

## Call E-0402250565

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Status: Closed	Opened: Wed 25 February 2004 12:12	Site: 213337	
Severity: 2 C	Closed: Wed 25 February 2004 12:19	Customer: I039	
Priority: 0		CSR/Team: uk952522 / HSH7	
Caller Details			
Caller: christine	Phone: GRO	Site: 213337	
Title: PostMaster	Login:	Department:	
	Caller ID:	Location:	
Call Problem Details			
Product Type: PT01	Call Type: X	ProbType: XI18	Problem:
Problem Text: JAne @NBSC called re closed call.			
Call Closure Details			
Closed: 25/02/2004 12:19	Cause: CM2	Repair: R58	Resolution: RS14
Text: Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previuos call, ref given call closed			
Call Asset Details			
Asset ID:	Description:	Serial No:	
Product: Non Horizon Business	Description: Non Horizon business	Network ID:	
Call Activity Log			
OPEN	25 February 2004 12:05 by uk952522 / HSH7 New call taken by Nicola Goodson: JAne @NBSC called re closed call.	Saved: 25 February 2004 12:12	
CLEAR	25 February 2004 12:19 by uk952522 / HSH7 nbsc issue	Saved: 25 February 2004 12:19	
CLOSE	25 February 2004 12:19 by uk952522 / HSH7 Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previuos call, ref given call closed	Saved: 25 February 2004 12:19	
MODIFY	25 February 2004 13:31 by uk059697 / HSH4 Call information modified by Sandra Hawkins Problem Type: from 'XI17' to 'XI18'	Saved: 25 February 2004 13:31	
MODIFY	25 February 2004 13:31 by uk059697 / HSH4 Call information modified by Sandra Hawkins Repair: from 'R74' to 'R58'	Saved: 25 February 2004 13:31	