14/10/03

Hello Micholas.

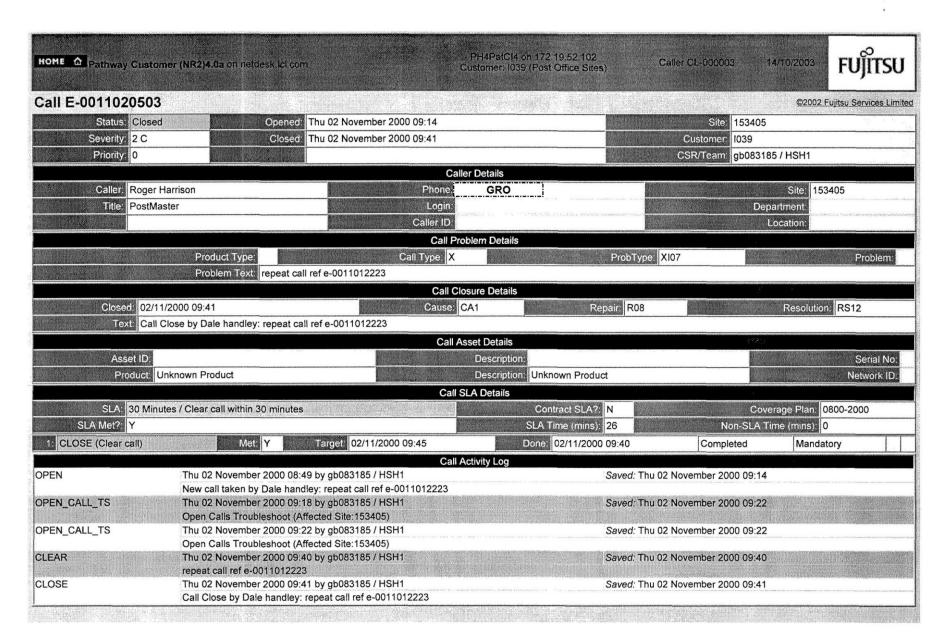
Please find on closed the Call logs for the Hitt Gels Made lay office FAD 153405 between Feb and Movember 2000 Please du not hositate to Constact me if further information is required.

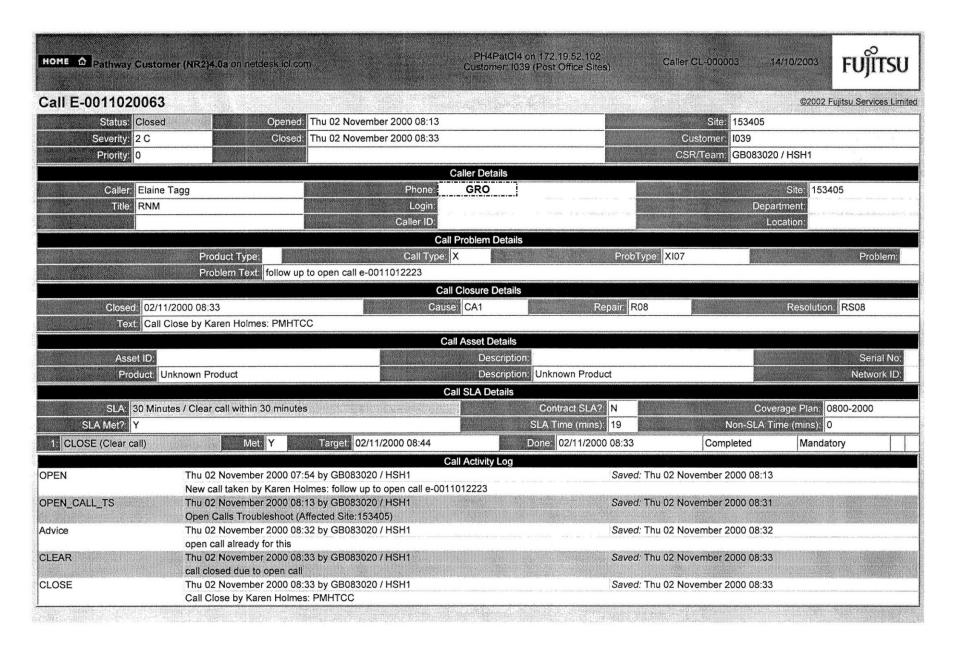
regords

Jay O'Laugun

Page 1 of 1

Secretary			PH4PatCl4 on 17	2 19 52 102			φ <u></u>
HOME 1	Pathway Customer (NR2)4.0a on netdesk icl.com	The second secon	Customer: 1039 (Pos		aller CL-000003	14/10/2003	FUJITSU
Call E	0008172268			A crace and a crac		©2002 F	ujitsu Services Limited
	Status: Closed Opened	Thu 17 August 2000 14:56	The second section of the sect		Site: 153405	5	7
	Severity: 2 C Closed	Thu 17 August 2000 15:03			Customer: 1039		The second secon
	Priority: 0			Barrier (Barrier Constitution of the Constitut	CSR/Team: uk0816	660 / HSH1	Audition and Audit audit and a statem fair for the environment annual state and constitute funds and an entire 2
		C	aller Details				
	Caller: Mr M A Jackson	Phone	GRO		The Course of Section	Site: 153	405
e elliarat	Title: PostMaster	Logii	12			Department:	A PER MANAGEMENT AND A PER MAN
14.14		Caller I				Location:	
	24.5		Problem Details				
	Product Type: PT01	Call Type: F		ProbType: FD02	2		Problem:
	Problem Text: pm wants a to preform a buy bac	-					
Name and Association (Control of Control of		Access to the second se	Closure Details				**
	Closed: 17/08/2000 15:03	Cause	CA9	Repair: R58	Let with an example reserved.	Resolution	RS08
Manufacture Co.	Text: Call Close by Anthony Dobell: pmhtcc						
		Cal	Asset Details	NE STREAM STOLER AND STEEL STOLER		Trends was a series of the series	
	Asset ID:		Description:				Serial No:
	Product: eposs		Description. E	POSS	i diaki	alverse entre	Network ID:
animistra e de la compa		Ca	ll SLA Details		F CONTROL STORY		P (2000)
	SLA NO SLA / No SLA defined for this call.			Contract SLA?: N			overage Plan:
All Comments	SLA Met?: Y		รีกโรกและออก กับเรียก 	SLA Time (mins): 6	Bossinien Verlanders Bereich	Non-SLA	A Time (mins): 0
OPEN	Thu 17 August 2000 14:51 by uk081660 / HSH1	Ca	II Activity Log	Saved: Thu 17 August	2000 14:56	NAMES OF THE PERSON OF THE PER	
OI EI	New call taken by Anthony Dobell: pm wants a to p	reform a buy back on the system	but dosen't have the		2000 14.00		
Advice	Thu 17 August 2000 15:01 by uk081660 / HSH1			Saved: Thu 17 August	2000 15:01		
01515	caller refered to the nbsc				0000 15 00		
CLEAR	Thu 17 August 2000 15:02 by uk081660 / HSH1 caller refered to the nbsc	opening a street of the second		Saved: Thu 17 August	2000 15:02		
CLOSE	Thu 17 August 2000 15:03 by uk081660 / HSH1			Saved: Thu 17 August	2000 15:03	earner and a subject of	
	Call Close by Anthony Dobell: pmhtcc						
			and Company to the sec.				

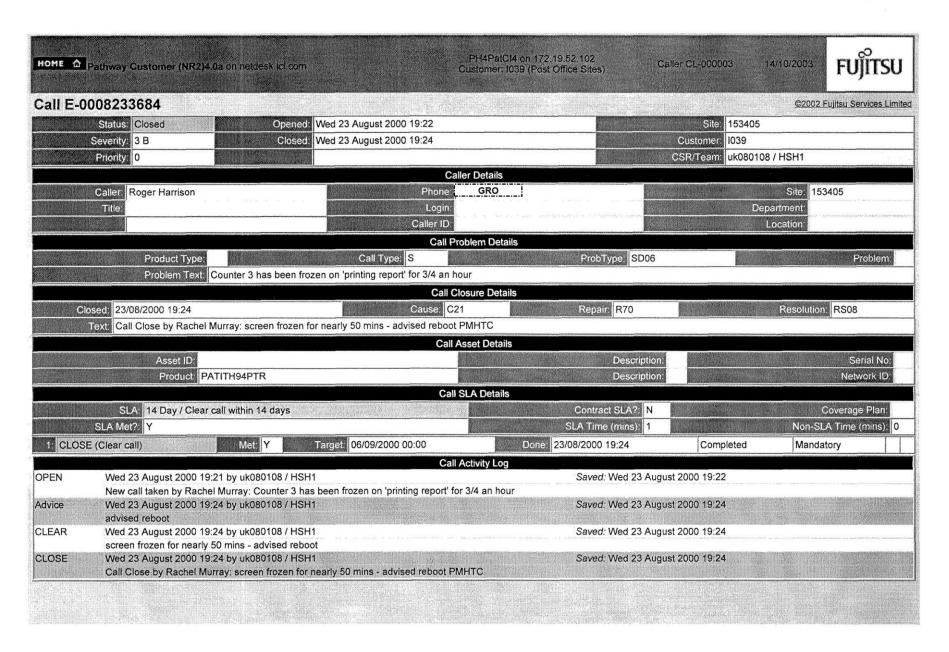




Page 1 of 1

	Web, Ph			W W TO THE RESERVE OF THE STREET	Manager Stage Committee Committee	
HOME A			PH4PatCl4 on 1	72.19.52.102	14 CU 000000	10/2003 FUITSU
Pathway Cu	stomer (NR2)4.0a on netdesk icl com		Customer: 1039 (P	ost Office Sites)	ler CL-000003 14/	FUJITSU
	Company of the History of the Histor		n is associated about consultation of	tun mala ike alikumba mana ika immala mana ik		
Call E-00110150	159		light in i	1. 3.6.73		©2002 Fujitsu Services Limited
Status: Clo	veya segunos estados de la destada appropriada de la companya del companya del companya de la co	ed 01 November 2000 19:06			Site: 153405	
Severity: 2 0	Closed: We	ed 01 November 2000 19:07			Customer: 1039	
Priority: 0	mentals and state of the second state of the second			<u>A Marian Randon II.</u>	CSR/Team: uk081126	/ HSH1
		2884446	Caller Details		4	
NUMBER OF STREET	M A Jackson	Pho	MORE SAME TO THE TAXABLE PARTY OF TAXABLE PARTY			Site: 153405
Title: Pos	stMaster	Securitaria de la constanción del constanción de la constanción de	gin:		Depar	SECOND SE
endonia il Albino di		Caller			Lo	cation
	DTo.		Il Problem Details			
Etitimbaja juulga ja ja 1986 miljana.	Product Type: PT01 Problem Text: call cancelled	La	Il Type: A	ProbType	AG06	Problem:
<u> </u>	Problem Text call cancelled		all Closure Details			
Closed	01/11/2000 19:07		se: C10	Repair. R08		Resolution: RS08
BANKER CONSIDERATION OF THE PROPERTY OF THE PR	Call Close by Martin Cawthorne: cancelle	AMAZINIA MARIA MAR	SE 010	Nepall Noo	All ones to about the control of the control	Resolution (Coo
			all Asset Details			
	Asset ID:		Description	n i		Serial No:
	Product: EPOSS		Description	Sent 5		Network ID:
Processing and Proces	INCOMESSAS CONTROL SECURITY CONTROL SECU		Call SLA Details)))	
SLA:	NO SLA / No SLA defined for this call.			Contract SLA?: N		Coverage Plan:
SLA Met?:	Y			SLA Time (mins): 0		Non-SLA Time (mins): 0
			Call Activity Log			
OPEN	Wed 01 November 2000 19:05 b			Saved: Wed 01	November 2000 19:06	
OPEN_CALL_TS	New call taken by Martin Cawtho Wed 01 November 2000 19:06 b	ANNAMED AND A STATE OF		Saved: Med 01	November 2000 19:06	
	Open Calls Troubleshoot (Affect			Daved, Wed of the	November 2000 19,00	
CLOSE	Wed 01 November 2000 19:07 b	oy uk081126 / HSH1		Saved: Wed 01	November 2000 19:07	
	Call Close by Martin Cawthorne	cancelled call - pmhtc	•			
	The second second second					

HOME 合	Pathway Customer (NR2)4.0a on netde	sk ict com	PH4PatCl4 on Customer 1039 (172.19.52.102 Post Office Sites)	Caller CL-00000	03 14/10/2003	FUĴĨTSU
	The first of the f						Parketti kananasi kalis kananasi k
Call E-00	008181263	ijitidhingaya 🔠 🔀 🛠 🖽 lata biti egitada				©2002	Fujitsu Services Limited
	Status: Closed	Opened: Fri 18 August 2000 13:56	`		Site	153405	
	Severity: 2 C	Closed: Fri 18 August 2000 14:03			Customer	1039	
	Priority: 0	Sept. 18 di Colonia di			CSR/Team	uktemp3 / HSH1	
		Ca	aller Details				
	Caller: Roger harrison	Phone:	GRO			Site: 15	3405
24.11.	Title: PostMaster	Login:			June 1 July	Department:	The second control of the second seco
		Caller ID:				Location:	ounded a Zee and the common and the common and a state of
		Call P	roblem Details				
	Product Type:	Call Type: A		ProbType: AG06)		Problem:
	Problem Text: Pm wants to know	w whether its correct to transfer cash into diff	erent su.				
		Call C	Closure Details				
	Closed: 18/08/2000 14:03	Cause:	C62	Repair: R09		Resolutio	n: RS08
	Text: Call Close by uktemp3: pm tra	ansfering cash into a different su.htcc.					
		Call	Asset Details				
	Asset ID:		9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Description:			Serial No:
	Product: EPOSS			Description:			Network ID:
		Call	SLA Details				
	SLA: NO SLA / No SLA defined for	this call.		Contract SLA	? N		Coverage Plan:
	SLA Met?: Y			SLA Time (mins	6): 6	Non-S	LA Time (mins): 0
		Call	Activity Log				
OPEN	Fri 18 August 2000 13:49 by uktemp3	/ HSH1		Saved: Fri 18 Au	gust 2000 13:56		
		s to know whether its correct to transfer cash	into different su.			Constitution and the second second	
Advice	Fri 18 August 2000 14:02 by uktemp3			Saved: Fri 18 Au	gust 2000 14:02		
CLOSE	advised the pm that it is o.k to do this. Fri 18 August 2000 14:03 by uktemp3	## ###################################		Saved: Fri 18 Au	aust 2000 14:03		
OLOGE	Call Close by uktemp3: pm transfering		ter neuricongeniuspromptum op advectored a la Millione	- 1 1 1 1 10 14 ALE VENE - 1 3-1 VII 10 ALE	gust 2000 14.00	Maria MAS at the fire and a second property of the second second property of the second property of the second	in in the state of the transport of the state of the stat
					syang redictions kenggan		
		The contract of the property o					
	The state of the s	BROWN CHARLES FOR A STATE OF					

