

PinICL Expor PC0045309

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0045309 EDSC	FAD 070116 has not polled for two days since 17/5/	19/05/2000 09:18:20	23/05/2000 16:33:08 Closed	Baz Ziauddin/ GRO /	General/Other/Misc ISDN

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-0005190324
CONSUMER	16953 A1GATE
CONSUMERREF	E-0005190324
PowerHelp	E-0005190324
REQUEST_KEY	59069105

Products

Product Group	Product Name	Product Version
General/Other/Misc	ISDN	

Activities

Date	User	Comment
19/05/2000 09:18:20	Customer Call	CALL PC0045309 opened
19/05/2000 09:18:22	Customer Call	CALL PC0045309:Priority A:CallType L - Target 22/05/00 10:18:20
19/05/2000 09:18:22	Customer Call	19/05/00 09:59 FAD 070116 has not polled for two days since 17/5/00.Please
19/05/2000 09:18:22	Customer Call	ping and why has it not polled?
19/05/2000 09:18:22	Customer Call	19/05/00 10:01 uktemp27
19/05/2000 09:18:22	Customer Call	Information: please route to SSC.
19/05/2000 09:18:22	Customer Call	19/05/00 10:15 uk081187
19/05/2000 09:18:22	Customer Call	Information: health check failed.
19/05/2000 09:18:22	Customer Call	F} Call details
19/05/2000 09:18:23	Customer Call	Diagnostician name:
19/05/2000 09:18:23	Customer Call	Customer opened date 19/05/2000 09:59:06
19/05/2000 09:22:19	Customer Call	EMPTY 19/05/00 10:19 uk081187 SMC1 Information: sent to SSC in error -
19/05/2000 09:22:20	Customer Call	please send back over OTI when it
19/05/2000 09:22:20	Customer Call	appears - Thanks.

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EDSC	days since 17/5/		Closed	GRO	ISDN

19/05/2000 09:28:36	Barbara Longley	Target Release updated to CSR-CI3R
19/05/2000 09:28:36	Barbara Longley	Product General/Other/Misc ISDN added
19/05/2000 09:28:39	Barbara Longley	F} Response :
19/05/2000 09:28:39	Barbara Longley	Clive at SMC phoned to say that call was sent in error.
19/05/2000 09:28:39	Barbara Longley	Closing call as Call Withdrawn by User.
19/05/2000 09:28:39	Barbara Longley	[END OF REFERENCE 18254952]
19/05/2000 09:28:39	Barbara Longley	Responded to call type L as Category 200 -Call withdrawn by user
19/05/2000 09:28:40	Barbara Longley	Hours spent since call received: 0 hours
19/05/2000 09:28:40	Barbara Longley	Defect cause updated to 99:General - Unknown
19/05/2000 09:28:42	Barbara Longley	CALL PC0045309 closed: Category 200, Type L
19/05/2000 09:28:42	Barbara Longley	The response was delivered to: PowerHelp
19/05/2000 09:35:04	Customer Call	Date and time complete: 19/05/2000 10:34:57
19/05/2000 09:35:04	Customer Call	Service Complete (Confirmation) Received
23/05/2000 08:06:47	Customer Call	CALL PC0045309 Reopened: This incident has been reopened
23/05/2000 08:06:48	Customer Call	CALL PC0045309:Priority A:CallType L - Target 24/05/00 09:06:47
23/05/2000 08:06:49	Customer Call	EMPTY
23/05/2000 08:06:49	Customer Call	19/05/00 13:33 uk058838
23/05/2000 08:06:49	Customer Call	Information: ISDN testing indicates normal call clearing, comms to this
23/05/2000 08:06:49	Customer Call	site fails during LCP establishment (part of PPP process),
23/05/2000 08:06:49	Customer Call	from the output we can see that there is a possibility that
23/05/2000 08:06:49	Customer Call	the cabling on the gateway counter at this site may be
23/05/2000 08:06:49	Customer Call	incorrect, (i.e ISDN cable in ethernet port, ethernet cable in
23/05/2000 08:06:49	Customer Call	ISDN port). Please arrange for this to be checked. NP.
23/05/2000 08:06:49	Customer Call	20/05/00 14:07 uk080111
23/05/2000 08:06:49	Customer Call	Repeat Call: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:49	Customer Call	Mrs Dawson rang has she is very concerned that the new base

