:01

Call Close by Joanne Rowland: pm states that nodes are all working and fine were disconnected but ok pmhtcc ref given

**Outcome**

Brief loss of network connectivity.

**77. Thu 03 May 2007 12:01 Call E-0705030652**

CC states that her cp on node 3 has no power.

**Resolution:** Thu 03 May 2007 14:16

Call Close by Sukhdeep Thind: pm called. can we cancel the engineer visit. the printer is now working.

**Outcome**

Printer problem.

**78. Wed 20 June 2007 14:42 Call E-0706200766**

Counter clerk states the cp is not working

**Resolution:** Wed 20 June 2007 15:01

Call Close by Nazma Majeed: Counter clerk states the cp is not working. Advised to reboot and call back if the problem persists. Ref given

**Outcome**

Printer problem.

**79. Wed 20 June 2007 15:09 Call E-0706200812**

pm needs to know how to reboot the counter for epson printer problem

**Resolution:** Thu 03 May 2007 14:16

Call Close by Ricki Law: pm needs to know how to reboot the counter for epson problem. advised how to reboot

**Outcome**

Printer problem.

Signature

**GRO**

CS011A

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

### 80. Thu 05 July 2007 08:48 Call E-0707050086

the gateway is not switching on after a power failure.the screen is blank.

**Resolution:** Thu 05 July 2007 17:11

Call Close by Latoya Rodgers: Engineer Summary: power failed and has been changed and has been tested ok

#### Outcome

Base unit replaced by engineer.

### 81. Wed 11 July 2007 17:18 Call E-0707110847

sub pm states that node 1 screen is not responding .

**Resolution:** Wed 11 July 2007 17:21

Call Close by Latoya Rodgers: sub pm states that her screen is not responding . walk through the checks and it is working . ref given

#### Outcome

Walked through checks and tested ok.

### 82. Sat 14 July 2007 10:39 Call E-0707140168

No response when touching the screen. KB is working.

**Resolution:** Mon 16 July 2007 18:07

Call Close by Joseph Mould: Engineer Summary: Touch screen calibration failed - replaced screen - tested and ok

#### Outcome

Screen replaced by engineer.

### 83. Thu 19 July 2007 11:14 Call E-0707190374

Pm states on node 2 touch screen is not responding at all 3910000056

MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000 3920000056

MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3930000056

MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3940000056

MON1730TUE1730WED1730THU1730FRI1730SAT1300SUN0000BNK0000

**Resolution:** Thu 19 July 2007 11:18

Call Close by Kam Seshadri: Pm had a problem with the touch screen, advised calibration, calibration ok and found touch screen seemed to be working fine

#### Outcome

Touch screen problem, fixed by re-calibration.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**84. Wed 01 August 2007 14:30 Call E-0708010603**

Supervisor states that the system frozen

**Resolution:** Wed 01 August 2007 14:37

Call Close by Thomas Kane: screen freeze.. advised reboot.. ref given

**Outcome**

Screen freeze fixed by re-boot

**85. Thu 23 August 2007 11:01 Call E-0708230383**

Clerk reports her cp is printing blank receipts on node 1.

**Resolution:** Thu 23 August 2007 11:06

Call Close by Leanne Hudson: Pm states cp is printing blank, advised through checks. Pm states cp is printing ok, pm happy to continue and has ref.

**Outcome**

Printer problem.

**86. Tue 28 August 2007 15:18 Call E-0708280851**

CC states CP is not printing receipts

**Resolution:** Tue 28 August 2007 15:23

Call Close by Deepak Nerr: CP not printing receipts, advised to replace red ink cartridge, issue resolved. Ref Given.

**Outcome**

Printer problem.

The following calls are in a different format due to the helpdesk software changing in October 2007.

**87.**

**Incident: 10293** 13/09/2007 09:29:18

**Description:**

PM states he has an epson CP that is printing blank

Fawthrop, Kyle 13/09/2007 09:35:50

Closed

**Desc:** PM states he has an epson CP that is printing blank, cleaned the print heads and resolved the issue.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**88.**

**Incident: 11370** 14/09/2007 11:42:17

**Description:** PM stated green flashing. Error and Red Light. Slip light.

Asghar, Rameez 14/09/2007 11:56:31

Closed

**Desc:** PM stated that error red ink and tally roll were on. Advised reboot. REF GIVEN.

**89. Incident: 12252** 17/09/2007 09:31:03

**Description:** CP is not printing receipts

Nerr, Deepak 17/09/2007 09:40:49

Close

**Desc:** CP not printing receipts, advised checks - issue resolved. Ref Given.

**90. Incident: 14215** 18/09/2007 16:37:46

**Description:** bop printing blank.

Majeed, Nazma 19/09/2007 17:18:11

Close

**Desc:** Engineer Summary: refit print drum, all tested ok  
Call closure code 826

**91. Incident: 14468** 19/09/2007 09:32:47

**Description:** PM states that his CP is not working

Giles, Ricky 19/09/2007 09:38:09

Close

**Desc:** PM states that his CP is not responding, advised to change black cart

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**92. Incident: 41686** 30/10/2007 10:04:46

