POL00118221

Bundle C – continued

Case Number: 2402124/01

RESERVED DECISION

DC

EMPLOYMENT TRIBUNALS

BETWEEN

Applicant	Respondent
Mrs J Wolstenholme	Consignia Plc

DECISION OF THE EMPLOYMENT TRIBUNAL

HELD AT:	Manchester	**ON:**	23 July 2001 20 August 2001
CHAIRMAN:	Mr M E Coles	**MEMBERS:**	Mr J Clarke Mr W Haydock

DECISION OF THE TRIBUNAL ON PRELIMINARY HEARING

The unanimous decision of the Tribunal is that:-

The applicant was not at any material time an employee of the respondent within the meaning of the provisions of Section 230(1) of the Employment Rights Act 1996 and therefore the Tribunal does not have jurisdiction to hear her complaint of unfair dismissal.

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Case Number: 2402124/01

EXTENDED REASONS

1. These reasons are given in extended form because the Tribunal reserved its decision to Chambers on the afternoon of 20 August 2001 following lengthy submissions by the parties' representatives.

2. The case commenced on 23 July 2001. The applicant was throughout represented by Mr E Owen of Counsel and she gave evidence, as did her partner Mr R J Harrison. The respondent was represented by Mr A Wright of Counsel and evidence was given on its behalf by Mr P Williams, Agency Contract Analyst.

3. The Tribunal also had regard to a large number of documents contained in a bundle provided by the respondent and to a number of authorities referred to by Counsel for the parties. The Tribunal was also greatly assisted by written and oral submissions made by both Counsel.

4. The respondent company, Consignia Plc, was formerly, and is no doubt still popularly known as, the Post Office. The respondent is the successor in title to Post Office Counters Limited which was formerly the legal entity which administered the operation of sub-post offices throughout the country.

5. The applicant was appointed as Subpostmistress of the sub-post office situated in Runnymede Avenue, Cleveleys, Blackpool in November 1999. Those premises comprise a small shop operation in addition to the post office. Both businesses had previously been run by the applicant's parents who had agreed to sell the business and the premises themselves to the applicant and her partner, which they purchased with the assistance of a substantial loan from Yorkshire Bank as well as a loan from the applicant's parents themselves, who in fact still remain living in the flat above the shop and post office premises.

6. The applicant would normally have been expected to make an introductory payment to Post Office Counters Limited for the privilege of being appointed Subpostmistress, but in this particular case that was waived because of the fact that this was a family transfer.

7. The contractual arrangement entered into between the applicant and Post Office Counters Limited is set out in a document described as the Modified Subpostmaster's Contract, which, the parties agreed, was entered into on or about 20 November 1999. Included in the bundle of documents was an example of this contract which ran to some 60 pages.

8. In fact, for some reason, the contract was never signed by the applicant. However, she told the Tribunal that she had fully read and understood the

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contents of the contract which was sent to her and fully acknowledged that she accepted the position of subpostmistress on the basis of that contractual document. The Tribunal was entirely satisfied that the terms of the agreement entered into between the applicant and Post Office Counters Limited were contained in that contractual document.

9. Furthermore, the Tribunal was satisfied on the evidence of the applicant herself that she believed, when entering into that contractual arrangement, that she, with her partner Mr Harrison, was embarking upon a business venture in which she would be a self-employed person running the post office operation under a "franchise" type of operation whereby she would be carrying out duties for and on behalf of Post Office Counters Limited under a contract for services.

10. When entering into the arrangement, the applicant did not believe that she would become an "employee" of Post Office Counters Limited.

11. By letter dated 19 January 2001, the applicant was given 3 months' notice terminating the contract between her and the respondent.

12. The applicant on 27 March 2001 presented to the Tribunal an Originating Application complaining that she had been unfairly dismissed by the respondent within the meaning of the provisions of Part X of the Employment Rights Act 1996.

13. The respondent contends that the Tribunal does not have jurisdiction to hear the applicant's complaint of unfair dismissal because the applicant was at no time an "employee" within the meaning of the provisions of Section 230(1) of the Act, which provides as follows:-

"In this Act "employee" means an individual who has entered into or works under (or, where the employment has ceased, worked under) a contract of employment."

14. Section 230(2) of the Act provides as follows:-

"In this Act "contract of employment" means a contract of service or apprenticeship, whether express or implied, and (if it is express) whether oral or in writing."

15. Mr Owen on behalf of the applicant does not dispute the fact that the intention of the parties was not to enter into a contract of employment and the Tribunal is satisfied that that was the case. What he argues, however, is that the label attached to the arrangement between them is not conclusive, which of course is right as a matter of law, and that the reality of the relationship, including in particular the control exercised in practice by the respondent over the manner

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in which the applicant conducted the business of the sub-post office, was such that, as a matter of law and fact, the relationship of employer/employee was created or evolved such as to fall within the definition in Section 230(1) of the Act.

16. Mr Owen refers also specifically to the factor, which he and the applicant maintain brought about the problems which ultimately resulted in the termination of the arrangement, namely the insistence by the respondent that the applicant should, in operating the sub-post office, use the "Horizon" computer system which, she maintains, caused so many problems that she was eventually forced to abandon its use.

17. There is no doubt in the Tribunal's mind that the respondent did, in fact, insist on the applicant utilising the Horizon computer system, which all other subpostmasters and mistresses throughout the country had also been instructed to do. The Tribunal was also satisfied that there may well have been technical "teething problems" which caused the applicant difficulties, although it is not satisfied that the financial problems which arose between the applicant and the respondent could be solely attributed to computer difficulties.

18. Mr Owen pointed in the contract to a number of other areas in which the respondent did or purported to "dictate" the way in which the applicant conducted her day-to-day activities in the running of the post office.

19. It was argued by Mr Wright on behalf of the respondent that, in any commercial arrangement such as the one in this case, the "franchisor" is perfectly entitled to insist that the "franchisee" operates the franchise in a particular manner so as to achieve consistency of operations and (particularly in a case such as this where important public functions are being administered) to ensure that efficiency, reliability, security and probity are maintained.

20. It is not proposed in these reasons to go into detail regarding the matters which the applicant maintains amounts to "control" of the degree asserted but the Tribunal accepts that the contract provides for a very comprehensive and firm regime under which the subpostmaster or mistress is expected to operate the business.

21. It is, however, in the Tribunal's view of particular significance that the wording in the contract essentially provided for the applicant to be responsible for ensuring that the requirements of the respondent were carried out rather than insisting that she personally should perform those tasks. The applicant did, in fact, employ a number of assistants to run the business and the Tribunal was satisfied that the contract did not provide for the applicant to be personally present at all times when the post office was open.

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22. Having considered all the evidence, the Tribunal was unanimously satisfied that the applicant was not required personally to perform the services for which she was responsible under the contract. Provided the persons she employed were suitable, she was entitled to delegate her duties under the contract to her employees and to provide them as "substitutes" for herself when she was not performing those functions herself.

23. The Court of Appeal emphasised in the case of **Express and Echo Publications Limited v Taunton [1994] IRLR 367** that, where a person who works for another is not required to perform his or her services personally, as a matter of law, the relationship between the two parties is not that of employer and employee. A right to provide a substitute is inherently inconsistent with the existence of a contract of employment.

24. The legal status of subpostmasters and subpostmistresses has, in fact, been specifically the subject of judicial authority. In particular, it was held by the Employment Appeal Tribunal in the case of **Hitchcock v Post Office [1980] IRLR 100** that a subpostmaster was not an employee of the Post Office. It was concluded that, although there was a substantial measure of control relating to the conduct of a post office business, the other circumstances, including the fact that the applicant provided the premises and part of the equipment at his own expense, that he had the right to delegate his duties to others and that by incurring the chance of profit or loss established that he was in reality carrying on business on his own account.

25. Other authorities, including at Employment Appeal Tribunal level and Employment Tribunal level, were also cited by Mr Wright, all of which confirmed that subpostmasters or mistresses were not employees of the Post Office.

26. Mr Owen, however, referred the Tribunal to a decision of the London Tribunal Centre in the case of **H & V Patel v (1) The Commissioners of Custom & Excise and (2) Post Office Counters Limited** heard in March 1997 and recorded at number 14956 in June 1997.

27. That case concerned the position of Mr Patel, a subpostmaster, and his entitlement to credit against output tax for VAT, input tax suffered on supplies. In order to do so, it would have to be established that Mr Patel was "carrying on a business" and was not an "employee".

28. The Chairman of the Tribunal, Mr R K Miller CB, after hearing lengthy argument (including argument from leading Counsel) formed the conclusion that Mr Patel was, as a matter of fact and law, an employee of Post Office Counters Limited and therefore not entitled to set off input tax on supplies.

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29. This Tribunal obviously considered very carefully the decision of the Chairman and the reasons for it and the submissions made by Mr Owen that the factors leading to that decision were identical in this case and therefore the Tribunal should reach a similar decision.

30. However, notwithstanding that the Chairman did, in fact, consider the case within the context of, *inter alia*, the Employment Rights Act 1996, the fact of the matter is that that decision related to a dispute of interpretation in a different jurisdiction from that dealing with unfair dismissal claims.

31. Furthermore, although the Chairman was referred to the same authorities that Mr Wright has referred this Tribunal to, the Tribunal found it difficult fully to understand the basis upon which the Chairman was able to distinguish the case before him from those in which courts of a superior status had reached a different conclusion.

32. Whilst, therefore, having the greatest of respect for the decision of the learned Chairman in the **Patel** case, this Tribunal is more convinced by the reasoning in the authorities referred to by Mr Wright and in any event feels judicially bound by them, in particular the case of **Hitchcock v Post Office**.

33. Having considered all the facts and law in relation to the matter, the Tribunal is satisfied that the dominant purpose of the contract between the applicant and the respondent was not the provision of personal services by her but the regular and efficient carrying on of the Post Office services for which she was responsible.

34. Therefore the contract was not a contract of employment, the applicant was not an employee within the meaning of Section 230(1) of the Act and the Tribunal does not have jurisdiction to hear her complaint of unfair dismissal.

GRO

Chairman
Reserved Decision
4th September 2001
Manchester

DECISION SENT TO THE PARTIES ON
4th September 2001
AND ENTERED IN THE REGISTER.
GRO
FOR SECRETARY OF THE TRIBUNALS

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Douglas Alexander MP
Minister for E-Commerce and Competitiveness

Department of
Trade and Industry

1 Victoria Street
London
SW1H 0ET

Direct Line GRO
Direct Fax
URL http://www.dti.gov.uk/
Enquiries
Minicom GRO

e-mail
mpst.alexander GRO

Your ref: SR/CC

Joan Humble MP
House of Commons
London
SW1A 0AA

24 April 2002

Dear Joan,

Thank you for your further letter of 25 February concerning the closure of Cleveleys Post Office and the position of the former Subpostmistress, Mrs J Wolstenholme, 2 Runnymede Avenue, Cleveleys, Lancashire FY5 3EG. I am replying in view of my responsibility for Post Office matters.

I looked carefully at the copy correspondence you sent me and asked my officials to get in touch again with Post Office Limited (POL) on this matter. It is clear that in the time period in question, telephone calls were indeed logged from staff at Cleveleys Post Office reporting difficulties in using the Horizon computer equipment at that office. This, as you say, is not in line with Alan Johnson's letter to you of 1 May 2001 and therefore, following further consultation with POL, we can only conclude that on this occasion Alan was misinformed by the company. I therefore apologise to you and to your constituent, Mrs Wolstenholme, for passing on incorrect information in answer to correspondence last year.

As you know, it has been the policy of successive Governments that decisions relating to the day to day running of the postal businesses are the responsibility of the management. Moreover, from 26 March 2001, the Government's role is that of a shareholder in a public limited company. Under the Government's Post Office reforms, we have given Consignia greater commercial freedom and have established an arms length relationship so that the Board can run the company as it sees fit.

As the matter of Cleveleys Post Office is one for management, I am passing on the correspondence to Louise Alexander who will arrange for a full reply to you direct from Post Office Limited. Miss Alexander is the Personal Assistant to the Group Managing Director, Post Office Limited, 148 Old Street, London EC1V 9HQ.

Yours ever,

GRO

DOUGLAS ALEXANDER

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888-273

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F.A.O. RICHARD HAUL

AGREEMENT

An Agreement made this the ...20th...MAY.....2002.....

Agreed terms of Rental for the Shop premises situate :-
2,Runnymede Avenue, Thornton Cleveleys. Lancashire.FY5 1DF

Between on the one part :- Mr.R.Harrison And Ms.J Wolstenholme.
of 2,Runnymede Avenue,Thornton Cleveleys Lancashire.FY5 1DF
(Hereinafter refered to as the Landlord.)
and on the other part :- C.A.R.E. Trust Ltd. whose registered Office is at Runnymede House Runnymede Avenue Thornton Cleveleys Lancs. FY5 1DF (Hereinafter refered to as the Tenant.)

The Landlords agree to rent the afore mentioned Premises :-

1. *At an agreed rental of Ten Thousand Four Hundred Pounds per Annum excluding Rates. Payable on the 20th of each Calender Month by Direct Debit in the sum of £866.67 (Eight hundred & Sixty Six Pounds Sixty Seven Pence.*

   The first payment will be due on the 20th June 2002

2. *This Agreement to be initially for a Five Years and thereafter for a further Five years. Rental will be reviewed after the first Rental period and be subject to both parties approval. Should a dispute ensue both parties are agreeable to go to arbitration and abide by their decision. If during the intial rental period either Party wishes to end this Agreement each party agrees to give to the other a minimum of Six Months Notice.*

3. *The Landlords agree to be responsible for the Insurance and repairs of the Buildings. To include all Drains,soil,other pipes,sewers,cables and wires. Electrical and Gas equipment installations of all heating,sanitary,waterapparatus,Glass,Paving, Walls,Lights.To maintain in good and substancial repair exempting damage caused by a risk covered by the Landlords Insurance.*

4. *The Tenant to insure the Fixtures Fittings & Contents.*

5. *The Tenant to insure for Public Liability and Employer Liability.*

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6. *The Tenant to return to the Landlords said property in similar standard as at the begining of the tenancy.*

7. *The Tenant agrees to allow the Landlords entry at reasonable times to inspect the condition of the Shop Property.*

8. *The Tenant agrees not to assign or under let or part with possession of the premises without the consent of the Landlords.*

9. *The Tenant agrees not to make any alterations to the Property without the Landlords permission and approval.*

IN WITNESS

The Parties have executed this Agreement as a Deed with effect of the Day and Year before written.

Signed for and on behalf of the Landlords.

GRO GRO

Signed for and on behalf of the Tenant

GRO

C.A.R.E. Trust Ltd.

Witness Signatur GRO

Full Name. GRO

Address. GRO GRO

Occupation. Director

GRO

POL00118221

DATED 20th September 2002

LANCASTER ROMAN CATHOLIC DIOCESAN TRUSTEES

and

JULIE WOLSTENHOLME

AGREEMENT

for letting unfurnished dwellinghouse at

GRO
GRO CLEVELEYS
GRO

on an assured shorthold tenancy

Rent £500.00

Roland Robinsons and Fentons
85-89 Adelaide Street
Blackpool
Lancashire FY1 4LX
DX 17039 Blackpool 1

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jobcentreplus

Website: **www.jobcentreplus.gov.uk**

If you get in touch with us, tell us this reference number **GRO**

Mrs J Wolstenholme

GRO

Our address
Blackpool North DO
Mexford House
Mexford Avenue
Blackpool
Lancs
FY2 0XN

Our phone number **GRO**

If you have a textphone

Date **22 October 2002**

Dear Mrs Wolstenholme

About your claim for Income Support

I am writing to tell you that you are entitled to Income Support.
You will receive £112.35 a week payable weekly on a Tuesday from 14 August 2002.

The way this has been calculated is shown on the page called **How your Income Support was worked out.**

Although you claimed Income Support from 2 August 2002 you are not entitled until 14 August 2002. This is because you have more money than the law says you need to live on.

From 14 August 2002 your Income Support will change to £112.35 a week. This is because there has been a change to the Working Families' Tax Credit you have coming in.

From 16 October 2002 your Income Support will change again to £122.85 a week. This is because of a change to do with your family.

How to get your money

You may have already had a giro for Income Support from 14 August 2002 to 22 October 2002 . If you have not had the giro, it will be sent out in a separate letter. We have also sent an Income Support order book to the Post Office at North Drive Po. Make sure you take the page **How to get your order book** with you when you go to the Post Office or you will not be able to get the book.

If you want a further explanation of this decision, please see the final page of this letter. It explains what to do if you disagree with this decision.

What should I do if my circumstances change?

If your circumstances change, it may affect the amount of benefit you get. You must tell us about any changes in your circumstances.

Yours sincerely

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Manager

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Mrs J Wolstenholme

GRO

jobcentreplus

How your Income Support was worked out

1 How much the law says you need to live on

For you	£ 53.95
For children aged under 16	£ 100.50
Because you have children	£ 14.75
Total amount	£ 169.20

Part 2 shows the money you already have coming in. This is deducted from How much the law says you need to live on

2 Income you told us about

Child Benefit for Julie Wolstenholme	£ 36.85	
Savings of £8000.00	£ 20.00	Note: £1 deducted for each £250.00 over £3000.00
Working Families' Tax Credit for Julie Wolstenholme	£ 148.45	
Total amount	£ 205.30	

Part 3 shows how your weekly benefit is worked out

3 The weekly amount you will receive

The amount the law says you need to live on	£ 169.20
Less the income you told us about	£ 205.30
Total amount	£ -36.10

This means you have more money coming in than the law says you need to live on.

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20 JAN 2003
EMPLOYMENT APPEAL TRIBUNAL

Appeal No. EAT/0442/01/RN
EAT/0197/02/RN
EAT/0159/02/RN
EAT/0591/02/RN

EMPLOYMENT APPEAL TRIBUNAL

58 VICTORIA EMBANKMENT, LONDON EC4Y 0DS

At the Tribunal
On 2, 3, 18 December 2002
Judgment delivered on 18 December 2002

Before

THE HONOURABLE MR JUSTICE BURTON (President)

MR J R CROSBY

MRS L TINSLEY

---

(1) COMMISSIONERS OF INLAND REVENUE — APPELLANTS
(2) MR K J HAYWARD
(3) MRS J TOOBY
(4) MRS J WOLSTENHOLME

POST OFFICE LTD — RESPONDENT

Transcript of Proceedings

JUDGMENT

Revised

JUDGMENT SENT TO PARTIES ON
20/1/03
FOR REGISTRAR

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APPEARANCES

For the Appellants

(1) Commissioners of Inland Revenue	(1) Mr Timothy Brennan QC Instructed By: Inland Revenue Solicitors Office Somerset House East Wing Strand London WC2A 1LB
(2) Mr K J Hayward	(2) Gave written submissions and represented by Mr Mark Baker
(3) Mrs J Tooby	(3) Mr John Falkenstein (of Counsel) Instructed By: Messrs McKeags Solicitors 1-3 Lansdowne Terrace Gosforth Newcastle upon Tyne NE3 1HN
(4) Mrs J Wolstenholme	(4) Ms Helen Mulholland (of Counsel) Instructed By: Messrs Lawsons Samuels Capaldi Solicitors 22 Whitegate Drive Blackpool FY3 9AQ

For the Respondent

Mr David Griffith-Jones QC
and
Mr Andrew Burns
(of Counsel)
Instructed By:
Post Office Legal Services
Impact House
2 Edridge Road
Croydon
Surrey CR9 1PJ

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MR JUSTICE BURTON (PRESIDENT):

1. There are before us appeals in four cases, all brought by or in respect of sub-postmasters or sub-postmistresses, by way of claim against the company now called Post Office Ltd which, notwithstanding its various changes of names during the course of these proceedings, we shall call "the Post Office". They are as follows:

   i) The appeal by Mrs Wolstenholme ("Wolstenholme"), for whom Ms Helen Mulholland has appeared, against the dismissal by the Manchester Employment Tribunal of her claim for unfair dismissal, on the ground that she was not an *employee*.

   ii) The appeal by Mrs Tooby ("Tooby"), for whom Mr John Falkenstein appeared, against the dismissal by the Newcastle on Tyne Employment Tribunal of her claim for unfair dismissal, on the ground that she was not an *employee*, and of her claim for wrongful deduction of wages under s13 of the Employment Rights Act 1996 ("the 1996 Act"), on the ground that she was not a *worker* within the meaning of s230(3) of the 1996 Act ("s230(3)").

   iii) The appeal by Mr Hayward ("Hayward"), who was represented by a friend, Mr Baker, against the dismissal by the Manchester Employment Tribunal of his claims under the Working Time Regulations 1998 ("WTR") on the ground that he was not a *worker*, within the meaning of Regulation 2 of the WTR (the wording of which is identical to that in s230(3)), and under the National Minimum Wage Act 1998 ("the NMWA"), on the ground that he was not a *worker* within the meaning of s54(3) of the NMWA (which again is in identical wording, with the proviso to which we shall shortly refer).

   iv) The appeal by the Commissioners of Inland Revenue, which is represented by Mr Timothy Brennan QC, against the rejection by the Manchester Employment Tribunal of their case, on a successful appeal by the Post Office against an Enforcement Notice pursuant to s19 of the NMWA in respect of a Mrs Collins. Although Mrs Collins was not a party to this Decision we shall call this appeal "Collins". The Inland Revenue's case, rejected by the Employment Tribunal, was that Mrs Collins was a *worker* within the meaning of s54(3) (a case, subject to

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reservation of the position on any further appeal, not pursued before us), alternatively a *homeworker* within the meaning of s35(2) of the NMWA. The proviso to which we referred above is that the definition of a *worker* under the NMWA is widened by virtue of the inclusion of a *homeworker* as defined, and as to Mr Hayward, although he did not run the *homeworker* case before the Employment Tribunal, he has been permitted on appeal to run this case (on the Inland Revenue's coattails).