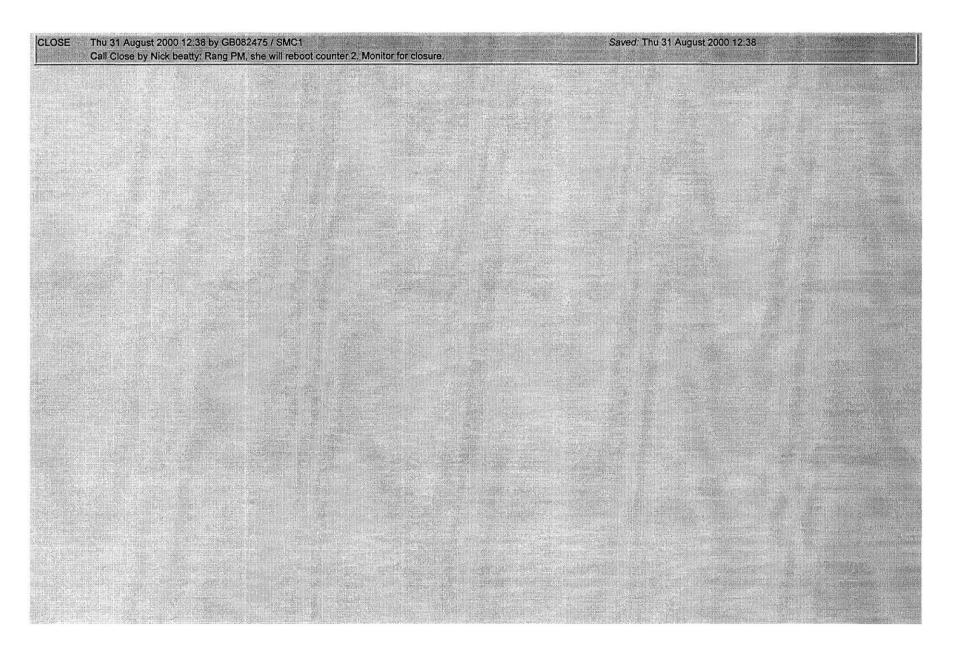


Page 1 of 1

HOME 企	Pathway Custome	er (NR2)4.0a on netdes	c icl com		4PatOl4 on 172.19. mer: 1039 (Post Off		Caller CL-000003	14/10/2003	FUĴĨTSU
Call E-0	008233829	A STATE OF THE STA						©2002 F	Fujitsu Services Limited
CHRIDARES STREET	Status: Closed	Million	Opened: Wed 23 August	2000 19:40	AND		Site: 153	405	nasas siirat saaanad abanda qaa ee jisa
	Severity: 2 C		Closed: Wed 23 August	2000 19:44			Customer: 1039	9	
	Priority: 0					AL STATE	CSR/Team: uk0	81197 / HSH1	
				Caller De	etails				
And religion to the second	Caller: Julie		A COLUMN SERVE	Phone: GRO]		194504 E.A.	Site: 1534	05
	Title: PostMas	ster		Login:		er ere suredis erusigast o		Department:	nnovae John noe footbook on versoon average
	Side of		historia (California de California de California de California de California de California de California de Ca	Caller ID:		<u> </u>	and the second second	Location:	
		AT A STATE OF THE PARTY OF THE STATE OF THE		Call Problem	i Details		A 000	Teacharteness communication	
28		Product Type:	has re-booted and got a b	Call Type: A		ProbType:	AG06		Problem:
	ili (J. 2000) ili partico di c	Flobletti Text.	has re-booted and got a b	Call Closure	Potoils				
1.0	Closed: 23/08/2	2000 19:44		Cause: C62	Details	Repair R09		Resolution	9 PS08
	CONTRACTOR APPEARANCE TO STANDARD I	ose by Amir Nazir: PMH	TCC	J2030. CO2	***************************************	AS JEDIN 100	Biologica Williams	Resolution	1000
and the second s	6286 (S1018 978 UA)			Call Asset [Details	_			
		Asset ID:				Description:			Serial No:
		Product: EPOSS				Description.			Network ID:
				Call SLA D)etails		• ;		
	AND CONTROL OF THE PROPERTY OF	A / No SLA defined for	his call.		Marie Company	Contract SLA?	en i Bronderdendikterbergeren er		Coverage Plan:
li – destination	SLA Met?: Y					SLA Time (mins)	: 3	Non-SL	A Time (mins): 0
				Call Activity	y Log				
OPEN		ust 2000 19:36 by uk08	197 / HSH1 s re-booted and got a blue	screen		Saved: Wed 23 A	August 2000 19:40		the the second common the second plane
Advice		ist 2000 19:44 by uk08	CHICAGO AND CONTRACTOR AND CONTRACTO			Saved: Wed 23 A	August 2000 19:44		
		s like that for 10mins							
CLOSE		ust 2000 19:44 by uk08° Amir Nazir: PMHTCC	197 / HSH1		an introduced special	Saved: Wed 23 A	August 2000 19:44	The state of the s	
	Call Close by	Allii Nazii. FiwiTTCC					SUPERIOR STATE	10 C	
				stroigh bi Da 1255 Magasagas					

Page 1 of 2

HOME &	Pathway Customer (NR2)4.0a or	n netdesk icl com		PatCl4 on 172 19.52.102 ner: 1039 (Post Office Sites)	Caller C	L-000003	14/10/2003 FU	ıjıtsu
C-UE	0008300740		The Common Production April 1994 (1997) 2.2		Columbia di Santonia		@2002 F-Vit 0	
Call E-	enn san den er en						©2002 Fujitsu S	ervices Limited
	Status: Closed	Opened: Wed 30 August	2000 11:04	[- 1 m]		Site: 153405		
	Severity: 3 B	Closed Thu 31 August	2000 12:38		Custo	omer: 1039		
	Priority: 0			S. B. A. S. B.	CSR/T	eam: GB082475	/ SMC1	
1			Caller De	tails				
	Caller: Steve Sherdel SMC		Phone:	GRO :			Site: 153405	
	Title:		Login:	to the many of the contract of the second of the contract of t	(2.5 m.) - 5m 1 x 2 y	D	epartment:	44,4568600000000000000000000000000000000000
		<u> </u>	Caller ID: Call Problem	Dataile			Location	
NEW THINKS COME	DTO	Call	ype: S	ProbType:	SD03	2.10	ng Bagai kana	Problem:
THE RESIDENCE OF THE PARTY OF T	ct Type: PT02	инерожения примерования по история в примерования в примерования в поставления в поставления в поставления в п	ONDERGONOUSE) SOURCES CONTROL OF THE PROPERTY	edposto attopo acia operanja de la contrata de la c		h45052D h4		Problem.
Proble	m Text: Cleardesk not run as active	e user detected - Host h15340500			eterence: www.ig	nt5052P.ntm		
			Call Closure	And the second s		a vacable con a security	1	
	Closed: 31/08/2000 12:38		Cause: C22	Repair: R	73		Resolution: RS11	
	Text: Call Close by Nick beatty:	Rang PM, she will reboot counter	2. Monitor for closure.					
			Call Asset [Details				
100 000 150	Asset ID:		Descripti	ол:			s	erial No:
	Product: WINNT		Descript	on: Windows NT			Net	work ID:
	ARRIAN CONTRACTOR CONT		Call SLA D	etails			_	
Distanti	SLA: 14 Day / Clear call wi	thin 14 days	Heading the Association of the Control	Contract SLA?:	N		Coverag	ie Plan:
	SLA Met?: Y	A CALL OF A CALL AND DESCRIPTION OF A CALL OF		SLA Time (mins):	904500		Non-SLA Time	STREET, STREET
11 CLO	SE (Clear call)	Met: Y Target: 13/09/2	2000 00:00	Done: 31/08/2000 12:38	Benkson	Completed	Mandatory	NAMES AND THE PARTY OF THE PART
	A CAN THE STATE OF	Basis Andrews (2000)	Call Activit	Accession and control of the control				
OPEN	Wed 30 August 2000 11:01 by SN	MCtemp8 / SMC Evts Man	Odii Activit		ed: Wed 30 Aug	ust 2000 11:04		
OI LIT	New call taken by Steve Sherdel:	The state of the s	detected - Host h1534050				ce: MWright5052P.htr	m
Informatio	n Wed 30 August 2000 11:06 by SM	TELEVISION DE L'ESTRE DE L		\$25,000 E-04000 C-0400 B-040 B	ed: Wed 30 Aug	AND		
	Cleardesk not run as active user o	detected - Host h00283200102 KE	L Title: A corrupt index p	age was detected KEL Reference	e: MWright5052	P.htm. Will phone	PO and ask them to	reboot
Advice	Wed 30 August 2000 11:08 by SM	MCtemp8 / SMC Evts Man		Save	ed: Wed 30 Aug	ust 2000 11:08		
	Rang PM, she will reboot counter		The state of the s	The second country of a company of the second second second second second			9.11.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4	
REASSIG	N Wed 30 August 2000 11:08 by SN				ed: Wed 30 Aug	ust 2000 11:08		
	Call # E-0008300740 was Reassig	 Control of the second between the control of the cont	MC Evts Man to Group S	**************************************				
CLEAR	Thu 31 August 2000 12:38 by GB			Save	ed: Thu 31 Augu	ıst 2000 12:38	An annual	OWNERSTAN CONTRACTOR AND STANDARD
PER BEORTS SEVENSE	Rang PM, she will reboot counter	2. Monitor for closure.	or construct, a real cut contributed with the first building the contribute of the c			nengga ng Malanda (kalanda kalanda na na na na		and the second second second second



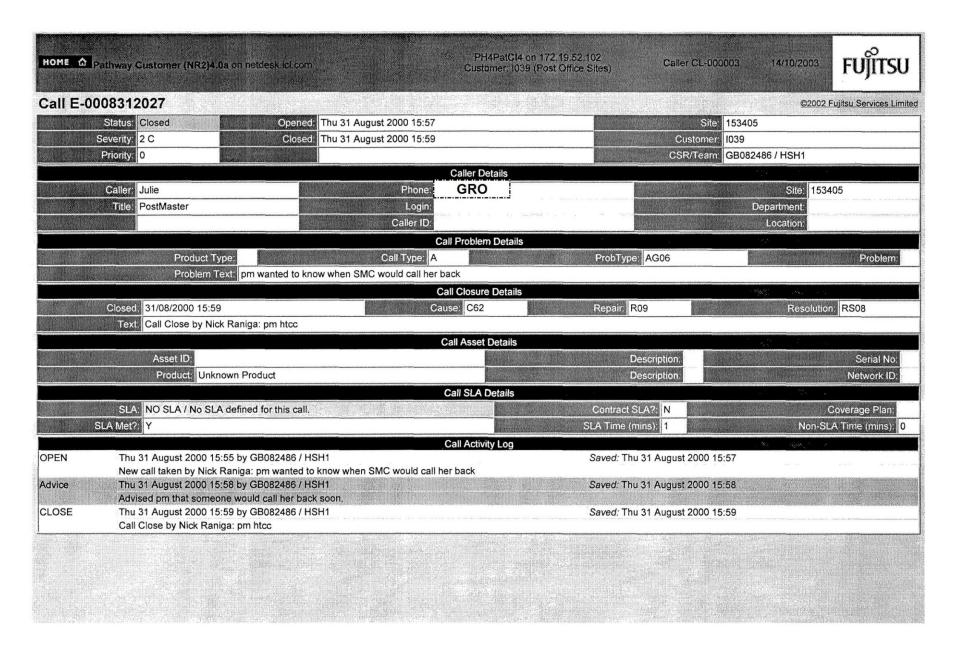
номе 🏠	Pathway Customer (NR2)4.0a o		H4PatCl4 on 172.19.52.102 fomer: 1039 (Post Office Sites	Caller CL-00	0003 14/10/2003	FUĴĨTSU
Call E-	0008302691				©2002 f	Fujitsu Services Limited
	Status: Closed	Opened: Wed 30 August 2000 15:48		Si	te. 153405	
	Severity: 2 C	Closed: Wed 30 August 2000 21:58		Custom	er 1039	
100	Priority: 0	en e		CSR/Tea	m: uk080051 / HSH1	
		<u>Caller</u>	Details			
	Caller: roger harrison	Phone:C	BRO !		Site. 153	405
	Title: PostMaster	Login:		Mark St. Aug May S	Department:	
		Caller ID:			Location:	
		Call Proble	em Details			
	Product Type:	Call Type: K	ProbT	ype KA03		Problem.
	Problem Text: on counter	er 1 trying to balance and said still showing mandatory re	port			
		Call Closu	re Details			
CI	osed: 30/08/2000 21:58	Cause: CA4	DANGE OF STREET AND STREET OF STREET	ir. R57	Resolution	RS08
	Text: Call Close by Sarah Watling	pm has now cut off the giro report and is able to procee	d.pm htc			
		Call Asse	et Details			
	Asset ID:			Description:		Serial No:
	Product: EPOSS-Ca	sh Account	AL SON	Description:		Network ID:
		Call SLA				
	SLA NO SLA / No SLA def	fined for this call.	Contra	act SLA?: N		Coverage Plan:
	SLA Met?: Y		SLA Tim	ne (mins): 369	Non-SL	A Time (mins): 0
		Call Acti				
OPEN	Wed 30 August 2000 15:39 by GR	B082168 / HSH1 n counter 1 trying to balance and said still showing manda		: Wed 30 August 2000 15:	48	
Advice	Wed 30 August 2000 15:58 by GB		CONTRACTOR OF THE PROPERTY OF	: Wed 30 August 2000 15:	58	
	passed to peritas		PHARASER PROPERTY	. 100 007 agast 2000 to		
REASSIGN	Wed 30 August 2000 15:58 by G		ATTEMPT OF THE PERSON AND ADDRESS OF THE PERSON ADDRES	: Wed 30 August 2000 15:	58	
	AN AND AND AND AND AND AND AND AND AND A	igned from Tina Brodie, Group HSH1 to Group TEMP1 pa	algorithm to the state of the month of the state of the s		. L	
Advice	Wed 30 August 2000 16:19 by Pe	eritasuz / HSH1 wal report. Produced report, nil balance but cannot cut of		: Wed 30 August 2000 16:		oce other SI l'e roll
A MARKET ST		but Cash Account will only be available after problem re				
REASSIGN	Wed 30 August 2000 16:23 by Pe			: Wed 30 August 2000 16:		
	Call # E-0008302691 was Reassi zero balance. Correct SU etc.	igned from Tina Brodie, Group HSH1 to Group SMC1 Ca	nnot produce trial balance as	outstanding mandatory re	port. Produced report but o	cannot cut off as

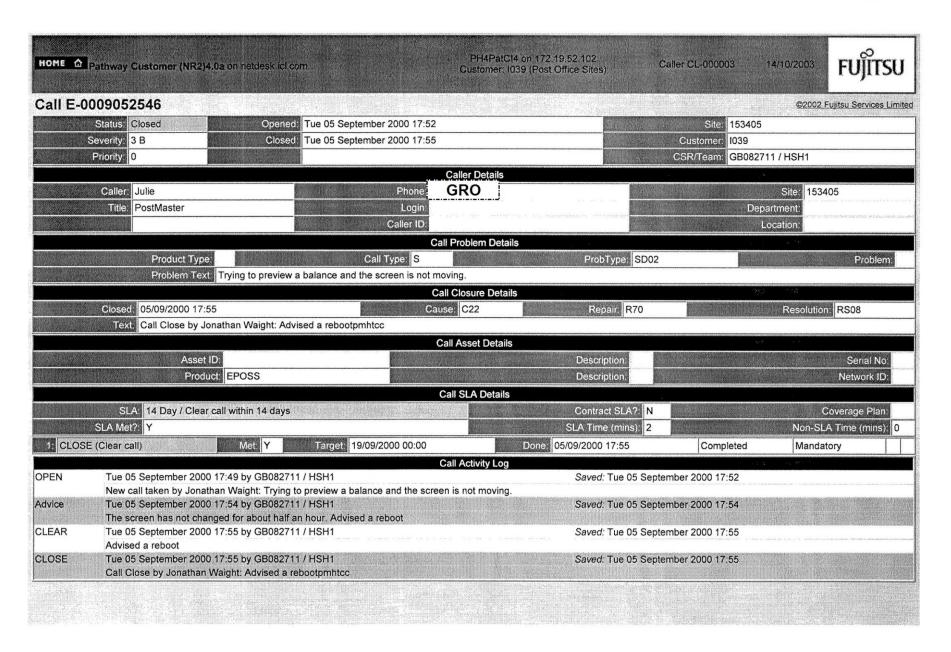
REASSIG	N Wed 30 August 2000 21:56 by uk080051 / HSH1 Call # E-0008302691 was Reassigned from Group SMC1 to Sarah Watling, Group HSH1 passing for closure	Saved: Wed 30 August 2000 21:57
Advice	Wed 30 August 2000 21:57 by uk080051 / HSH1 pm has reversed a transaction and is now able to cut off	Saved: Wed 30 August 2000 21:57
CLEAR	Wed 30 August 2000 21:57 by uk080051 / HSH1 caller navigated through and is able to cut off and proceed to balance	Saved: Wed 30 August 2000 21:57
CLOSE	Wed 30 August 2000 21:58 by uk080051 / HSH1 Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc	Saved: Wed 30 August 2000 21:58

			Aller and the configuration.	2
HOME &	athway Customer (NR2)4.0a on netdesk icl		4PatCl4 on 172 19 52 102 imer: 1039 (Post Office Sites)	Caller CL-000003 14/10/2003 FUJITSU
Call E-00	08303371		Remarks	©2002 Fujitsu Services Limited
	Status: Closed Opene	Wed 30 August 2000 17:59	ALC: ALC: ALC: ALC: ALC: ALC: ALC: ALC:	Site: 153405
S	everity: 3 B Close	Mon 04 September 2000 16:14		Customer. 1039
F	Priority: 0			CSR/Team: UK061824 / SMC1
		Caller De	etails	
	Caller: julie	Phone: GRO		Site: 153405
	Title: PostMaster	Login:	L'alia	Department
	ni Strand	Caller ID:	\$alion	Location
	44778	Call Problen		The state of the s
ACCUMULATION OF THE PARTY OF TH	ct Type: PT01	Call Type: T	ProbType: TR14	Problem:
Probl∈	em Text: one of the clerks is doing a balance-			
	0.4/00/00000 40 44	Call Closure	Market and the second s	D000
	losed: 04/09/2000 16:14 Text: Call Close by Mark Foster: Pm happy	Cause: CE6	Repair: R57	Resolution: RS08
Academic Control	Text Can Close by Mark Poster. Fir happy	Call Asset	Dotaile	
THE PARTY OF THE	Asset ID:	Call Asset	Description:	Serial No:
	Product: EPOSS		Description: EPOSS	Network ID:
All Marie Branch and State	A CONTRACTOR OF THE STATE OF TH	Call SLA I		
	SLA: NO SLA / No SLA defined for this c		Contract SLA?. N	Coverage Plan:
SI	LA Met? Y		SLA Time (mins): 709	
	A	Call Activi	ty Log	
OPEN	Wed 30 August 2000 17:57 by uk080051		Saved: Wed 30 Au	Tagong pangungan and a capacity of the control of the capacity
Adviso	New call taken by Sarah Watling: one of Wed 30 August 2000 18:02 by uk080051	the clerks is doing a balance- a withdrawal th	at was done is appearing on the report a Saved: Wed 30 Au	
Advice				at 9.01 at userid aki001, giro wthdrawal was on her report
	and cut off and sent away.			
Advice	Wed 30 August 2000 18:06 by uk080051	/ HSH1 transaction is not showing on his - but is shown that is shown that it is shown that	Saved: Wed 30 Aug	gust 2000 18:06
OPEN CALL	TS Wed 30 August 2000 18:08 by uk080051	man birturk 19 di sasaring kantaka mengani ang manik kamanak mangkabahan mangkabahan sakabahahan sakabahahan da	Saved: Wed 30 Au	gust 2000 18:08
	Open Calls Troubleshoot (Affected Site:1	53405)		
OPEN_CALL	_TS Wed 30 August 2000 18:08 by uk080051		Saved: Wed 30 Au	gust 2000 18:09
Advice	Open Calls Troubleshoot (Affected Site:1 Wed 30 August 2000 18:09 by uk080051		Saved: Wed 30 Au	aust 2000 18:09
Programme and the second	, , , , , , , , , , , , , , , , , , ,			