**Description:** Counter clerk states that the cp is printing blank receipts

Majeed, Nazma 30/10/2007 10:10:45 Close

**Desc:** Advised self cleaning test x3 and this solved the problem. The cp is printing fine now

**93. Incident: 47888** 08/11/2007 10:59:04

**Description:** PM states that she has had a power cut and she has gone into the lost pin screen

**Description:** PM states that she has had a power cut and she has gone into the lost pin screen

**94. Incident: 48100** 08/11/2007 12:59:53

**Description:** FAD requires the Security keys updated - Contact the PM to request controlled restart and acceptance of new security data on all counters beginning with the Gateway counter. Ensure the network door is open for "Key Change" for the Gateway restart

Agar, Charlene 09/11/2007 11:14:49 Close

**Desc:** key update complete

Signature

**GRO**

Signature witnessed by

**GRO**

CS011A

Version 4.0 07/06



## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**95. Incident: 48610** 09/11/2007 09:39:11

**Description:** Pm states cp printing nothing at all

Hickman, Nick 09/11/2007 09:52:11 Close

**Desc:** PM states cp not printing, when trying to print receipt, screen froze, advised reboot will call back later, ref given

**96. Incident: 50596** 12/11/2007 12:14:03

**Description:** PM states that she is having problems with her Moneygram

Giles, Ricky 12/11/2007 12:15:35 Close

**Desc:** NBSC Issue

**97. Incident: 56758** 20/11/2007 11:22:26

**Description:** Clerk states on node 1 scanner is not scanning

Seshadri, Kam 20/11/2007 11:27:04 Close

**Desc:** Pm had a problem with the bcr, advised pm to clean the lens found bcr seemed to be working fine

**98. Incident: 56771** 20/11/2007 11:28:39

**Description:** Pm states that her bcr is still not working ref from call 56758

Thind, Sukhdeep 22/11/2007 09:35:47 Close

**Desc:** engineer replaced BCR.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**99. Incident: 56802** 20/11/2007 11:50:05

**Description:** PM states that her base unit wont turn on

Griffiths, Jamie 20/11/2007 11:56:23 Close

**Desc:** PM states that while i was checking events she got the base unit to turn on and has put in her PMMC card, gave a REF no. and told to call back if any more problems occur.

**100. Incident: 59389** 23/11/2007 12:43:23

**Description:** Pin number - appears as mistyped

Nerr, Deepak 23/11/2007 13:20:25 Close

**Desc:** Lost PIN, new PIN generated and accepted, POLO complete - starting services.

**101. Incident: 59509** 23/11/2007 14:30:00

**Description:** pm states that they had to reboot node three and now the keyboard will not accept the pmmc card the keyboard does not recognise it

Singh, Lucvinder 23/11/2007 14:37:51 Close

**Desc:** pm has logged on now and services are starting, pm happy to continue and will call back if she has any more problems, ref given

**102. Incident: 63912** 29/11/2007 13:11:19

**Description:** CP is not printing.

Law, Carla 01/12/2007 08:20:34 Close

**Desc:** Engineer Summary: ink spill in printer exchanged printer test ok

**103. Incident: 71603** 07/12/2007 14:20:45

**Description:** PM states she has red light

Willis, Emma 07/12/2007 14:24:28 Close

**Desc:** PM states she has red light, Advised PM to change Black Ink cartridge, Issue Resolved

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**104. Incident: 72363** 10/12/2007 09:01:22

**Description:**

Pm states that her system is frozen on the message " Please wait while receipt is printing"

Asghar, Rameez 10/12/2007 09:05:55

Close

**Desc:** Pm states that her system is frozen on the message " Please wait while receipt is printing" Advised pm to reboot the counter and call back if the problem persists. Ref given

**105. Incident: 79146** 17/12/2007 10:44:49

**Description:**

PM states CP on node 02 is not working

Brooks, Katrina

20/12/2007  
09:44:14

Close

**Desc:** cleaned printer test ok INFO: CSR Code 000314 is known to D1 - AND updated \*\* PARTS USAGE VALIDATION INFORMATION \*\* INFO: No valid spares usage data found. INFO: No spares usage data was provided. \*\* END OF PARTS USAGE VALIDATION INFORMATION \*\* INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM.