In each of the appeals the Post Office has been represented before us by Mr David Griffith-Jones QC and Mr Andrew Burns.

2. It can be seen therefore that these were the questions for us, in general terms:

i) Is the sub-postmaster an *employee*? (Wolstenholme and, in respect of one of her claims, Tooby.)

ii) Is the sub-postmaster a *worker* within s230(3) and/or the WTR? (Tooby and, as a subsidiary point, Hayward.)

iii) Is the sub-postmaster a *worker* or a *homeworker* within the NMWA? (Collins [Inland Revenue], Hayward.)

3. The issues lying behind these questions become clearer if the statutory provisions are set out:

i) Employee

The question falls to be decided by reference to s230(1) of the 1986 Act, which, as is well established, leaves matters to be decided by the common law:

> *"In this Act 'employee' means an individual who has entered into or worked under (or, where the employment has ceased, worked under) a contract of employment."*

ii) Worker (other than by reference to the NMWA)

The definitions are, as set out above, identical in s230(3) for the purpose of the 1996 and Regulation 2(1) of the WTR. In each, the definition is (ignoring the question of a contract of employment) that a:

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> " *'worker' means an individual who has entered into or works under ... (b) any ... contract, whether express or implied and (if it is expressed) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another person to the contract whose status is not by virtue of the contract that of a client or customer of any profession or business undertaking carried on by the individual.*"

The definition of *employment* for the purposes of the operation of the Sex Discrimination Act 1975 (s82(1)), the Race Relations Act 1976 (s78(1)) and the Disability Discrimination Act 1995 (s68(1)) is materially identical so far as concerns the wider definition of employment for such purpose by including a contract personally to do or execute any work, but does not include the additional *client or customer* limitation.

iii) *Worker* for the purpose of the NMWA is identically defined by s54(3)(b), but the NMWA also applies to a *homeworker*, which is defined by s35(2) as meaning:

> "*an individual who contracts with the person, for the purposes of that person's business, for the execution of work to be done in a place not under the control or management of that person.*"

S35(1) then provides as follows:

> "*In determining for the purposes of this Act whether a homeworker is or is not a worker, s54(3)(b) ... shall have effect as if for the word 'personally' there were substituted '(whether personally or otherwise)'.*"

Thus if a sub-postmaster is found to be a *homeworker* as defined, then, in order for him to amount to a *worker* under the NMWA, the requirement of undertaking of personal service is not necessary. There are two other provisions of the NMWA which have not in the event been determinative. Both relate to the onus of proof:

S19(6): "*on an appeal* [against an Enforcement Notice requiring an employer to remunerate a worker at a rate equal to the national minimum wage] *the Employment Tribunal shall dismiss the appeal unless it is established ... (a) that, in the case of the worker ... to whom the Enforcement Notice relates, the facts are such that an officer who was aware of them would have had no reason to serve any Enforcement Notice on the appellant*".

S28(1): "*where in any civil proceedings any question arises as to whether an individual qualifies or qualified at any time for the national minimum wage, it*

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shall be presumed that the individual qualifies or, as the case may be, qualified at that time for the national minimum wage, unless the contrary is established."

4. It can be seen from the above, leaving aside the straightforward issue of 'employee or not' [Issue A], which was argued before us by Ms Mulholland in the Wolstenholme case (adopted so far as necessary by Mr Falkenstein for Tooby), that:

i) in the Tooby and Hayward cases, the first issue [Issue B] was whether the contract between the Post Office and the sub-postmaster/postmistress was one whereby the latter undertook *to do or perform personally any work or services for the Post Office:* and it was common ground that the test was whether the undertaking of such personal service was the '*dominant purpose*' of the contract (as expounded in Mirror Group Newspapers v Gunning [1986] ICR 145 C.A., particularly at 151 and 156, and in Kelly and Loughran v Northern Ireland Housing Executive [1988] ICR 828 H.L., esp at 835-6, 840, 842, 844 and 845-6. This was argued before us by Mr Falkenstein for Tooby (supported by Mr Baker for Hayward). The Inland Revenue in the Collins case did not pursue this argument, subject to preserving its position for the purposes of any appeal.

(ii) In the Collins case, and in the Hayward case in the alternative, the first issue was whether a sub-postmaster is a *homeworker* [Issue C], namely whether he *contracts with* the Post Office, *for the purposes of* the Post Office's business, *for the execution of work to be done in a place not under the control or management of* the Post Office: if so, as discussed above, by virtue of s35(1) and s54(3), the question of personal service does not arise.

(iii) In the Tooby, Hayward and Collins cases, if they succeed on the respective first issues, they have also then to succeed on the second issue, namely whether the *status* of the Post Office is *by virtue of the contract, that of a client or customer of any profession or business undertaking carried on by the* sub-postmaster ("the *client or customer* limitation") [Issue D].

5. The relevant background was found by the Tribunal in Hayward in paragraph 10(b) of its Decision:

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> *"The network of post offices in the country comprises Crown Offices, Sub-Post Offices and franchise Post Offices. These are manned in different ways. Crown Offices are staffed by employees of the Respondents, while franchise offices are operated under agreement with larger retailers, for example, supermarkets, who provide the facility within their larger stores. Sub-Post Offices, however, are operated by Sub-Postmasters and Sub-Postmistresses, who perform their services under a contract with the Post Office. Of the 18,000 Post Office outlets nationwide, 97%, or 17,800 are run by private business people who run their Post Office business alongside their other retail concern. A thousand of these Sub-Post Offices are run by large multiples, such as Spar, who may have a number of Sub-Post Offices in different branches. The remainder, the vast majority, are run by individuals, who employ in total around 40,000 assistants. The contract between the Respondents and Spar* [is] *exactly the same as those given to persons in the position of the Applicant. These contracts are of substantial size and run to 114 pages."*

6. There are in fact three different kinds of contracts: the Subpostmasters' Contract ("SPMC") (entered into by Tooby and, I think, Hayward), the Modified Subpostmasters' Contract ("MSC") (entered into by Wolstenholme) and the Community Subpostmasters' Contract ("CSC") (entered into by Collins). The terms of these contracts differ slightly, both as between themselves, and as modifications are made from time to time, but in all material respects they are identical and/or have not changed, and insofar as there are any slight differences which may be of possible materiality, we shall refer to them below.

7. The circumstances in which the Appellants entered into their contracts obviously slightly differed, both as between themselves, and no doubt as between themselves and other people who have entered into such contracts with the Post Office, but in general terms they follow a simple pattern. They would see advertisements for, or learn from friends or family of the availability of, freehold or leasehold premises and a business – usually of a newsagent or general store – from which their predecessor would have been acting as sub-postmaster or sub-postmistress. Although there was no entitlement to assign or have assigned the office of sub-postmaster, during the negotiations for acquisition of the premises and business, appropriate enquiries would be made of the Post Office to ensure that, on acquisition, there would be an appointment as sub-postmaster: and the particulars of sale of the premises and business would be likely to be advertised on the basis of including reference to past revenue and/or estimated future revenue from a continuation of the sub-post office at the premises, on the basis of which the acquisition would then be completed.

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8. Thus there are the following relevant findings of fact in relation to the four cases before us, into which we will interpose some reference to documents to which our particular attention has been drawn in the course of the hearing before us, insofar as those documents fill out the picture.

9. Hayward. The facts are briefly set out in paragraphs 10(a) and (b) of the Decision:

> *"The Applicant was a Sub-Postmaster at 8 Holden Street, Belthorn, Blackburn. The premises are the applicant's home and the Post Office business is in the downstairs front room. As well as a Post Office he also carries on the business of a general store and off-licence. He bought the premises in October 1986 from the previous sub-postmaster, was appointed by the Post Office to conduct their business their and he has conducted it ever since ... He also conducted in his premises the village stores. He had paid £40,000 for the building and £7,000 for the goodwill, fixtures and fittings of the shop."*

10. Tooby. We refer to paragraph 5(a) of the Decision:

> *"The applicant was postmistress of the sub-post office situated at 3 Mill Street, Shildon. She took up this position on 11 May 1984. The business operated from premises she purchased and in which she also lived. She ran the business. She also sold stationery and cards from the same premises."*

11. Wolstenholme. We refer to paragraphs 5 and 6 of the Decision:

> *"The applicant was appointed as Subpostmistress of the sub-post office situated in Runnymede Avenue, Cleveleys, Blackpool, in November 1999. Those premises comprise a small shop operation in addition to the post office. Both business have previously been run by the applicant's parents, who had agreed to sell the business and the premises themselves to the applicant and her partner, which they purchased with the assistance of a substantial loan from Yorkshire Bank, as well as a loan from the applicant's parents themselves, who in fact still remain living in the flat above the shop and post office premises .... The applicant would normally have been expected to make an introductory payment to* [the] *Post Office ... for the privilege of being appointed Subpostmistress, but in this particular case that was waived because of the fact that this was a family transfer."*

12. The findings in Collins are somewhat longer, and we have more of the documents in our bundle. We refer to paragraph 7(2) of the Decision:

> *"(i) Mrs Collins responded to an advertisement holding out for sale a Sub Post Office and General Provisions Store;*
>
> *(ii) Mrs Collins obtained sales particulars that showed a turnover of approximately £400 per week together with a Post Office salary* [we interpose that those particulars were headed up *"SUB POST OFFICE/GROCERS Trading as: "The Meadowbank Post Office"*].

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(iii) A purchase price of £11,900 was sought for the goodwill and lease on local authority-owned premises comprising a 3-bedroomed dwelling and annexed retail shop premises (described during the hearing as being similar to a garage attached to the side of a house);

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(iv) The vendor was a Mrs Gleave who was then the SPM [sub-postmaster/mistress] *and proprietor of the General Provisions Store operated in those retail shop premises;*

(v) Mrs Collins approached the Post Office to establish that she would be appointed SPM if she completed the purchase from Mrs Gleave, apparently completing a signed application form in her own hand;

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(vi) Given the nature of the work of a SPM, the Post Office satisfies itself of the suitability of those seeking appointment as SPM before making such an appointment;

(vii) Mrs Collins was interviewed by an official of the Post Office and it was during that interview that she first learned that the opening hours of Meadowbank SPO [Sub-Post Office] *were to be reduced to 20 hours per week and that the Post Office salary would be less than that stated in the sales particulars;*

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(viii) The Post Office official conducting the interview made a contemporaneous note on a standard form to the effect that Mrs Collins would continue to employ a part-time assistant previously employed by Mrs Gleave [he also there recorded that "*If successful, Mrs Collins has plans to alter the shop/po layout to offer a wider range of goods and better service and thus hopefully increase business*"]. *... In her application form ... Mrs Collins answered the question "Can you provide a suitable assistant or assistants over school leaving age? If so state, if possible, the names and ages of all such persons" with the words "As existing".*

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(ix) Mrs Collins was offered an appointment as SPM ...

(xvii) The lease of the shop and dwelling was assigned to Mrs Collins, pursuant to which she covenanted [by clause 3(14)(a) of the lease] *to use the shop premises for a SPO and General Provisions Store.*

(xviii) The Post Office gave Mrs Collins some off-the-job training and two-weeks' on-the-job training when she first was appointed; thereafter she received periodic visits from officials of the Post Office.

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(xix) Mrs Collins operated the General Provisions Store from November 1993 until 1997;

(xx) Mrs Collins saw the SPO as likely to draw into the shop customers who would purchase non-post office items from Mrs Collins and, conversely, the goods on sale were seen as likely to attract customers to the SPO.

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(xxi) Mrs Collins chose, as she was free to do under the contract made with the Post Office, to keep the SPO counter open throughout the General Provisions Store trading hours.

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(xxii) In 1997, when she no longer considered the General Provisions Store viable, Mrs Collins ceased to engage in that trade."

13. Given the near identical nature of the three contracts referred to above, we set out in the main only the relevant clauses of the SPMC. We shall, for easier identification later, give each relevant clause a letter:

"*SECTION 1: SUB POSTMASTERS' CONTRACT AND STATUS.*

A. *1. The contract is a contract for services and consequently the Subpostmaster is an agent and not an employee of [the] Post Office ...*

B. *3. The Subpostmaster must provide and maintain, at his own expense, reasonable office accommodation required by [the] Post Office ..., and pay also at his own expense, any assistants he may need to carry on Post Office ... business.*

C. *4. The hours of attendance (liable to variation) are* [we have Mrs Collins' contract filled out] ...

D. *5. The Subpostmaster is not obliged to attend the sub-office personally, but he is required, whether he is there or not, to accept full responsibility for the proper running of his sub-office, and the efficient provision of those Post Office services which are required to be provided there. Retention of the appointment of Subpostmaster is dependent on the sub-office being well managed and the work performed properly to the satisfaction of* [the] *Post Office.*

E. *8. The terms of the appointment of Subpostmaster do not entitle the holder to be paid sick or annual leave, pension or to compensation for loss of office.*

F. *9. If on resignation of his appointment the Subpostmaster disposes of his private business and/or premises in which the sub-office is situated, the person acquiring the private business and/or the premises exchanging contracts in connection with the purchase of the private business and/or premises will not be entitled to preferential consideration for appointment as Subpostmaster.*

G. *15. Operational rules are intended for the instruction and guidance of both the Subpostmaster and the staff which he employs at his sub-office. The Subpostmaster must ensure that his sub-office Assistants carry out their duties in accordance with the rules and instructions affecting their respective duties.*

H. *19. All instructions received from the Regional General Manager should be carried out as promptly as possible.*

SECTION 2: REMUNERATION

I. *1. A Subpostmaster is paid according to the amount of work which is transacted at his sub-office* [the CSC is somewhat fuller in this regard:

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"Upon his appointment, the Community Subpostmaster will be assigned to a particular rate of remuneration relative to the amount of business transacted or expected to be transacted at his Sub-Office. Subject to paragraph 4 hereof, this rate of remuneration will remain unchanged throughout the period of the contract, subject only to periodic uplifting of the Community Scale. In the event of a change of the number of standard hours on which service is required to be provided, the Retail Network Manager will have the opportunity to reassess the rate of remuneration accordingly".]

SECTION 3: SUBPOSTMASTERS' ABSENCE FROM OFFICE

J. *A Subpostmaster, under the terms of his contract, is not obliged to render personal service and is therefore free to absent himself from the office, provided he makes suitable arrangements for the conduct of the office during his absence. He should notify the Regional General Manager on Form P2593 when he will be away for a period of more than three days, and give the name of the person substituting for him. A Subpostmaster's responsibility for the proper conduct of the office, or for any losses occurring during his absence, is in no way diminished by his absence from the Sub-Office. He must make proper provision, at his own expense, for the conduct of the office while he is away ...*

SECTION 4: ABSENCE ON HOLIDAY: HOLIDAY SUBSTITUTION ALLOWANCE ("HSA")

K. *1. A subpostmaster is not entitled to annual leave as such, but subject to the following conditions he may claim for reimbursement of the necessary cost of his substitution when taking a holiday. To qualify for reimbursement, the subpostmaster must be able to certify that he renders on average not less than 18 hours personal service each week.*

L. *2. The reimbursement of the costs of substitution is paid as* HSA *and the maxima payable are published annually in Counter News. The sum reimbursable is the net additional cost necessarily incurred by the subpostmaster in providing during his absence for the Post Office duties which he normally performs.*

M. *3. To assist Subpostmasters to overcome the difficulties sometimes experienced in obtaining suitable substitutes in a particularly year, the* HSA *extends over a period of two years ...*

N. *9. The Subpostmaster must submit a formal claim for reimbursement of the* HSA *... within three months of the end of the period of substitution to which the claim relates ... He must certify:*

9.1 that he has taken a holiday both from the Sub Post Office and from his private business during the whole period covered by the claim; and

9.2 that in respect of the services he provided as subpostmaster, he has actually and necessarily incurred additional expenditure equating to the amount claimed, in respect of a paid substitute or substitutes ...

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SECTION 7: SUBPOSTMASTER'S SICK ABSENCE SCHEME – SUBSTITUTION ALLOWANCE

O. *1. A Subpostmaster is not required to give personal service and is not entitled to sick leave as such. However, subject to certain conditions and limitations described below, he is entitled to claim sick absence substitution allowance* ["SASA"], *in respect of costs of substitution necessarily incurred, when he is absent from his sub-office through illness.*

2. ... all Subpostmasters who give 18 hours or more personal service a week, who are absent from the sub-office through illness, are eligible to claim [SASA] .

SECTION 13: PREMISES

P. *1. The Subpostmaster must, at his own expense, provide premises in which such reasonable office accommodation and fittings as* [the] *Post Office ... may require are made available for carrying on the Post Office ... business.*

Q. *3. The Subpostmaster must also at his own expense:*

- *clean, decorate and maintain the sub-office premises to a good standard;.*
- *light and heat the sub-office premises;*
- *exhibit the sub-office title (i.e. '... POST OFFICE') in large painted letters in a prominent position outside the building ..."*

[The CSC is fuller in this regard (in Section 9):

R. *1. The Community Subpostmaster must, at his own expense, provide premises in which such reasonable office accommodation and fittings as* [the] *Post Office ... may require are made available for carrying on* [the] *Post Office ... business. Normally, these premises will be owned by the Community Subpostmaster or his spouse, or will be leased to him or his spouse on a tenancy. However, in certain instances, the Regional General Manager may authorise the establishment of a Community Sub-Office in premises which would normally not be acceptable in the case of a full-time Sub-Office, such as domestic premises, church hall, Community centre, etc., in which case the Regional General Manager may agree, on request, to bear the reasonable one-off cost of adapting such premises to make them suitable for the running of a Community Sub-office.*

S. *2. The Community Subpostmaster must, at his own expense, ensure that the Sub-Office part of the premises is kept clean and maintained to a good standard, and provided with adequate lighting and heating. He may also be required to provide space for posting facilities.*

T. *3. The Regional General Manager will decide on the security precautions to be taken at each Community Sub-Office, taking into account likely levels of*

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cash holdings and possible risks in view of local circumstances. The Community Subpostmaster may therefore be required to provide facilities for the installation of such security equipment as the Regional General Manager considers necessary."]

U. *4. "The Subpostmaster must not, without the prior agreement of the Regional General Manager:*

- *move the sub-office to premises other than those in which it was situated at the time of his appointment;*
- *alter the accommodation for carrying on the work of the sub-office from that agreed at the time of his appointment.*

SECTION 14: HOURS OF BUSINESS

V. *1. The actual hours of opening of any individual sub-office are set by the Regional General Manager in accordance with the following rules. The Subpostmaster must not without permission vary the hours of public business set by the Regional General Manager.*

W. *2. The standard hours during which the Subpostmaster may be required to open his office in order to transact all kinds of counter business appropriate to his office are Monday – Friday 0900 – 1730, Saturday 0900 – 1230 or 1300 (depending on local circumstances).*

SECTION 15: ASSISTANTS

X. *1. A Subpostmaster must provide, at his own expense, any assistance which he may need to carry out the work in his sub-office.*

Y. *2. Assistants are employees of the sub-postmaster. A Subpostmaster will be held wholly responsible for any failure, on the part of his Assistants, to apply Post Office rules, or to provide a proper standard of service to the public. He will also be required to make good any deficiency, of cash or stock, which may result from his assistants' actions.*

Z. *3. Wages, hours, holidays etc., are a matter to be settled between Subpostmaster and the assistants concerned. However they should be no less favourable than those enjoyed by shop assistants generally in the same district.* [The] *Post Office ... reserves the right to intervene if such conditions are considered inequitable.*

AA. *4. The Subpostmaster is responsible, as employer of his assistants, for complying with the provisions of any legislation which imposes obligations on employers.*

BB. *6. In the light of the Subpostmaster's responsibilities ... he is strongly recommended to satisfy himself of the character and suitability of an applicant for employment as Assistant before a firm offer of employment is made ...*

CC. *12. In order to help prevent the employment of unsuitable or dishonest persons on Post Office work, a Subpostmaster must notify the Regional General Manager if*

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he dismisses an employee on these grounds, or if his enquiries about an applicant for employment give him reason to believe that the applicant is an unsuitable person ...