Call Details E-0008303371 Page 2 of 2

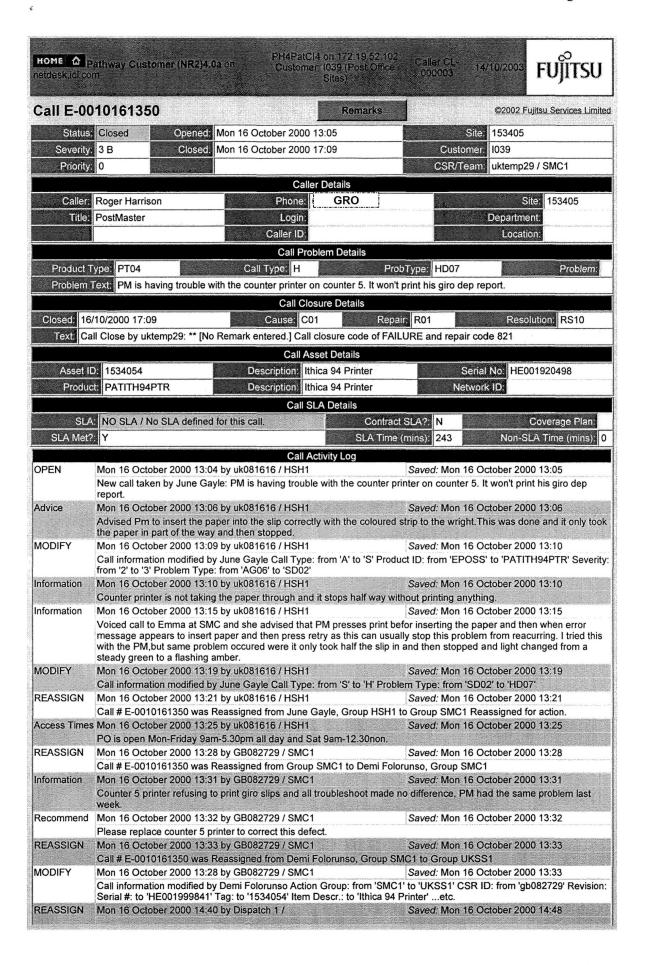
Advice	Wed 30 August 2000 18:14 by uk080051 / HSH1	Saved: Wed 30 August 2000 18:14
	a giro withdrawal is appearing on someone elses report who has not actually done the transaction. the the session number for the transaction is 3-127947, this stock unit has balanced and the report has bee counter 4, stock unit rk, this stock unit has not been rolled over and the transaction log only shows one has appeared on two reports has an account number of GRO	en cut off, the clerk who has the transaction appearing on his report is rkn001, or
ODIFY	Wed 30 August 2000 18:18 by uk080051 / HSH1	Saved: Wed 30 August 2000 18:19
VALUE	Call information modified by Sarah Watling Call Type: from 'T' to 'S' Severity: from '2' to '3' Problem Typ	e: from 'TR04' to 'SD02'
EASSIGN	Wed 30 August 2000 18:19 by uk080051 / HSH1	Saved: Wed 30 August 2000 18:20
	Call # E-0008303371 was Reassigned from Sarah Watling, Group HSH1 to Group SMC1 passing as po	
PEN_CALL_	TS Wed 30 August 2000 18:20 by uk080051 / HSH1	Saved: Wed 30 August 2000 18:21
	Open Calls Troubleshoot (Affected Site:153405)	
formation	Wed 30 August 2000 19:39 by uk081124 / HSH1	Saved: Wed 30 August 2000 19:39
e e e e e e e e e e e e e e e e e e e	pm just calling to see if she should continue with balancing as giro withdrwl report needs to be cut off.	
EASSIGN	Mon 04 September 2000 10:57 by uk061353 / SMC1	Saved: Mon 04 September 2000 10:57
	Call # E-0008303371 was Reassigned from Group SMC1 to David Sale, Group SMC1	ing the state of the professional and the state of the st
formation	Mon 04 September 2000 14:33 by uk061353 / SMC1	Saved: Mon 04 September 2000 14:33
	transaction ID 3-127947 for giro withdrawal of 100.00 against a/c no. GRO This was done on countries. Stock Unit AK show this transaction ok. Giro summary for Stock Unit RK also shows this same transact	
formation *	Mon 04 September 2000 14:39 by uk061353 / SMC1	Saved: Mon 04 September 2000 14:39
	Passing this call to SSC for further investigation.	
EASSIGN	Mon 04 September 2000 14:39 by uk061353 / SMC1	Saved: Mon 04 September 2000 14:39
and the standard of the standa	Call # E-0008303371 was Reassigned from David Sale, Group SMC1 to Group EDSC1	AND CONTROL OF THE PROPERTY OF
TI_CLOSE	Mon 04 September 2000 15:28 by PINICL /	Saved: Mon 04 September 2000 15:28
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE product User RKN001 did transaction 1-155098 for £100 for this customer on the 26th August and the real he is looking at to confirm that this is his 'duplicate' transaction.	AND TIME By Mark Wright at 04-sep-2000 15:20:00 Category 62 - No fault in report had not been cut off since. Get the PM to check the dates of the transaction
EASSIGN	Mon 04 September 2000 15:28 by PINICL /	Saved: Mon 04 September 2000 15:28
	OTI monitor reassigned this call from PINICL to the Action Group SMC1	TO CONTROL OF THE PROPERTY OF
EASSIGN	Mon 04 September 2000 15:55 by UK061824 / SMC1	Saved: Mon 04 September 2000 15:56
	Call # E-0008303371 was Reassigned from Group SMC1 to Mark Foster, Group SMC1	
formation	Mon 04 September 2000 16:05 by UK061824 / SMC1	Saved: Mon 04 September 2000 16:05
	PM disputed that a transaction was done on 26th - I asked PM to produce a transaction log using session given - call can be closed.	on number provided by SSC - the transaction printed off. Pm happy with advice
ODIFY	Mon 04 September 2000 16:09 by UK061824 / SMC1	Saved: Mon 04 September 2000 16:11
	Call information modified by Mark Foster Call Type: from 'S' to 'T' Problem Type: from 'SD02' to 'TR14'	
LEAR	Mon 04 September 2000 16:13 by UK061824 / SMC1	Saved: Mon 04 September 2000 16:13
	Pm happy with advice given - call can be closed.	
OSE	Mon 04 September 2000 16:14 by UK061824 / SMC1	Saved: Mon 04 September 2000 16:14
	Call Close by Mark Foster: Pm happy with advice given - call can be closed.	



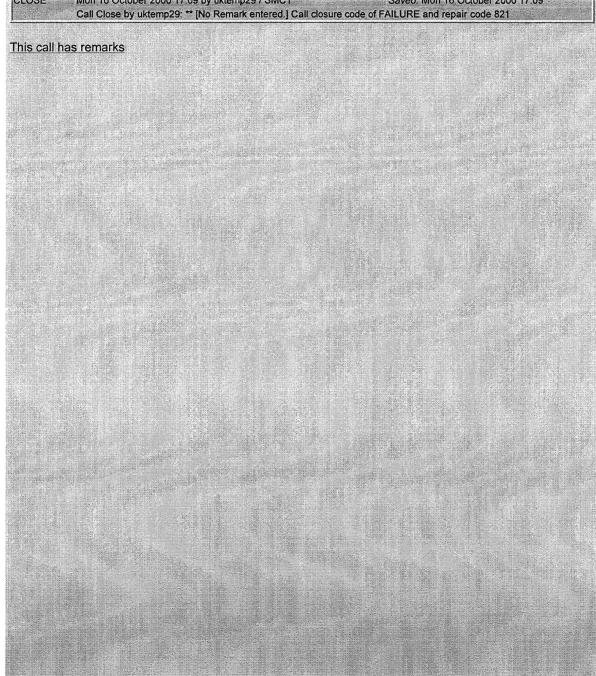


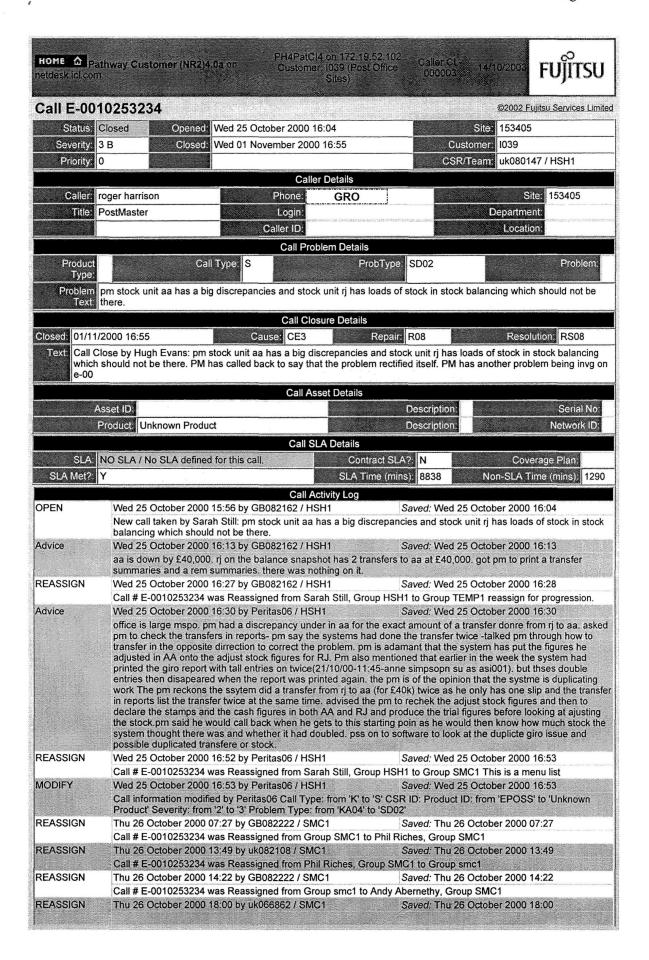
HOME 企 Pathway Gustomer (NR2)4.0a on netdesk icl com		CI4 on 172.19.52.102 1039 (Post Office Site		er CL-000003	14/10/2003	FUĴĨTSU
Call E-0009204970		The state of the s			©2002 I	Fujitsu Services Limited
Status: Closed Opened: Wed 20 September 200	00 19:07	Mary 1947 The Control of the Control		Site: 153405		The state of the s
Severity: 2 C Closed: Wed 20 September 200	00 19:10	4.53	Cu	stomer: 1039		
Priority: 0			CSR	Team: HSHCI416	6 / HSH CI4	
PRODUCTION OF THE PRODUCTION O	Caller Details	BAGG		OKISSMONTOSITIES		
Caller: Rodger Harrison	Phone GR				Site: 15	3405
Title: PostMaster	Login:				Department:	10 10 1 0 m 14 1/30 to 146 1 100 100 100 100 100 100 100 100 100
Section 1 and 1 an	Caller ID:		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -		Location:	Y-my-mandarphonicus y Judatos Use distAf
R DESTRUCCION PROPERO COME.	Call Problem Det	ails	District Control of the Control of t			
Product Type:	Call Type: K	<i>an3</i>	ProbType: KA03		Walker Co.	Problem:
Problem Text: individual A2Ux no entry sign of	TOTAL PROPERTY OF THE PROPERTY		10100			r robiem.
individual / Less no entry sign of	Call Closure Deta	aile				
Closed: 20/09/2000 19:10	Cause: CA3		epair. R09	246 CANCAR (127 CANCAR)	Resolution	DS00
Text. Call Close by Mahesh Patel: advise given was successful .	MISSINDERMANDARDINANTERMANDARD)	Probleman and Street	apail 103	<u> </u>	Resolution	N300
dan ologo by manochi aton advice given was saccossian.	Call Asset Detai	ile				
Asset ID:	Call Asset Detai	115	Di	Lan Carlo		C-NN-
Product: EPOSS-Cash Account			Descrip	A030-0-101		Serial No:
EPOSS-Casti Account	Call SLA Detail	Manifesta de la compansión de la compans	Descrip	NOTE STATES OF THE STATES OF T		Network ID:
O. A. INCOMPANIENT CONTRACTOR OF THE PROPERTY	Call SLA Detail	Security and a security of the	o so bu	Milyani Pagarana	e generalista	
SLA NO SLA / No SLA defined for this call.			ontract SLA? N		400449410000	Coverage Plan:
SLA Met?: Y		Section of the Committee of the Committe	Time (mins): 2	1,000	Non-SL	A Time (mins). 0
OPEN Wed 20 September 2000 19:05 by HSHCl416 / HSH Cl4	Call Activity Lo		Wad 20 Cantons	2000 40.07	***	To the second of the second se
New call taken by Mahesh Patel: individual A2Ux no entry sign on office ba	1	Saved	: Wed 20 Septem	per 2000 19:07		1 1 1 mm 1 m 1 m 1 m 1 m 1 m 1 m 1 m 1
Advice Wed 20 September 2000 19:08 by HSHCl416 / HSH Cl4		Saved	: Wed 20 Septemb	per 2000 19:08		
pm is on node 1 advised pm to log onto node 2 no entry sign advised pm to node 1	o log onto node 3 has not g				to log out node	3 then to log onto
CLEAR Wed 20 September 2000 19:10 by HSHCl416 / HSH Cl4		Saved	: Wed 20 Septemb	per 2000 19:10	energy and any or every property of the whole	
advise given was successful	essa Fili kenyanatan mengali menyangan salah mengan	With the state of	MATERIAL DIVERSAL INTERNATION AND THE		DATE OF THE PROPERTY OF THE PARTY OF THE PAR	
CLOSE Wed 20 September 2000 19:10 by HSHCl416 / HSH Cl4		Saved	: Wed 20 Septemb	per 2000 19:10		
Call Close by Mahesh Patel; advise given was successful . pm htcc						
				Garaga da di pancipat d		

HOME Pathway Gustomer (NR2)4.0a on netdesk icl com		CI4 on 172.19:52.102	Caller CL-000003	14/10/2003 FUITSU
			Andreas (Videos)	10,100
Call E-0010091369				©2002 Fujitsu Services Limited
Status: Closed Opened: Mon 09 October 2000	13:20	he should be a second	Site: 153405	
Severity: 3 B Closed: Mon 09 October 2000 1	13:25		Customer: 1039	
Priority: 0			CSR/Team: uk07968	30 / HSH1
	Caller Details			
	one: GRO		and the second	Site: 153405
Electric de la constantia	gin:		THE RESERVE TO SERVE THE PROPERTY OF THE PARTY OF THE PAR	artment:
Caller	SHEED CONTRACTOR OF THE SHEET		en established Silver (S.).	ocation:
	Call Problem Det			
Product Type: Call Type: S		ProbType: SD02	ik. Sülmalle	Problem:
Problem Text: Caller can not get the giro print outs and he can get 1 p	Call Closure Det			
Closed: 09/10/2000 13:25	Cause C21	Repair R57	C 42 (42 (42 (42 (42 (42 (42 (42 (42 (42	Resolution: RS08
Text: Call Close by Tina Brown: pmhtcc	Cause O21	Repail. Not	province distribution of the state	Resolution. Roos
Sui Gloce by Tina Blown, printed	Call Asset Deta	ile		
Asset ID:		Description		Serial No:
Product PATITH94PTR	100000	Description		Network ID:
DOS QUITATO POR SOCIENTA DOS PARADELLAS ASSOCIADAS ASSOCIADAS POR	Call SLA Detai	ls	a)	. Orange Committee Committ
SLA: 14 Day / Clear call within 14 days	rat fillianin	Contract SLA?: N	400000	Coverage Plan:
SLA Met? Y		SLA Time (mins): 4	To the second second	Non-SLA Time (mins): 0
1: CLOSE (Clear call) Met: Y Target: 23/10/2000 00	:00	Done: 09/10/2000 13:25	Completed	Mandatory
	Call Activity Lo	g	79/6	
OPEN Mon 09 October 2000 13:17 by uk079680 / HSH1	Marie C. Commission of the Com	Saved: Mon 09 October	2000 13:20	
New call taken by Tina Brown: Caller can not get the giro print outs and he can Advice Mon 09 October 2000 13:22 by uk079680 / HSH1	get 1 page but not the	e second Saved: Mon 09 October	2000 12-22	
he ahs tried to turn it off and on he has tried to press resume he does retry whe	n the message come			to a test tally and then a test slip
Advice Mon 09 October 2000 13:23 by uk079680 / HSH1	•	Saved: Mon 09 October	triciti eta interitori kom itti Matoria da aminintaria koletti da Acestra di titti de la tra	
this happens nealy every day	William Control of the Control of th			
CLEAR Mon 09 October 2000 13:25 by uk079680 / HSH1		Saved: Mon 09 October	2000 13:25	
CLOSE Mon 09 October 2000 13:25 by uk079680 / HSH1		Saved: Mon 09 October	2000 13:25	
Call Close by Tina Brown: pmhtcc				
		Programme of Control of the Control		