Actual Visit:

Engineer: 000314

Arrival: 2007-12-18 14:40:00

Handed Back: 2007-12-18 15:00:00

**106. Incident: 98279** 14/01/2008 09:15:44

**Description:**

OSP authorised by NSBC for Auditor - Keith Noverre.

Norsworthy, Dean 14/01/2008  
09:39:51

Close

**Desc:** OSP authorised. Contacted Auditor, issued OSP. OSP issued successfully.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**107. Incident: 100180 15/01/2008 12:56:03**

**Description:** alan @ NBSC states site is closed due to an audit

Thind, Sukhdeep 23/01/2008 16:09:09 Close

**Desc:** 0900 ... 15.01.08 po reopened.

**108. Incident: 116574 04/02/2008 06:05:04**

**Description:** Critical event received for node H12602300101 on the 02-04-08 @ 03:47:29. Classification = NT\_Error, Source = Disk, NTID = 7. Event text reads, 'The device, \Device\Harddisk0\Partition1, has a bad block'.'

Thind, Kaljinder 04/02/2008 09:44:35 Close

**Desc:** B Base Unit call raised - 116835

**109. Incident: 116835 04/02/2008 09:37:05**

**Description:** p/m states he has error message pwwdctr

Nerr, Deepak 04/02/2008 16:56:00 Close

**Desc:** Replaced b base unit.

**110. Incident: 117569 04/02/2008 13:32:39**

**Description:** PM wanted help with a transaction.

Fawthrop, Kyle 04/02/2008 13:36:21 Close

**Desc:** PM called in for transaction help, i have done checks and transferred to NBSC.

Signature

**GRO**

CS011A

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**111. Incident: 117613** 04/02/2008 13:53:46

**Description:** Can CLI be removed from this site to enable authentication

Tidman, Erica 04/02/2008 17:29:06 Close

**Desc:** cli re-enabled

**112. Incident: 132384** 20/02/2008 09:32:28

**Description:** PM states he needs to do an AP reversal.

Fawthrop, Kyle 20/02/2008 09:35:42 Close

**Desc:** PM needed help with an AP reversal. transferred to NBSC.

**113. Incident: 138233** 26/02/2008 13:19:25

**Description:** itchica printier has an error 94

Leavesley, Carley 26/02/2008 13:28:42 Close

**Desc:** RMGA.H Hardware.HD07 Counter printer fault.CX6 Print Quality issue

**114. Incident: 143395** 03/03/2008 11:01:13

**Description:** PM states that his CP is printing white lines between the text.

millman, emma 03/03/2008 11:04:54 Close

**Desc:** PM states that his CP is printing white lines between the text. Advised to do 3 self clean tests, printing fine now. REF offered

**115. Incident: 299321** 05/06/2008 09:26:43

**Description:** CP is not printing due to red ink out light is on

Nerr, Deepak 05/06/2008 09:29:27 Close

**Desc:** Advised to replace the red ink cartridge.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**116. Incident: 388611 24/07/2008 15:06:27**

**Description:** Manager states online services unavailable

Seshadri, Kam 24/07/2008 15:09:08 Close

**Desc:** Pm had a problem with the online services, advised network test pinged,  
Advised pm that the online services are back up and running

**117. Incident: 388735 24/07/2008 15:41:33**

**Description:** pm states hes got the message  
Disconnected node

Poulton, Claire 24/07/2008 15:47:11 Close

**Desc:** checked events - nodes 2 and 3 are showing Disconnected

advised pm to reboot both counters - gave incident

**118. Incident: 391119 25/07/2008 16:31:20**

**Description:** pm advises that he has no line online  
services and 1 counter: Disconnected.

Sharma, Devan 25/07/2008 16:50:05 Close

**Desc:** Successfully Pinged.

Counter has been connected.

Advised pm to test a card transaction..

pm advises that card transaction works.

pm would like an engineer.

Advised that i can send call to networks team but need to do a reboot.

pm advises he is busy all the time.

Advised when he is free if he can do a reboot.

pm advises this has happened twice yesterday reference 388735 and 388611.

pm would like to know which counter was disconnected.

Health Check Node1-25%, Node2-0% and Node3-0%

Advised pm Health Check Node1-25%, Node2-0% and Node3-0%

Offered Reference.

Signature

**GRO**

CS011A

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**119. Incident: 391460 26/07/2008 08:11:20**

**Description:**

\*\*\*\*\*VOICEMAIL CALL

V260708001\*\*\*\*\*

NBSC ISSUE

One Stock Unit is showing £1.000 loss  
unable to find where it has disappeared to.