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DD. *13. Where* [the] *Post Office ... has good reason to believe that it would not be in its best interests for a particular person to have access to* [the] *Post Office ... cash and stock as a Sub-Office Assistant it may call upon the Subpostmaster to:*

(a) refrain from offering that person a post if not already employed

(b) ensure that the person is not further employed on Post Office business if employed.

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SECTION 17: SUBPOSTMASTERS' PRIVATE BUSINESS ACTIVITIES

EE. *1. The appointment of a Subpostmaster confers on the individual concerned the right to transact, and to receive payment for, certain items of business on behalf of* [the] *Post Office ... at the premises specified. The conditions of the appointment also involve such restrictions on the private activities of the Subpostmaster as are necessary to ensure the continued viability of* [the] *Post Office ... nationwide network.* [Restrictions relating to directly competitive operations are then set out.]

D

FF. *12. A Subpostmaster must not use the name 'Post Office' in connection with any of his private business activities or in such a way as to imply that the Post Office is in any way connected with these activities.*

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SECTION 22: QUALITY STANDARDS

GG. [The relevant obligation is more fully set out in the equivalent clause (s11(M)(2) in the MSC, namely:

"*The Subpostmaster must make every endeavour to ensure that all customers start to be served ... within five minutes of the time that they join a queue to be served or within such other time which shall, from time to time, be prescribed. The normal standard is that the customer should expect to be served* [within] *this maximum time limit. The Subpostmaster will, in accordance with procedures advised by* [the Post Office], *regularly monitor the waiting time that customers experience in his office and will make all necessary adjustments to his staffing patterns. Persistent failure to meet the standards of service will be regarded as a breach of contract. Any failure by* [the] *Post Office ... to exercise this power should not be regarded as a waiving of its rights under the terms of this contract.*"

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14. Before we turn to the resolution of Issues A to D, we should set out what might be called the 'judicial history' at the EAT, which intimately relates to the outcome of Issues A and B. There have been six relevant previous decisions of the EAT, all relating to the status of sub-postmasters/mistresses:

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i) Hitchcock v Post Office [1980] ICR 100 (per Slynn P). Issue A was before the EAT, i.e. whether a sub-postmaster was an employee or not (for the purpose of unfair dismissal). The relevant contracts, which were similar if not identical to the present, were considered. Slynn P, giving the judgment of the EAT, concluded as follows (at 108-110):

> *"We accept ... that there is here a substantial measure of control which relates to the conduct of the Post Office's business. It might be, if there were no other factors present, that that control would be sufficient to make the contract one of service rather than for services. But there are other factors present. The question in this case, it seems to us, is really whether the control that does exist is such that it prevents the contract being one for services rather than one of service. Accordingly we must look at the matter as a whole. We consider here that great importance has to be attached to the fact that the applicant provided the premises and a certain amount of the equipment at his own expense. The sub-post office came into what was his general store. It was a part of his own business. Moreover it is clear that even though, apparently, he chose to spend a great deal of his working week doing the sub-post office work at this particular premises himself, he had the right to delegate, and did in fact delegate. At the other two offices, we have been told, he delegated on virtually a full time basis; but even at Springfield Road there was some delegation. In addition it seems to us that on the terms set out in the rules he was obliged to be no more than responsible for the conduct of the office. He may have chosen either to do it himself or to supervise it; if he did not, then at most he was responsible for the performance of the duties. It was for him to decide whether to do it himself or whether to employ someone else to do it, as long as he retained the responsibility. We do not feel that the provision as to his giving notice if he is to be absent for more than three days is in any way inconsistent with his right to appoint other people to carry out the duties of the sub-post office. Moreover it seems to us that even though there may be less chance of making profit, or risk of loss, than in many businesses, there was still here the chance of profit and the risk of loss ... In our view, the essential position was that the applicant, although under control as to the way in which much of the work was done, was carrying on business on his own account. The economic reality of it was that this was his shop, his premises, and it was he who was conducting this sub-post office business even if on behalf of the Post Office. We do not consider that it can be said that he, although doing work for them, was so integrated into their business that he became a servant. The position of a head postmaster who is a full time employee of the Post Office, and who provides no premises, no employees of his own, seems to us to be entirely different. The very fact here that the applicant was carrying on this business with employees of his own seems to us to indicate very strongly that he was not employed under a contract of service. We do not consider that the element of control here – which, as the Industrial Tribunal found, is not so much of a managerial nature but is connected with the protection of the Post Office's own property and public interest – is such as to prevent this being a contract for services in the generally understood*

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sense. Nor do we think that the fact that the applicant did carry on long hours here and signed a certificate to say that he was working for more than 18 hours per week in the sub-post office – which had for him consequences in relation to National Insurance – means that he is to be treated as a servant."

(ii) Goraya v Post Office (EAT/409/89 unreported) per Wood P, after further consideration, resolved Issue A the same way.

(iii) Tanna v Post Office [1981] ICR 374, per Slynn P. Here the EAT considered Issue B – contract "*personally to execute*" – for the purposes of the Race Relations Act 1976 s78(1), whose wording is, as we have set out in paragraph 3(ii) above, materially identical to the sections in consideration before us, and resolved it in favour of the Post Office.

(iv) Soni v Post Office Counters Ltd (EAT 425/96 unreported) per HH Judge Pugsley. Issue B was again considered by the EAT (again by reference to the materially identical wording of the Race Relations Act 1976). Specific reference was made to Gunning, the seminal Court of Appeal decision to which we referred in paragraph 4(i) above, in which, by reference to s82(1) of the Sex Discrimination Act 1995 (again materially identical), the Court of Appeal had concluded that whether a contract fell within that section depended on:

> "*(a) whether, looking at the contract as a whole, it contained, on the part of the person who was contracting to provide services, any obligations that he or she would personally execute any work or labour; and*
>
> *(b) whether that obligation was a dominant purpose of the contract.*"

Again the EAT resolved Issue B in favour of the Post Office.

(v) Sheehan v Post Office Counters Ltd [1999] ICR 73 per Morison P. Again the EAT resolved Issue B in favour of the Post Office, this time by reference to the (also materially identical) provisions of the Disability Discrimination Act 1995.

(vi) Chohan and Bains v Post Office Ltd (EAT 284/02) per Lord Johnston. Once again the EAT resolved Issue B in favour of the Post Office, in relation to the materially identical provisions in the Race Relations Act 1976.

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For completeness, two other decisions were referred to before the Employment Tribunal in the cases of Hayward and Tooby. The first was a decision of another Employment Tribunal, that sitting at Inverness (ET S/200/521/99), where, in relation to Issue B, by reference to the NMWA, that Tribunal decided the matter against the Post Office, notwithstanding the EAT decisions we have referred to. No submissions were addressed during the hearing before us as to this first instance decision. The other decision was one of a Chairman of a VAT Tribunal in Patel v Commissioners of Customs and Excise and Post Office Counters Ltd (11/6/97), in which the Post Office had argued that a sub-postmaster, while not an employee for the purposes of other legislation, should be so treated for VAT purposes and thus not liable to VAT. The Chairman rejected that argument, concluding (at page 4) that he did not "*consider that what is a contract of service in the industrial relations* [context], *any more than where the question arises for income tax or National Insurance, is something different from*" what he was called upon to consider in that case. He concluded that the contract of the sub-postmaster was one of service, thus not following the EAT decisions. Although this was thus a decision, albeit in the VAT context, which did not support the argument being put forward by the Post Office on Issue A, Ms Mulholland did not base any argument upon it, and it is of course again not binding upon us.

15. Against this background we can now turn to deal more shortly with the issues themselves.

Issue A: *Employee* or not?

16. Ms Mulholland was faced with the following problems:

i) Findings of fact by the Employment Tribunal.

ii) An apparent correct application of the correct tests by reference to the appropriate authorities by the Employment Tribunal.

iii) The previous decisions of the EAT to which we have referred which, though not strictly binding upon us, are plainly extremely persuasive, not simply by virtue of the number of them (although four out of the six were strictly on Issue B) but in

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particular by virtue of the very lucid and convincing analysis by Slynn P in Hitchcock.

17. The Employment Tribunal in Wolstenholme carefully considered the evidence and the contract. The following paragraphs of its decision are relevant:

> "*9. ... The Tribunal was satisfied on the evidence of the applicant herself that she believed, when entering into that contractual arrangement, that she ... was embarking upon a business venture in which she would be a self-employed person running the post office operation under a 'franchise' type of operation, whereby she would be carrying out duties for and on behalf of* [the] *Post Office ... under a contract for services.*
>
> *10. When entering into the arrangement, the applicant did not believe that she would become an 'employee' of* [the] *Post Office ...*
>
> *15. Mr Owen on behalf of the applicant does not dispute the fact that the intention of the parties was not to enter into a contract of employment and the Tribunal is satisfied that that was the case. What he argues, however, is that the label attached to the arrangement between them is not conclusive, which of course is right as a matter of law, and that the reality of the relationship, including in particular the control exercised in practice by the respondent over the manner in which the applicant conducted the business of the sub-post office is such that, as a matter of law and fact, the relation of employer/employee was created or evolved ...*
>
> *17. There is no doubt in the Tribunal's mind that the respondent did, in fact, insist on the applicant utilising the Horizon computer system, which all other sub-postmasters and mistresses throughout the country had also been instructed to do ...*
>
> *18. Mr Owen pointed in the contract to a number of other areas in which the respondent did or purported to 'dictate' the way in which the applicant conducted her day-to-day activities in the running of the post office.*
>
> *19. It was argued by Mr Wright on behalf of the respondent that, in any commercial arrangement such as the one in this case, the 'franchisor' is perfectly entitled to insist that the 'franchisee' operates the franchise in a particular manner so as to achieve consistencies of operations and (particularly in a case such as this where important public functions are being administered) to ensure that efficiency, reliability, security and probity are maintained.*
>
> *20. It is not proposed in these reasons to go into detail regarding the matters which the applicant maintains amounts to 'control' to the degree asserted, but* [our underlining] *the Tribunal accepts that the contract provides for a very comprehensive and firm regime under which the sub-postmasters or mistresses expected to operate.*

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21. It is, however, in the Tribunal's view of particular significance that the wording in the contract essentially provided for the applicant to be responsible for ensuring that the requirements of the respondent were carried out, rather than insisting that she personally should perform those tasks. The applicant did, in fact, employ a number of assistants to run the business and the Tribunal was satisfied that the contract did not provide for the applicant to be personally present at all times when the post office was open.

22. Having considered all the evidence, the Tribunal was unanimously satisfied that the applicant was not required personally to perform the services for which she was responsible under the contract. Provided the person she employed was suitable, she was entitled to delegate her duties under the contract to her employees and to provide them as 'substitutes' for herself when she was not performing those functions herself.

33. Having considered all the facts and law in relation to the matter, the Tribunal is satisfied that the dominant purpose of the contract between the applicant and the respondent was not the provision of personal services by her, but the regular and efficient carrying on of the Post Office services for which she was responsible."

The Tribunal makes reference to Express and Echo Publications Ltd v Tanton [1999] ICR 693, and the importance placed in that case on the presence or absence of an obligation to perform personally, and to Hitchcock, and expressly disagrees with Patel.

18. As for Tooby, the Employment Tribunal in its decision again gave careful consideration to the facts and to the terms of the relevant contract, and made express reference to the same authorities but also to a number of others, including Ready Mixed Concrete (South-East) Ltd v Minister of Pensions and National Insurance [1968] 2 QB 497. The relevant paragraphs of its decision are as follows:

"5(h) There is no doubt upon considering the contractual provisions that the Post Office exercises a considerable degree of control over the applicant's Post Office business [our underlining]. *However the applicant provided the capital for the business, she owned the premises, she decided whether to employ assistance although such assistance, had to be approved by the Post Office, and she decided the extent to which she would give personal service, although there was no requirement that she should give any.*

9. We are satisfied that Mrs Tooby well understood that she was applying to use premises which she was purchasing for use as a post office and could use that business for her own other business, namely that of selling stationery and cards. She was acquiring the outgoing private business of the previous sub-postmaster. She indicated that she wished to acquire the position in order to set up her own business. She acknowledged the post office rules. Whilst the label that the parties put on the relationship is not decisive, it can be relevant [see Massey v Crown Life Assurance Company [1978] IRLR 31 CA].

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10. It is quite clear from the contractual documents that the sub-postmaster was not required to attend the sub-post office personally and could employ assistance.

14. In approaching the question asked in Lane v Shire Roofing [1995] IRLR 493 CA *as to whose business it was, it can only be answered in one way in this case. This was Mrs Tooby's business. She was the one who stood to stand loss or profit, there was no day-to-day control in supervision of her, and this sub-post office business was in reality her own business, and part of the totality of the business carried on from those premises."*

B

19. Ms Mulholland put her case in her skeleton argument as follows:

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"(a) the degree of control on the Appellant was such that the only sensible conclusion is that she was an employee;

(b) whatever test is applied to the facts of the case, the conclusion must be that the Appellant was employed by the Respondent;

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(c) the self-employed contract was and is merely a sham to hide the real status of the Appellant."

20. She made clear in oral argument that so far as concerned her submission (c) she was not in fact making a case of 'sham', but simply that the label placed by the parties on the relationship was not conclusive. That of course is not only common ground but was accepted by the two Employment Tribunals. Of course, as she also had to accept, and as was also set out by the Employment Tribunal in Tooby, it is clear from Massey that the label is nonetheless of significance. As for her submission (b), this puts her case very high indeed, particularly in the light of the findings of the Tribunals and the nature of the contract.

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21. As for submission (a) she refers to a number of terms of the contract, including those which enable control by the Regional General Manager to which we have referred above. Amongst the additional clauses to which she took us were to the equivalent, in the MSC, of Clause 8.7 in the SPMC, which provides that the sub-postmaster or his representative must inform his Regional General Manager that he is sick, but this is followed immediately afterwards by a clause (8.8) which appears entirely inconsistent with employment, providing as it does that "*subpostmasters, including those nominated by limited companies, who hold more than one appointment, must*" give various other notifications to the same Regional General Manager. The fact, as Ms Mulholland showed us, that there are obligations on the sub-postmaster to keep accounts in various specified ways, and, as set out in the clauses we have lettered as BB, CC and DD in

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paragraph 13 above, to involve the Post Office in the selection and verification of the sub-postmaster's own employees, and above all (because Ms Mulholland emphasised this clause lettered GG in particular) to "*make every endeavour to ensure*" a minimum waiting time for customers, with a contractual sanction for "*persistent failure*" is entirely consistent, if not more consistent, with a contract for services. In any event, as is clear from the passages we have underlined in our quotations from the relevant decisions of the Employment Tribunal, the Employment Tribunal recognised and took into account the fact that there was a substantial element of control by the Post Office. Insofar as she suggests that the degree of control is, or ought to have been found by the Employment Tribunal to be so overwhelming as to point only to a contract of service, this submission is plainly unarguable.

22. In order to seek to establish her submission (b) she addressed what she called the "organisational" test, by reference to Stephenson Jordan and Harrison Ltd v McDonald and Evans [1952] TLR 101, and asserted that Mrs Wolstenholme, and all sub-postmasters and mistresses, were integral to the running of the Respondent's business. She referred to what she called the "economic reality" test, to suggest that "the Appellant's business is part of a larger economic entity". She asserted that "*there clearly exists some mutuality of obligation between the parties*", and she referred, properly, to MacFarlane v Glasgow City Council [2001] IRLR 7, in which the EAT per Lindsay P emphasised that some ability to delegate did not inescapably lead to a conclusion that the contract was not a contract of service. All these submissions were in effect simply the repeat of submissions which no doubt were made, or could have been made, before the Employment Tribunal. However, given the correct way in which the Employment Tribunal approached their task, no error of law begins to be shown. In any event, particularly in the light of the previous EAT decisions, with which we entirely agree, the arguments against these contracts being contracts of employment appears overwhelming. There are not just the relatively limited ambit of control and the substantial absence of undertaking of personal service, but also the factors which were so influential with Slynn P in Hitchcock, including the fact that the sub-postmaster is providing his own premises and his own equipment and at least has the right to provide his own staff and to run his own business, subject to keeping separate accounts. Rather than adopting Ms Mulholland's submission (b), we would rather have suggested that

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the reverse applied, namely that whatever test is applied to the facts of the case, the conclusion must be that the Appellants were not employed by the Respondent.

Issue B: Undertaking of Personal Service

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23. Mr Falkenstein for Tooby rested his case on this issue on only one point (the 'Tooby point'), to which we shall turn, but he made it clear that, but for that point, he did not pursue this argument. This meant that (subject to the preservation of position pending any higher appeal) only Mr Baker on behalf of Mr Hayward pursued the case simpliciter, and even he made no oral submissions. In the Employment Tribunal's decision in Hayward their conclusion (after disagreeing with the decision of the Inverness Tribunal in Bain) was contained in paragraphs 14 and 15 of their Decision:

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> *"14. It seems to us that ... while in practice a Sub-Postmaster may well be wise to keep a close personal eye on many of the operations of his Post Office, we have to look at the contract. The words in the Act we are required to construe are "undertakes to do or perform personally any work". It is clear from the contract that the applicant is not required to render personal service. This is particularly set out in paragraph 1 of the contract and also under paragraph 5 and elsewhere, notably under Absence from office, a Sick Absence Scheme, where specifically it is stated that he is not required to render personal service. These are the legal realities of the contract and it is those that this Tribunal is required to construe, not how Sub-Postmasters, even the vast majority of Sub-Postmasters choose to perform the contract. They are not required to undertake the work personally and it would seem to us quite inappropriate for this Tribunal to decide that the situation is otherwise.*

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> *15. This is quite apart from the decision in the case of Sheehan, which in our view construes identical words, although in a different Act ... in a manner which in our view is binding on this Tribunal. We accept the interpretation of Morison P in that case that the word 'any' in the definition referred to cannot relate purely to minimal work, in that the Tribunal is required to look at the dominant purpose of the contract, and in this case, as we have stated, this was the efficient carrying out of Post Office services, and these clearly can be delegated, and in many cases are delegated, completely to another authorised person by the Sub-Postmaster. The fact that some other functions, not the dominant purpose, are required to be carried out by the Sub-Postmaster personally does not, it seems to us, created a foundation for deciding that the dominant purpose of the contract is personally to do any work."*

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24. The Employment Tribunal in Collins at paragraph 28 of the Decision concluded as follows:

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> *"28. The Tribunal concluded that the contract made between Mrs Collins and the Post Office is not a contract whereby she undertakes to do or perform work*

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personally. She has a choice whether she does the work herself or not. The dominant purpose of the contract is the provision of retail facilities. Mrs Collins undoubtedly provides the premises at which the Post Office business is transacted. She may choose to do all of the work herself but she is free to choose not to do so and was required, before she was appointed to the office of SPM, to satisfy the Post Office that she was able to call upon adequate assistance to ensure the work was done."

25. With both these Decisions we agree. We are satisfied that but for the 'Tooby point', which neither Ms Mulholland for Mrs Wolstenholme, nor Mr Baker on behalf of Mr Hayward have been able, because they did not run it below, nor have sought before us, to adopt, there is no ground for challenge to the ET decisions on Issue B.

26. The 'Tooby point' arises in this way. We have referred in paragraph 13 above to the clauses lettered K, L, M and N relating to HSA, and although there was no specific reference to it in argument, we note that there is a similar allowance (SASA) for all sub-postmasters who give 18 hours or more personal service a week and are absent from their sub-office through illness, provided for in the clauses lettered O, which do not appear to refer to the need for a 'certificate'. As is set out in clause K, to qualify for reimbursement of the cost of being substituted when taking a holiday, the sub-postmaster must be able to certify that he renders on average not less than 18 hours personal services each week. As can be seen, he must also provide a further certificate in order to submit his formal claim for HSA in accordance with clause N. We do not appear to have in our documentation an example of the latter certificate, but we have a document which is presumably the certificate such as is provided for in clause K. The document, signed by Mrs Tooby on 14 May 1984 (the same day as she acknowledged receipt of her appointment as sub-postmaster), was signed in response to a request that she should "*please opt for one of the statements below. This option is required for record purposes*". She was asked to delete the one of the two options which did not apply, and she deleted the one relating to "*LESS than 18 hours*" and she did not delete, but signed, the other: "*I certify that I perform MORE than 18 hours personal service to the Post Office*". The same document appears to be for use in subsequent years because there is the opportunity to sign in relation to subsequent years, the words "*I certify that the above statement is still correct*".

