

## PinICL Expor PC0031834

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031834	306511 Office appeared on non	22/10/1999 11:09:32	26/10/1999 07:36:40	Baz Ziauddin	General/Other/Misc
EDSC	poll rep. it is 1 da		Closed		ISDN

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40158474
ORIGREF	E-9910220358
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910220358
PowerHelp	E-9910220358

## Products

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

## Activities

Date	User	Comment
22/10/1999 11:09:32	Customer Call	CALL PC0031834 opened
22/10/1999 11:09:35	Customer Call	CALL PC0031834:Priority B:CallType L - Target 27/10/99 12:09:32
22/10/1999 11:09:35	Customer Call	22/10/99 11:19 Office has appeared on the non poll report it is 1 day late
22/10/1999 11:09:35	Customer Call	can we ping and why not polled
22/10/1999 11:09:35	Customer Call	22/10/99 11:55 UK061826
22/10/1999 11:09:35	Customer Call	Contacted: Health check ok.
22/10/1999 11:09:36	Customer Call	F} Call details
22/10/1999 11:09:38	Customer Call	Diagnostician name:
22/10/1999 11:09:39	Customer Call	Customer opened date 22/10/1999 11:19:24
22/10/1999 11:18:44	Catherine Obeng	Target Release updated to PDR - CSR
22/10/1999 11:18:44	Catherine Obeng	Product General/Other/Misc ISDN added
22/10/1999 11:19:15	Catherine Obeng	The Call record has been assigned to the Team Member: Rakesh Patel
22/10/1999 11:19:15	Catherine Obeng	Defect cause updated to 99:General - Unknown
22/10/1999 11:19:16	Catherine Obeng	Hours spent since call received: 0 hours



Ref	Summary	Opened	Last update	Customer	Product Group
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PC0031834	306511 Office appeared on non poll rep. it is 1 da	22/10/1999 11:09:32	26/10/1999 07:36:40	Baz Ziauddin/	General/Other/Misc
EDSC			Closed	GRO	ISDN

25/10/1999 08:58:32 Rakesh Patel The call summary has been changed from:-

25/10/1999 08:58:32 Rakesh Patel Office has appeared on the non poll report it is 1

25/10/1999 08:58:32 Rakesh Patel The call summary is now:-

25/10/1999 08:58:32 Rakesh Patel 306511 Office appeared on non poll rep. it is 1 da

25/10/1999 08:58:33 Rakesh Patel F} Response :

25/10/1999 08:58:33 Rakesh Patel Responded to call type L as Category 40 -Incident Under Investigation

25/10/1999 08:58:36 Rakesh Patel The response was delivered to: PowerHelp

25/10/1999 09:04:13 Rakesh Patel F} Response :

25/10/1999 09:04:13 Rakesh Patel SMC----

25/10/1999 09:04:13 Rakesh Patel i have spoken to the PM who has advised that they are experiencing a hardware

25/10/1999 09:04:13 Rakesh Patel issue with counter 3. ie they cannot seem to shut off the power to the

25/10/1999 09:04:13 Rakesh Patel counter. As this could have an impact on why counter 3 did not and still has

25/10/1999 09:04:13 Rakesh Patel not appeared on the non-polling report.

25/10/1999 09:04:13 Rakesh Patel I have advised the PM to raise a hardware call with HSH and have informed

25/10/1999 09:04:13 Rakesh Patel SMC.

25/10/1999 09:04:13 Rakesh Patel Will keep this call open until counter 3 is back up.

25/10/1999 09:04:13 Rakesh Patel [END OF REFERENCE 13014394]

25/10/1999 09:04:13 Rakesh Patel Responded to call type L as Category 40 -Incident Under Investigation

25/10/1999 09:04:15 Rakesh Patel The response was delivered to: PowerHelp

25/10/1999 15:22:59 Customer Call 25/10/99 16:13 Peritas05 HSH1 Information: Can an engr be sent out to the

25/10/1999 15:22:59 Customer Call site to repair the equipment.

26/10/1999 07:33:25 Rakesh Patel F} Response :

26/10/1999 07:33:25 Rakesh Patel SMC could you arrange for an engineer to visit this site 306511 to check

26/10/1999 07:33:25 Rakesh Patel counter 3. I beleive the PM has not contacted HSH still regarding this

26/10/1999 07:33:25 Rakesh Patel hardware

26/10/1999 07:33:25 Rakesh Patel issue against my advice.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031834 EDSC	306511 Office appeared on non poll rep. it is 1 da	22/10/1999 11:09:32	26/10/1999 07:36:40 Closed	Baz Ziauddin	GRO General/Other/Misc ISDN

26/10/1999 07:33:25	Rakesh Patel	[END OF REFERENCE 13033774]
26/10/1999 07:33:25	Rakesh Patel	Responded to call type L as Category 68 -Administrative Response
26/10/1999 07:33:26	Rakesh Patel	Hours spent since call received: 0 hours
26/10/1999 07:33:26	Rakesh Patel	Defect cause updated to 38:General - Hardware Fault
26/10/1999 07:33:29	Rakesh Patel	CALL PC0031834 closed: Category 68, Type L
26/10/1999 07:33:31	Rakesh Patel	The response was delivered to: PowerHelp
26/10/1999 07:36:40	Customer Call	Date and time complete: 26/10/1999 08:34:32
26/10/1999 07:36:40	Customer Call	Service Complete (Confirmation) Received