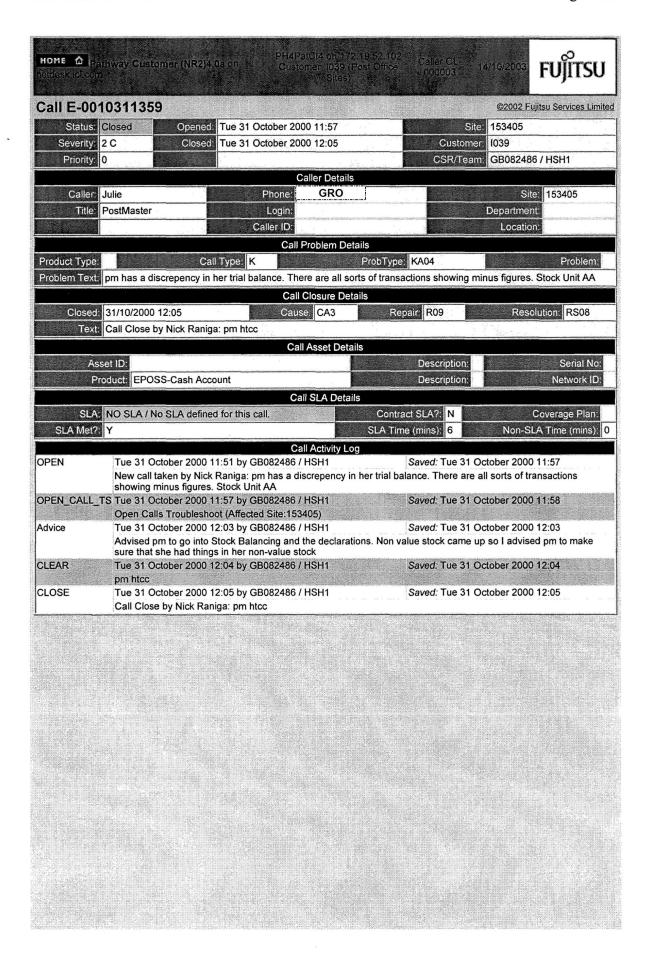


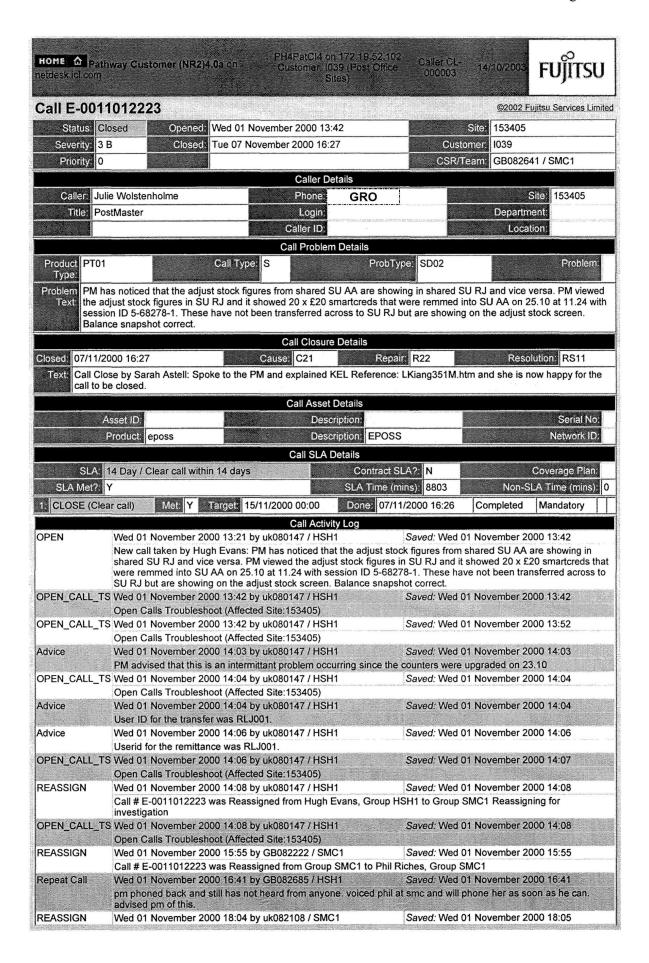
90000000	The projected arrival date for engineer 064008 is 16-10-2000 to	4:48:00 Engineer 064008 allocated
REASSIGN	Mon 16 October 2000 14:50 by Dispatch 1 /	Saved: Mon 16 October 2000 14:57
	The projected arrival date for engineer 082213 is 16-10-2000 f	6:30:00 Engineer 082213 allocated
UPDATE	Mon 16 October 2000 15:02 by Dispatch 1 /	Saved: Mon 16 October 2000 15:07
	Engineer 082213 despatched to site at 16-10-2000 15:00:00 **	'[No Remark entered.]
UPDATE	Mon 16 October 2000 16:16 by Dispatch 1 /	Saved: Mon 16 October 2000 16:20
	Engineer 082213 arrived on site at 16-10-2000 16:14:00 ** [En	gineer 082213 Logged On.]
UPDATE	Mon 16 October 2000 16:56 by Dispatch 1 /	Saved: Mon 16 October 2000 17:01
	d1 unknown error, arr 4.20 o 4.40, ith jams halfwa y thru giro s	lip. new itheca he001944441 old he001 920498.
ENG VISIT	Mon 16 October 2000 16:20 by 082213 / ENGINEERS	Saved: Mon 16 October 2000 16:40
	** [No Remark entered.] Call closure code of FAILURE and rep	pair code 821
REASSIGN	Mon 16 October 2000 17:14 by Dispatch 1 /	Saved: Mon 16 October 2000 17:14
	OTI monitor reassigned this call from Dispatch 1 to the Action	Group SMC1 as directed by the OTIReturn activity
CLEAR	Mon 16 October 2000 16:40 by uktemp29 / SMC1	Saved: Mon 16 October 2000 16:40
	** [No Remark entered.] Call closure code of FAILURE and rep	pair code 821
CLOSE	Mon 16 October 2000 17:09 by uktemp29 / SMC1	Saved: Mon 16 October 2000 17:09
	Call Close by uktemp29: ** [No Remark entered.] Call closure	code of FAILURE and repair code 821





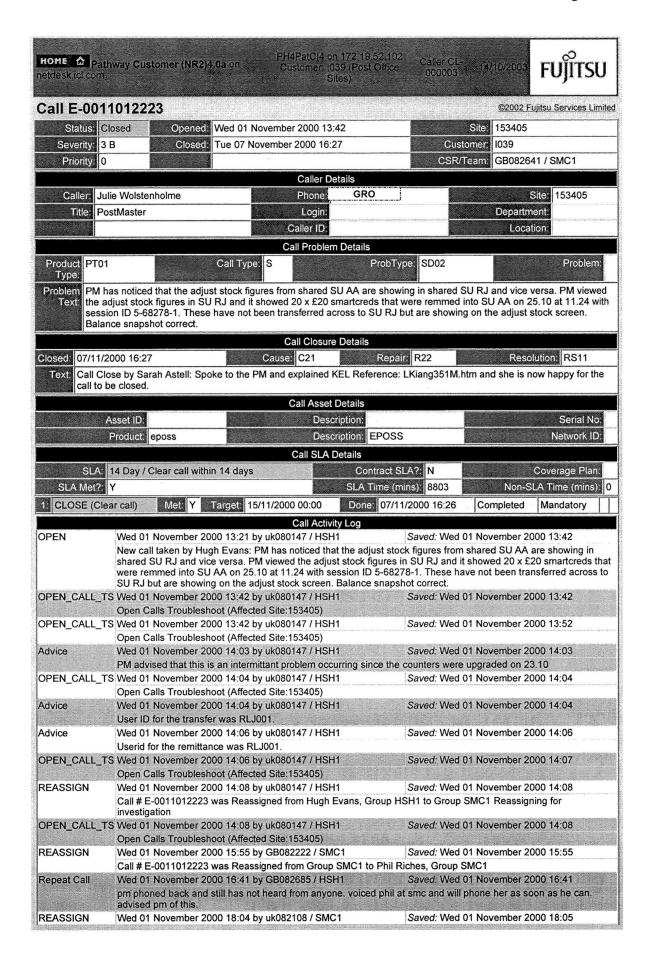
50 B 30 B 30 B 30 B	Call # E-0010253234 was Reassigned from Andy Aberne	thy, Group SMC1 to Group SMC1
REASSIGN	Fri 27 October 2000 08:27 by GB082222 / SMC1	Saved: Fri 27 October 2000 08:27
	Call # E-0010253234 was Reassigned from Group SMC1	to Olu Solaru, Group SMC1
REASSIGN	Fri 27 October 2000 16:48 by uk082570 / SMC1	Saved: Fri 27 October 2000 16:49
	Call # E-0010253234 was Reassigned from Olu Solaru, G	Group SMC1 to Group SMC1
REASSIGN	Mon 30 October 2000 15:19 by GB082222 / SMC1	Saved: Mon 30 October 2000 15:19
	Call # E-0010253234 was Reassigned from Group SMC1	to Phil Riches, Group SMC1
REASSIGN	Tue 31 October 2000 08:33 by uk082108 / SMC1	Saved: Tue 31 October 2000 08:34
Parage Co.	Call # E-0010253234 was Reassigned from Phil Riches, (Group SMC1 to Group smc1
REASSIGN	Tue 31 October 2000 08:59 by GB082222 / SMC1	Saved: Tue 31 October 2000 08:59
	Call # E-0010253234 was Reassigned from Group smc1	to Phil Riches, Group SMC1 please action
REASSIGN	Tue 31 October 2000 10:58 by uk082108 / SMC1	Saved: Tue 31 October 2000 10:58
	Call # E-0010253234 was Reassigned from Phil Riches, (Group SMC1 to Group smc1
REASSIGN	Tue 31 October 2000 11:12 by GB082222 / SMC1	Saved: Tue 31 October 2000 11:12
	Call # E-0010253234 was Reassigned from Group smc1	to Russell King, Group SMC1
Repeat Call	Tue 31 October 2000 12:17 by GB082471 / HSH1	Saved: Tue 31 October 2000 12:17
	pm phoned to say that she wanted a call back to find out	what was happening
nformation	Tue 31 October 2000 13:06 by UK061916 / SMC1	Saved: Tue 31 October 2000 13:06
	date/time/transaction ref/SU/Counter/User/Amount(s). Als and then did it appear that transfer hadn't gone through, s Passing back to HSH for more info	so PM did it again event though it had gone through?
REASSIGN	Tue 31 October 2000 13:08 by UK061916 / SMC1	Saved: Tue 31 October 2000 13:08
	Call # E-0010253234 was Reassigned from Russell King,	
SUSPEND	Tue 31 October 2000 19:24 by uk082033 / HSH1	Saved: Tue 31 October 2000 19:24
	Call suspended by David Hogan suspended pending conf	tact with pm.
RELEASE	Wed 01 November 2000 08:00 by Sysadm / SYSTEM	Saved: Wed 01 November 2000 08:00
	AUTO-RELEASE from SUSPEND (Release was due on 0	01 Nov 2000 at 08:00:00)
nformation	Wed 01 November 2000 10:11 by uk060861 / HSH1	Saved: Wed 01 November 2000 10:11
	PM too busy to talk at the moment will cal back later	
Advice	Wed 01 November 2000 13:54 by uk080147 / HSH1	Saved: Wed 01 November 2000 13:54
	PM has called back. Transfers problem was resolved last	week when the PM reversed one of the two £40K
	transfers.	
OPEN_CALL_TS	Wed 01 November 2000 16:51 by uk080147 / HSH1	Saved: Wed 01 November 2000 16:52
	Open Calls Troubleshoot (Affected Site:153405)	
CLEAR	Wed 01 November 2000 16:52 by uk080147 / HSH1	Saved: Wed 01 November 2000 16:52
	pm stock unit aa has a big discrepancies and stock unit rj there. PM has called back to say that the problem rectified 0011012223.	
	Wed 01 November 2000 16:55 by uk080147 / HSH1	Saved: Wed 01 November 2000 16:55
CLOSE	vied of November 2000 10.00 by akood 147 / Holff	