27. Mr Falkenstein's case is as follows:

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i) The signature of this document, simultaneous with receipt and acknowledgment of her contract, changed or fixed the nature of the contract between the Post Office and Mrs Tooby. She had not been obliged to give the certificate; its effect was only to qualify for HSA (and no doubt also for SASA), and the effect of non-compliance with it would only be disqualification to receive HSA and/or SASA, so that it could be unconditionally withdrawn. But while it was in place the contract was one by which Ms Tooby was undertaking to perform personal service of at least 18 hours: and thus the dominant purpose of the contract was of personal service, at least 18 hours being substantial, or at any rate as compared with the total hours, set out in her acknowledgment of appointment, of 36.5, there was sufficient to justify an argument of dominant purpose, which could be remitted to the Tribunal for further consideration if necessary. Whatever may be the nature of the contract without the certificate – and, as has been said, Mr Falkenstein did not pursue any other argument against the conclusion of the Employment Tribunals – the contract of Ms Tooby and those like her became one of 'personal service'.

ii) Alternatively even if the undertaking did not change the contract, nevertheless its existence meant that Ms Tooby worked under a contract whereby she undertook to do or perform certain services personally.

28. The relevant paragraphs of the Decision of the Employment Tribunal in Tooby were as follows:

> *"5(b) On page R1/11 of the bundle is a statement that the applicant was required to complete to certify whether she performed more or less than 18 hours personal service to the Post Office. She stated she performed more than 18 hours personal service. She now claims that she understood that this meant that she had to work on Post Office duties for 18 hours per week at least and in consideration of that commitment she would receive certain benefits to assist with the payment of a substitute.*
>
> *15. We are satisfied ...* [that] *the applicant chose to carry out 18 hours personal service rather than being obliged to carry out work personally. She did so as part and parcel of her own business and is therefore not a worker within the terms of the definition."*

29. Mr Griffith-Jones QC, in his skeleton argument, submits that the Employment Tribunal was right to find that:

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"Although a sub-postmaster is entitled to a [HSA] *if she elects to work personally, she is not contractually required to work personally."*

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30. He submitted that the document signed on 14 May 1984 was not an undertaking but a statement, and that it was of no contractual effect, save that it fulfilled a condition precedent for payment of allowances, that it could be changed at will, and that the only consequence of withdrawal or indeed non-continuation of the statement would be that HSA would not be payable.

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31. Having heard Mr Griffith-Jones QC's submissions we are persuaded as follows:

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i) The certification is not and does not amount to an undertaking, but is a statement of intention. In our judgment, it was similar to what I suggested in the course of argument to Mr Falkenstein, namely a statement of what was necessary to qualify for an extra payment, such as if, for example, as a result of some local initiative an additional payment were provided to be made to someone who could prove or certify birth or habitation in that locality. Particularly as the statement can be withdrawn at any time, the only consequence being disqualification for HSA, it is much better described as an election than as some kind of revocable and unenforceable undertaking.

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ii) In any event the making of the statement does not 'change' or even 'fix' the nature of the contract. It would be strange if this could be done at the option of the sub-postmaster, but in our judgment it plainly does not change the nature of the contract, because the provision of the certificate is an act pursuant to the contract. The taking up of one of the provisions of or options under the contract ('receive HSA if you do 18 hours') cannot change the substantive nature of the contract which always had the option within it, and thus:

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a. The signing of a certificate as evidence of intention to perform 18 hours is no different from someone actually performing 18 hours when not otherwise obliged by the contract to do so. To that extent therefore the 'Tooby point' is not a separate point at all, but arises out of the very nature of the contract.

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b. The fact that the contract contains such an 'option' within it did not (as the Employment Tribunals found, and as Slynn P concluded in the passage in Hitchcock at 110 which we have cited at paragraph 14(i) above) make the

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contract one for, or indeed for the dominant purpose of, the personal execution of services by the sub-postmaster.

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32. We are satisfied that the 'Tooby point' adds nothing to the argument, and that the Appellants fail on Issue B on this basis also.

Issue C: Are Mr Hayward and Mrs Collins *homeworkers*?

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33. The issue to be answered by the Employment Tribunal, as can be seen from s35(2) of the NMWA set out in paragraph 3(iii) above, was whether such sub-postmaster has contracted with the Post Office, for the purposes of the Post Office's business, *for the execution of work to be done in a place not under the control or management of* the Post Office. If so, then by a combination of s35(1) and s54(3) of the NMWA, the issue of personal performance does not arise. It is thus an alternative way in which, subject to the *client or customer* limitation, individuals may be workers for the purposes of the NMWA (it does not apply to the 1996 Act or the WTR or the discrimination legislation).

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34. The issue was, as explained in paragraph 1(iv) above, not before the Employment Tribunal in Hayward, though he has been permitted to run the point before us. It was dealt with by the Employment Tribunal in Collins as follows, at paragraph 26:

> "*The Tribunal concluded that Mrs Collins is not a homeworker, as defined in s35 of the Act. That part of Mrs Collins' premises assigned to the SPO is under the control of the Post Office since, by paragraph 4 under s9 of the contract made between Mrs Collins and the Post Office, Mrs Collins may not alter the accommodation for carrying out the work of the SPO without the agreement of the Post Office. By reason of that contractual position, Mrs Collins surrendered control, or at least, sufficient control of that part of her premises occupied by the Post Office counter at which Mrs Collins and/or any assistant works to provide Post Office services.*"

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35. Mr Brennan QC accepts that a sub-postmaster would not be the ordinary kind of *homeworker* who would, for example, pursuant to a contract with a clothing manufacturer, make up, together with family members or neighbours, garments at his or her own house from cloth supplied by the manufacturer, under their own domestic conditions, and provide the made-up garments back to the manufacturer. But he submits that the NMWA does not require the *place of work* to be the home of the worker or indeed home at all (although of course some sub-postmasters will live in or

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over the shop) but the Act applies simply if the work is to be done *in a place not under the control or management of* the Post Office, and he submits that the Employment Tribunal erred in its conclusion.

36. It does not seem to us that the finding of the Employment Tribunal was simply one of fact, so as to fall into that area which is difficult to reconsider on an appeal before the Employment Appeal Tribunal where only errors of law can be addressed. The Tribunal's conclusion was one by reference to the construction of the contract, and that has been the nature of the argument before us.

37. Before we can approach that exercise, it is necessary to see what is looked for. Is it enough if there was some control – e.g. that a sign is required to be placed outside, or in some part of, the premises, which the homeworker would not otherwise have wanted but is now under instructions to erect and retain?

38. It seems to us clear that this would not of itself be enough, but that what is intended is that the place of work is not materially under the control of the Post Office. Given that the onus is on the Post Office, as a result of Sections 19(6) and 28 of the NMWA, set out in paragraph 3(iii) above, the question before the Employment Tribunal was whether the Post Office had shown that it had some material control over or management of the place of work.

39. Mr Brennan QC's case for the Inland Revenue was as follows:

i) Within the structure of the NMWA, a *homeworker* is one who controls access to the workplace, what can be done within the workplace and who has responsibility for dealing with the workplace (such as safety, repairs etc).

ii) The Employment Tribunal erred by looking at the personal contractual restrictions on Mrs Collins, and in particular concentrating on one of them, namely that which we have lettered as U in paragraph 13 above, relating to the restriction on Mrs Collins from altering the "*accommodation for carrying on the work of the sub-office*".

iii) The Employment Tribunal erred in concluding that Mrs Collins "*surrendered control or, at least, sufficient control of that part of her premises occupied by the*

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Post Office counter at which Mrs Collins and/or any assistant worked to provide Post Office services". It was, Mr Brennan QC submitted, not the counter, but the Meadowbank Sub Post Office as a whole, which was the *place where work was to be executed.*

iv) It was common ground that the premises were Mrs Collins' premises, in which she had a leasehold interest, and the Post Office had no proprietary interest, of which she had exclusive legal possession and to which the Post Office did not even have a right of access. The limited right to require Mrs Collins personally to refrain without the Post Office's consent from making a particular sort of alteration to part of the workplace did not amount to control, or sufficient control over the *place*, but was simply a personal contractual right in respect of Mrs Collins. Mrs Collins carried on the business in her workplace, over which she had control and management, and responsibility for health and safety.

40. While supporting the Employment Tribunal's finding in Collins, Mr Griffith-Jones QC referred to other clauses of the contract, and also asserted, if necessary, that the Post Office had management and control over the place through its agent Mrs Collins. Specifically he further submitted:

i) that it is a false dichotomy to suggest that there is no control because there is 'only' a contractual obligation placed upon Mrs Collins. If that contractual obligation is in respect of control and management of the place, and can be enforced, then there is control and management over the place, even if there is no proprietary interest.

ii) that such control and management does not need to be constituted and enforced by direct access or the entitlement to access, but can be effected by 'remote control' – if necessary and appropriate then by injunction.

41. It appears to us clear beyond doubt that the following clauses of the contract, set out in paragraph 13 above and identified by our lettering, establish that the Post Office had material control over the place of work: C, G, H, Q, R, S, T, U, V and W. We agree with Mr Griffith-Jones QC that the absence of a right of access is irrelevant. It is entirely clear that work being carried out, at the Meadowbank sub-post office, on the terms imposed by the Post Office, is materially different from the case of work being

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carried out by a homeworker and members of his family in his or her own house. The Employment Tribunal was particularly concerned with one of these clauses which exemplified sufficient control over the premises, namely by reference to U. But in assessing the legal challenge by the Inland Revenue by reference to the contract as a whole, it is plain that the other clauses too are relevant. In our judgment, the Employment Tribunal was right in concluding that the Post Office satisfied the onus of showing that it had material control over the place of work, and that Mrs Collins, and indeed Mr Hayward insofar as he adopts the same case, was not an individual who contracted with the Post Office for the execution of work to be done *in a place not under the control or management* of the Post Office.

Issue D: The *Client or Customer* Limitation

42. Our decision on this issue is of course academic, given the failure of the cases of Tooby, Hayward and the Inland Revenue on Issues B and C. However, although the Employment Tribunals in Tooby and Hayward did not go on to deal with Issue D, the Employment Tribunal in Collins did and, in any event, having heard detailed submissions from Mr Brennan QC and Mr Griffith-Jones QC, we shall resolve this issue also.

43. The Tribunal in Collins concluded as follows:

> *"20. The Tribunal considered that, when the contract was made between Mrs Collins and the Post Office, Mrs Collins sought to run a SPO and general Provisions Store. That was what was required by the lease of the premises that she acquired from Mrs Gleave, on payment of a substantial capital sum. Mrs Collins offered the Post Office not only labour but also retail premises within which Post Office business could be transacted.*
>
> *21. It would be entirely artificial to seek to sever the operation of the SPO from the private retail business operated by Mrs Collins, since they both made use of Mrs Collins' shop premises, and Mrs Collins and any assistant were both free to provide any Post Office services and general provisions to such customers as came along. That is plainly the way the arrangement was seen by the EAT in Hitchcock v Post Office [1980] ICR 100, 108, 109.*
>
> *22. The Post Office is properly to be regarded as Mrs Collins' client, as it purchased retail facilities (premises and labour) from Mrs Collins in order to enable the Post Office to meet the needs of its customers having recourse to Meadowbank Post Office."*

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44. Mr Brennan QC asserted that this was a conclusion of law and not of fact, or at any rate a conclusion of mixed law and fact, with which the EAT is entitled to interfere. He submitted that the Employment Tribunal erred in the following respects:

i) It misunderstood the nature of Mrs Collins' business undertaking, which was retailing to customers, not the provision of labour and retail premises.

ii) She was an agent of the Post Office, and the Post Office was her principal and not her client. The clients or customers were the purchasing public.

iii) There were two distinct arrangements, both upon acquisition, i.e. her purchase of the premises, and the goodwill and stock of the general store and the separate assignment to her of the sub-postmastership, and afterwards in relation to her management, with separate accounts required to be kept.

iv) The proper construction of s54(3)(b) is that the *business undertaking* must have an existence independent of (and thus prior to) the relevant contract.

v) If the Post Office be right, then any non-employee can be excluded from s54(3)(b) by characterising him as carrying on a *business undertaking* of providing whatever the service is. By reference to words of Mr Recorder Underhill QC in Byrne Brothers (Formwork) Ltd v Baird [2002] IRLR 101 at para 17(4), Mr Brennan QC submitted that the policy behind the formula used in the subsection was to extend the benefits of the protection of the NMWA to workers who are in the same need of that type of protection as employees, to cover those who are substantively and economically in a subordinate and dependent position vis-à-vis those who employ or engage them. Mr Brennan QC submitted that Mrs Collins was in such a position, with a long term relationship with the Post Office and no economic bargaining power at all, and her provision of retail premises to which members of the public had recourse did not turn the essential character of her relationship with the Post Office into that of businesswoman and client.

In sum Mr Brennan QC submitted that to describe the Post Office as being the client of the business of its sub-postmasters is a 'misuse of language'.

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45. While asserting that the Employment Tribunal's finding, in relation to the particular sub-postmistress Mrs Collins, that she was a client of the Post Office, was a finding of fact, with which this Appeal Tribunal could only interfere on limited and well-established principles, Mr Griffith-Jones QC wished to avoid any argument that this case was decided on its own facts; and he took up the challenge of arguing the issue on the basis that it was at the very least a question of mixed fact and law, and contending that there was no error of law in the Employment Tribunal's conclusion, and that it would be applicable to any other such sub-postmaster. He submitted:

i) The words *client* and *customer* in s54(3)(b) are not used as terms of art. The important question is whether the contracting party is *carrying on* a *profession or business undertaking*. He submits that the sub-postmaster is doing the latter, and that the Post Office, in then contracting for the work or services of such a person, is entitled to be called a client. He refers to the recent decision of the EAT in Smith v Hewitson (EAT489/01 unreported), where self-employed stewards on coaches were providing to passengers (the customers) the catering services and stewarding services on the coaches which Executive Coach Catering Services ("ECCS") had contracted to supply to Durham Transport Services, and which Durham Transport Services was contracted to supply to National Express. The conclusion of the EAT (per HH Judge Serota QC) was that the stewards were not workers within the NMWA. At paragraph 19 of the Decision, Judge Serota QC concluded as follows:

> *"Prima facie, when someone purchases services from another, in common parlance, he can be regarded as a customer of the other. The terms 'customer' and 'client' in s54 of the Act are not used as terms of art. In our opinion ECCS is a customer or client of the stewards, as it receives the benefit of the service provided by the stewards' business ... They provided, as we have said, the stewarding and catering services to ECCS, which ECCS was itself bound to supply to Durham Transport Services. On that analysis, as it seems to us, having regard to the fact that a major part of the contract, both in terms of time and in terms of remuneration, related to the catering, and having regard to the fact that the stewards were performing, personally, catering services for ECCS pursuant to a business undertaking carried on by the stewards, ECCS was a client or customer of that business undertaking. As such, it seems to us, on the material findings, the Tribunal should have held that the stewards were not workers within the meaning of s54(3)(b) ... , by reason of the fact that they were outside s54(3)(b). They were carrying on, as we have said, a business undertaking for reward for ECCS, and were clients or customers of ECCS."*

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This, Mr Griffith-Jones QC submits, is closely analogous to the present case, where the general public is the customer, and the stewards, similarly to the sub-postmaster, are providing ECCS services to the customer, in a situation in which (a fortiori to the sub-postmaster) the stewards are carrying on that business, if business it is, as their only business, and when it is also a business which had no existence independent of or prior to the contract.

ii) The sub-postmaster is in business on his own account, and thus conducting his own *business undertaking*. Part of his business is his retail business of selling his own (or perhaps others' franchised) goods or services, and part is his acting as the Post Office's agent in providing Post Office goods and services to the public. The fact that the accounts have to be kept separately (for good security reasons no doubt) does not affect that fact. Mrs Collins traded as a general store, though that was not in the event successful, but Mr Hayward, Mrs Tooby and Mrs Wolstenholme each offered and continued to offer other goods and services. Insofar as the dictum of Mr Recorder Underhill QC is concerned, and his "*distinction ... between ... workers whose degree of dependence is essentially the same as that of employees and ... contractors who have a sufficiently arms-length and independent position to be treated as being able to look after themselves in the relevant respects*", the sub-postmaster, with his own premises, equipment and staff and his own *business undertaking* falls firmly, submits Mr Griffith-Jones QC, on the non-employee side of the line. Mr Griffith-Jones QC sought to draw some further analogy from the definition of *employee* in Article 3(b) of Council Directive 89/391/EEC, as imported into the preamble to Council Directive 93/104/EEC, but this was hardly a central plank of his argument.

iii) The NMWA does not fit naturally with the concept of an individual who runs his own business from his own premises and simultaneously holds a position of sub-postmaster supplying Post Office goods and services from the same premises; certainly if the Act and the Regulations are to apply to his earnings as sub-postmaster irrespective of the quantum of his receipts from the rest of his business, and in circumstances in which he may apportion expenses of the business in such a way as to increase the amount payable to him pursuant to the Regulations. This he submits to be of itself a justification for construing the *client or customer*

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limitation so as to exclude someone running a business of his own in such circumstances.

iv) Because the NMWA carries criminal sanctions (by s31) any ambiguity should be resolved against the imposition of liability.

46. We are persuaded by the arguments of Mr Griffith-Jones QC that the Employment Tribunal was right to find that the Post Office was a *client* of the *business undertaking* carried on by Mrs Collins. As to the submissions of Mr Brennan QC:

i) The existence of the relationship of principal and agent does not in any way prevent the principal from being a client. Obvious examples are a solicitor or estate agent where the principal is the client. Equally, the same can be said of a franchisor and a franchisee, a manufacturer and a sales agent or a supplier and a dealer.

ii) This is the more so where, as here, the agent can contract with more than one principal: provided (see, among others, the clauses lettered in paragraph 13 above as EE and FF) the services to be offered or goods to be sold are not directly competitive.

iii) It does not seem to us to be the case at all that the business of Mrs Collins should be seen as only her general store, in some way 'severed' (as the Employment Tribunal put it) from her position of sub-postmistress, particularly as she, like her predecessor, was in effect trading as "*The Meadowbank Post Office*" in running her shop as General Store and Post Office. The findings of fact and relevant documents, in the case of Mrs Collins, appear from paragraph 12 above, particularly at (i), (ii), (iv), (v), (viii), (xvii), (xx) and (xxi).

iv) It is not, in our judgment, necessary that the *business undertaking* must antedate or be independent of the contract which falls to be construed.

It appears to us to involve no "misuse of language" to construe the Post Office, for the purpose of this section, as Mrs Collins' client, and we agree with and certainly find no error in, the conclusion of the Employment Tribunal, to that effect.

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Conclusion

47. For these reasons the appeals are dismissed.

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Contact Susanne Helliwell

Our Ref SJH rb
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Your Ref

Date 3 September 2003

Dear Sir

Post Office Limited v Mrs Julie Wolstenholme

We refer to previous communications between this firm and Judith Bohren and confirm that we are acting on behalf of the Claimant, Post Office Limited ("the Post Office") in connection with its claim against Julie Wolstenholme ("Mrs Wolstenholme") claiming the delivery up of safes and equipment which were lent by the Post Office to Mrs Wolstenholme to assist her in the performance of her duties as Sub Postmaster or, in the alternative, the value of the items in damages together with the recovery of losses on her Sub Postmaster's account. Further, Mrs Wolstenholme is defending the proceedings and has brought a counterclaim seeking damages for wrongful dismissal, damages for breach of the implied term to provide a computer system fit for its purpose, damages under Section 8 of the Human Rights Act 1998 and compensation or damages under the Commercial Agents (Council Directive) Regulations 1993. Mrs Wolstenholme is acting in person.

By way of background, Mrs Wolstenholme was engaged by the Post Office as Sub Postmistress at Cleveleys modified Sub Post Office under a written contract for services. The contract for services was subsequently terminated and following the termination of the contract on 28 February 2001, the Post Office wrote to Mrs Wolstenholme on 12 March 2001 requesting delivery of the safes and equipment belonging to the Post Office which were at the premises. Mrs Wolstenholme refused to deliver the safes and equipment and accordingly proceedings were commenced against her in April 2001.

Various matters are raised by Mrs Wolstenholme in the proceedings regarding the inadequacy of the Horizon computer system and in this regard, on 10 February 2003, it was ordered that evidence should be given in the form of a written report of a single expert instructed jointly by the parties in the field of Computer Technology.