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23/05/2000 08:06:49	Customer Call	has been replaced this morning and nothing has happened.
23/05/2000 08:06:49	Customer Call	The screen shows error 1090 and is at 20% capacity. Voiced
23/05/2000 08:06:49	Customer Call	through to SMC and spoke to Russell who is dealing with this.
23/05/2000 08:06:49	Customer Call	Russell says this is an A priority and that it is a software
23/05/2000 08:06:49	Customer Call	issue with regards to the brain of the system. The base
23/05/2000 08:06:49	Customer Call	unit will also need to be swapped again. Advised pm of these
23/05/2000 08:06:49	Customer Call	issues.
23/05/2000 08:06:50	Customer Call	20/05/00 14:16 UK061916
23/05/2000 08:06:50	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:50	Customer Call	Have attempted to change this call to an 'A' priority but a
23/05/2000 08:06:50	Customer Call	system error is generated so will have to leave as a 'B'
23/05/2000 08:06:50	Customer Call	but treat as an 'A'.
23/05/2000 08:06:50	Customer Call	20/05/00 14:19 UK061916
23/05/2000 08:06:50	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:50	Customer Call	Referred to KEL ref: RColeman2032Q.htm.
23/05/2000 08:06:50	Customer Call	It suggests that 'Brain' probably doesn't have 'V2' file
23/05/2000 08:06:50	Customer Call	which prevents Base Unit from Dialling to BOOT Server
23/05/2000 08:06:50	Customer Call	correctly.
23/05/2000 08:06:50	Customer Call	Will pass to SSC for action on 'Brain' as per the above
23/05/2000 08:06:50	Customer Call	KEL.
23/05/2000 08:06:50	Customer Call	This call is an 'A' priority because it's a one counter
23/05/2000 08:06:50	Customer Call	site and is site down.
23/05/2000 08:06:50	Customer Call	20/05/00 14:36 UK061916
23/05/2000 08:06:50	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:50	Customer Call	Paged OOH SSC Jim Anscomb to 'A' priority. He said he would
23/05/2000 08:06:50	Customer Call	try to make resources available to investigate possible

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EDSC	days since 17/5/		Closed		ISDN

23/05/2000 08:06:51 Customer Call 'V2' issue as per KEL ref: RColeman2032Q.htm.

23/05/2000 08:06:51 Customer Call 20/05/00 14:39 UK061916

23/05/2000 08:06:51 Customer Call Information: LINKED call E-0005191536 was updated as follows:

23/05/2000 08:06:51 Customer Call Paged Duty Manager re 'A' priority call.

23/05/2000 08:06:51 Customer Call 20/05/00 14:40 UK061916

23/05/2000 08:06:51 Customer Call Information: LINKED call E-0005191536 was updated as follows:

23/05/2000 08:06:51 Customer Call Consulted Senior Tech Chris Lewis. He advised me to keep

23/05/2000 08:06:51 Customer Call call on my CSR until SSC call in to say what they want done

23/05/2000 08:06:51 Customer Call with the call. Will suspend until then.

23/05/2000 08:06:51 Customer Call 20/05/00 16:56 UK061916

23/05/2000 08:06:51 Customer Call Information: LINKED call E-0005191536 was updated as follows:

23/05/2000 08:06:51 Customer Call Engineer was trying to solve possible ISDN line issue and

23/05/2000 08:06:51 Customer Call he replaced the ISDn and his ISDN tester worked fine with

23/05/2000 08:06:51 Customer Call that, but I health checked it and there were still no comms. I

23/05/2000 08:06:51 Customer Call spoke to CFM3 and they tested the ISDN line and they could

23/05/2000 08:06:51 Customer Call see nothing wrong, so i suggested to Engineer that eh swap

23/05/2000 08:06:52 Customer Call the base unit. That's when he got the 1090 error. He tried

23/05/2000 08:06:52 Customer Call retry but there was the same result. The Build was correct for

23/05/2000 08:06:52 Customer Call both counters so that isn't the issue.

23/05/2000 08:06:52 Customer Call 20/05/00 17:07 UK061916

23/05/2000 08:06:52 Customer Call Information: LINKED call E-0005191536 was updated as follows:

23/05/2000 08:06:52 Customer Call Engineer Shaun Gapp telephone number: **GRO**

23/05/2000 08:06:52 Customer Call 20/05/00 17:08 UK061916

23/05/2000 08:06:52 Customer Call Information: LINKED call E-0005191536 was updated as follows:

23/05/2000 08:06:52 Customer Call Tried to contact Engineer Shaun Gapp but no answer. Cannot

23/05/2000 08:06:52 Customer Call ascertain whether engineer left new counter plugged in at

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EDSC	days since 17/5/		Closed	GRO	ISDN

