

**PinICL Expor PC0048718**

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0048718	FAD 358136 on non polling report for 3 days. Plea	27/06/2000 05:48:45	28/06/2000 13:56:29	Sharon Towes/01328 87	General/Other/Misc
EDSC			Closed		ISDN

**References**

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	62084925
ORIGREF	E-0006240906
CONSUMER	16953 A1GATE
CONSUMERREF	E-0006240906
PowerHelp	E-0006240906

**Products**

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

**Activities**

Date	User	Comment
27/06/2000 05:48:45	Customer Call	CALL PC0048718 opened
27/06/2000 05:48:47	Customer Call	CALL PC0048718:Priority A:CallType L - Target 27/06/00 20:00:00
27/06/2000 05:48:47	Customer Call	24/06/00 16:23 FAD 358136 on non polling report for 3 days. Please
27/06/2000 05:48:47	Customer Call	investigate
27/06/2000 05:48:47	Customer Call	24/06/00 16:24 UK052512
27/06/2000 05:48:47	Customer Call	Information: Unable to Health Check site
27/06/2000 05:48:48	Customer Call	24/06/00 16:26 uk058838
27/06/2000 05:48:48	Customer Call	Information: Comms test to site shows ISDN line { <b>GRO</b> } is giving
27/06/2000 05:48:48	Customer Call	error code of destination out of order. Please can energis
27/06/2000 05:48:48	Customer Call	investigate
27/06/2000 05:48:48	Customer Call	25/06/00 23:14 eng004
27/06/2000 05:48:48	Customer Call	Information: Energis Update - BT to investigate
27/06/2000 05:48:48	Customer Call	26/06/00 17:27 eng004
27/06/2000 05:48:48	Customer Call	Information: Energis Update: BT have advised jumpers and modules have

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0048718	FAD 358136 on non polling report for 3 days. Plea	27/06/2000 05:48:45	28/06/2000 13:56:29	Sharon Towes/01328 87	General/Other/Misc
EDSC			Closed		ISDN
27/06/2000 05:48:48	Customer Call	been reterminated at site. Paul at Wigan has retested line and confirmed normal call clearing.			
27/06/2000 05:48:48	Customer Call	26/06/00 17:11 uk058838			
27/06/2000 05:48:48	Customer Call	Information: Re-tested comm's to site, passing large and small packets with "Normal Call Clearing" obtained. Passing to SMC as comm's to site are working OK. CFM3. PAH.			
27/06/2000 05:48:48	Customer Call	26/06/00 17:12 uk058837			
27/06/2000 05:48:48	Customer Call	Information: Checked ISDN line get 0x8090 Normal call clearing, checked ping large small,medium,large packets ok, checked ppp/chap auth neg -ok.			
27/06/2000 05:48:48	Customer Call	Comms ok			
27/06/2000 05:48:48	Customer Call	WM			
27/06/2000 05:48:48	Customer Call	F} Call details			
27/06/2000 05:48:48	Customer Call	Diagnostician name:			
27/06/2000 05:48:49	Customer Call	Customer opened date 24/06/2000 16:23:29			
27/06/2000 08:16:47	Barbara Longley	Target Release updated to CSR-CI3_2R			
27/06/2000 08:16:47	Barbara Longley	Product General/Other/Misc ISDN added			
27/06/2000 08:16:47	Barbara Longley	Product General/Other/Misc ISDN added			
27/06/2000 14:31:55	Paul Steed	The Call record has been assigned to the Team Member: Gary Maxwell			
27/06/2000 14:31:56	Paul Steed	Defect cause updated to 99:General - Unknown			
27/06/2000 14:31:56	Paul Steed	Hours spent since call received: 0 hours			
27/06/2000 15:14:30	Gary Maxwell	F} Response :			
27/06/2000 15:14:30	Gary Maxwell	Comms to outlet now re-established. However, have checked POStatus object on correspondence server and this has not yet been updated with missing EOD's.			
27/06/2000 15:14:30	Gary Maxwell	[END OF REFERENCE 19524955]			
27/06/2000 15:14:30	Gary Maxwell	Responded to call type L as Category 40 -Incident Under Investigation			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0048718	FAD 358136 on non polling report for 3 days. Plea	27/06/2000 05:48:45	28/06/2000 13:56:29	Sharon Towes/01328 87	General/Other/Misc
EDSC			Closed		ISDN

27/06/2000 15:14:32	Gary Maxwell	The response was delivered to: PowerHelp
28/06/2000 13:53:02	Gary Maxwell	F} Response :
28/06/2000 13:53:02	Gary Maxwell	POStatus object now updated at the correspondence server. FAD is not on
28/06/2000 13:53:02	Gary Maxwell	today's non-pollled report. Closing as administrative response (passing back
28/06/2000 13:53:02	Gary Maxwell	to call raisers - SMC).
28/06/2000 13:53:02	Gary Maxwell	[END OF REFERENCE 19560110]
28/06/2000 13:53:02	Gary Maxwell	Responded to call type L as Category 68 -Administrative Response
28/06/2000 13:53:03	Gary Maxwell	Hours spent since call received: 0 hours
28/06/2000 13:53:03	Gary Maxwell	Defect cause updated to 42:Gen - Outside Pathway Control
28/06/2000 13:53:52	Gary Maxwell	CALL PC0048718 closed: Category 68, Type L
28/06/2000 13:53:52	Gary Maxwell	The response was delivered to: PowerHelp
28/06/2000 13:56:29	Customer Call	Date and time complete: 28/06/2000 14:56:15
28/06/2000 13:56:29	Customer Call	Service Complete (Confirmation) Received