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Our Ref: SJH jw
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Your Ref

In or about June 2003, this firm contacted yourself and Judith Bohren with a view to a joint instruction being given by this firm and Mrs Wolstenholme to inspect the computer system and prepare a report in accordance with the Order made by the Court. In this regard, we would refer you to our correspondence with Judith Bohren in June 2003 and confirm that whilst we have received Engagement Terms and Engagement Instruction, the same have not been signed and returned to her due to subsequent developments which are outlined below.

In particular, following extensive enquiries on the part of the Post Office, it transpired that all data would have been held on the computer system for 30 days and would then have gone into archive. Further, up until 1 April 2003, archived material was only held for 18 months and was then destroyed.

The matter came before the Court at a Case Management Conference on 7 July 2003 at which the Court was advised of the position with regard to the Horizon equipment and the Court directed that this firm do make further enquiries regarding the archived material and whether such material had been destroyed and if so, that the parties then make enquiries of the expert to ascertain whether an opinion can be given using only computer logs.

We enclose a copy of a letter from the Post Office to this firm dated 24 July 2003 which sets out the position with regard to the Horizon computer and as a consequence of the contents of that letter, we are writing to you for the purposes of ascertaining whether you would be able to provide an expert report having had sight of only the computer logs and having not had an opportunity to inspect the computer system.

We accordingly enclose copies of the computer call logs between January 2000 and November 2000 and we should be grateful if you would confirm whether you are able to provide a report using only the computer call logs. We would of course point out that whilst we have not enclosed copies of the pleadings and the parties' documents, in the event that you were to confirm that you could prepare a report in these circumstances, copies of such documents will be forwarded to you.

We await hearing from you.

Yours faithfully

WEIGHTMAN VIZARDS

POL00118221

Best Practice Group PLC

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Prestige House, 106 Baker Street, London W1U 6TW

South West & Wales
Aethandune House, Tower Hill, Stawell, Bridgwater TA7 9AJ

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T. GRO GRO
advice GRO www.bestpracticegroup.com

Your Reference : SJH rb 14845-1
Date : Friday 19 September 2003

PRIVATE AND CONFIDENTIAL
Susanne Helliwell
Solicitor
Weightman Vizards
41 Spring Gardens
Manchester
M2 2BG

Dear Ms Helliwell

Post Office Limited –v- Julie Wolstenholme

Thank you for your letter dated 3rd September 2003.

It is not clear from the document bundle provided what I am to be instructed to report on. The logs appear to show an exchange of numerous telephone calls between site 153405 and the systems help desk provided by the Post Office.

From our subsequent telephone conversation I understand that Ms Wolstenholme's case is that the systems that she was provided with to undertake her duties were continually found to be faulty and therefore disabled her abilities to discharge her duties. The Post Office on the other hand believe that the systems were functioning 'normally' and that Ms Wolstenholme (and/or her staff) was perhaps not suitably skilled to operate them.

Unfortunately the bundle currently provided would not provide me the information that would be required to give my opinion. I believe a further set of support logs would be required in order to benchmark the calls raised by Ms Wolstenholme. The following criteria would need to be observed in selecting the benchmark:-

Similar number of staff.

Similar customer frequency and range of services

Similar length of service of Postmaster

Same technology equipment and software/hardware versions.

If this information could be provided, along with a precise set of instructions, I should be in a position to review and provide a report of my opinion.

Yours faithfully

GRO

GRO Jason Coyne

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Registered in England No. 3903926

POL00118221

Mr J Coyne
Best Practice Group plc
8 Victoria Quay
Riversway
Preston
PR2 2YW

Contact Susanne Helliwell

Our Ref SJH kh
14845-1

Your Ref

Date 17 November 2003

Dear Sir

Post Office Limited v Mrs Julie Wolstenholme

We refer to your recent telephone conversation with our Miss Helliwell and in that regard, we enclose copies of the following:-

1. Claim form dated 19 April 2001 and amended Particulars of Claim dated 17 February 2003.
2. Amended Defence and Counterclaim dated 14 April 2003
3. Reply and Defence to Counterclaim
4. Order dated 6 October 2003
5. Claimant's List of Documents
6. Defendant's List of Documents
7. Claimant's witness statement
8. Defendant's witness statement
9. Additional set of call logs disclosed by the Claimant to the Defendant.

You are aware of the background and history of this matter which was set out in our letter dated 3 September 2003 and in which we asked whether you would be able to provide a report using only the computer call logs. In your letter dated 19 September 2003, you indicated that whilst you would not be able to provide an opinion based only on the call logs, you did consider that a further set of comparable call logs may enable you to provide a suitable report on your opinion.

As you are aware, our client has unfortunately been unable to obtain a set of comparable call logs and it has therefore been agreed between the parties that copies of the pleadings, witness statements and relevant documents in the proceedings would be provided to you for you to assess with a view to confirming whether you would be able to provide a report which would be of value to the Court and if so, detailing the matters upon which you would be able to report.

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We accordingly look forward to hearing from you once you have considered the enclosed documents and we understand that prior to commencing your consideration of the enclosed documents, you will submit a revised Engagement Instruction and Engagement Terms and that you will require payment of your fee. We would confirm that the instruction is a joint instruction and accordingly, our client and Mrs Wolstenholme will each be responsible for 50% of your fees.

Yours faithfully

WEIGHTMAN VIZARDS

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Appendix

Response to Expert's Opinion

Re: Post Office Counters Ltd v Mrs Julie Wolstenholme: Claim number CR101947

Basis Of Response

Before addressing individual points from the Expert's report there are two key areas of understanding to be established; the first is the function and objectives of the Fujitsu Services Horizon System Helpdesk (HSH), the second is the way that the Horizon system handles transactions should a reboot be required part way through a customer session.

Horizon System Helpdesk

The HSH represents the 1st line of support to Post Masters. It operates under strict contractual Service Level Agreements (SLA) covering aspects such as pick-up time, first time fix, and time to close. These measures designed to ensure that Post Masters receive a quick response to their call and, to the extent possible over the 'phone, a timely return to normal business operations.

Depending on the nature of the call the HSH operator would work with the Post Master to solve the problem and return the Outlet to normal operation as soon as possible, in line with the prevailing SLAs. If this could not be achieved the call would be escalated up the support channel to 2nd, 3rd or 4th line depending on the severity of problem. Whilst the primary objective of the HSH is to return the Outlet to normal operation as soon as possible, and rebooting the Counter often meets that objective, this does not mean that a problem is closed at that point in time, as a detailed scrutiny of overall problem management process would reveal.

Transaction Handling on Reboot

The primary interface between the Post Office Clerk and the external customer is the Customer Session. Any transactions that are undertaken within a Customer Session are stored on a Session Stack pending a Settlement transaction whereby goods and services provided by Post Office to the customer are paid for. Only after the Settlement has been confirmed and a receipt printed, will the totality of transactions on the stack be transferred from the Session Stack to the transaction log (TMS Journal) and a record maintained of the Stock Unit movements. Once the Stock Unit is 'rolled over' (balanced) the various pending movements will be finalised and reflected in new Stock Unit balances.

It is at this point that any discrepancies and imbalances between Stock Units are identified and handled through reconciliation and Post Master manual intervention. It this context a discrepancy is in fact a balancing entry to ensure the Cash Accounts receipts and payments tables agree. A discrepancy could occur, for example, if the Post Master incorrectly declared the cash or stock position to the system against which the system compares its own record.

If a Session is interrupted pre-Settlement, perhaps through a fault that requires a reboot, the Session – and consequently the Session Stack - is not maintained and has to be re-started once the system has been returned to the Post Master. In 2000 the only exception to this

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were Automated Payment (AP) transactions where a smart device may have already been charged before the payment was made. In this instance the system will, on reboot, prompt the Post Master to complete the transaction through to Settlement. All other transactions that may have been on the Session Stack will be lost.

Simply put, the design of the system precludes the possibility of a Session Stack being partially, or doubly committed and thus accounting errors cannot be introduced through a system crash or forced reboot.

The Expert's Opinion

'Reasonableness' of calls to HSH

The Expert was unable to make direct comparisons between similar Outlets due to the absence of records. While this was true of audit data formally available to Post Office Ltd, Fujitsu Services (Post Office Account) are able to review an unregulated archive of records of the other installed 6 Counter Outlets over a comparable period. The table below shows the output from that analysis:

FAD	PO Name	Install Date	Total Calls	A	F	H	I	K	M	N	O	S	T	X	Y	Z	%Non A&G	% Soft
005323	Headingly	06/10/99	74	20		5		7			3	27	4	6		2	73%	36%
005715	Dungannon	18/10/99	25	8		2				1	1	10		3			68%	40%
009116	Halstead	28/09/99	16	3		1				1	1	7	1	2			81%	44%
013613	Haverfordwest	04/11/99	48	7		8	4			2	2	22		3			85%	46%
153405	Cleveleys [1]	09/02/00	101	15	1	6		5	1	5	1	35	2	14	16		85%	35%
153405	Cleveleys [2]	09/02/00	85	15	1	6		5	1	5	1	35	2	14			82%	41%
176323	Armley	13/10/99	87	23		8	2	4			7	29	1	12			74%	33%
185611	Penarth	08/10/99	58	15		5		1			3	15	2	14			74%	26%
250704	Yorkgate	24/09/99	32	5				4			3	16	1	3			84%	50%
292323	Otley	07/10/99	34	10		1	2	5			1	11	2	2			71%	32%
333427	Darwen	21/10/99	55	13		8	6	2		1	5	13	3	3			76%	24%
345432	Wilmslow	25/10/99	29	4		2		6			4	7		6			86%	24%
431614	Colwyn Bay	05/11/99	89	19		2	7	3			2	38	5	13			79%	43%

Call Type	Legend
A	Advice and Guidance
F	Reference Data
H	Hardware
I	Implementation
K	Cash Account
M	Customer Complaint
N	Network
O	Operational
S	Software
T	Training

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X	Other
Y	Rollout Helpdesk
Z	Security

[1] Cleveleys complete HSH call count including Rollout calls

[2] Cleveleys HSH call count without Rollout calls and the basis for comparison.

Analysis of the comparable Outlets shows that in terms of total calls made (3rd from highest out of 12), the %ge that were non Advice & Guidance (4th from highest) and the %ge that were Software based (5th from highest), Cleveleys numbers are broadly comparable with the group of Outlets.

It is worth noting that Fujitsu Services is not aware of similar complaints or claims being made from the other Outlets in the above list, some of which have higher call profiles than Cleveleys.

Operator advice to 'Reboot'

In this context the opinion of the Expert, that "this instruction treats the effect and not the cause" is correct.

However, it would be incorrect to assume that no further work is carried out by Fujitsu Services to address the various blue screen/system freeze/screen lock problems. Regular maintenance updates are made to address these problems within the normal Release programme.

Summary: Defective Equipment

The criticism that the technology installed at Cleveleys was 'clearly defective' is subjective and based on the raising of 70 HSH calls over a 10-month period. There is no attempt to substantiate the claim nor to draw any comparisons with external benchmarks.

Summary: Closing Calls

As already stated the HSH is targeted at returning Outlets to normal working as fast as possible and is not in a position to analyse system error messages displayed on screens. This is governed by contractual SLAs which are monitored by Post Office Ltd. So while the Expert's statement is fact it does not take into account the objectives of the HSH or the manner in which it operates.

Summary: Worrying Discrepancies

It is difficult to comment on the statement made by the Expert in this part of the Summary although he is alluding to the fact that system errors may be responsible for this. I have explained why this cannot happen earlier in this report. The argument has been put forward by a number of Post Masters in the past when challenged by Post Office Limited for unacceptable losses and each time it has fallen when confronted by transaction data that demonstrates that the system was operating normally during the disputed time period.

Unfortunately Fujitsu Services is unable to provide archived transaction data in respect of Cleveleys for the disputed period as, under the terms of the contract in force with Post Office Ltd at that time, it would have been deleted from the archive 18 months after it was

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originally stored. Thus transactions written up to 20th November 2000 would have been deleted on or just after 20th May 2002.

Conclusion

The report presented by the Expert is based on a simple analysis of HSH records and not a detailed understanding of how the Horizon system works, or even the prime objectives of the Horizon System Helpdesk. Consequently the opinions expressed in the report, while not always incorrect, do not present the whole story and are presented from a single perspective.

We have identified where we could not argue against an opinion or where the opinion is correct as a statement of fact but lacking in context. We have also identified where we disagree with the opinion expressed.

20 February 2004

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Statement of Account

Yorkshire Ban

HARRISON & WOLSTENHOLME LOAN A/C

GRO

IBAN GB47 YORK GRO BIC GRO

Account No GRO

Sheet No

Page 1 of 1

Telephone GRO

Date 25 FEB 200

Date	Description	Debits	Credits	Balance
27 OCT	2003 BALANCE FORWARD			84453 54*
24 NOV	LOAN PAYMENT		1200 00	
	UNPAID281103	1200 00		
	LOAN PAYMENT		1033 50	83420 0
1 DEC	LOAN PAYMENT		166 50	83253 54*
24 DEC	LOAN PAYMENT		1200 00	82053 54*
31 DEC	DEBIT INTEREST	1251 28		83304 8
23 JAN	LOAN PAYMENT		1200 00	82104 8
24 FEB	LOAN PAYMENT		1200 00	80904 8

** Indicates an overdrawn balance

ADVICE OF CHARGES - shows the amount of charges and debit interest that you have incurred for the month stated. These charges will be debited to your specified account on the date advised. For details of charges and interest rates applicable on current accounts, please contact your branch for a copy of the Personal Banking Tariff.

$ - SWITCH Transaction DD - Direct Debit Transaction SO - Standing Order Transaction TB/EB - Electronic Banking Transaction CD - Issue Number of the Card us

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Susanne Helliwell (Weightmans Solicitors)

From: 'jcoyne[GRO]' [GRO]
Sent: 02 March 2004 17:31
Subject: re: Post Office Limited -v- Mrs J Wolstenholme

Best Practice Group PLC
T: GRO F: GRO

TO: Weightman Vizards

India Buildings Water Street Liverpool, L2 0GA

27/02/04

Dear Ms Helliwell,

to briefly summarise our discussion regard the letter from Fujitsu services:-

Horizon System Helpdesk.

I think this is a matter for the Post Office and Fujitsu rather than requiring any comment from me, for the avoidance of doubt nothing contained within this section of the letter alters my current opinion.

Transaction Handling on Reboot.

Whilst this section is helpful and assists my understanding of the process of transaction handling it would not be proper of me to alter my opinion based on this explanation, the supporting evidence of which has been destroyed. Should further supporting evidence come to light, I am more that happy to consider it, if it is material to either of the parties case.

Reasonableness of calls.

It has always been my expressed position that direct comparisons of calls to HSH are required and your clients position that they have been destroyed, barring direct comparison, and that I should give opinion on the surviving material that is available to me.

Now it seems that your client has located data that they believe enables comparison. Although the raw data has not been made available to me they say that it displays that Cleveleys is 'broadly comparable'. As I do not have the raw data I am unable to say if my opinion is effected or not.

From the sample presented the mean for software issues is 20 although Cleveleys had 35, for Network a mean of 1 against 5 from Cleveleys, Software 20 against 35 and hardware 4 against 6. So all of these issue factors are significantly higher for Cleveleys than the respective mean which is inconsistent with the statement broadly comparable when considering these measurements.

Although I must stress that no raw data has been presented so I am disadvantaged, is it your clients intention to relied upon this data sample referred to in this letter?

Operator advice to 'Reboot'

The issue of further work being conducted behind the scenes has not yet been a matter for expert determination, If you would like me to comment on this, again I would be more that happy and would require the findings from the "crashdumps" as referenced in the blue screen error messages which the second line support at the HSH will have.

Defective Equipment

I am confident in my statement considering that this technology is a business tool and the level of acceptance of flaws in operation is considerably lower than for mainstream computing.

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Worrying Discrepancies.

I'm unsure how this can be resolved as the documentation suggests the PM reported discrepancies that seem to fall after a report upgrade, without further information this seems to be only resolvable by witnesses of fact.

In short to answer the question posed in your letter, No my opinion, currently, remains as stated in my original note.

Best Regards,

Jason Coyne

> Please find attached letters.

>

> Kathy Hopkins
> Secretary to Susanne Helliwell
> Commercial Litigation Department
> Weightman Vizards

> Tel: GRO
> Fax:
> Address: 41 Spring Gardens Manchester M2 2BG
> Email: GRO <GRO>
> > Website www.weightmanvizards.com <http://www.weightmanvizards.com>
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> -- NextPart --
> Attached File: \\bestpractice\goldmine\MailBox\Attach\Coyne - 270204.doc

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

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Call E-0002090182

Status:	Closed	Opened:	Wed 09 February 2000 10:29	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 13:01	Customer:	I039
Priority:	90			CSR/Team:	uk056391 / PATH1

Caller Details

Caller:	Patsy at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	153405 Cleveleys E-0002090182. Gateway is now stuck at 3%.						

Call Closure Details

Closed:	09/02/00 13:01	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by David Craggs: Call closed						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN Wed 09 February 2000 10:27 by EXL006 / EXEL *Saved:* Wed 09 February 2000 10:29
New call taken by Patsy Wing: 153405 Cleveleys E-0002090182. Gateway is now stuck at 3%.

REASSIGN Wed 09 February 2000 10:31 by EXL006 / EXEL *Saved:* Wed 09 February 2000 10:31
Call # E-0002090182 was Reassigned from Patsy Wing, Group EXEL to Group PATH1 Voiced Leanne at ROHD.

Information Wed 09 February 2000 10:27 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 10:27
have voiced DB @ the Ip2 team & also Geoff Coxon @ the TVC. Geoff will look into this issue 7 will return my call. LG.

REASSIGN Wed 09 February 2000 10:28 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 10:28
Call # E-0002090182 was Reassigned from Group PATH1 to Group TVC Awaiting response from Geoff @ the TVC. LG.

REASSIGN Wed 09 February 2000 11:07 by EXL001 / EXEL *Saved:* Wed 09 February 2000 11:11
Call # E-0002090182 was Reassigned from Group TVC to Group PATH1 Installer confirms problem now resolved, install proceeding.

Information Wed 09 February 2000 11:27 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 11:27
Have voiced Anne @ Exel :- Please confirm that the install is continuing

CLOSE Wed 09 February 2000 13:01 by uk056391 / PATH1 *Saved:* Wed 09 February 2000 13:01
Call Close by David Craggs: Call closed

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E-0004101494	Closed	99	4 A	10/04/00 16:46	19/04/00 12:48	153405	N	ND02	HSH1
E-0004110310	Closed	0	4 A	11/04/00 09:32	25/05/00 15:24	153405	S	SD02	EDSC1
E-0004110915	Closed	0	3 B	11/04/00 13:26	17/04/00 12:25	153405	N	ND03	SMC1
E-0004122249	Closed	0	3 B	12/04/00 19:54	22/04/00 22:09	153405	N	ND02	SMC1
E-0004130533	Closed	0	3 B	13/04/00 10:36	13/04/00 10:40	153405	S	SD02	HSH1
E-0004141583	Closed	99	4 A	14/04/00 17:01	17/04/00 10:20	153405	S	SD02	HSH1
E-9909230259	Closed	0	1 D	23/09/99 11:04	01/10/99 16:06	153405	I	IM07	IPM2
E-9910040229	Closed	0	1 D	04/10/99 11:08	04/10/99 15:29	153405	I	IM07	POCLIP:
E-9910060134	Closed	0	4 A	06/10/99 09:46	06/10/99 10:58	153405	I	IM07	POCLIP:
E-9910270398	Closed	0	1 D	27/10/99 14:04	30/11/99 14:40	153405	I	IM07	IPM2

(63 calls) 21/06/00 12:57:10

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002090089

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Status:	Closed	Opened:	Wed 09 February 2000 09:32	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 16:32	Customer:	l039
Priority:	90			CSR/Team:	uk056391 / path1

Caller Details

Caller:	Patsy at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	

Problem Text:	153405 Cleveleys E-0002090089. ISDN fault. When actioned the tests the installer get the engaged tone which is ok but getting a message which reads "clear cause 88".