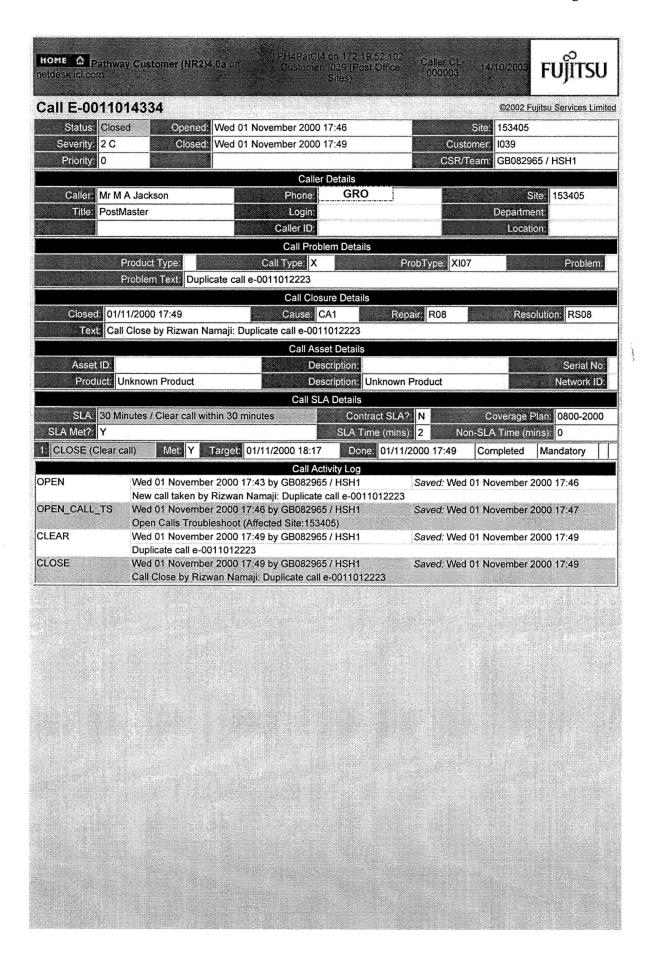
	end of shift.	up SMC1 to Group smc1 Reassigning back because
Repeat Call	Wed 01 November 2000 19:08 by uk081126 / HSH1 still awaiting a reply - getting very upset - waiting to balance a	Saved: Wed 01 November 2000 19:08 and get to family, etc
REASSIGN	Wed 01 November 2000 19:10 by GB082222 / SMC1 Call # E-0011012223 was Reassigned from Group smc1 to R	Saved: Wed 01 November 2000 19:10 oss Wilmott - 7281-5500, Group SMC1 BIG thanks
REASSIGN	Wed 01 November 2000 19:24 by UK0631336 / SMC1 Call # E-0011012223 was Reassigned from Ross Wilmott - 72	Saved: Wed 01 November 2000 19:24
nformation	Thu 02 November 2000 08:23 by uk079679 / SMC1 HSH contacted SMC for update, advised Call is with SSC and	Saved: Thu 02 November 2000 08:23
follow Up	Thu 02 November 2000 08:43 by GB083020 / HSH1	Saved: Thu 02 November 2000 08:43
	RNM Elaine Tagg called re the call she is on her way to the or Cath on third line who adv she will check who is working on the relayed back to RNM. RNM not very happy with response	
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1 Call # E-0011012223 was Reassigned from Group EDSC1 to	Saved: Thu 02 November 2000 08:45
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1	Saved: Thu 02 November 2000 08:45
(L) (OOIOI1	Call # E-0011012223 was Reassigned from Group HSH1 to G	
nformation	Thu 02 November 2000 09:13 by uk059697 / HSH1 contacted SST about this call failing to go over the OTI	Saved: Thu 02 November 2000 09:13
Repeat Call	Thu 02 November 2000 09:37 by gb083185 / HSH1	Saved: Thu 02 November 2000 09:37
	PM chasing call, contacted EDSC who advised are looking at manged to roll 7 stock units but 3 have not. Adviced PM need	
Repeat Call	as thay will probably not be able to do a cash account. Thu 02 November 2000 10:42 by GB082468 / HSH1	Saved: Thu 02 November 2000 10:42
repeat oan	rnm calling they have called a few times now expecting a call closed but they are waiting for a call	
Repeat Call	Thu 02 November 2000 11:18 by GB082965 / HSH1 voiced edsc, while speaking to them pm terminated call.	Saved: Thu 02 November 2000 11:18
Contacted	Thu 02 November 2000 13:13 by uk079674 / HSH4	Saved: Thu 02 November 2000 13:13
	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolli 3rd line had called her back, as she has been promised a nun	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from nber of callbacks. Apologised for her not receiving ar
	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolli	ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving an agents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition
DTI_CLOSE	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolli 3rd line had called her back, as she has been promised a nun callbacks, and advised that I would escalate the fact that the a within the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. T	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from other of callbacks. Apologised for her not receiving aragents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problem -
	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolli 3rd line had called her back, as she has been promised a nun callbacks, and advised that I would escalate the fact that the a within the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. T information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being investigations.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from other of callbacks. Apologised for her not receiving aragents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problem -
OTI_CLOSE REASSIGN Contacted	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling a line had called her back, as she has been promised a nuncallbacks, and advised that I would escalate the fact that the awithin the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being inves customer.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks less. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, I would notify them. Saved: Fri 03 November 2000 14:07 THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problem stigated by development. I have not spoken to the
REASSIGN	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nuncallbacks, and advised that I would escalate the fact that the awithin the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Public LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grimon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct valupm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and reight and the stock of the contact of the contact of the promoted correct value for many format. For example £50 cheque in RJ has cut off and reight of the contact of the contact of the contact of the contact of the correct value for many format. For example £50 cheque in RJ has cut off and reight of the contact of the	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks less. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, I would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problematigated by development. I have not spoken to the Saved: Fri 03 November 2000 14:07 roup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 el Stock units affected RJ & AA (bulk SU) Adjusted R use At 15:44 on 1/11/00 - showed all aa figures su sofigures but the neg value reflect aa sock value but in mout and this showed also in aa Smartcredits RJ as
REASSIGN	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolli 3rd line had called her back, as she has been promised a nun callbacks, and advised that I would escalate the fact that the a within the hour, as they should not be making promises like th investigations and sometimes do not have time to call back. T information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being invescustomer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Gridmon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ke 1/11/00 13:43 everything was ok all stock showed correct valupm had adjusted back to RJ value then RJ it showed all neg from the second of the s	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problemstigated by development. I have not spoken to the saved: Fri 03 November 2000 14:07 Toup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 al Stock units affected RJ & AA (bulk SU) Adjusted Rue At 15:44 on 1/11/00 - showed all aa figures su so figures but the neg value reflect aa sock value but in mout and this showed also in aa Smartcredits RJ as a rij but posative in aa. User JWO001 & RHA001 (RJ
REASSIGN Contacted	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nuncallbacks, and advised that I would escalate the fact that the awithin the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. Trinformation/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grill Mon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct value pm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and rein neg 20 but should be in aa with 20 Game lic 5R 4G (all neg in su) ROJ001 (joint user for AA) week Mon 06 November 2000 13:00 by GB064328 / HSH1 Call # E-0011012223 was Reassigned from Group HSH1 to 04.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks less. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problemstigated by development. I have not spoken to the Saved: Fri 03 November 2000 14:07 TOUP HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 all Stock units affected RJ & AA (bulk SU) Adjusted Rue At 15:44 on 1/11/00 - showed all aa figures su so rigures but the neg value reflect aa sock value but in mout and this showed also in as Smartcredits RJ as a rij but posative in aa. User JWO001 & RHA001 (RJ Not made any declarations. 4000 short in bal the Saved: Mon 06 November 2000 13:00
REASSIGN Contacted REASSIGN	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nuncallbacks, and advised that I would escalate the fact that the awithin the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grim Mon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct valuation pm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and reneg 20 but should be in aa with 20 Game lic 5R 4G (all neg in su) ROJ001 (joint user for AA) ——————————————————————————————————	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problem stigated by development. I have not spoken to the Saved: Fri 03 November 2000 14:07 Toup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 all Stock units affected RJ & AA (bulk SU) Adjusted R use At 15:44 on 1/11/00 - showed all aa figures su so figures but the neg value reflect aa sock value but in mout and this showed also in aa Smartcredits RJ as a rj but posative in aa. User JWO001 & RHA001 (RJ
REASSIGN Contacted REASSIGN nformation	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nun callbacks, and advised that I would escalate the fact that the a within the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grimon of November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct value pm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and reineg 20 but should be in aa with 20 Game lic 5R 4G (all neg in su) ROJ001 (joint user for AA)—week Mon 06 November 2000 13:00 by GB064328 / HSH1 Call # E-0011012223 was Reassigned from Group HSH1 to 04 known prob with kel and await solution. Tue 07 November 2000 11:39 by GB082641 / SMC1 More information has been received with regard to this proble Please can this call be investigated further. Tue 07 November 2000 11:40 by GB082641 / SMC1 More information has been received with regard to this proble please can this call be investigated further.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks less. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, I would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problematigated by development. I have not spoken to the saved: Fri 03 November 2000 14:07 Toup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 El Stock units affected RJ & AA (bulk SU) Adjusted R use At 15:44 on 1/11/00 - showed all as figures su so figures but the neg value reflect as sock value but in mout and this showed also in as Smartcredits RJ as a rj but posative in as. User JWO001 & RHA001 (RJ
REASSIGN Contacted REASSIGN Information ReOpen OTI	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nun callbacks, and advised that I would escalate the fact that the a within the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Public LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grid Mon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct value pm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and rein neg 20 but should be in aa with 20 Game lic 5R 4G (all neg in su) ROJ001 (joint user for AA)—week Mon 06 November 2000 13:00 by GB064328 / HSH1 Call # E-0011012223 was Reassigned from Group HSH1 to Cknown prob with kel and await solution. Tue 07 November 2000 11:39 by GB082641 / SMC1 More information has been received with regard to this proble Please can this call be investigated further.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks less. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problematigated by development. I have not spoken to the saved: Fri 03 November 2000 14:07 Toup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 El Stock units affected RJ & AA (bulk SU) Adjusted R use At 15:44 on 1/11/00 - showed all as figures su so figures but the neg value reflect as sock value but in mout and this showed also in as Smartcredits RJ as a rj but posative in as. User JWO001 & RHA001 (RJ
REASSIGN Contacted REASSIGN Information ReOpen OTI	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nuncallbacks, and advised that I would escalate the fact that the awithin the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grimon Mon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct valued pm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and reineg 20 but should be in aa with 20 Game lic 5R 4G (all neg in su) ROJ001 (joint user for AA)—week Mon 06 November 2000 13:00 by GB064328 / HSH1 Call # E-0011012223 was Reassigned from Group HSH1 to 04 known prob with kel and await solution. Tue 07 November 2000 11:39 by GB082641 / SMC1 More information has been received with regard to this proble Please can this call be investigated further. Tue 07 November 2000 11:40 by GB082641 / SMC1 More information has been received with regard to this proble Please can this call be investigated further.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problemstigated by development. I have not spoken to the saved: Fri 03 November 2000 14:07 Toup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 all Stock units affected RJ & AA (bulk SU) Adjusted Rue At 15:44 on 1/11/00 - showed all aa figures su so ingures but the neg value reflect as sock value but in mout and this showed also in as Smartcredits RJ as not jbut posative in aa. User JWO001 & RHA001 (RJ Not made any declarations, 4000 short in bal the Saved: Tue 07 November 2000 11:39 Brown Is the KEL available as I am unable to locate it? Saved: Tue 07 November 2000 11:40 The complete of the provided in the showed as I am unable to locate it?
REASSIGN Contacted REASSIGN Information ReOpen OTI	all SU's have now been rolled over and they are now checking correct. one of the SU's had something added to it, whilst rolling and line had called her back, as she has been promised a nun callbacks, and advised that I would escalate the fact that the a within the hour, as they should not be making promises like the investigations and sometimes do not have time to call back. To information/actions etc. ADvised that I would monitor the call, Fri 03 November 2000 14:07 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Publis LKiang351M. The KEL explains that it is currently being invest customer. Fri 03 November 2000 14:07 by PINICL / OTI monitor reassigned this call from PINICL to the Action Grimon Mon 06 November 2000 12:40 by GB064328 / HSH1 contacted pm on 06/11/00 Further info as requested on the ket 1/11/00 13:43 everything was ok all stock showed correct value pm had adjusted back to RJ value then RJ it showed all neg fineg format. For example £50 cheque in RJ has cut off and reineg 20 but should be in aa with 20 Game lic 5R 4G (all neg in su) ROJ001 (joint user for AA)—week Mon 06 November 2000 13:00 by GB064328 / HSH1 Call # E-0011012223 was Reassigned from Group HSH1 to 04 known prob with kel and await solution. Tue 07 November 2000 11:39 by GB082641 / SMC1 More information has been received with regard to this proble Please can this call be investigated further. Tue 07 November 2000 11:40 by GB082641 / SMC1 More information has been received with regard to this proble Please can this call be investigated further.	g them to see if they final balance is showing to be ing over. Elaine was very annoyed that no-one from mber of callbacks. Apologised for her not receiving ar agents she has spoken to have promised callbacks nese. Advised that 3rd line are very busy with their hey may call back sometimes if they require addition and if any updates occured, i would notify them. Saved: Fri 03 November 2000 14:07 R THIS ACTION USING CURRENT DATE AND TIME shed Known Error There is a kel for this problemstigated by development. I have not spoken to the saved: Fri 03 November 2000 14:07 Toup HSH1 as directed by the OTIReturn activity Saved: Mon 06 November 2000 12:40 all Stock units affected RJ & AA (bulk SU) Adjusted Rue At 15:44 on 1/11/00 - showed all aa figures su so ingures but the neg value reflect as sock value but in mout and this showed also in as Smartcredits RJ as in rj but posative in aa. User JWO001 & RHA001 (RJ Not made any declarations. 4000 short in bal the Saved: Mon 06 November 2000 13:00 Group SMC1 re-assign for develpoment as this is a Saved: Tue 07 November 2000 11:39 em. Is the KEL available as I am unable to locate it? Saved: Tue 07 November 2000 11:41 Saved: Tue 07 November 2000 11:41 Saved: Tue 07 November 2000 11:41

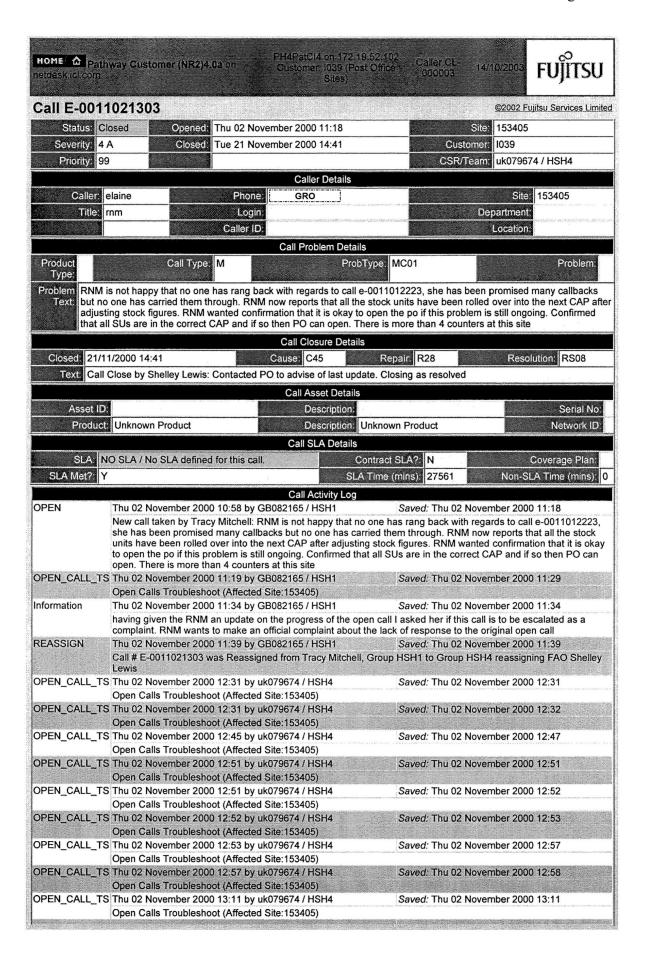
REASSIGN REASSIGN	Tue 07 November 2000 14 OTI monitor reassigned this Tue 07 November 2000 16 Call # E-0011012223 was I	s call from PINICL to th :02 by GB082222 / SM Reassigned from Grou	ne Action Group SMC1 a IC1 Save p SMC1 to Sarah Astell	d: Tue 07 November 200 , Group SMC1	eturn activity 00 16:02
OPEN_CALL_1 Information CLEAR CLOSE	Tue 07 November 2000 16 Open Calls Troubleshoot (/ Tue 07 November 2000 16 Spoke to the PM and expla Tue 07 November 2000 16 Spoke to the PM and expla Tue 07 November 2000 16 Call Close by Sarah Astell: for the call to be closed.	Affected Site:153405) :26 by GB082641 / SM ined KEL Reference: L :26 by GB082641 / SM ined KEL Reference: L :27 by GB082641 / SM	IC1 Save Kiang351M htm and sh IC1 Save Kiang351M.htm and sh IC1 Save	d: Tue 07 November 200 te is now happy for the c d: Tue 07 November 200	00 16:26 all to be closed. 00 16:26 all to be closed. 00 16:27
				The markets in	
22 (1) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4					



	Call # E-0011012223 was Reassigned from Phil Riches, Group SMC1 to Group smc1 Reassigning back because end of shift.
Repeat Call	Wed 01 November 2000 19:08 by uk081126 / HSH1 Saved: Wed 01 November 2000 19:08 still awaiting a reply - getting very upset - waiting to balance and get to family, etc
REASSIGN	Wed 01 November 2000 19:10 by GB082222 / SMC1
REASSIGN	Wed 01 November 2000 19:24 by UK0631336 / SMC1 Saved: Wed 01 November 2000 19:24 Call # E-0011012223 was Reassigned from Ross Wilmott - 7281-5500, Group SMC1 to Group EDSC1
nformation	Thu 02 November 2000 08:23 by uk079679 / SMC1 Saved: Thu 02 November 2000 08:23 HSH contacted SMC for update, advised Call is with SSC and will be dealt with asap
ollow Up	Thu 02 November 2000 08:43 by GB083020 / HSH1 Saved: Thu 02 November 2000 08:43 RNM Elaine Tagg called re the call she is on her way to the office and wants updating on the situation. Spoke to r Cath on third line who adv she will check who is working on the call and get them to ring the office asap message
REASSIGN	relayed back to RNM . RNM not very happy with response Thu 02 November 2000 08:45 by uk059697 / HSH1 Saved: Thu 02 November 2000 08:45
	Call # E-0011012223 was Reassigned from Group EDSC1 to Group HSH1
EASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1 Saved: Thu 02 November 2000 08:45 Call # E-0011012223 was Reassigned from Group HSH1 to Group EDSC1
formation	Thu 02 November 2000 09:13 by uk059697 / HSH1 Saved: Thu 02 November 2000 09:13 contacted SST about this call failing to go over the OTI
epeat Call	Thu 02 November 2000 09:37 by gb083185 / HSH1 Saved: Thu 02 November 2000 09:37 PM chasing call, contacted EDSC who advised are looking at this now, relayed back to PM, who adviced has manged to roll 7 stock units but 3 have not. Adviced PM needs to contact NBSC and let them know of the situatio as thay will probably not be able to do a cash account.
epeat Call	Thu 02 November 2000 10:42 by GB082468 / HSH1 Saved: Thu 02 November 2000 10:42
	rnm calling they have called a few times now expecting a call back with info and noone has called them, the office closed but they are waiting for a call
epeat Call	Thu 02 November 2000 11:18 by GB082965 / HSH1 Saved: Thu 02 November 2000 11:18 voiced edsc, while speaking to them pm terminated call.
	Contacted the RNM for this office as she has now made a complaint regarding this issue. Elaine (rnm) advised the all SU's have now been rolled over and they are now checking them to see if they final balance is showing to be correct, one of the SU's had something added to it, whilst rolling over. Elaine was very annoyed that no-one from 3rd line had called her back, as she has been promised a number of callbacks. Apologised for her not receiving a callbacks, and advised that I would escalate the fact that the agents she has spoken to have promised callbacks within the hour, as they should not be making promises like these. Advised that 3rd line are very busy with their investigations and sometimes do not have time to call back. They may call back sometimes if they require addition information/actions etc. ADvised that i would monitor the call, and if any updates occured, i would notify them.
OTI_CLOSE	Fri 03 November 2000 14:07 by PINICL / Saved: Fri 03 November 2000 14:07 NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Published Known Error There is a kel for this problem - LKiang351M. The KEL explains that it is currently being investigated by development. I have not spoken to the customer.
EASSIGN	Fri 03 November 2000 14:07 by PINICL / Saved: Fri 03 November 2000 14:07
Contacted	OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity Mon 06 November 2000 12:40 by GB064328 / HSH1 Saved: Mon 06 November 2000 12:40 contacted pm on 06/11/00 Further info as requested on the kel Stock units affected RJ & AA (bulk SU) Adjusted F 1/11/00 13:43 everything was ok all stock showed correct value At 15:44 on 1/11/00 - showed all aa figures su so pm had adjusted back to RJ value then RJ it showed all neg figures but the neg value reflect as sock value but in neg format. For example £50 cheque in RJ has cut off and rem out and this showed also in aa Smartcredits RJ as neg 20 but should be in aa with 20 Game lic 5R 4G (all neg in rj but posative in aa. User JWO001 & RHA001 (RJ su) ROJ001 (joint user for AA) Not made any declarations. 4000 short in bal th week
REASSIGN	Mon 06 November 2000 13:00 by GB064328 / HSH1 Saved: Mon 06 November 2000 13:00 Call # E-0011012223 was Reassigned from Group HSH1 to Group SMC1 re-assign for development as this is a known prob with kel and await solution.
nformation	Tue 07 November 2000 11:39 by GB082641 / SMC1 Saved: Tue 07 November 2000 11:39 More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.
eOpen OTI	Tue 07 November 2000 11:40 by GB082641 / SMC1 Saved: Tue 07 November 2000 11:40 More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.
PEN_CALL_1	TS Tue 07 November 2000 11:40 by GB082641 / SMC1
TI_CLOSE	Call # E-0011012223 was Reassigned from Group SMC1 to Group EDSC1 Tue 07 November 2000 14:43 by PINICL / Saved: Tue 07 November 2000 14:43
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Richard Coleman at 07-nov-2000 14:35:00 Category 64 - Published Known Error See KEL LKiang351M as already specified. PM has not been contacted, closing as published known error

