

PinICL Expor PC0031996

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031996 EDSC	Office has appeared on the non poll report it is 1	25/10/1999 14:06:37	28/10/1999 15:00:57 Closed	Baz Ziauddin GRO	General/Other/Misc ISDN

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40860274
ORIGREF	E-9910220339
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910220339
PowerHelp	E-9910220339

Products

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

Activities

Date	User	Comment
25/10/1999 14:06:37	Customer Call	CALL PC0031996 opened
25/10/1999 14:06:47	Customer Call	CALL PC0031996:Priority B:CallType L - Target 28/10/99 14:06:37
25/10/1999 14:06:47	Customer Call	22/10/99 11:13 Office has appeared on the non poll report it is 1 day late
25/10/1999 14:06:47	Customer Call	can we ping and why not polled
25/10/1999 14:06:47	Customer Call	22/10/99 19:22 GRO
25/10/1999 14:06:47	Customer Call	Information: Unable to ping FAD. Passing to CFM3 to investigate.
25/10/1999 14:06:47	Customer Call	24/10/99 10:19 GRO
25/10/1999 14:06:47	Customer Call	Information: Can Energis please recheck this ISDN number GRO
25/10/1999 14:06:47	Customer Call	This ISDN made successful calls to the FAD on Friday 22
25/10/1999 14:06:47	Customer Call	October. The line has worked and is now failing giving
25/10/1999 14:06:47	Customer Call	destination out of order for the debug fault code. If it was not in
25/10/1999 14:06:47	Customer Call	the correct DDI range then why has the number dialed to the
25/10/1999 14:06:47	Customer Call	FAD worked then failed ?. PH
25/10/1999 14:06:47	Customer Call	24/10/99 10:40 eng048

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EDSC	poll report it is 1		Closed		ISDN

25/10/1999 14:06:47	Customer Call	Information: Energis update: BT see line as 'out of order and will
25/10/1999 14:06:47	Customer Call	investigate. BT ref is PG 19725.
25/10/1999 14:06:48	Customer Call	24/10/99 15:55 eng048
25/10/1999 14:06:48	Customer Call	Information: Energis Update:-
25/10/1999 14:06:49	Customer Call	Still waiting for a update from BT, I have chased for a
25/10/1999 14:06:49	Customer Call	update but they are currently not answering their Phone.
25/10/1999 14:06:50	Customer Call	I will keep trying.
25/10/1999 14:06:50	Customer Call	24/10/99 16:46 eng048
25/10/1999 14:06:51	Customer Call	Information: I have called BT and requested a update, they have informed
25/10/1999 14:06:51	Customer Call	me that their sytems are currently down and to call back
25/10/1999 14:06:52	Customer Call	later.
25/10/1999 14:06:53	Customer Call	24/10/99 17:50 eng048
25/10/1999 14:06:53	Customer Call	Information: Energis Update:-
25/10/1999 14:06:54	Customer Call	I have called BT and they have confirmed that a line card
25/10/1999 14:06:54	Customer Call	has been fixed in the exchange and this should now be all OK.
25/10/1999 14:06:55	Customer Call	24/10/99 18:04: GRO
25/10/1999 14:06:55	Customer Call	Information: We can now ping this fad on both LAN and WAN addresses
25/10/1999 14:06:56	Customer Call	25/10/99 15:01: GRO
25/10/1999 14:06:56	Customer Call	Information: This FAD has pinged successfully.
25/10/1999 14:06:57	Customer Call	F} Call details
25/10/1999 14:07:10	Customer Call	Diagnostician name:
25/10/1999 14:07:26	Customer Call	Customer opened date 22/10/1999 11:13:25
25/10/1999 14:44:50	Catherine Obeng	Target Release updated to PDR - CSR
25/10/1999 14:44:50	Catherine Obeng	Product General/Other/Misc ISDN added
26/10/1999 08:22:42	Barbara Longley	The Call record has been assigned to the Team Member: Mike Croshaw
26/10/1999 08:22:44	Barbara Longley	Defect cause updated to 99:General - Unknown

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EDSC	poll report it is 1		Closed		ISDN

26/10/1999 08:22:44	Barbara Longley	Hours spent since call received: 0 hours
26/10/1999 16:23:53	Deleted User (Mike Croshaw Sep/00)	F} Response :
26/10/1999 16:23:53	Deleted User (Mike Croshaw Sep/00)	This was a comms issue that has now been resolved, PO has polled OK. Request
26/10/1999 16:23:53	Deleted User (Mike Croshaw Sep/00)	call closure.
26/10/1999 16:23:53	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13061004]
26/10/1999 16:23:53	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
26/10/1999 16:23:57	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
26/10/1999 16:23:59	Deleted User (Mike Croshaw Sep/00)	The Call record has been transferred to the Team: MgtSupportUnit
26/10/1999 16:23:59	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
26/10/1999 16:23:59	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
28/10/1999 13:34:27	Deleted User Shehbaz Ziauddin	The Call record has been assigned to the Team Member: Shehbaz Ziauddin
28/10/1999 13:34:27	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
28/10/1999 14:14:14	Deleted User Shehbaz Ziauddin	F} Response :
28/10/1999 14:14:16	Deleted User Shehbaz Ziauddin	please close call.
28/10/1999 14:14:16	Deleted User Shehbaz Ziauddin	[END OF REFERENCE 13109464]
28/10/1999 14:14:17	Deleted User Shehbaz Ziauddin	Responded to call type L as Category 90 -Reconciliation - resolved
28/10/1999 14:14:19	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
28/10/1999 14:15:24	Deleted User Shehbaz Ziauddin	The Call record has been transferred to the Team: EDSC
28/10/1999 14:15:56	Deleted User Shehbaz Ziauddin	The Call record has been transferred to the Team: EDSC
28/10/1999 14:15:56	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours

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28/10/1999 14:17:41	Barbara Longley	The Call record has been assigned to the Team Member: Mike Croshaw
28/10/1999 14:17:41	Barbara Longley	Hours spent since call received: 0 hours
28/10/1999 14:48:59	Deleted User (Mike Croshaw Sep/00)	F} Response :
28/10/1999 14:48:59	Deleted User (Mike Croshaw Sep/00)	Closing call as requested by call originator.
28/10/1999 14:48:59	Deleted User (Mike Croshaw Sep/00)	
28/10/1999 14:48:59	Deleted User (Mike Croshaw Sep/00)	NETWORK FAULT - ADVICE GIVEN
28/10/1999 14:48:59	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13110693]
28/10/1999 14:48:59	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 68 -Administrative Response
28/10/1999 14:49:00	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
28/10/1999 14:49:01	Deleted User (Mike Croshaw Sep/00)	CALL PC0031996 closed: Category 68, Type L
28/10/1999 14:49:01	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
28/10/1999 15:00:57	Customer Call	Date and time complete: 28/10/1999 15:57:57
28/10/1999 15:00:57	Customer Call	Service Complete (Confirmation) Received