Call Closure Details

Closed:	09/02/00 16:32	Cause:	C81	Repair:	R09	Resolution:	RS08

Text:	Call Close by David Craggs: Exel confirm HWA. Call closed

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 09 February 2000 09:30 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 09:32
	New call taken by Patsy Wing: 153405 Cleveleys E-0002090089. ISDN fault. When actioned the tests the installer get the engaged tone which is ok but getting a message which reads "clear cause 88".	
REASSIGN	Wed 09 February 2000 09:35 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 09:35
	Call # E-0002090089 was Reassigned from Patsy Wing, Group EXEL to Group PATH1 Voiced Leanne at ROHD.	
Information	Wed 09 February 2000 09:31 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 09:31
	have voiced DB @ the Ip2 team of this issue & also Satish Mistry. lg.	
REASSIGN	Wed 09 February 2000 09:34 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 09:34
	Call # E-0002090089 was Reassigned from Group PATH1 to Group TVC awaiting response fromSatish. LG	
Information	Wed 09 February 2000 09:51 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 09:51
	have spoken to Geoff @ The TVC - he will look inot this isue& advise further. LG.	
Information	Wed 09 February 2000 10:24 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 10:24
	Spoke to the installer he informed me that the ISDN is wired up to a telephone point which is also used for a credit card reader.	
Information	Wed 09 February 2000 10:43 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 10:43
	Have advised Geoff Coxon @ the TVC of exel's last update. He will pass this over to Satish. LG.	
REASSIGN	Wed 09 February 2000 11:12 by EXL001 / EXEL	*Saved:* Wed 09 February 2000 11:13
	Call # E-0002090089 was Reassigned from Group TVC to Group PATH1 Installer confirms that problem now resolved, install continuing.	
REASSIGN	Wed 09 February 2000 11:26 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 11:27
	Call # E-0002090089 was Reassigned from Group PATH1 to Group EXEL have voiced this call to Anne @ exel - please confirm the install is continuing.	
REASSIGN	Wed 09 February 2000 16:38 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 16:38
	Call # E-0002090089 was Reassigned from Group EXEL to Group path1 Install now complete	
CLOSE	Wed 09 February 2000 16:32 by uk056391 / path1	*Saved:* Wed 09 February 2000 16:32
	Call Close by David Craggs: Exel confirm HWA. Call closed	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002090461

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Status:	Closed	Opened:	Wed 09 February 2000 13:26	Site:	153405
Severity:	4 A	Closed:	Fri 11 February 2000 16:01	Customer:	l039
Priority:	90			CSR/Team:	uk056500 / path1

Caller Details

Caller:	Patsy at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	153405 Cleveleys E-0002090461. Counter 3 stuck at 20%, 1113 error.						

Call Closure Details

Closed:	11/02/00 16:01	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by Stuart Woodhouse: Call closed by SW						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 09 February 2000 13:24 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 13:26
	New call taken by Patsy Wing: 153405 Cleveleys E-0002090461. Counter 3 stuck at 20%, 1113 error.	
REASSIGN	Wed 09 February 2000 13:31 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 13:32
	Call # E-0002090461 was Reassigned from Patsy Wing, Group EXEL to Group PATH1 Voiced Andrew at ROHD.	
REASSIGN	Wed 09 February 2000 13:38 by uk056140 / PATH1	*Saved:* Wed 09 February 2000 13:38
	Call # E-0002090461 was Reassigned from Group PATH1 to Group TVC routing for investigation	
Information	Wed 09 February 2000 13:39 by uk056140 / PATH1	*Saved:* Wed 09 February 2000 13:39
	have voiced GC@TVC to this call.	
REASSIGN	Wed 09 February 2000 13:43 by uk506480 / TVC	*Saved:* Wed 09 February 2000 13:44
	Call # E-0002090461 was Reassigned from Group TVC to Group PATH1 Please swop out counter 3.	
Information	Wed 09 February 2000 13:45 by uk056682 / PATH1	*Saved:* Wed 09 February 2000 13:45
	Passing over to Excel Swap authorised, Please pass call back for progression. Ian	
REASSIGN	Wed 09 February 2000 13:46 by uk056682 / PATH1	*Saved:* Wed 09 February 2000 13:46
	Call # E-0002090461 was Reassigned from Group PATH1 to Group EXEL	
Information	Wed 09 February 2000 13:53 by EXL001 / EXEL	*Saved:* Wed 09 February 2000 13:53
	Installer informed of swap out counter 3 - will send DOA no. when I get it.	
REASSIGN	Wed 09 February 2000 14:08 by EXL001 / EXEL	*Saved:* Wed 09 February 2000 14:09
	Call # E-0002090461 was Reassigned from Group EXEL to Group PATH1 DOA serial no: 000206404.	
REASSIGN	Wed 09 February 2000 14:44 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 14:45
	Call # E-0002090461 was Reassigned from Group PATH1 to Group PATH1 Sorry wrong serial number of DOA was given. The correct one is 000206754.	
REASSIGN	Wed 09 February 2000 16:34 by uk056391 / PATH1	*Saved:* Wed 09 February 2000 16:34
	Call # E-0002090461 was Reassigned from Group PATH1 to Group TVC Routing to TVC for diagnosis and closure.	
information	Fri 11 February 2000 15:06 by uk079510 / TVC	*Saved:* Fri 11 February 2000 15:06
	Download error. To be recycled, Please cliose call.	
REASSIGN	Fri 11 February 2000 15:07 by uk079510 / TVC	*Saved:* Fri 11 February 2000 15:07
	Call # E-0002090461 was Reassigned from Group TVC to Group path1 Download error. To be recycled, Please close call.	
CLOSE	Fri 11 February 2000 16:01 by uk056500 / path1	*Saved:* Fri 11 February 2000 16:01
	Call Close by Stuart Woodhouse: Call closed by SW	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002090708

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Status:	Closed	Opened:	Wed 09 February 2000 15:09	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 15:26	Customer:	l039
Priority:	88			CSR/Team:	uk056681 / path1

Caller Details

Caller:	anne at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	e-0002090708 153405 cleveleys. exel confirm that they have hardware acceptance at this site at 14.45						

Call Closure Details

Closed:	09/02/00 15:26	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by Leanne Gordon: Call closed by LG.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 09 February 2000 15:02 by EXL009 / EXEL	*Saved:* Wed 09 February 2000 15:09
	New call taken by Jeanette Pritchard: e-0002090708 153405 cleveleys. exel confirm that they have hardware acceptance at this site at 14.45	
REASSIGN	Wed 09 February 2000 15:16 by EXL009 / EXEL	*Saved:* Wed 09 February 2000 15:19
	Call # E-0002090708 was Reassigned from Jeanette Pritchard, Group EXEL to Group path1 voice prompt to leanne	
Information	Wed 09 February 2000 15:25 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 15:25
	RODB has been updated.	
CLOSE	Wed 09 February 2000 15:26 by uk056681 / path1	*Saved:* Wed 09 February 2000 15:26
	Call Close by Leanne Gordon: Call closed by LG.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002091220

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Status:	Closed	Opened:	Wed 09 February 2000 21:57	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 21:59	Customer:	l039
Priority:	77			CSR/Team:	ukcon001 / PATH1

Caller Details

Caller:	HSFO	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	

Problem Text: 153405 - CLEVELEYS - E0002091220 - HFSO has advised that she can't find the Postal order section, hfso on site is Davelin tel: GRO

Call Closure Details

Closed:	09/02/00 21:59	Cause:	C81	Repair:	R09	Resolution:	RS08

Text: Call Close by ben ramduny: closure criteria: the te advised issue resolved straight away

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN Wed 09 February 2000 21:54 by ukcon001 / PATH1 *Saved:* Wed 09 February 2000 21:57
New call taken by ben ramduny: 153405 - CLEVELEYS - E0002091220 - HFSO has advised that she can't find the Postal order section, hfso on site is Davelin tel: GRO

CLOSE Wed 09 February 2000 21:59 by ukcon001 / PATH1 *Saved:* Wed 09 February 2000 21:59
Call Close by ben ramduny: closure criteria: the te advised issue resolved straight away

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100075

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Status:	Closed	Opened:	Thu 10 February 2000 09:01	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 11:20	Customer:	I039
Priority:	77			CSR/Team:	uk056501 / PATH1

Caller Details

Caller:	POCL fax ref:- Ip2/18119AN	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	153405 CLEVELEYS. POCL fax ref:- IP2/18119 AN. Migration was completed successfully @ 22.40 on 09/02/00.						

Call Closure Details

Closed:	10/02/00 11:20	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by Jane Underwood: Call closed.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Thu 10 February 2000 09:00 by uk056681 / PATH1	*Saved:* Thu 10 February 2000 09:01
	New call taken by Leanne Gordon: 153405 CLEVELEYS. POCL fax ref:- IP2/18119 AN. Migration was completed successfully @ 22.40 on 09/02/00.	
Information	Thu 10 February 2000 09:03 by uk056681 / PATH1	*Saved:* Thu 10 February 2000 09:03
	RODB has been updated.	
REASSIGN	Thu 10 February 2000 09:03 by uk056681 / PATH1	*Saved:* Thu 10 February 2000 09:04
	Call # E-0002100075 was Reassigned from Leanne Gordon, Group PATH1 to Group SMC3 Routing call for information. This site is now operational.	
Information	Thu 10 February 2000 10:39 by uk061353 / SMC1	*Saved:* Thu 10 February 2000 10:39
	SMC accept this PO as live, all counters unsuspended.	
REASSIGN	Thu 10 February 2000 10:39 by uk061353 / SMC1	*Saved:* Thu 10 February 2000 10:39
	Call # E-0002100075 was Reassigned from Group SMC3 to Group PATH1	
REASSIGN	Thu 10 February 2000 11:20 by uk056501 / PATH1	*Saved:* Thu 10 February 2000 11:20
	Call # E-0002100075 was Reassigned from Group PATH1 to Jane Underwood, Group PATH1	
CLOSE	Thu 10 February 2000 11:20 by uk056501 / PATH1	*Saved:* Thu 10 February 2000 11:20
	Call Close by Jane Underwood: Call closed.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100138

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Status:	Closed	Opened:	Thu 10 February 2000 09:26	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 09:30	Customer:	l039
Priority:	0			CSR/Team:	uk079701 / HSH1

Caller Details

Caller:	Mrs Davlyn	Phone:	GRO	Site:	153405
Title:	HFSO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	O	ProbType:	OD02	Problem:	
Problem Text:	(PM is called Julie Woolstonhulme) - Only gone live this morning. One of the clerks has tried to sell Orange £5.00 phone card worried because icon says coming soon.						

Call Closure Details

Closed:	10/02/00 09:30	Cause:	C41	Repair:	R09	Resolution:	RS08
Text:	Call Close by Lyndsey Elliot: HFSO happy with advise - now has a second query to be logged seperately.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:		Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 09:24 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:26
New call taken by Lyndsey Elliot: (PM is called Julie Woolstonhulme) - Only gone live this morning. One of the clerks has tried to sell Orange £5.00 phone card worried because icon says coming soon.

Advice Thu 10 February 2000 09:29 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:29
Advised her that this is finre that the icon design is coming soon - the actual icon works fine. HFSO completed transaction.

CLOSE Thu 10 February 2000 09:30 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:30
Call Close by Lyndsey Elliot: HFSO happy with advise - now has a second query to be logged seperately.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100143

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Status:	Closed	Opened:	Thu 10 February 2000 09:31	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 09:37	Customer:	l039
Priority:	0			CSR/Team:	uk079701 / HSH1

Caller Details

Caller:	Mrs Devlyn	Phone:	GRO	Site:	153405
Title:	HFSO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD12	Problem:	
Problem Text:	logged at same time as 138 of today. One of the clerks tried to log on this morning - now locked out - user error.						

Call Closure Details

Closed:	10/02/00 09:37	Cause:	C63	Repair:	R43	Resolution:	RS08
Text:	Call Close by Lyndsey Elliot: Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 min						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 09:29 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:31
New call taken by Lyndsey Elliot: logged at same time as 138 of today. One of the clerks tried to log on this morning - now locked out - user error.

Advice Thu 10 February 2000 09:32 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:32
Navigated PM Julie Woolstonhulme through unlocking user. He has been serving on her id while they have been awaitning him being unlocked. Had to wait while he finished serving before I could relay advice. Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 mins. PM happy with this. Asked her to make sure he is slow and careful when logging back on.

CLOSE Thu 10 February 2000 09:37 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:37
Call Close by Lyndsey Elliot: Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 mins. PM happy with this. Asked her to make sure he is slow and careful when logging back on. PMHTC.

MODIFY Thu 10 February 2000 10:30 by uk059697 / HSH1 *Saved:* Thu 10 February 2000 10:30
Call information modified by Sandra Jane Clegg Product ID: from 'eposs' to 'ADMIN' Prod. Descr.: from '' to 'ADMIN'

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100198

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Status:	Closed	Opened:	Thu 10 February 2000 10:09	Site:	153405
Severity:	1 D	Closed:	Thu 10 February 2000 10:12	Customer:	l039
Priority:	0			CSR/Team:	uk056389 / HSH1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	gateway - blue screen - restart and set recovery optiuons - crash debug - stop 0x0000000a (0x000000086 0x000000ff - the line to caller then went dead						

Call Closure Details

Closed:	10/02/00 10:12	Cause:	CA1	Repair:	R08	Resolution:	RS08
Text:	Call Close by Nicola Platt: whilst taking details - line to caller went dead - call ok to close						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Thu 10 February 2000 10:07 by uk056389 / HSH1	*Saved:* Thu 10 February 2000 10:09
	New call taken by Nicola Platt: gateway - blue screen - restart and set recovery optiuons - crash debug - stop 0x0000000a (0x000000086 0x000000ff - the line to caller then went dead	
Information	Thu 10 February 2000 10:12 by uk056389 / HSH1	*Saved:* Thu 10 February 2000 10:12
	whilst taking details - line to caller went dead	
CLOSE	Thu 10 February 2000 10:12 by uk056389 / HSH1	*Saved:* Thu 10 February 2000 10:12
	Call Close by Nicola Platt: whilst taking details - line to caller went dead - call ok to close	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100219

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Status:	Closed	Opened:	Thu 10 February 2000 10:16	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 10:25	Customer:	l039
Priority:	0			CSR/Team:	uk064675 / HSH1

Caller Details

Caller:	Julie Walstonholm	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02
Problem:					
Problem Text:	On the gateway the screen has gone blue with a message that starts Stop 0x0000000a.				

Call Closure Details

Closed:	10/02/00 10:25	Cause:	C22	Repair:	R09	Resolution:	RS08
Text:	Call Close by Stuart Bygrave: Blue screen and stop error message. Advised to reboot.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	EPOSS	Description:	Network ID:

Call Activity Log

OPEN Thu 10 February 2000 10:13 by uk064675 / HSH1 *Saved:* Thu 10 February 2000 10:16
New call taken by Stuart Bygrave: On the gateway the screen has gone blue with a message that starts Stop 0x0000000a.

Advice Thu 10 February 2000 10:20 by uk064675 / HSH1 *Saved:* Thu 10 February 2000 10:20
Advised pm how to reboot the system.

CLOSE Thu 10 February 2000 10:25 by uk064675 / HSH1 *Saved:* Thu 10 February 2000 10:25
Call Close by Stuart Bygrave: Blue screen and stop error message. Advised to reboot.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100289

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Status:	Closed	Opened:	Thu 10 February 2000 10:48	Site:	153405
Severity:	3 B	Closed:	Thu 10 February 2000 10:57	Customer:	l039
Priority:	0			CSR/Team:	uk066936 / HSH1

Caller Details

Caller:	Mrs Davlyn	Phone:	GRO	Site:	153405
Title:	HFSO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the reciept key and it printed a reciept for a previous customer.

Call Closure Details

Closed:	10/02/00 10:57	Cause:	C21	Repair:	R04	Resolution:	RS08

Text:	Call Close by Matthew Taylor: Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATWAL3400BCR	Description:		Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 10:42 by uk066936 / HSH1 *Saved:* Thu 10 February 2000 10:48
New call taken by Matthew Taylor: Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the reciept key and it printed a reciept for a previous customer.

Advice Thu 10 February 2000 10:54 by uk066936 / HSH1 *Saved:* Thu 10 February 2000 10:54
Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.

CLOSE Thu 10 February 2000 10:57 by uk066936 / HSH1 *Saved:* Thu 10 February 2000 10:57
Call Close by Matthew Taylor: Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100508

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Status:	Closed	Opened:	Thu 10 February 2000 13:00	Site:	153405
Severity:	3 B	Closed:	Thu 10 February 2000 13:03	Customer:	l039
Priority:	0			CSR/Team:	uk079782 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.						

Call Closure Details

Closed:	10/02/00 13:03	Cause:	C01	Repair:	R09	Resolution:	RS08
Text:	Call Close by Anthony Leddra: PM cut off due to bad line.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:	Windows NT	Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 12:57 by uk079782 / HSH1 *Saved:* Thu 10 February 2000 13:00
New call taken by Anthony Leddra: PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.

CLOSE Thu 10 February 2000 13:03 by uk079782 / HSH1 *Saved:* Thu 10 February 2000 13:03
Call Close by Anthony Leddra: PM cut off due to bad line.

MODIFY Thu 10 February 2000 13:15 by uk059697 / HSH1 *Saved:* Thu 10 February 2000 13:16
Call information modified by Sandra Jane Clegg Call Type: from 'H' to 'S' Product ID: from 'PATICLX365/400C' to 'WINNT' Prod. Descr.: from 'Standard Counter 400 - Live PO Sites' to 'Windows NT' Problem Type: from 'HD01' to 'SD02'

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100514

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Status:	Closed	Opened:	Thu 10 February 2000 13:04	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 13:11	Customer:	l039
Priority:	0			CSR/Team:	uk079964 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.						

Call Closure Details

Closed:	10/02/00 13:11	Cause:	C91	Repair:	R10	Resolution:	RS08
Text:	Call Close by Sangita Patel: PM got cut off.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Unknown Product	Description:	Network ID:

Call Activity Log

OPEN Thu 10 February 2000 12:57 by uk079964 / HSH1 *Saved:* Thu 10 February 2000 13:04
New call taken by Sangita Patel: PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.

Advice Thu 10 February 2000 13:11 by uk079964 / HSH1 *Saved:* Thu 10 February 2000 13:11
Line cut off.

CLOSE Thu 10 February 2000 13:11 by uk079964 / HSH1 *Saved:* Thu 10 February 2000 13:11
Call Close by Sangita Patel: PM got cut off.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100523

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Status:	Closed	Opened:	Thu 10 February 2000 13:09	Site:	153405
Severity:	3 B	Closed:	Thu 10 February 2000 15:07	Customer:	l039
Priority:	0			CSR/Team:	uk061356 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	FE05	Problem:	

Problem Text: reporting gateway counter has blue screen message "stop..0x0000000a) 0x0000029b,0x000000ff,0x00000000,0x80846dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.

Call Closure Details

Closed:	10/02/00 15:07	Cause:	C21	Repair:	R04	Resolution:	RS08

Text: Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Thu 10 February 2000 13:04 by uk066744 / HSH1	*Saved:* Thu 10 February 2000 13:09
	New call taken by Matthew Titcombe: reporting gateway counter has blue screen message "stop..0x0000000a) 0x0000029b,0x000000ff,0x00000000,0x80846dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.	
OPEN_CALL_TS	Thu 10 February 2000 13:10 by uk066744 / HSH1	*Saved:* Thu 10 February 2000 13:10
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Thu 10 February 2000 13:15 by uk066744 / HSH1	*Saved:* Thu 10 February 2000 13:15
	Call # E-0002100523 was Reassigned from Matthew Titcombe, Group HSH1 to Group SMC1 reassigning call for progression	
REASSIGN	Thu 10 February 2000 15:00 by UK061356 / SMC1	*Saved:* Thu 10 February 2000 15:00
	Call # E-0002100523 was Reassigned from Group SMC1 to Anthony Obi, Group SMC1	
Information	Thu 10 February 2000 15:01 by UK061356 / SMC1	*Saved:* Thu 10 February 2000 15:01
	Counter has been re-booted twice - it is now working fine. PM stated it has gone down 3 times since but as it is working now he agreed closure of call.	
CLOSE	Thu 10 February 2000 15:07 by uk061356 / SMC1	*Saved:* Thu 10 February 2000 15:07
	Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002190086

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Status:	Closed	Opened:	Sat 19 February 2000 09:57	Site:	153405
Severity:	2 C	Closed:	Sat 19 February 2000 10:00	Customer:	I039
Priority:	0			CSR/Team:	uk079783 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD12	Problem:	
Problem Text:	A clerk has locked himself out of the system.						