Leavesley, Carley 26/07/2008  
09:04:13

Close

**Desc:** Advised to call the NBSC

**120. Incident: 393412 28/07/2008 11:42:11**

**Description:**

When printing receipt it says "printer  
error" and the screen seems to be frozen

Goad, Daniel 28/07/2008 12:41:50

Close

**Desc:** system now working fine after reboot to counter

**121. Incident: 399282 30/07/2008 13:21:57**

**Description:**

pm states that counter has froze on node  
2

Daly, Amanda 30/07/2008 13:27:51

Close

**Desc:** checked events all ok advised reboot ref given

**122. Incident: 433532 15/08/2008 14:38:00**

**Description:**

pm states no OLS

Field, Sarah 15/08/2008  
Jane 14:49:44

Close

**Desc:** advised a reboot

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06



## Witness Statement

(GJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**123. Incident: 433735** 15/08/2008 15:43:56

**Description:** PM states that nodes 2 and 3 are disconnected

Sahota, Omkar 15/08/2008 16:03:57 Close

**Desc:** Advised reboot

**124. Incident: 433925** 15/08/2008 16:52:30

**Description:** PM states following clal references 433735 and 433735, nodes 2 & 3 are still disconnected

Sharma, Devan 18/08/2008 14:54:10 Close

**Desc:** Engineer Summary: Plugged in 8 port hub adaptor, tested ok

**125. Incident: 435728** 18/08/2008 10:20:58

**Description:** PM need guidance on an AP reversal transaction

Cooper, Jordan 18/08/2008 10:25:44 Close

**Desc:** Offered to transfer PM back to NBSC, however his office is too busy and he call them later

**126. Incident: 724071** 09/12/2008 11:29:38

**Description:** Caller states CP is not printing labels.

Sahota, Gagandeep 11/12/2008 11:41:00 Close

**Desc:** Engineer Summary: changed as no print changed tested working all ok

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**127. Incident: 728050 10/12/2008 12:23:45**

**Description:** pm has message onscreen. you are losing until the branch is rolled into the next tp. stock unit bb rolled into the current tp 42 days ago.

Vasse, Anthony 10/12/2008 12:53:13 Close

**Desc:** pm had a su roll over error to do with trans archiving. spoke to the nbsc. no fault found with software. nbsc think the pm has rolled a stock unit early system is saying that some trans have already been archived.

**128. Incident: 761289 23/12/2008 14:16:21**

**Description:** Node 3 BCR will not work. Intermittent.

Law, Carla 23/12/2008 14:21:31 Close

**Desc:** Advised.

**129. Incident: 841614 26/01/2009 13:07:26**

**Description:** Back office printer, is making a grinding sound and jamming paper.

Abdul, Hamid 27/01/2009 11:15:03 Close

**Desc:** Job Completed: 27/01/2009 11:00:00 Repair Code: 821 Cause Code: completed Signature: Nil Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: 0CJ33032119K Model: PATOKI8P-PTR Fault: BAD Notes: Delivered (New) Items: Serial: 08J33029611K Model: PATOKI8P-PTR Fault: GOOD Notes: Engineer Summary: swapped oki advised pm to order new image drum

**130. Incident: 854143 29/01/2009 13:54:38**

**Description:** PM has a transaction problem - sent to NBSC

Hale, Perry 29/01/2009 13:55:52 Close

**Desc:** PM has a transaction problem - sent to NBSC

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**131. Incident: 1493231 26/08/2009 14:30:34**

**Description:**

KMAEXP 15/10/09 Branch requires Security keys updated - Contact the PM to request controlled restarts and acceptance of new security data for nodes

Leavesley, Carley 21/09/2009  
13:44:57

Close

**Desc:** RMGA.S Software.SD17 Key refresh.CG9 Scheduled security data update

**132. Incident: 1621289 06/10/2009 13:07:58**

**Description:**

OLS are down

Briggs, Lisa

09/10/2009  
11:56:03

Close

**Desc:** ADSL card replaced by engr. Comms ok since. PM happy to close call.

**133. Incident: 1621846 06/10/2009 14:33:54**

**Description:**

OSP for PM Lisa Hothersall

Spang, Perry 06/10/2009 15:07:39

Close

**Desc:** Called Post office... they said that they haven't requested a OSP at all today

**134. Incident: 1622327 06/10/2009 15:45:43**

**Description:**

PM said that her online services is running fine but says that it goes down every now and again

Spang, Perry 06/10/2009 15:48:51

Close

**Desc:** PM said that her online services is running fine but says that it goes down every now and again

Advised PM to call back when it next happens

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

**135. Incident: 1658567** 17/10/2009 09:29:25

**Description:**

Caller states that she has message saying  
"this counter has disconnected from the  
network"

Badenhorst, Jean 17/10/2009  
Paul 10:26:13

Close

**Desc:** Advised pm to reboot.

Signature

CS011A

**GRO**

Signature witnessed by

**GRO**

Version 4.0 07/06