REASSIGN REASSIGN	Tue 07 November 2000 14:43 by PINICL / Saved: Tue 07 November 2000 14:43 OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTIReturn activity Tue 07 November 2000 16:02 by GB082222 / SMC1 Saved: Tue 07 November 2000 16:02
Marrie de la 1	Call # E-0011012223 was Reassigned from Group SMC1 to Sarah Astell, Group SMC1 S Tue 07 November 2000 16:22 by GB082641 / SMC1 Open Calls Troubleshoot (Affected Site:153405)
Information CLEAR	Tue 07 November 2000 16:26 by GB082641 / SMC1 Saved: Tue 07 November 2000 16:26 Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed. Tue 07 November 2000 16:26 by GB082641 / SMC1 Saved: Tue 07 November 2000 16:26
CLOSE	Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed. Tue 07 November 2000 16:27 by GB082641 / SMC1 Saved: Tue 07 November 2000 16:27 Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.





OPEN_CALL_TS	Open Calls T	roubleshool	(Affected Sit	e:153405)		Saved: Thu 02			
OPEN_CALL_TS		mber 2000	2 10 100	79674 / HSH4		Saved: Thu 02	2 November 2	000 15:46	
OPEN_CALL_TS	Thu 02 Nove	mber 2000		79674 / HSH4		Saved: Thu 02	November 2	000 17:11	
MODIFY Information	Call informati	on modified	by Shelley L	79674 / HSH4 ewis Priority: f 083113 / HSH	from '0' to '99'	Saved: Thu 02 Problem Descr Saved: Wed 0	iption:		
	PM back on p with the situa	hone - has tion - advise	advised that ed will log this	she was able and gave this	to balance too s call ref PM v	lay using the ga ery concerned	ateway counte hat this proble	er but still not em will reocc	
nformation Escalate	Pm called sh	e wants an	update to this	082678 / HSH1 5 call. spoke to 082678 / HSH1	Nick winger a	Saved: Tue 2 and he said to v Saved: Tue 2	oice shelly wh	no is dealing	with it.
Contacted	V5.2 6 5000 05 6000 0 0 0 0 0 0 0 0 0 0 0 0	mber 2000	14:35 by uk07	79674 / HSH4		Saved: Tue 2 this. Advised th		THE PARTY AND ADDRESS OF THE PARTY AND ADDRESS	or this
CLEAR	and that if she problem with	e had any fu foreign curr	urther problen ency which i		as we can in call for.	vestigate asap.	She advised	that she has	
CLOSE	Contacted Po) to advise	of last update	Closing as re79674 / HSH4	esolved	Saved: Tue 2			
	Call Close by	Shelley Le	wis: Contacte	d PO to advise	e of last upda	te. Closing as r	esolved		
				The second secon					

HOME 企 Pathway	Customer (NR2)4.0a on netdesk iclic	om	PH4PatCl4 on 172.19 Customer: I039 (Post O		aller CL-000003 1	4/10/2003 FUĴ	ÎTSU
Call E-001102	1413					©2002 Fujitsu Serv	rices Limited
Status:	Closed Opened	Thu 02 November 2000 11:40			Site: 153405	An an earlier of the Angle He same fill Colleges	
Severity:	3 B Closed	Thu 02 November 2000 11:42		A STATE OF THE STA	Customer: 1039		
Priority:	0				CSR/Team: GB082168	5 / HSH1	
			Caller Details				
Caller:	Mr M A Jackson	Phor	e GRO		And the second	Site: 153405	***************************************
Title:	RNM	Log	in:		Dep	artment:	
		Caller I	D.	e un ark of sees what is to the a	Į.	ocation:	**************************************
		Call	Problem Details				
Produc	t Type: PT02	Call Type: S	(Albanote	ProbType: SD01		Pro	oblem:
Probler	m Text. Elaine reports that one of the	counters has a blue screen with the	msg STOPoxoooooa		patrimoniasamon		
	:	Call	Closure Details				
Closed	02/11/2000 11:42	Caus	e: C22	Repair. R71		Resolution: RS08	
Tex	Call Close by Tracy Mitchell: pmhtc			•			
		Ca	Il Asset Details				
- 11 (42) MA (5)	Asset ID:		Description:		2004 A	Seri	al No:
	Product: WINNT		Description. Windows NT			Netwo	ork ID:
		C	all SLA Details		AND THE RESERVE OF THE PROPERTY OF THE PROPERT		
SL	A: 14 Day / Clear call within 14 days	A STATE OF THE STATE OF THE STATE OF		Contract SLA?: N		Coverage	Plan:
SLA Me	(?: Y			SLA Time (mins): 1	Magery glober	Non-SLA Time (n	nins): 0
1: CLOSE (Clear c	all) Met: Y	Target: 16/11/2000 00:00	Done: 0	2/11/2000 11:42	Completed	Mandatory	
		C	all Activity Log		A STATE OF THE STA		
OPEN	Thu 02 November 2000 11:38 by				ovember 2000 11:40		
decide the decidence of the opposite the control of	AND THE RESIDENCE OF THE PROPERTY OF THE PROPE	Elaine reports that one of the counte	ers has a blue screen with	CATALOGRAPHICATION CONTRACTOR AND MANAGEMENT CONTRACTOR AND ASSESSMENT AND ASSESSMENT OF THE PARTY OF THE PAR	da citologo itualismos provincio del constitución de la citologo d		
OPEN_CALL_TS	Thu 02 November 2000 11:40 by Open Calls Troubleshoot (Affected			Saved: Thu 02 No	ovember 2000 11:40		
Advice	Thu 02 November 2000 11:41 by	124525 00 March 200 March		Saved: Thu 02 No	ovember 2000 11:41		
	the same of the sa	M said that this counter had already	been rebooted once	The state of the s	en mande elektronomyspaniem elektronom i 25 mil i romiteminek	errore transcript Advisors S. S. Bresides M. Waller, v Green and addition	
CLEAR	Thu 02 November 2000 11:42 by	GB082165 / HSH1		Saved: Thu 02 No	ovember 2000 11:42		
	RNM to reboot the counter						
CLOSE	Thu 02 November 2000 11:42 by Call Close by Tracy Mitchell: pmh	managed pages and the contract the contract that the contract the contract that the contract the contract the contract that the contract t	the state of a section of the sectio	Saved: Thu 02 No	ovember 2000 11:42	- And the first street and the second section of the second secon	NO PROCESSION AND ADDRESS OF THE SECOND STATES OF T
	Can close by Tracy Mitchell, phill				randa was Property to the Year		

HOME Pathway Customer (NR2)4.0a on netdesk icl com	PH4PatCl4 on 172 19.52.102 Caller CL-000003 14/10/2003 FUJTSU
Call E-0011081708	©2002 Fujitsu Services Limited
Status: Closed Opened: Wed 08 November 2000 12:17	Site: 153405
Severity: 3 B Closed: Wed 08 November 2000 18:24	Customer: 1039
Priority: 0	CSR/Team: GB083113 / HSH1
	Caller Details
Caller: julie Phone:	GRO Site: 153405
Titler PostMaster Login:	Department:
Caller ID:	Location:
	Problem Details
Product Call Type: S	ProbType: SD02 Problem:
	ey have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa
Text: su apears on rj su.	
	l Closure Details
Closed: 08/11/2000 18:24 Cause: C22	Repair: R22 Resolution: RS08
Text: Call Close by Ambrose Henderson: PM reports that she has been able to balance this v	week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed
Ca	all Asset Details
Asset ID:	Description. Serial No:
Product: WINNT	Description: Network ID:
. Ca	all SLA Details
SLA: 14 Day / Clear call within 14 days	Contract SLA?: N Coverage Plan:
SLA Met?: Y	SLA Time (mins): 36 Non-SLA Time (mins): 330
1: CLOSE (Clear call) Met: Y Target: 22/11/2000 05:29	Done: 08/11/2000 18:21 Completed Mandatory
	all Activity Log
OPEN Wed 08 November 2000 11:47 by uk081216 / HSH1 New call taken by Kuljinder Bhachu: call regarding 0011021303. pm advises the su appears on as su, and stock from as su appears on ri su.	Saved: Wed 08 November 2000 12:17 hat the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj
OPEN_CALL_TS Wed 08 November 2000 12:18 by uk081216 / HSH1	Saved: Wed 08 November 2000 12:35
Open Calls Troubleshoot (Affected Site:153405)	
Advice Wed 08 November 2000 12:42 by uk081216 / HSH1	Saved: Wed 08 November 2000 12:42
discovered that the pm is bal or looking at the into from counter 5, advised pm 5, advised pm that the call will be open pending on pm call back if bal went ok	n to use gateway, which did show correct correct info. advised pm to do bal from gateway instead of counter advised pm to contact us whether bal went ok or not so we can investigate or close call.

Page 2 of 2

Access Times	Wed 08 November 2000 12:46 by uk081216 / HSH1	Saved: Wed 08 November 2000 12:46	
ccss rimes	mon -fri 9- 5.30 sat 9- 12.30 access at lunch.	Saved. Wed do November 2000 12:46	Male Committee of the C
USPEND	Wed 08 November 2000 12:47 by uk081216 / HSH1	Saved: Wed 08 November 2000 12:51	
OOI LIND	Call suspended by Kuljinder Bhachu call suspended pending pm call back to see if software pro		sday 4pm, call pm first to close as
	there is a complaint call recarding this post office.	solon was stock amonada of our persioning, close than	sady 4pm. can pm mor to diese as
PEN_CALL_	TS Wed 08 November 2000 18:11 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:12	
	Open Calls Troubleshoot (Affected Site:153405)		
PEN_CALL_	TS Wed 08 November 2000 18:14 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:15	COST as a last than the consequence of the cost of the
	Open Calls Troubleshoot (Affected Site:153405)		
PEN_CALL_	TS Wed 08 November 2000 18:15 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:20	
	Open Calls Troubleshoot (Affected Site:153405)		
ELEASE	Wed 08 November 2000 18:20 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:21	errita e la contraptición con menos entro a el habita de cudas dels consentir de minimo de contratos en minimo de femdes de la contratos en minimo de femdes de la contratos en minimo de femdes de la contratos en minimo del contratos en minimo de la contratos en minimo del contratos en minimo de la contr
LEAR	Call released by Ambrose Henderson: Reassigning for closure Wed 08 November 2000 18:21 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:21	
LLAN	PM reports that she has been able to balance this week - still not happy - advised PM will log o		beach
CLOSE	Wed 08 November 2000 18:24 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:24	And the state of t
	Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - s		Il - PM happy for this call now to be
	closed pmhtc		
RELEASE	Fri 10 November 2000 17:00 by Sysadm / SYSTEM	Saved: Fri 10 November 2000 17:00	
	AUTO-RELEASE from SUSPEND (Release was due on 10 Nov 2000 at 16:30:13)		and the same of
GEORGE STATES	AND TO THE ELPOE HOLL DOOL END (HE case was due of 10 hot 2000 at 16:00.19)		2011 P. 1011 P
		的现在分词 医二甲基苯甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基	
		对元子:"这是关系也是	
			State of the Parket of the Parket of

Page 1 of 1

HOME 企 Pathway (Customer (NR2)4.0a on netdesk icl com	PH4PatCl4 on 172.19.52.102 Customer: I039 (Post Office Sites)	Caller CL-000003 14/1	FUJITSU
Call E-0011084	1054			©2002 Fujitsu Services Limited
Status:	Park Committee (1995) A State (1995)		Site: 153405	
Severity:	IRPONYS-COURTERVERSING	A4-43	Customer: 1039	
Priority: 0			CSR/Team GB082283 /	HSH1
A CONTRACTOR AND A CONT	######################################	aller Details	(Parameter State Sta	
Caller:		BRO i		Site: 153405
SECURITION PROPERTY OF THE PRO	PostMaster Login:	<u> </u>	Departm	
	Caller ID:	U. E. B. (Start) (H-2012) J. D. D. (MANAGER) (Associated as Associated a	Locat	ntontanana seminan and a manana seminana seminana seminana seminana seminana seminana seminana seminana seminan
er (Konst.) in 1990 in Arthur (Konst.) in 1990 in	parameter properties and the second s	roblem Details	- Covar	<u>Y11</u>
Divis	uct Type: Call Type: A	ProbType: AG0	6	Problem:
THE PROPERTY OF THE PROPERTY O	lem Text. PM says that her gateway keeps freezing, and wants to know if	AND THE PROPERTY OF THE PROPER	O KANAGARA	Froblen.
FIVE	M60 100 100 100 100 100 100 100 100 100 1	Closure Details		
Q 0	8/11/2000 16:50 Cause:			Resolution: RS08
ANTALO DE LETTE DE L'ANTALO DE	call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.	C62 Repair. Rus		(esolution: RS08
JEX. C		AA-Dataille		
	223-243-1,100-1/4-5 (2004) 2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-	Asset Details		6 N T
en e	Asset ID: Product: Unknown Product	R 450 C C C C C C C C C C C C C C C C C C C	scription:	Serial No:
in in Saldin Allegaring Assassands	(See Miscolification Company)	A A A A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIOR AND A SECURIO AND A SECURIO AND A SECURIO AND A SECURIO AND A	scription:	Network ID:
		SLA Details		
	NO SLA / No SLA defined for this call.	Contract SL		Coverage Plan:
SLA Met?	00)	SLA Time (mi	ns): 3	Non-SLA Time (mins): 0
ODEN		Activity Log	and 00 November 2000 46:46	
OPEN	Wed 08 November 2000 16:43 by GB082283 / HSH1 New call taken by Wayne Bateman: PM says that her gateway keeps		ed 08 November 2000 16:46	
OPEN_CALL_TS	Wed 08 November 2000 16:49 by GB082283 / HSH1	CONTRACTOR	ed 08 November 2000 16:49	
	Open Calls Troubleshoot (Affected Site:153405)		Principal Company of the	
OPEN_CALL_TS	Wed 08 November 2000 16:49 by GB082283 / HSH1	Saved: W	ed 08 November 2000 16:49	
	Open Calls Troubleshoot (Affected Site:153405)		MINERAL CONTROL OF THE PROPERTY OF THE PROPERT	
Advice	Wed 08 November 2000 16:50 by GB082283 / HSH1 Advised that they all freeze but if it gets bad to give us a call and we we		ed 08 November 2000 16:50	
CLOSE	Wed 08 November 2000 16:50 by GB082283 / HSH1	在的"一种"的"自然"的"自然"的"自然"的"自然"的"自然"的"自然"的"自然"的"自然	ed 08 November 2000 16:50	
	Call Close by Wayne Bateman: PM happy with the advice given. PMH	All the commence of the control of t	and work of a company standard management of the company of the co	/ - 5/ 1 mm mm markan markan markan markan markan markan markan mendikan mendikan mendikan mendikan mendikan m
ganger				