Call Closure Details

Closed:	19/02/00 10:00	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Andrew Titman: PM happy with the advice and HTCC.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN	Sat 19 February 2000 09:56 by uk079783 / HSH1	*Saved:* Sat 19 February 2000 09:57
	New call taken by Andrew Titman: A clerk has locked himself out of the system.	
Advice	Sat 19 February 2000 09:59 by uk079783 / HSH1	*Saved:* Sat 19 February 2000 09:59
	Advised the PM to go into admin, user, modify user and to unlock the account.	
CLOSE	Sat 19 February 2000 10:00 by uk079783 / HSH1	*Saved:* Sat 19 February 2000 10:00
	Call Close by Andrew Titman: PM happy with the advice and HTCC.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002220353

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Status:	Closed	Opened:	Tue 22 February 2000 11:52	Site:	153405
Severity:	1 D	Closed:	Tue 22 February 2000 11:56	Customer:	I039
Priority:	0			CSR/Team:	uk079702 / HSH1

Caller Details

Caller:	Margaret	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	PM is calling rprt that she has entered an incorrect amt onto the quantum machine						

Call Closure Details

Closed:	22/02/00 11:56	Cause:	CA1	Repair:	R09	Resolution:	RS08
Text:	Call Close by Jamie Lee: pmhtc.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN Tue 22 February 2000 11:47 by uk079702 / HSH1 *Saved:* Tue 22 February 2000 11:52
New call taken by Jamie Lee: PM is calling rprt that she has entered an incorrect amt onto the quantum machine
CLOSE Tue 22 February 2000 11:56 by uk079702 / HSH1 *Saved:* Tue 22 February 2000 11:56
Call Close by Jamie Lee: pmhtc.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002240009

Remarks

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Status:	Closed	Opened:	Thu 24 February 2000 08:05	Site:	153405
Severity:	3 B	Closed:	Wed 01 March 2000 18:17	Customer:	I039
Priority:	0			CSR/Team:	uk059303 / SMC1

Caller Details

Caller:	Mrs Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.

Call Closure Details

Closed:	01/03/00 18:17	Cause:	C22	Repair:	R08	Resolution:	RS08

Text: Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	EPOSS	Description:	Network ID:

Call Activity Log

OPEN	Thu 24 February 2000 08:02 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:05
	New call taken by Andrew Abernethy: Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.	
OPEN_CALL_TS	Thu 24 February 2000 08:06 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:06
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 24 February 2000 08:08 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:08
	She would like this investigated as the gateway needs rebooting about 3 or 4 times a week as it keeps freezing....can't touch anything on the screen (no hour glass spinning).	
REASSIGN	Thu 24 February 2000 08:10 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:11
	Call # E-0002240009 was Reassigned from Andrew Abernethy, Group HSH1 to Group SMC1 Reassigned for investigation.	
Information	Thu 24 February 2000 16:12 by UK061824 / SMC1	*Saved:* Thu 24 February 2000 16:12
	forwarding for investiagtion - Event Logs obtained (26801), counter has current prod list.	
REASSIGN	Thu 24 February 2000 16:15 by UK061824 / SMC1	*Saved:* Thu 24 February 2000 16:16
	Call # E-0002240009 was Reassigned from Group SMC1 to Group EDSC1 for investigation	
Repeat Call	Fri 25 February 2000 17:11 by uk080011 / HSH1	*Saved:* Fri 25 February 2000 17:11
	PM is still having problems with the gateway. PM called to advise that the magnetic card reader and the barcode stopped working today. Pm solved the problem by logging out then logging back into the system. Pm cannot remember what the magnetic card was but the barcoded bill was a BT bill. PM also informed me that the gateway was rebooted yesterday, and twice on wednesday (screen froze - no egg timer movement - during a balancing)	
Advice	Fri 25 February 2000 17:16 by uk080011 / HSH1	*Saved:* Fri 25 February 2000 17:16
	Advised PM this matter was with third line support now and someone will get back in touch with him	
UPDATE	Fri 25 February 2000 17:16 by PINICL /	*Saved:* Fri 25 February 2000 17:16
	By Catherine Obeng at 25-feb-2000 17:17:00 Category 40 - Incident Under Investigation The PM confirmed to me that the system turns to hang they the are trying to print a Giro Report. Further analysis will be carried out next week.	
UPDATE	Wed 01 March 2000 14:08 by PINICL /	*Saved:* Wed 01 March 2000 14:08
	By Catherine Obeng at 01-mar-2000 14:06:00 Category 40 - Incident Under Investigation I spoke to Julie and told her that I will be ringing her back at 5:30 when they are doing their CA so that I can collect PSTAT info from counter 1 for analysis.	
OTI_CLOSE	Wed 01 March 2000 17:53 by PINICL /	*Saved:* Wed 01 March 2000 17:53
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Catherine Obeng at 01-mar-2000 17:53:00 Category 96 - Insufficient evidence I called the office to advise that I was about to run a PSTAT at counter 1 to collect more evidence about the slowness of counter 1. But the PM told me that she has had an Engineer on site to swap counter 1 base unit, that swap did not work and so the Engineer is gone away to get a second box. To that effect, I advised her that I would close this call to which she agreed.	
REASSIGN	Wed 01 March 2000 17:53 by PINICL /	*Saved:* Wed 01 March 2000 17:53
	OTI monitor reassigned this call from PINICL to UK061824 (SMC1)	
OPEN_CALL_TS	Wed 01 March 2000 18:16 by uk059303 / SMC1	*Saved:* Wed 01 March 2000 18:16
	Open Calls Troubleshoot (Affected Site:153405)	

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REASSIGN	Wed 01 March 2000 18:16 by uk059303 / SMC1	*Saved:* Wed 01 March 2000 18:17
	Call # E-0002240009 was Reassigned from Mark Foster, Group SMC1 to Dave Smith, Group SMC1 Re-Assigning for closure.	
CLOSE	Wed 01 March 2000 18:17 by uk059303 / SMC1	*Saved:* Wed 01 March 2000 18:17
	Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002241008

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Status:	Closed	Opened:	Thu 24 February 2000 15:59	Site:	153405
Severity:	2 C	Closed:	Thu 24 February 2000 16:01	Customer:	l039
Priority:	0			CSR/Team:	uk079868 / HSH1

Caller Details

Caller:	mr harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD14	Problem:	
Problem Text:	pm has a problem						

Call Closure Details

Closed:	24/02/00 16:01	Cause:	C41	Repair:	R09	Resolution:	RS08
Text:	Call Close by Nicola Harrison: pm happy to close the call,						

Call Asset Details

Asset ID:		Description:		Serial No:
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:

Call Activity Log

OPEN	Thu 24 February 2000 15:57 by uk079868 / HSH1	*Saved:* Thu 24 February 2000 15:59
	New call taken by Nicola Harrison: pm has a problem	
OPEN_CALL_TS	Thu 24 February 2000 15:59 by uk079868 / HSH1	*Saved:* Thu 24 February 2000 15:59
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 24 February 2000 16:00 by uk079868 / HSH1	*Saved:* Thu 24 February 2000 16:00
	pm is advising us that he has re...booted the system and that it is working ok now.	
CLOSE	Thu 24 February 2000 16:01 by uk079868 / HSH1	*Saved:* Thu 24 February 2000 16:01
	Call Close by Nicola Harrison: pm happy to close the call,	
MODIFY	Thu 24 February 2000 18:55 by uk059697 / HSH1	*Saved:* Thu 24 February 2000 18:55
	Call information modified by Sandra Jane Clegg Call Type: from 'O' to 'A' Product ID: from 'EPOSS' to 'PATICLX365/400B' Prod. Descr.: from 'EPOSS' Problem Type: from 'FE09' to 'AD14' Product Type: from 'PT01' to ''	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002290031

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Status:	Closed	Opened:	Tue 29 February 2000 08:49	Site:	153405
Severity:	2 C	Closed:	Tue 29 February 2000 08:53	Customer:	l039
Priority:	0			CSR/Team:	uk079939 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Gateway has on screen 00000000A						

Call Closure Details

Closed:	29/02/00 08:53	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Paul Fitzpatrick: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Tue 29 February 2000 08:45 by uk079939 / HSH1	*Saved:* Tue 29 February 2000 08:49
	New call taken by Paul Fitzpatrick: Gateway has on screen 00000000A	
Advice	Tue 29 February 2000 08:52 by uk079939 / HSH1	*Saved:* Tue 29 February 2000 08:52
	Advised a re-boot of the gateway	
CLOSE	Tue 29 February 2000 08:53 by uk079939 / HSH1	*Saved:* Tue 29 February 2000 08:53
	Call Close by Paul Fitzpatrick: PMHTCC	
MODIFY	Tue 29 February 2000 09:32 by uk059697 / HSH1	*Saved:* Tue 29 February 2000 09:33
	Call information modified by Sandra Jane Clegg Call Type: from 'A' to 'S' Cause: from 'C62' to 'C22' Product ID: from 'Eposs' to 'EPOSS' Severity: from '1' to '2' Prod. Descr.: from '' to 'EPOSS' ...etc.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003010031

Remarks

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Status:	Closed	Opened:	Wed 01 March 2000 08:37	Site:	153405
Severity:	3 B	Closed:	Thu 02 March 2000 16:17	Customer:	I039
Priority:	0			CSR/Team:	uk061815 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	H	ProbType:	HD01	Problem:	

Problem Text: PM is having problems with gateway - PM has come in this morning, and it has bluescreen with a Stop code ending with 0x00..0A. PM has now reboot.

Call Closure Details

Closed:	02/03/00 16:17	Cause:	failure	Repair:	821	Resolution:	RS10

Text: Call Close by Daniel Sales: ** [No Remark entered.] Call closure code of failure and repair code 821

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	79503CY
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN Wed 01 March 2000 08:35 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 08:37
New call taken by Simon Gavin: PM is having problems with gateway - PM has come in this morning, and it has bluescreen with a Stop code ending with 0x00..0A. PM has now reboot.

Information Wed 01 March 2000 08:40 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 08:40
This is not the find time it has happened, the last time being yesterday.

REASSIGN Wed 01 March 2000 08:41 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 08:41
Call # E-0003010031 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning to SMC as this is a re-occuring problem for this counter.

MODIFY Wed 01 March 2000 09:02 by uk059697 / HSH1 *Saved:* Wed 01 March 2000 09:02
Call information modified by Sandra Jane Clegg Problem Type: from 'SC05' to 'SD01'

Advice Wed 01 March 2000 10:55 by uk080007 / HSH1 *Saved:* Wed 01 March 2000 10:55
pm reporting that the gateway has crashed again whilst taking a pension. message ***stop 0x00000000a. as pm has already rebooted advised pm that I would contact smc. before advising a reboot. pm has already turned gateway off. tried twice to get through to smc but no answer therefore advised pm off reference no. and that I would re assign the call.

REASSIGN Wed 01 March 2000 11:00 by uk080007 / HSH1 *Saved:* Wed 01 March 2000 11:01
Call # E-0003010031 was Reassigned from Group SMC1 to Group SMC1 re assigning for further investigation

Repeat Call Wed 01 March 2000 13:36 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 13:36
PM is ringing back re: the same the problem. Hasn't happened again, but PM is still waiting for some kind of answer. Voiced SMC for make them aware of the problem.

REASSIGN Wed 01 March 2000 13:42 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:42
Call # E-0003010031 was Reassigned from Group SMC1 to Seema Shah, Group SMC1

Information Wed 01 March 2000 13:42 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:42
Searched the KEL under RColeman2040M.htm- software last sent was 15th Feb. Contacted Richard and he advised a Base unit swap as this has happened a few times today

Information Wed 01 March 2000 13:43 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:43
Tried to contact PM but the line is engaged.

Information Wed 01 March 2000 13:52 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:52
Wednesday 9-5.30pm. Thursday 9-5.30pm. Clerk advised that they would like an engineer this afternoon if possible.

MODIFY Wed 01 March 2000 13:44 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:54
Call information modified by Seema Shah Call Type: from 'S' to 'H' Product ID: from 'EPOSS' to 'PATICLX365/400B' Revision: Serial #: to '79503CY' Tag: to '1534051' Item Descr.: Prod. Descr.: from 'EPOSS' ...etc.

Information Wed 01 March 2000 13:55 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:55
Recommend engineer to swap base unit.

REASSIGN Wed 01 March 2000 13:55 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:55
Call # E-0003010031 was Reassigned from Seema Shah, Group SMC1 to Group UKSS1

REASSIGN Wed 01 March 2000 14:00 by Dispatch 1 / *Saved:* Wed 01 March 2000 13:59
The projected arrival date for engineer 051286 is 01-03-2000 15:00:00 Engineer 051286 allocated

UPDATE Wed 01 March 2000 14:06 by Dispatch 1 / *Saved:* Wed 01 March 2000 14:05
Engineer 051286 despatched to site at 01-03-2000 14:04:00 ** [No Remark entered.]

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UPDATE	Wed 01 March 2000 15:32 by Dispatch 1 /	*Saved:* Wed 01 March 2000 15:32
	Engineer 051286 arrived on site at 01-03-2000 15:27:00 ** [Engineer 051286 Logged On.]	
UPDATE	Wed 01 March 2000 16:38 by Dispatch 1 /	*Saved:* Wed 01 March 2000 16:38
	Engineer 053315 allocated	
SUSPEND	Wed 01 March 2000 17:50 by UK052525 / UKSS2	*Saved:* Wed 01 March 2000 17:50
	Call suspended by Jayne Drew SUSPENDING PENDING UPDATE ENG STILL ON SITE	
REASSIGN	Thu 02 March 2000 08:30 by Dispatch 1 /	*Saved:* Thu 02 March 2000 08:29
	The projected arrival date for engineer 051286 is 02-03-2000 11:30:00 Engineer 051286 allocated	
UPDATE	Thu 02 March 2000 08:40 by Dispatch 1 /	*Saved:* Thu 02 March 2000 08:38
	Engineer 064008 allocated	
RELEASE	Thu 02 March 2000 08:35 by uk053128 / UKSS2	*Saved:* Thu 02 March 2000 08:36
	Call released by S. Bothick: releasing for engineer visit. engineer attended 01/03 and had a fof base. PM has requested we go back in 11.30am today.	
REASSIGN	Thu 02 March 2000 10:01 by Dispatch 1 /	*Saved:* Thu 02 March 2000 10:01
	The projected arrival date for engineer 051286 is 02-03-2000 11:25:00 Engineer 051286 allocated	
UPDATE	Thu 02 March 2000 10:15 by Dispatch 1 /	*Saved:* Thu 02 March 2000 10:13
	Engineer 051286 despatched to site at 02-03-2000 10:05:00 ** [No Remark entered.]	
UPDATE	Thu 02 March 2000 11:40 by Dispatch 1 /	*Saved:* Thu 02 March 2000 11:40
	Engineer 051286 arrived on site at 02-03-2000 11:35:00 ** [Engineer 051286 Logged On.]	
ENG VISIT	Thu 02 March 2000 11:30 by 051286 / ENGINEERS	*Saved:* Thu 02 March 2000 12:30
	** [No Remark entered.] Call closure code of failure and repair code 821	
REASSIGN	Thu 02 March 2000 13:39 by Dispatch 1 /	*Saved:* Thu 02 March 2000 13:39
	OTI monitor reassigned this call from Dispatch 1 to uk059133 (SMC1)	
CLOSE	Thu 02 March 2000 16:17 by uk061815 / SMC1	*Saved:* Thu 02 March 2000 16:17
	Call Close by Daniel Sales: ** [No Remark entered.] Call closure code of failure and repair code 821	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003030294

Remarks

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Status:	Closed	Opened:	Fri 03 March 2000 10:58	Site:	153405
Severity:	2 C	Closed:	Fri 03 March 2000 12:17	Customer:	I039
Priority:	0			CSR/Team:	uk079674 / HSH1

Caller Details

Caller:	Shelley Hatch	Phone:	GRO	Site:	153405
Title:	TSA	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	H	ProbType:	HD01	Problem:	
Problem Text:	Call being raised off E-0001310595, as requested, gateway workstation needs to be swapped out.						

Call Closure Details

Closed:	03/03/00 12:17	Cause:	C04	Repair:	R04	Resolution:	RS10
Text:	Call Close by Shelley Hatch: pm rebooted following engineer visit.call can be closed-gateway is now operational.						

Call Asset Details

Asset ID:	1534054	Description:	Standard Counter 400 - Live PO Sites	Serial No:	79499YJ
Product:	PATICLX365/400C	Description:	Standard Counter 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Fri 03 March 2000 10:56 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 10:58
	New call taken by Shelley Hatch: Call being raised off E-0001310595, as requested, gateway workstation needs to be swapped out.	
Advice	Fri 03 March 2000 11:02 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:02
	gateway has been swapped out previously and has crashed again since.	
Recommend	Fri 03 March 2000 11:03 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:03
	Please swap base unit out-	
REASSIGN	Fri 03 March 2000 11:04 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:04
	Call # E-0003030294 was Reassigned from Shelley Hatch, Group HSH1 to Group UKSS1 reassigning for engineer visit.	
REASSIGN	Fri 03 March 2000 11:13 by Dispatch 1 /	*Saved:* Fri 03 March 2000 11:10
	The projected arrival date for engineer 064008 is 03-03-2000 11:15:00 Engineer 064008 allocated	
UPDATE	Fri 03 March 2000 11:22 by Dispatch 1 /	*Saved:* Fri 03 March 2000 11:19
	Engineer 064008 despatched to site at 03-03-2000 11:19:00 ** [No Remark entered.]	
UPDATE	Fri 03 March 2000 11:35 by Dispatch 1 /	*Saved:* Fri 03 March 2000 11:32
	Engineer 064008 arrived on site at 03-03-2000 11:32:00 ** [Engineer 064008 Logged On.]	
OPEN_CALL_TS	Fri 03 March 2000 11:48 by UK061824 / SMC1	*Saved:* Fri 03 March 2000 11:52
	Open Calls Troubleshoot (Affected Site:153405)	
UPDATE	Fri 03 March 2000 12:08 by Dispatch 1 /	*Saved:* Fri 03 March 2000 12:07
	counter working fine after reboot spoke to mark at smc , health check completed.	
UPDATE	Fri 03 March 2000 12:09 by Dispatch 1 /	*Saved:* Fri 03 March 2000 12:07
	Work completed	
ENG VISIT	Fri 03 March 2000 11:32 by 064008 / ENGINEERS	*Saved:* Fri 03 March 2000 12:02
	counter working fine after reboot spoke to mark at smc , health check completed. Call closure code of completed and repair code 827	
REASSIGN	Fri 03 March 2000 12:07 by Dispatch 1 /	*Saved:* Fri 03 March 2000 12:07
	OTI monitor reassigned this call from Dispatch 1 to uk079674 (HSH1)	
CLOSE	Fri 03 March 2000 12:17 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 12:17
	Call Close by Shelley Hatch: pm rebooted following engineer visit.call can be closed-gateway is now operational.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003030407

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Status:	Closed	Opened:	Fri 03 March 2000 11:35	Site:	153405
Severity:	3 B	Closed:	Fri 03 March 2000 11:40	Customer:	I039
Priority:	0			CSR/Team:	uk035390 / HSH1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	Through the transaction and the screen has frozen . and the screen went dead he was entering the OBS foils received in when this screen . The right hand bank had now frozen and the PM is not able to clear the screen.

Call Closure Details

Closed:	03/03/00 11:40	Cause:	C22	Repair:	R09	Resolution:	RS08

Text:	Call Close by Pamela Coe: PM will reboot as advised and call back if the problem persists call can now be closed

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN Fri 03 March 2000 11:31 by uk035390 / HSH1 *Saved:* Fri 03 March 2000 11:35
New call taken by Pamela Coe: Through the transaction and the screen has frozen . and the screen went dead he was entering the OBS foils received in when this screen . The right hand bank had now frozen and the PM is not able to clear the screen.

Advice Fri 03 March 2000 11:39 by uk035390 / HSH1 *Saved:* Fri 03 March 2000 11:39
I advised the PM that he would need to reboot as this has been like this for at least 1/2 hour , He was happy top do this on his own, Will call back if nessasary

CLOSE Fri 03 March 2000 11:40 by uk035390 / HSH1 *Saved:* Fri 03 March 2000 11:40
Call Close by Pamela Coe: PM will reboot as advised and call back if the problem persists call can now be closed

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003040085

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Status:	Closed	Opened:	Sat 04 March 2000 09:43	Site:	153405
Severity:	2 C	Closed:	Sat 04 March 2000 09:45	Customer:	I039
Priority:	0			CSR/Team:	uk059368 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD12	Problem:	
Problem Text:	PM cannot see anything on the screen.						

Call Closure Details

Closed:	04/03/00 09:45	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by David John Flood: This call can now be closed as the problem has been resolved.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN Sat 04 March 2000 09:41 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:43
New call taken by David John Flood: PM cannot see anything on the screen.

Advice Sat 04 March 2000 09:44 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:44
Advised the PM to press the spacebar in case of system in powersave mode. This didnt work. Asked the colour of all lights on kit. Monitor=orange, keyboard=no light, Base=no light.

Advice Sat 04 March 2000 09:45 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:45
Advised the PM to switch the base on, and get her PMM card and PIN. System now booting up, and all seems OK.