23/05/2000 08:06:52	Customer Call	site or whether he attempted to put the old one back in before
23/05/2000 08:06:52	Customer Call	he left.
23/05/2000 08:06:52	Customer Call	20/05/00 17:13 535002
23/05/2000 08:06:52	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:52	Customer Call	Spoke to Jim Anscomb. He thought that this could be fixed
23/05/2000 08:06:52	Customer Call	but there is a danger of losing two weeks transactions. This
23/05/2000 08:06:52	Customer Call	requires further investigation on Monday A.M.
23/05/2000 08:06:52	Customer Call	20/05/00 17:17 535002
23/05/2000 08:06:53	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:53	Customer Call	Passing to SSC for progression Monday as agreed with Jim
23/05/2000 08:06:53	Customer Call	Anscomb.
23/05/2000 08:06:53	Customer Call	20/05/00 17:19 535002
23/05/2000 08:06:53	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
23/05/2000 08:06:53	Customer Call	21/05/00 11:32 UK061916
23/05/2000 08:06:53	Customer Call	Repeat Call: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:53	Customer Call	PM Mrs Dawson rang in asking what was happening. I
23/05/2000 08:06:53	Customer Call	explained that call is being invetigated and she will be contacted
23/05/2000 08:06:53	Customer Call	when more is known.
23/05/2000 08:06:53	Customer Call	PM says Engineer Shaun Gapp left PO yesterday with new
23/05/2000 08:06:53	Customer Call	base unit still installed stuck at 20% and he transferred
23/05/2000 08:06:53	Customer Call	mirror disk from old base unit to new one.
23/05/2000 08:06:53	Customer Call	22/05/00 09:08 uk066701
23/05/2000 08:06:53	Customer Call	Repeat Call: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:53	Customer Call	Mrs Dawson rang chasing call - very annoyed states her
23/05/2000 08:06:53	Customer Call	call was logged as an A1 priority but no-one has come back to
23/05/2000 08:06:53	Customer Call	her yet and she is unable to serve

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EDSC	days since 17/5/		Closed	GRO	ISDN

23/05/2000 08:06:53	Customer Call	22/05/00 09:14 uk066701
23/05/2000 08:06:53	Customer Call	Advice: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:54	Customer Call	advised PM that the call was a B but is now an A - I have
23/05/2000 08:06:54	Customer Call	chased ti with the software team and escalated to Mgnr
23/05/2000 08:06:54	Customer Call	someone will call her back a.s.a.p. to discuss
23/05/2000 08:06:54	Customer Call	22/05/00 09:15 uk066701
23/05/2000 08:06:54	Customer Call	Escalate: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:54	Customer Call	Escalated to Barbara Longley call is now A priority -
23/05/2000 08:06:54	Customer Call	Barbara states they have only just got it
23/05/2000 08:06:54	Customer Call	22/05/00 09:16 uk066701
23/05/2000 08:06:54	Customer Call	Escalate: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:54	Customer Call	escalated call to STSA SB -
23/05/2000 08:06:54	Customer Call	22/05/00 09:19 uk066701
23/05/2000 08:06:54	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:54	Customer Call	Unable to change severity and priority on this call got two
23/05/2000 08:06:54	Customer Call	error msgs when trying :- "This item does not belong to
23/05/2000 08:06:54	Customer Call	STE09" & "Application error has occurred 0x00000005 address
23/05/2000 08:06:54	Customer Call	0x112bb537"
23/05/2000 08:06:54	Customer Call	22/05/00 09:42 UK059991
23/05/2000 08:06:55	Customer Call	Escalate: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:55	Customer Call	escalated call to DM
23/05/2000 08:06:55	Customer Call	still unable to change priority of call
23/05/2000 08:06:55	Customer Call	22/05/00 09:46 uk080067
23/05/2000 08:06:55	Customer Call	Repeat Call: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:55	Customer Call	RNM Gray has called in for an update on the call, he was
23/05/2000 08:06:55	Customer Call	very concerned that the site have had to close due to the

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EDSC	days since 17/5/		Closed	GRO	ISDN