номе 🏠	Pathway Customer (NR2)4.0a on netdesk icl com		CI4 on 172,19,52,102 1039 (Post Office Sites)	Caller CL-000003	14/10/2003 FUJITSU
Call E-0	0011140728		Allerand Branch Commencer and		©2002 Fujitsu Services Limited
	EDITOR OF THE STATE TO A CONTROL OF THE STATE OF THE STAT	ember 2000 09:48	States (1941) (A. J. T. T. Balling American State (1941)	Site: 1534	05
	Helius Aconolis (malgiarizas)	ember 2000 09:52	All Maria	Customer: 1039	
	Priority: 0			CSR/Team: GB08	83112 / HSH1
	:	Caller Details		The state of the s	
	Caller: julie	Phone: GRO		esta estiluinada la care	Site: 153405
	Title: PostMaster	Login:			Department:
		Caller ID:			Location:
		Call Problem Det	ails		
i di	Product Type:	Call Type: A	ProbType	AG06	Problem:
	Problem Text: pm wanted to find a tran	ns on the 17th of feb			
		Call Closure Det			
No. of Contrast of	ed: 14/11/2000 09:52	Cause: C62	Repair: R09		Resolution RS08
Тє	ext: Call Close by Luke Stevenson: advised pm that you can only				
Extension complete complete complete	NEED PROPOSED AND PROPOSED STATE OF THE PROPOSED AND AND AND AND AND AND AND AND AND AN	Call Asset Deta	CONTRACTOR		
	Asset ID:		Description:	A CHARLES	Serial No:
n projektival	Product EPOSS	ke kanala a X	Description:		Network ID:
		Call SLA Detai		The second secon	
	SLA: NO SLA / No SLA defined for this call.		Contract SL	CONTRACT PRODUCTION OF THE PRODUCT OF T	Coverage Plan:
k a Valleia ia	SLA Met? Y		SLA Time (mir	is): 3	Non-SLA Time (mins): 0
OPEN	Tue 14 November 2000 09:45 by GB083112 / HSH1	Call Activity Lo		November 2000 09:48	
OPEN	New call taken by Luke Stevenson: pm wanted to find a trans	s on the 17th of feb	Saved: Tue 14 h	November 2000 09:48	The state of the s
Advice	Tue 14 November 2000 09:51 by GB083112 / HSH1		Saved: Tue 14 N	November 2000 09:51	
	advised pm that you can only go back 3 mounths and refered	I to nbsc			
CLOSE	Tue 14 November 2000 09:52 by GB083112 / HSH1	· proposition of the second contract of the s		November 2000 09:52	97 (green 20 green and 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Call Close by Luke Stevenson: advised pm that you can only	go back 3 mountns and refered to	o nosc, pmntcc.		DZTTSDA, NJ STRUMBEJ PSEDJEPI.
				State of the state	

Title: Superv	ed Opened: Sat 18 Nov Closed: Sat 18 Nov WOOLSTEIN visor	rember 2000 09:42 rember 2000 09:46 Caller De Phone i Login: Caller ID:	stails	Site: 153405 Customer: 1039 CSR/Team: GB082469	©2002 Fujitsu Services Limi
Severity: 3 B Priority: 0 Caller: JULIE Title: Superv	Closed: Sat 18 Nov	Caller De Phone L		Customer I039 CSR/Team: GB082469	
Priority: 0 Caller: JULIE Title: Superv	WOOLSTEIN	Caller De Phone i Login:		CSR/Team: GB082469	
Caller: JULIE Title: Superv	visor	Phone i Login:		Security (Constitution)	
Title: Superv	visor	Phone i Login:			Site: 153405
Title: Superv	visor	Login	GRO	Part Company	Site: 153405
Product Type.		Marie and the control of the control		A STREET OF STREET	PRESENTATION (CONTRACTOR)
NOVENDO CONTRACTOR DISTRIBUTION CONTRACTOR DE CONTRACTOR D		Caller ID:		Dε	epartment:
NOVENDO CONTRACTOR DISTRIBUTION CONTRACTOR DE CONTRACTOR D	BEST MADES TO STREET METERS AND THE STREET METERS AND THE STREET METERS AND THE STREET METERS AND THE STREET ME			Strate (All Propagation Control of Strate	Location:
Revenue control of the second control of the	The state of the design of the state of the	Call Problem			
THE PERSON NAMED IN THE PE	Call Type.	SECOND DESCRIPTION OF THE PROPERTY OF THE PROP	ProbType: SD01	f	Problem:
Problem Text. PM	REPORTED THAT MESSAGE ON SCREEN S				
		Call Closure			
SCHOOL CONTROL	/11/2000 09:46	Cause: CE3	Repair: R70	Andrew Andrews (Andrews (Andre	Resolution: RS08
Text: Ca	Ill Close by Dee O'Beirne: pm htcc				
		Call Asset [CONTROL OF THE PROPERTY OF THE		
20 A STATE OF THE	Asset ID:		Description:		Serial No:
	Product: WINNT		Description	and the second second	Network ID:
		Call SLA D			
BOTTOM DESCRIPTION OF THE PROPERTY OF THE PROP	4 Day / Clear call within 14 days		Contract SLA?: N		Coverage Plan:
SLA Met?: Y		Arcon	SLA Time (mins). 3	(Non-SLA Time (mins): 0
1 CLOSE (Clear call)	Met. Y Target: 0	02/12/2000 00:00	Done: 18/11/2000 09:45	Completed	Mandatory
OPEN Sat 18 Novemb	per 2000 09:39 by GB082469 / HSH1	Call Activit	Saved: Sat 18 Novem	per 2000 00:42	
	by Dee O'Beirne: PM REPORTED THAT MESS	SAGE ON SCREEN SAYING T			$x \to t \to t + t + t + t + t + t + t + t + t$
	per 2000 09:45 by GB082469 / HSH1		Saved: Sat 18 Novem		
Livide Could are britished to the analysis of the control of the c	to reboot the counter-2- pm ok to do this				
CLEAR Sat 18 Novemb	per 2000 09:45 by GB082469 / HSH1		Saved: Sat 18 Novem	ber 2000 09:45	authallen er denne de Medanellaktbellendisalnanni aanan klallaktionin kl
, ,	per 2000 09:46 by GB082469 / HSH1		Saved: Sat 18 Novem	per 2000 09:46	
4 (3) (3) (3) (3) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	ee O'Beirne: pm htcc				

HOME	் Pathway Gustomer (NR2)4.0a on netdes	kictcom	PH4PatCl4 on 172,19,52,102 Customer: l039 (Post Office Sites)	Caller CL-000003	14/10/2003 FUJITSU
Call E	-0011202437	Control of the Contro			©2002 Fujitsu Services Limited
	Status: Closed O	pened: Mon 20 November 2000 14:56		Site: 153405	
	Severity: 2 C	Closed: Mon 20 November 2000 15:04	V. Carrier	Customer: 1039	
	Priority: 0		, and the state of	CSR/Team: uk0812	87 / HSH1
		Ca	ller Details		
	Caller: July	Phone	GRO	Glorgon VIII	Site: 153405
	Title: PostMaster	Login	is a pass of the second level that the secon	A STATE OF THE STA	artment:
1		Caller ID:		L	ocation:
NEU AND PERSONAL DE	A THE STATE OF THE		roblem Details		
	Product Type:	Call Type: T	ProbType: TR05		Problem:
	Problem Text: Pm reports been onto the oth		Hosure Details		
e	Closed: 20/11/2000 15:04	Cause:			Resolution RS08
r deligi	Text: Call Close by Charlotte Knight	200/04/10/2/QVALIDE TO THE CONTROL OF THE CONTROL O	CEO Repail R57	t Alexander	Resolution RS06
A SURVEY	Gata Glose by Gharlotte Kriight		Asset Details		
25	Asset ID:	Can	Description:	The second of th	Serial No:
	Product: EPOSS		Description:		Network ID:
	and other productions of the transfer of the t	Call	SLA Details		
	SLA: NO SLA / No SLA defined for		Contract SLA?	N	Coverage Plan:
100000	SLA Met?: Y		SLA Time (mins)	12 DECORPTION OF THE PROPERTY OF THE PROPERT	Non-SLA Time (mins): 0
<u> </u>	General and company and general recommendates	Call	Activity Log	MAA LIESTOO WAS ALLES TO CONTRACT OF THE CONTR	
OPEN	Mon 20 November 2000 14:47 by uk081287		Saved: Mon 20 Nove		
	New call taken by Charlotte Knight: Pm rep Mon 20 November 2000 15:04 by uk081287		ansfer all foreign currency from one stock unit Saved: Mon 20 Nove	the factor of the building of Angula and Angula and Control of the Ballion of the Control of the Control of the	
Advice	The state of the s		ansfer all foreign currency from one stock unit		
CLEAR	Mon 20 November 2000 15:04 by uk081287	MONTH CONTROL PRODUCTION OF CONTROL OF CONTROL OF STREET, STRE	Saved: Mon 20 Nove	Anna Landa and Market and Artifact and Artif	
Committee of the Commit	Pm was advised on how to transfer from on	undatablenda dampin produkta abaren era eran era era bilaria dari eran eran eran bilaria da eras da eran eran e	and the state of t		
CLOSE	Mon 20 November 2000 15:04 by uk081287	7/HSH1	Saved: Mon 20 Nove	ember 2000 15:04	
	Call Close by Charlotte Knight: PMHTCC				

HOME 企	Pathway Customer (NR2)4.0a on netdesk icl com		I4PatCI4 on 172.19.52.102 omer: 1039 (Post Office Sites)	Caller CL-000003	14/10/2003 FUJITSU
Call E-	0011203306				©2002 Fujitsu Services Limited
	Status: Closed Opened: Mon	20 November 2000 17:26		Site: 153	405
	Severity: 2 C Closed: Mon	20 November 2000 17:41		Customer: 1039)
Bear Little	Priority: 0		,	CSR/Team: GB0	083495 / HSH1
	Adams and the state of the stat	Caller De	etails		
	Caller: Mr Harrison	Phone: GRO		() () () () () () () () () ()	Site: 153405
	Title: PostMaster	Login:			Department:
	Skinstlari aime	Caller ID:		The second state of the second state of the second	Location:
	Product Type:	Call Problem	n Details ProbType: SD	01	Problem:
	Problem Text: pm had error message desktop exe a	resoftware was resourced Technology and was a resolution of the control of the	APRINCESSARY CONSCIONARION SERVICES AND SERV		Problem
Allow Control of their	Assumed III britandaud bellis danidaeli	Call Closure			
	Closed: 20/11/2000 17:41	Cause: C22	Repair.	R71	Resolution: RS08
	Text: Call Close by Gillian Cox: pmhtcc	A RESPONSE OF THE PROPERTY OF	(SECONDARIA CONTRACTOR SECONDARIA (SECONDARIA (SECONDARIA) (SECONDARIA (SECOND		CONTRACTOR DE CO
######################################		Call Asset	Details		
	Asset ID:		Des	scription:	Serial No:
	Product: PATCTXFLAT		Des	scription:	Network ID:
		Call SLA	Details		
	SLA: 14 Day / Clear call within 14 days		Contract SLA	1000 DOMESTIC TO THE PROPERTY OF THE PROPERTY	Coverage Planz
	SLA Met?: Y	SAMPLE SA	SLA Time (min:		Non-SLA Time (mins): 0
1 CLOS	SE (Clear call) Met. Y Ta	rget: 04/12/2000 00:00	Done: 20/11/2000 17:40	0 Completed	Mandatory
OPEN	Mon 20 November 2000 17:16 by GB083495 / HSH1	Call Activi	<u> </u>	0 November 2000 17:26	
OPEN	New call taken by Gillian Cox: pm had error message of	esktop exe application error oxc0000		0 November 2000 17.26	
Information	n Mon 20 November 2000 17:37 by GB083495 / HSH1 advised pm that he would need to re-boot system.Pm t actually had the problem so we could help him at the ti	nen said that this was not a current p	Saved: Mon 2	0 November 2000 17:37 ys ago. Advised pm that it w	ould be better if he phoned when he
CLEAR	Mon 20 November 2000 17:40 by GB083495 / HSH1 pmhtcc		Saved: Mon 2	0 November 2000 17:40	KOO SON ON THE STREET
CLOSE	Mon 20 November 2000 17:41 by GB083495 / HSH1 Call Close by Gillian Cox: pmhtcc		Saved: Mon 2	0 November 2000 17:41	

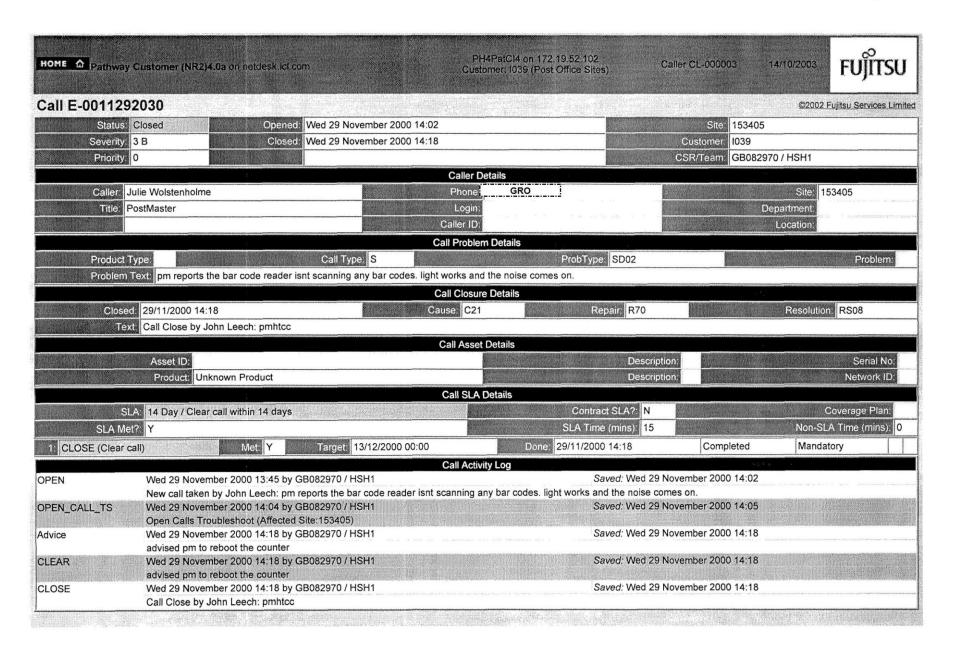
HOME © Pathway Customer (NR2)4.0a on hetdesk icl com		Cl4 on 172.19.52.102 Cal 1039 (Post Office Sites)	ler CL-000003 14/10	FUJITSU
Call E-0011224382				©2002 Fujitsu Services Limited
Status: Closed Opened: Wed 22 Nove	ember 2000 18:20	No. of the state o	Site: 153405	
Severity: 2 C Closed: Wed 22 Nov	ember 2000 18:25		Customer 1039	
Priority: 0		Property and the second	CSR/Team: GB082205 / H	ISH1
	Caller Details			
Caller: Roger Harrison	Phone GRO			Site: 153405
Title: PostMaster	Login:		Departm	nent:
	Caller ID:		Loca	tion:
	Call Problem Del	The based of the contract of t		pactor of
Product Call Type: S		ProbType: SD02		Problem:
Problem PM rang to say that he was trying to produce a report for the Text: invalid property assignments'.	redeemed saving stamp and got	a error message on the screen saying 'E	OD Runtime Error 450 - w	rong number of arguments -
	Call Closure Det	ails		
Closed: 22/11/2000 18:25	Cause: C21	Repair: R08	5	Resolution: RS08
Text: Call Close by Anish Chudasama: PM HTC				
	Call Asset Deta	ils		
Asset ID:		Description		Serial No:
Product: Unknown Product	Since the second se	Description		Network ID:
	Call SLA Detai	ls .		
SLA: 14 Day / Clear call within 14 days		Contract SLA?: N	Control of the second s	Coverage Plan:
SLA Met?: Y		SLA Time (mins): 4		Non-SLA Time (mins): 0
1: CLOSE (Clear call) Met. Y Target 0	6/12/2000 00:00	Done: 22/11/2000 18:24	Completed	Mandatory
	Call Activity Lo	g		
OPEN Wed 22 November 2000 18:16 by GB082205 / HSH1		Saved: Wed 22 November		en a de la companione d
New call taken by Anish Chudasama: PM rang to say that he was t - wrong number of arguments - invalid property assignments'.	trying to produce a report for the re	edeemed saving stamp and got a error n	nessage on the screen say	ring 'EOD Runtime Error 450
Advice Wed 22 November 2000 18:23 by GB082205 / HSH1	100	Saved: Wed 22 November	2000 18:23	
PM advises that the message has now gone off the screen. Advise	d pm if this happens again to 'ok'	CONTRACTOR OF DESIGNATION OF PARTICULAR PROPERTY OF A STATE OF THE PARTY OF THE PAR		
CLEAR Wed 22 November 2000 18:24 by GB082205 / HSH1 PM happy with the advice given.		Saved: Wed 22 November	2000 18:24	The state of the s
CLOSE Wed 22 November 2000 18:25 by GB082205 / HSH1 Call Close by Anish Chudasama: PM HTC		Saved: Wed 22 November	2000 18:25	

