

## HORIZON COMPLAINT FORM

Reference Number: BN011

<b>Date:</b>	31/03/00
<b>Date complaint originally logged by outlet:</b>	31/03/00
<b>NBSC Incident Number:</b>	H10034620
<b>HSH Reference Number:</b> (if applicable)	0003280186      0073100662??
<b>FAD Code:</b>	153405
<b>Office Name:</b>	Cleveleys PO
<b>Nature of Complaint:</b>	
<ul style="list-style-type: none"> <li>• Problem with system, continually crashing (think it is the Gateway terminal). Crashed 4 times this Wednesday (29/03/00). Whenever outlet contacts HSH to log call it is usually passed to 2nd line who do not respond, outlet then logs further calls and still gets no call back.</li> <li>• Base unit has been replaced on several occasions since installation in early February. Engineers believe fault to be with ISDN line and not the base unit. However, when engineer logs this the reply is 'you are there to replace the base unit only' and no further action is logged on behalf of outlet.</li> </ul> <p>The outlet would like responses to following questions:</p> <ul style="list-style-type: none"> <li>• Why is the office not called back when promised every time call logged?</li> <li>• Why are Pathway not taking notice of the engineer's comments that it is the ISDN line that is faulty not the base unit?</li> <li>• When is this ongoing problem going to be resolved? Outlet is receiving no updates.</li> </ul>	
<b>Action taken to date:</b>	
<ul style="list-style-type: none"> <li>• NBSC in contact with outlet</li> <li>• NBSC awaiting comments from Pathway</li> </ul>	
<b>Contact:</b> Bethany Newton, Incident Analyst, NBSC	
<div style="border: 1px dashed black; padding: 2px; display: inline-block;">GRO</div>	

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**ICL Pathway Reply/ Comments:**

The problems that this site is experiencing are not straightforward. The symptoms look to the engineer like an ISDN line problem. The line has been checked by our network support. The line is open and the symptoms look to network support like there is a problem with the counter. The counter has been swapped multiple times, so there must be another underlying reason.

This call has gone to third line technical support for investigation. The call has been raised to an 'A' priority (which normally only applies to situations when the PO cannot operate at all).

It was unfortunate that the calls the PM logged were not returned as expected. It was due to the volumes of calls currently being experienced which is causing some outlets to experience delays before responses are made. This issue is currently being addressed at the helpdesk through a plan of recruitment.

We are aware that this outlet will be receiving a counter increase on Friday. The PLM is also in constant communication with the RNM & PM for this site.

**Contact:**

Alison Peacock

**GRO**