23/05/2000 08:06:55	Customer Call	problem, this is a very busy period & wanted to know how long
23/05/2000 08:06:55	Customer Call	things will be like this for.
23/05/2000 08:06:55	Customer Call	He wanted assurance that this call is being delt with as
23/05/2000 08:06:55	Customer Call	an A priority call. Advised it was & will cahse the action
23/05/2000 08:06:55	Customer Call	group this is with.
23/05/2000 08:06:55	Customer Call	Gary RNM can be contacted on GRO if req'd.
23/05/2000 08:06:55	Customer Call	22/05/00 09:49 uk080067
23/05/2000 08:06:55	Customer Call	Escalate: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:55	Customer Call	Call escalated to STSA S.Clegg for update.
23/05/2000 08:06:55	Customer Call	22/05/00 09:57 uk059697
23/05/2000 08:06:55	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:55	Customer Call	SSC have just update the call
23/05/2000 08:06:55	Customer Call	22/05/00 10:20 uk080069
23/05/2000 08:06:56	Customer Call	Repeat Call: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:56	Customer Call	Caller has called back for an update.
23/05/2000 08:06:56	Customer Call	22/05/00 10:24 uk080069
23/05/2000 08:06:56	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:56	Customer Call	Telephoned EDSC and asked them to update caller.
23/05/2000 08:06:56	Customer Call	22/05/00 12:25 UK061916
23/05/2000 08:06:56	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:56	Customer Call	BUILD 2.3
23/05/2000 08:06:56	Customer Call	22/05/00 12:26 UK061916
23/05/2000 08:06:56	Customer Call	Information: LINKED call E-0005191536 was updated as follows:
23/05/2000 08:06:56	Customer Call	Will reassign to UKSS for urgent engineer arrangement
23/05/2000 08:06:56	Customer Call	22/05/00 12:28 UK061916
23/05/2000 08:06:56	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *

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EDSC	days since 17/5/		Closed	GRO	ISDN

23/05/2000 08:06:56	Customer Call	23/05/00 09:01 uk066075
23/05/2000 08:06:56	Customer Call	Information: this site has health checked okay and the OD is alive
23/05/2000 08:06:57	Customer Call	F} Call details
23/05/2000 08:07:01	Customer Call	Diagnostician name:
23/05/2000 09:10:25	Catherine Obeng	The Call record has been assigned to the Team Member: Jim Anscomb
23/05/2000 09:10:26	Catherine Obeng	Hours spent since call received: 0 hours
23/05/2000 09:34:59	Jim Anscomb	F} Response :
23/05/2000 09:35:00	Jim Anscomb	PO had comms problems and a base unit fail. It is now performing normally and
23/05/2000 09:35:00	Jim Anscomb	no on the non-polling report. Ready for Closure.
23/05/2000 09:35:00	Jim Anscomb	[END OF REFERENCE 18345966]
23/05/2000 09:35:00	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
23/05/2000 09:35:03	Jim Anscomb	The response was delivered to: PowerHelp
23/05/2000 09:35:03	Jim Anscomb	The Call record has been transferred to the Team: MSU-Indt Mgt
23/05/2000 09:35:04	Jim Anscomb	Hours spent since call received: 0 hours
23/05/2000 16:09:29	Deleted User Shehbaz Ziauddin	F} Response :
23/05/2000 16:09:29	Deleted User Shehbaz Ziauddin	please close call.
23/05/2000 16:09:29	Deleted User Shehbaz Ziauddin	[END OF REFERENCE 18369558]
23/05/2000 16:09:29	Deleted User Shehbaz Ziauddin	Responded to call type L as Category 68 -Administrative Response
23/05/2000 16:09:30	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
23/05/2000 16:09:30	Deleted User Shehbaz Ziauddin	The Call record has been transferred to the Team: EDSC
23/05/2000 16:09:30	Deleted User Shehbaz Ziauddin	The response has been routed to the gateway team for validation
23/05/2000 16:21:55	Barbara Longley	F} Response :
23/05/2000 16:21:55	Barbara Longley	23/05/2000 - By Shehbaz Ziauddin - SMC & Call raiser
23/05/2000 16:21:55	Barbara Longley	please close call.
23/05/2000 16:21:55	Barbara Longley	See previous updates for reason.
23/05/2000 16:21:55	Barbara Longley	closing as Administrative Response

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23/05/2000 16:21:55	Barbara Longley	[END OF REFERENCE 18370652]
23/05/2000 16:21:55	Barbara Longley	Responded to call type L as Category 68 -Administrative Response
23/05/2000 16:21:55	Barbara Longley	Hours spent since call received: 0 hours
23/05/2000 16:21:56	Barbara Longley	CALL PC0045309 closed: Category 68, Type L
23/05/2000 16:21:56	Barbara Longley	The response was delivered to: PowerHelp
23/05/2000 16:33:08	Customer Call	Date and time complete: 23/05/2000 17:30:29
23/05/2000 16:33:08	Customer Call	Service Complete (Confirmation) Received