номе 🏠	Pathway Gustomer (NR2)4.0a on netdesk ict com	PH4PatCl4 Customer, 103	on 172 19 52 102 9 (Post Office Sites)	aller CL-000003 14/	T0/2003 FUJITSU
Call E	0011225158				60000 F III - S - 1 - 1 - 1
Call E-	TO GET TO THE AREA OF A STATE OF THE TOTAL OF THE COURSE OF THE PROPERTY OF TH				©2002 Fujitsu Services Limited
	Status: Closed Opened Wed 22 November 2 Severity: 2 C Closed: Wed 22 November 2			Site: 153405 Customer: 1039	
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Priority: 0	2000 20.03		CSR/Team: uk082225	/ HSH1
Sublidities accessibles	A CONTRACTOR OF THE CONTRACTOR	Caller Details	All Parl Str. 1664, April Daniel	Sedicabander Chooses	
	Caller: Julie	Phone: GRO		Managaran Police	Site: 153405
	Title: PostMaster	Login:		Departr	
	C	aller ID:	Caronicas es es	Loca	ation:
		Call Problem Details		· ·	
	Product Type: Call Type:) powerstern was a second and a	ProbType: AG06		Problem:
	Problem Text: Cl4: want to know how to modify ttwo share St				
		Call Closure Details			
	Closed: 22/11/2000 20:05	Cause: C62	Repair: R09		Resolution: RS08
	Text: Call Close by Dwight Clarke: PMHTCC				
		Call Asset Details		(2) 10 (0.03) (0.02)	
	Asset ID: Product: EPOSS		Description: Description:		Serial No:
	Ploduct PPOSS	Call SLA Details	Description.	Asian ing sa analikintan Asiaa.	Network ID:
	SLA: NO SLA / No SLA defined for this call.	Call SEA Details	Contract SLA?: N	grand the state of the state of	Coverage Plan:
	SLA Met?: Y		SLA Time (mins): 4	TO SHEET THE SECOND	Non-SLA Time (mins): 0
	(Significond Holen (Marcon)	Call Activity Log			
OPEN	Wed 22 November 2000 19:56 by uk082225 / HSH1		Saved: Wed 22 Novem	ber 2000 20:00	
	New call taken by Dwight Clarke: CI4: want to know how to modify ttw	o share SU into two indivual			
Advice	Wed 22 November 2000 20:04 by uk082225 / HSH1 Explained to the PM that she will have to roll over the SU as inactive a	and leave them a week and th	Saved: Wed 22 November delete them	per 2000 20:04	
CLOSE	Wed 22 November 2000 20:05 by uk082225 / HSH1		Saved: Wed 22 Novem	per 2000 20:05	
	Call Close by Dwight Clarke: PMHTCC				and the second s
				The state of the s	

Call E-0011260098 Status: Closed Opened: Sun 26 November 2000 23:07 Site: 153405 Severity: 3 B Closed: Mon 27 November 2000 13:31 Customer. I039 Priority: 0 CSR/Team. SMCtemp10 / SMC Evts Man	itsu Services Limited
Status: Closed Opened: Sun 26 November 2000 23:07 Site: 153405 Severity: 3 B Closed: Mon 27 November 2000 13:31 Customer: I039 Priority: 0 CSR/Team: SMCtemp10 / SMC Evts Man	itsu Services Limited
Severity: 3 B Closed: Mon 27 November 2000 13:31 Customer: 1039 Priority: 0 CSR/Team: SMCtemp10 / SMC Evts Man	
Priority: 0 CSR/Team SMCtemp10 / SMC Evts Man	
ADVISACION INTERCONOCIONO DELL'ARROCTORIO DELL	I
Caller Detaile	
Caller: Clair Dowsett SMC Phone GRO Site: 1534	05
Title: Login: Department:	· · · · · · · · · · · · · · · · · · ·
Caller ID: Location	
Call Problem Details	
Product Type: Call Type: S ProbType: SD02	Problem:
Problem Text: Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.	
Call Closure Details	
Closed: 27/11/2000 13:31	308
Text: Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.	
Call Asset Details	
Asset ID: Description: Product: Unknown Product Description: Unknown Product	Serial No:
Call SLA Details	Network ID.
SLA: 14 Day / Clear call within 14 days Coverage	o Dian
SLA Met?: Y SLA Time (mins): 5 Non-SLA Time (MACHINE CONTROL CONTRO
[20] [20] [20] [20] [20] [20] [20] [20]	Management
DECOMPANY OF CONTRACT OF CONTR	<u>y</u>
Call Activity Log OPEN Sun 26 November 2000 23:02 by GB082484 / SMC1 Saved: Sun 26 November 2000 23:07	
New call taken by Clair Dowsett: Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of received on H15340500103: Device \device\scsiport0 did not respond within the timeout period.	reboot.
REASSIGN Sun 26 November 2000 23:11 by GB082484 / SMC1 Saved: Sun 26 November 2000 23:11	
Call # E-0011260098 was Reassigned from Clair Dowsett, Group SMC1 to Group SMC Evts Man For PO contact for reboot on counter 3	
SUSPEND Sun 26 November 2000 23:11 by GB082484 / SMC1 Saved: Sun 26 November 2000 23:12 Call suspended by Clair Dowsett For PO contact	energia de descripto de compressor que a tras a trasferio da estador de constitucion de consti
RELEASE Mon 27 November 2000 08:00 by Sysadm / SYSTEM Saved: Mon 27 November 2000 08:00	
AUTO-RELEASE from SUSPEND (Release was due on 27 Nov 2000 at 08:00:00)	
Information Mon 27 November 2000 09:44 by SMCtemp10 / SMC Evts Man Saved: Mon 27 November 2000 09:44	
PM contacted she will reboot asap. Will monitor for progression or closure.	

Call Details E-0011260098 Page 2 of 2

CLEAR	Mon 27 November 2000 13:30 by SMCtemp10 / SMC Evts Man Reboot successful,NO further events,closing call.	Saved: Mon 27 November 2000 13:30
CLOSE	Mon 27 November 2000 13:31 by SMCtemp10 / SMC Evts Man Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.	Saved: Mon 27 November 2000 13:31
Company 3		



Call Details E-0011292618 Page 1 of 1

	PH4PatCl4 on 172,19.52,102 stomer: 1039 (Post Office Sites)	Caller CL-000003	14/10/2003 FUJITSU
Call E-0011292618			©2002 Fujitsu Services Limited
Status: Closed Opened: Wed 29 November 2000 14:59		Site: 153405	
Severity: 2 C Closed: Wed 29 November 2000 15:03	Harris Collins	Customer I039	
Priority: 0	- 10 - 20 1043 - 10 - 10 - 10 - 10 - 10 - 10 - 10 - 10	CSR/Team: GB0826	690 / HSH1
	Details	A JANA	
Processor Proceedings of the Control			Site: 153405
Title: PostMaster Login: Caller ID:			partment: Location:
According to the Control of the Cont	lem Details	is to the property of the second	Location.
Product Type: T	ProbType. TR14	\$ 1.00 (6.1)	Problem:
Problem Text: pm wants to know why the foreign currency sterling figure is not on the f		<u> </u>	San Maria Walanda Maria Ma
\$5000000000000000000000000000000000000	ure Details		
Closed: 29/11/2000 15:03 Cause: CE			Resolution: RS08
Text: Call Close by Tony Mansfield: pmhtcc		PRESIDENT PERSONNEL PRESIDENT AUTORITIES CONTINUES ASSESSMENT AND AUTORITIES ASSESSMENT ASSESSMEN	CASHEE COLD STATE OF THE SECOND COLD STATE OF THE SECOND STATE OF
Call Ass	et Details	::	
Asset ID:	Description:		Serial No:
Product EPOSS	Description:		Network ID:
	A Details		
SLA: NO SLA / No SLA defined for this call.	Contract SLA?		Coverage Plan:
SLA Met?: Y	SLA Time (mins)	3 January of Hamilton	Non-SLA Time (mins): 0
OPEN Wed 29 November 2000 14:56 by GB082690 / HSH1	tivity Log Saved: Wed 29 Nove	omber 2000 14:59	
New call taken by Tony Mansfield: pm wants to know why the foreign currency sterling figure		SHIDE! 2000 14.03	A T. C.
Advice Wed 29 November 2000 15:01 by GB082690 / HSH1	Saved: Wed 29 Nove		
advised pm to check other su's to see if the foreign currency has been put on there, if not the CLEAR Wed 29 November 2000 15:03 by GB082690 / HSH1	en check unreconciled transfers and if not Saved: Wed 29 Nove		ock for su rj.
advised pm to check other su's to see if the foreign currency has been put on there, if not the	Make a control of the		ock for su rj.
CLOSE Wed 29 November 2000 15:03 by GB082690 / HSH1	Saved: Wed 29 Nove	PROCESSOR STATEMENT OF THE PROCESSOR OF	
Call Close by Tony Mansfield: pmhtcc		// / / / / / / / / / / / / / / / / / /	

номе 🏠 pathway	Customer (NR2)4.0a on netdesk icl.com	PH4PatCl4 on 172.1 Customer: 1039 (Post 0		aller CL-000003	14/10/2003	FUÏITSU
						,
Call E-001129	4389	TO THE THE PARTY OF THE PARTY O			©2002 Fujit	tsu Services Limited
Status:	Closed Opened: Wed 29 November 2000 18:47		1.24 S. 1.276 S	Site: 1534	05	
Severity:	2 C Closed: Wed 29 November 2000 18:51			Customer: 1039		
Priority:	O A CONTRACTOR OF THE CONTRACT			CSR/Team: gb08	3554 / HSH1	
		Caller Details	• •			
Caller:	Julie Wolstenholme	Phone: GRO	<u>.i</u>	Commence State of the control	Site: 1534	105
Title: F	PostMaster	Login:	viso a lemana e cure	and the second second	Department:	. The enforcement to all entres entres and
	Backette de proprieta de la constante de la co	aller ID:			Location:	
		Problem Details				
SECTATION HATCORESION STOCKED STREET, MANUFACTURE AND	luct Type: A Call Type: A	THE SECTION OF THE SE	ProbType. AG06			Problem:
Prob	olem Text. ci4. pm wished to speak to Ross Willmott regarding call reference	ce e-0011291662.				
		l Closure Details				
The second contract of	MODEL STATE OF THE	e C62	Repair: R08		Resolution:	RS08
Text	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.					
	The state of the s	all Asset Details	kunanaras	The same of the sa		200.000 222.2329.0000
	Asset ID:	AMERICAN PROPERTY OF THE PROPE	Description:	A CONTRACTOR		Serial No:
	Product: EPOSS	a wasan san san sa	Description:			Network ID:
	C	all SLA Details				
100000000000000000000000000000000000000	A NO SLA / No SLA defined for this call.		Contract SLA?: N	110.00		verage Plan:
SLA Met	? Y	\$508500 (Columbia)	SLA Time (mins): 3	Constitution and	Non-SLA	Time (mins): 0
		all Activity Log			<	
OPEN	Wed 29 November 2000 18:42 by gb083554 / HSH1 New call taken by Samantha Cairns: ci4. pm wished to speak to Ros.	s Willmott regarding call r		ovember 2000 18:47		
OPEN CALL_TS	Wed 29 November 2000 18:47 by gb083554 / HSH1	s willmouregarding call re	- Anna Carlo Contrata (Carlo Carlo C	ovember 2000 18:50		
0, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	Open Calls Troubleshoot (Affected Site:153405)					and Epitolica visit
OPEN_CALL_TS	Wed 29 November 2000 18:50 by gb083554 / HSH1	and the property of the second section of	Saved: Wed 29 N	ovember 2000 18:50	magaziji i meri nga gagaranggan ang managana mang ini Lagaran n	
00=11 0411 T0	Open Calls Troubleshoot (Affected Site:153405)		S-11-41 W-4 20 N			
OPEN_CALL_TS	Wed 29 November 2000 18:50 by gb083554 / HSH1 Open Calls Troubleshoot (Affected Site:153405)		Saved, Wed 29 N	ovember 2000 18:51		
Advice	Wed 29 November 2000 18:51 by gb083554 / HSH1		Saved: Wed 29 N	ovember 2000 18:51		
	Voiced throught to Ross Willmott who accepted the call.		dell'or foreste our traditioners of the tourse original party	THE COLUMN TWO IS NOT THE PARTY OF THE PARTY		
CLOSE	Wed 29 November 2000 18:51 by gb083554 / HSH1		Saved: Wed 29 N	ovember 2000 18:51		
	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.				Med II wa se kili da	

	anterollari ilisososi ilparimakism					
HOME &	Sustomer (NR2)4.0a on netdesk icl cor		PH4PatCl4 on 172,19.52,102	Caller CL	-000003 14/10/200	FUITTELL
The house the same	Cristonia (MKZ)4-da de relocación con		stomer: 1039 (Post Office Sites	Property and the second		rojitso
Call E-0011300	0602	Constitution of the property of the party of			<u>©2</u>	002 Fujitsu Services Limited
Status:	Closed Opened.	Thu 30 November 2000 09:32	viavanent dissolet i Strom sanda Aris aci i i i i i i i i i i i i i i i i i i		Site: 153405	AND THE RESIDENCE OF THE PROPERTY ASSESSMENT OF THE PROPERTY O
Severity:	######################################			Cus	stomer: 1039	
Priority:	WARRANT COMPANY OF THE PARTY OF			CSR/	Team: uktemp33 / HSH	1
A VOICE OF THE PROPERTY OF THE	Control Control (Control Control Contr	Caller	Details			
Caller:	Julie	Phone: G	RO	And a finance of the contract	Site:	153405
A CONTROL OF THE PROPERTY OF T	postmistress	Login:	48 H	The section of the se	Department:	
		Caller ID:			Location	to a character has our control to the control of the character of
<u> </u>		Call Prob	lem Details			
17 April 17 - 510 1	Product Type:	Call Type: A		Type: AG06		Problem:
	SALESTANDON DE SENSO	and had forgotten the reference number.		395.A.(19968)	postularion and postularion and	20/2 SACK STORY STREET, STREET
(800)	and the consequence of the state of the consequence		ure Details			
Closed: 30/11/2	000 09:35	Cause: C62	Repair	R09	Resolu	tion: RS08
Text. Call Clo	se by Malcolm Goodall: PM wanted refe	erence number from call last night. Advi	MODEL CONTRACTOR CONTR	Pauline de la company de la co	35 part 11 12 13 14 15 16 16 16 16 16 16 16	SMC1211100
2003-24-04-04-04-04-04-04-04-04-04-04-04-04-04		Call Ass	set Details			
124010A-151	Asset ID:			Description:		Serial No:
	Product: Unknown Product		The state of the s	Description:		Network ID:
	y (ASSAULT AND ASSAULT AND ASS	Call SL	A Details	11224		
SLA	NO SLA / No SLA defined for this call		Co	ntract SLA?: N	A CANONIA MARKANIA	Coverage Plan:
SLA Met?	Y		SLA	Time (mins): 2	No	n-SLA Time (mins): 0
NAME OF THE PARTY	:	Call Ac	tivity Log	300200000000000000000000000000000000000	\$100.000 CO.	
OPEN	Thu 30 November 2000 09:30 by			aved: Thu 30 Novembe	er 2000 09:32	
	The state of the s	II: PM called last night and had forgotte	ESERCEDAR REPORT TO THE PROPERTY OF THE PROPER			
OPEN_CALL_TS	Thu 30 November 2000 09:33 by		S S	aved: Thu 30 Novembe	r 2000 09:33	
OPEN_CALL_TS	Open Calls Troubleshoot (Affected Thu 30 November 2000 09:34 by		S	aved: Thu 30 Novembe	or 2000 09:34	
OF EN_OALE_TO	Open Calls Troubleshoot (Affected	the computation of approximation and the first part of the contract of the con				
OPEN_CALL_TS	Thu 30 November 2000 09:34 by		Section 1	aved: Thu 30 Novembe	er 2000 09:34	
	Open Calls Troubleshoot (Affected	######################################				
Advice	Thu 30 November 2000 09:35 by Adviced pm of reference number	uktemp33 / HSH1	S. 	aved: Thu 30 Novembe	er 2000 09:35	n erron a n'ai emigre avronom, ann car a h'i n'arronne erron an anno n'an marine a
CLOSE	Thu 30 November 2000 09:35 by	uktemp33 / HSH1	S	aved: Thu 30 Novembe	er 2000 09:35	
		M wanted reference number from call la	st night. Adviced PM of number	er. PMHTC		