CLOSE Sat 04 March 2000 09:45 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:45
Call Close by David John Flood: This call can now be closed as the problem has been resolved.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003070610

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Status:	Closed	Opened:	Tue 07 March 2000 13:00	Site:	153405
Severity:	3 B	Closed:	Tue 07 March 2000 13:05	Customer:	l039
Priority:	0			CSR/Team:	uk080011 / HSH1

Caller Details

Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.						

Call Closure Details

Closed:	07/03/00 13:05	Cause:	C22	Repair:	R09	Resolution:	RS08
Text:	Call Close by Sayeed Master: PMHTC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Tue 07 March 2000 12:56 by uk080011 / HSH1	*Saved:* Tue 07 March 2000 13:00
	New call taken by Sayeed Master: Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.	
Information	Tue 07 March 2000 13:04 by uk080011 / HSH1	*Saved:* Tue 07 March 2000 13:04
	previous to this the screen has been ok. sytem is working fine now. Hasn't crashed at all.	
CLOSE	Tue 07 March 2000 13:05 by uk080011 / HSH1	*Saved:* Tue 07 March 2000 13:05
	Call Close by Sayeed Master: PMHTC	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003080446

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Status:	Closed	Opened:	Wed 08 March 2000 11:54	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 11:56	Customer:	I039
Priority:	0			CSR/Team:	UK061916 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	Avril Kirkby Clerk rang to say customer applying for british passport because she's Polish but born on USSR. Wants to know about procedural issue with this.						

Call Closure Details

Closed:	08/03/00 11:56	Cause:	CA1	Repair:	R58	Resolution:	RS08
Text:	Call Close by Russell King: Caller ADVISED to contact NBSC - call closed						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Unknown Product	Description:	Network ID:

Call Activity Log

OPEN	Wed 08 March 2000 11:52 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:54
	New call taken by Russell King: Avril Kirkby Clerk rang to say customer applying for british passport because she's Polish but born on USSR. Wants to know about procedural issue with this.	
OPEN_CALL_TS	Wed 08 March 2000 11:54 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:54
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 08 March 2000 11:55 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:55
	Referred her to NBSC as is purely PO procedural issue.	
CLOSE	Wed 08 March 2000 11:56 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:56
	Call Close by Russell King: Caller ADVISED to contact NBSC - call closed	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003080691

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Status:	Closed	Opened:	Wed 08 March 2000 13:40	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 13:47	Customer:	l039
Priority:	0			CSR/Team:	uk080098 / HSH1

Caller Details

Caller:	mrs wolstenholme	Phone:	GRO	Site:	153405
Title:	manager	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	home care £3.00 blackpool home help stamps,ni icon to put them into system						

Call Closure Details

Closed:	08/03/00 13:47	Cause:	CA1	Repair:	R09	Resolution:	RS08
Text:	Call Close by Gaynor Smith: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 08 March 2000 13:36 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:40
	New call taken by Gaynor Smith: home care £3.00 blackpool home help stamps,ni icon to put them into system	
OPEN_CALL_TS	Wed 08 March 2000 13:45 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:45
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Wed 08 March 2000 13:46 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:46
	advsd to ring nbsc as icon never there before and new items cannot be remmed in	
MODIFY	Wed 08 March 2000 13:46 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:47
	Call information modified by Gaynor Smith Call Type: from 'A' to 'X' Product ID: from 'EPOSS' to 'Unknown Product' Prod. Descr.: from 'EPOSS' to 'Unknown Product' Problem Type: from 'AD03' to 'XI05' ...etc.	
CLOSE	Wed 08 March 2000 13:47 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:47
	Call Close by Gaynor Smith: pmhtcc	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003082022

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Status:	Closed	Opened:	Wed 08 March 2000 21:02	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 21:49	Customer:	l039
Priority:	0			CSR/Team:	uk058804 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	FE05	Problem:	
Problem Text:	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.						

Call Closure Details

Closed:	08/03/00 21:49	Cause:	C21	Repair:	R21	Resolution:	RS08
Text:	Call Close by Santokh Chahal: PM is happy for incident closure.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	PATICLX365/400B	Description:	Network ID:

Call Activity Log

OPEN	Wed 08 March 2000 20:58 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:02
	New call taken by Jiten Jagatia: Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	
OPEN_CALL_TS	Wed 08 March 2000 21:02 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:02
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 08 March 2000 21:05 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:05
	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	
REASSIGN	Wed 08 March 2000 21:06 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:06
	Call # E-0003082022 was Reassigned from Jiten Jagatia, Group HSH1 to Group SMC1 Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time. Please investigate this further.	
REASSIGN	Wed 08 March 2000 21:46 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:46
	Call # E-0003082022 was Reassigned from Group SMC1 to Santokh Chahal, Group SMC1	
MODIFY	Wed 08 March 2000 21:46 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:47
	Call information modified by Santokh Chahal Call Type: from 'A' to 'S' Product ID: from 'EPOSS' to 'PATICLX365/400B' Counter Aff.: to '1' Problem Type: from 'AD03' to 'FE05'	
Information	Wed 08 March 2000 21:48 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:48
	Deleted the NTlog.cache file on the gateway counter.	
CLOSE	Wed 08 March 2000 21:49 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:49
	Call Close by Santokh Chahal: PM is happy for incident closure.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003090170

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Status:	Closed	Opened:	Thu 09 March 2000 09:13	Site:	153405
Severity:	2 C	Closed:	Thu 09 March 2000 09:14	Customer:	l039
Priority:	0			CSR/Team:	uk079680 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: Caller has turned on the gateway and the scren is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on

Call Closure Details

Closed:	09/03/00 09:14	Cause:	C22	Repair:	R04	Resolution:	RS08

Text: Call Close by Tina Brown: pm ahppy to reboot

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:		Network ID:	

Call Activity Log

OPEN Thu 09 March 2000 09:11 by uk079680 / HSH1 *Saved:* Thu 09 March 2000 09:13
New call taken by Tina Brown: Caller has turned on the gateway and the scren is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on

Advice Thu 09 March 2000 09:14 by uk079680 / HSH1 *Saved:* Thu 09 March 2000 09:14
Advised the caller to reboot to clear the problem

CLOSE Thu 09 March 2000 09:14 by uk079680 / HSH1 *Saved:* Thu 09 March 2000 09:14
Call Close by Tina Brown: pm ahppy to reboot

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003130143

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Status:	Closed	Opened:	Mon 13 March 2000 09:07	Site:	153405
Severity:	3 B	Closed:	Mon 13 March 2000 09:10	Customer:	I039
Priority:	0			CSR/Team:	uk080066 / HSH1

Caller Details

Caller:	Roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.						

Call Closure Details

Closed:	13/03/00 09:10	Cause:	C22	Repair:	R56	Resolution:	RS08
Text:	Call Close by Matthew Saunders: PMHTCC...						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	EPOSS	Description:	Network ID:

Call Activity Log

OPEN	Mon 13 March 2000 09:04 by uk080066 / HSH1	*Saved:* Mon 13 March 2000 09:07
	New call taken by Matthew Saunders: Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.	
Information	Mon 13 March 2000 09:09 by uk080066 / HSH1	*Saved:* Mon 13 March 2000 09:09
	Pm has contacted us just to report in that he rebooted a counter and that it is fine	
CLOSE	Mon 13 March 2000 09:10 by uk080066 / HSH1	*Saved:* Mon 13 March 2000 09:10
	Call Close by Matthew Saunders: PMHTCC...	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003200387

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Status:	Closed	Opened:	Mon 20 March 2000 10:48	Site:	153405
Severity:	3 B	Closed:	Mon 20 March 2000 10:51	Customer:	I039
Priority:	0			CSR/Team:	uk079674 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.						

Call Closure Details

Closed:	20/03/00 10:51	Cause:	C22	Repair:	R04	Resolution:	RS02
Text:	Call Close by Shelley Hatch: pm happy to reboot unassisted						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:		Network ID:	

Call Activity Log

OPEN	Mon 20 March 2000 10:46 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:48
	New call taken by Shelley Hatch: The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.	
OPEN_CALL_TS	Mon 20 March 2000 10:48 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:48
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Mon 20 March 2000 10:50 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:50
	advised the pm to reboot following advice form the Kel Ref: SParker346J.htm pm is happy to reboot unassisted	
OPEN_CALL_TS	Mon 20 March 2000 10:50 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:51
	Open Calls Troubleshoot (Affected Site:153405)	
CLOSE	Mon 20 March 2000 10:51 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:51
	Call Close by Shelley Hatch: pm happy to reboot unassisted	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003210083

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Status:	Closed	Opened:	Tue 21 March 2000 08:54	Site:	153405
Severity:	3 B	Closed:	Wed 22 March 2000 15:18	Customer:	I039
Priority:	0			CSR/Team:	uk059133 / SMC1

Caller Details

Caller:	roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,0003010031,0003070610,0003080691,01132372993,01132372903,01132373714. he had already begun re-boot this morning on his own

Call Closure Details

Closed:	22/03/00 15:18	Cause:	C22	Repair:	R08	Resolution:	RS08

Text: Call Close by Seema Shah: PM happy to close call as system is working ok.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Tue 21 March 2000 08:49 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 08:54
	New call taken by Suzanne Armstrong: gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,0003010031,0003070610,0003080691,01132372993,01132372903,01132373714. he had already begun re-boot this morning on his own	
OPEN_CALL_TS	Tue 21 March 2000 08:54 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 08:54
	Open Calls Troubleshoot (Affected Site:153405)	
Escalate	Tue 21 March 2000 08:59 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 08:59
	re-assigning to smc1 for information and possible investigation. this mornings problem resolved but pm concerned that this is a recurring problem	
REASSIGN	Tue 21 March 2000 09:01 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 09:01
	Call # E-0003210083 was Reassigned from Suzanne Armstrong, Group HSH1 to Group SMC1 re-assigning for information and investigation	
OPEN_CALL_TS	Tue 21 March 2000 09:19 by UK065182 / SMC1	*Saved:* Tue 21 March 2000 09:20
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 22 March 2000 15:17 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:17
	Call # E-0003210083 was Reassigned from Group SMC1 to Seema Shah, Group SMC1	
OPEN_CALL_TS	Wed 22 March 2000 15:17 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:17
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 22 March 2000 15:17 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:17
	Contacted PM and he advised that the system is working normal today and is happy for this call to be closed.	
CLOSE	Wed 22 March 2000 15:18 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:18
	Call Close by Seema Shah: PM happy to close call as system is working ok.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003280779

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Status:	Closed	Opened:	Tue 28 March 2000 12:53	Site:	153405
Severity:	3 B	Closed:	Tue 28 March 2000 12:57	Customer:	l039
Priority:	0			CSR/Team:	uk079786 / HSH1

Caller Details

Caller:	Julie Walstonhow	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Pm says the gateway counter has crashed again.						

Call Closure Details

Closed:	28/03/00 12:57	Cause:	C22	Repair:	R04	Resolution:	RS07
Text:	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Unknown Product	Description:	Network ID:

Call Activity Log

OPEN	Tue 28 March 2000 12:50 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:53
	New call taken by Nick Winger: Pm says the gateway counter has crashed again.	
OPEN_CALL_TS	Tue 28 March 2000 12:54 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:55
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Tue 28 March 2000 12:56 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:56
	The pm has another call on the open stack about the same issue that SMC1 are looking at already. Will close this one down.	
OPEN_CALL_TS	Tue 28 March 2000 12:57 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:57
	Open Calls Troubleshoot (Affected Site:153405)	
CLOSE	Tue 28 March 2000 12:57 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:57
	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003281454

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Status:	Closed	Opened:	Tue 28 March 2000 17:58	Site:	153405
Severity:	3 B	Closed:	Wed 29 March 2000 09:18	Customer:	I039
Priority:	0			CSR/Team:	uk061825 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT04	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.02.00 he thinks - very unhappy with horizon has had loads of problems - major problems this week alone.						

Call Closure Details

Closed:	29/03/00 09:18	Cause:	C22	Repair:	R09	Resolution:	RS08
Text:	Call Close by Kyrstin Stuart: Has crash debug error on counter.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATITH94PTR	Description:	Ithica 94 Printer	Network ID:	

Call Activity Log

OPEN	Tue 28 March 2000 17:55 by uk079701 / HSH1	*Saved:* Tue 28 March 2000 17:58
	New call taken by Lyndsey Elliot: Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.02.00 he thinks - very unhappy with horizon has had loads of problems - major problems this week alone.	
Information	Tue 28 March 2000 18:02 by uk079701 / HSH1	*Saved:* Tue 28 March 2000 18:02
	Userid RHA001 - SU AA shared - BP 01 - CAP01.	
REASSIGN	Tue 28 March 2000 18:02 by uk079701 / HSH1	*Saved:* Tue 28 March 2000 18:04
	Call # E-0003281454 was Reassigned from Lyndsey Elliot, Group HSH1 to Group SMC1 PM worried about the fact that he has "crashed" so many times. Reassigned for investigation.	
REASSIGN	Wed 29 March 2000 09:16 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:16
	Call # E-0003281454 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
Contacted	Wed 29 March 2000 09:17 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:17
	Called PM and he is having his base unit swopped out today due to the crash debug error, call E-0003280186. This should also resolve this call so can now be closed.	
CLOSE	Wed 29 March 2000 09:18 by uk061825 / SMC1	*Saved:* Wed 29 March 2000 09:18
	Call Close by Kyrstin Stuart: Has crash debug error on counter.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003100662

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Status:	Closed	Opened:	Fri 10 March 2000 13:20	Site:	153405
Severity:	3 B	Closed:	Thu 30 March 2000 08:54	Customer:	I039
Priority:	0			CSR/Team:	uk059129 / SMC1

Caller Details

Caller:	Elaine Cragg - 0402 572 600	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	H	ProbType:	HD01	Problem:	

Problem Text:	RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor

Call Closure Details

Closed:	30/03/00 08:54	Cause:	C14	Repair:	R08	Resolution:	RS08
Text:	Call Close by Shaun Jowett: Duplicate Call E-0003280186 open for an engineer visit. Closing this call.						

Call Asset Details

Asset ID:	1534051	Description:		Serial No:	792852T
Product:	PATICLX365/400B	Description:		Network ID:	

Call Activity Log

OPEN	Fri 10 March 2000 13:12 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:20
	New call taken by Joanne Fitzpatrick: RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor	
Information	Fri 10 March 2000 13:28 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:28
	<<<- PO has spoken to BT about this (advised by someone to do so) BT have advised that the ISDN is ok but maybe is getting overloaded.	
Information	Fri 10 March 2000 13:29 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:29
	<<< RNM states that the office is having an extra counter installed 07.04.00 and the office will be closed at that time - could we look at the gateway at the same time to try to resolve the problem -	
Information	Fri 10 March 2000 13:29 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:29
	<<<she also states that all the counters are very very slow. On Wednesday 08.03.00 office balance is much slower than any other office she has supported - not just a bit, a lot slower - eg. office was waiting approx 20 mins for adjust stock to load	
REASSIGN	Fri 10 March 2000 13:31 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:31
	Call # E-0003100662 was Reassigned from Joanne Fitzpatrick, Group HSH1 to Group SMC1 passing for inestigation? progression ?	
OPEN_CALL_TS	Wed 15 March 2000 18:08 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:08
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 15 March 2000 18:08 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:08
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 15 March 2000 18:11 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:11
	Have spoken to PM. states that the system still is slow. He is doing his balancing at the moment and it is slow. Just done stock adjusting and taken 10 minutes - he thinks this is a long time. Also Giro deposits/cutoff slow. Have explained that the Giro has a number of issues and may be slow. He opens Mon-Fri 9 til 5.30 - does not close for lunch.	
Information	Wed 15 March 2000 18:12 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:12
	Reassigning call for check on the gateway system. PM still insisting that the Gateway is slow	
Information	Wed 15 March 2000 18:13 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:13
	Open 9 til 5.30pm Mon to Fri	
REASSIGN	Wed 15 March 2000 18:13 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:14
	Call # E-0003100662 was Reassigned from Group SMC1 to Group EDSC1	
UPDATE	Fri 17 March 2000 14:43 by PINICL /	*Saved:* Fri 17 March 2000 14:43
	By Steve Squires at 17-mar-2000 14:43:00 Category 40 - Incident Under Investigation The gateway Event log shows that it has crashed once in the last seven days and twice in the preceeding seven days. There is nothing in the message store to indicate a common cause.	
Information	Mon 20 March 2000 10:53 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:53
	Call E-0003200387 (closed), shows another NT crash at the office. pm states it happens when all the counters are running.	

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MODIFY	Mon 20 March 2000 10:54 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:54
	Call information modified by Shelley Hatch Call Type: from 'O' to 'S' Product ID: from 'EPOSS' to 'WINNT' Severity: from '2' to '3' Problem Type: from 'OD02' to 'SD02'	
OPEN_CALL_TS	Mon 20 March 2000 10:54 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:54
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Mon 27 March 2000 10:21 by uk080110 / HSH1	*Saved:* Mon 27 March 2000 10:23
	Call # E-0003100662 was Reassigned from Group EDSC1 to Group HSH1 base unit on gateway has been replaced but it has crashed 3 more times in the last week	
REASSIGN	Mon 27 March 2000 11:39 by uk079701 / HSH1	*Saved:* Mon 27 March 2000 11:40
	Call # E-0003100662 was Reassigned from Group HSH1 to Group EDSC1 Reassigning back to EDSC as reassigned to HSH1 in error.	
Repeat Call	Mon 27 March 2000 11:39 by uk080108 / HSH1	*Saved:* Mon 27 March 2000 11:39
	Gateway creashed tried rebbot - got message 'service control manager at least one service or driver failed during system start up. Use event viewer to examine event log for details' System busy. - got Pm to ok message - got normal ripost screen.	
UPDATE	Thu 30 March 2000 08:28 by PINICL /	*Saved:* Thu 30 March 2000 08:28
	By Pat Carroll at 30-mar-2000 08:27:00 Category 40 - Incident Under Investigation 44 CMD processes each killed on counters 2-4	
OTI_CLOSE	Thu 30 March 2000 08:28 by PINICL /	*Saved:* Thu 30 March 2000 08:28
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Pat Carroll at 30-mar-2000 08:30:00 Category 92 - Suspected hardware fault please arrange for swap of Gateway,	
REASSIGN	Thu 30 March 2000 08:28 by PINICL /	*Saved:* Thu 30 March 2000 08:28
	OTI monitor reassigned this call from PINICL to uk066701 (HSH1)	
Contacted	Fri 31 March 2000 08:36 by uk066701 / HSH1	*Saved:* Fri 31 March 2000 08:36
	contacted Po to try to obtain access times for PO but no answer	
MODIFY	Fri 31 March 2000 08:36 by uk066701 / HSH1	*Saved:* Fri 31 March 2000 08:38
	Call information modified by Joanne Fitzpatrick Call Type: from 'S' to 'H' Product ID: from 'WINNT' to 'PATICLX365/400B' Serial #: to '792852T' Tag: to '1534051' Problem Type: from 'SD02' to 'HD01'	
REASSIGN	Fri 31 March 2000 08:38 by uk066701 / HSH1	*Saved:* Fri 31 March 2000 08:38
	Call # E-0003100662 was Reassigned from Joanne Fitzpatrick, Group HSH1 to Group SMC1 voiced smc that this call is going back to their stack - smc will look at the call	
REASSIGN	Thu 30 March 2000 08:47 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:47
	Call # E-0003100662 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	
OPEN_CALL_TS	Thu 30 March 2000 08:48 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:49
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 30 March 2000 08:50 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:52
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Thu 30 March 2000 08:53 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:53
	I have spoken to UKSS regarding this call and call E-0003280186 is open with them for an engineer visit to swap the base unit. For this reason I am now closing this call.	
CLOSE	Thu 30 March 2000 08:54 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:54
	Call Close by Shaun Jowett: Duplicate Call E-0003280186 open for an engineer visit. Closing this call.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003310117

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Status:	Closed	Opened:	Fri 31 March 2000 08:55	Site:	153405
Severity:	3 B	Closed:	Fri 31 March 2000 08:57	Customer:	l039
Priority:	0			CSR/Team:	uk066934 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	gate way turned on and has blue screen with STOPX0000000XA.						

Call Closure Details

Closed:	31/03/00 08:57	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN Fri 31 March 2000 08:53 by uk066934 / HSH1 *Saved:* Fri 31 March 2000 08:55
New call taken by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA.

Advice Fri 31 March 2000 08:57 by uk066934 / HSH1 *Saved:* Fri 31 March 2000 08:57
gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter.

CLOSE Fri 31 March 2000 08:57 by uk066934 / HSH1 *Saved:* Fri 31 March 2000 08:57
Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003311246

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Status:	Closed	Opened:	Fri 31 March 2000 17:35	Site:	153405
Severity:	2 C	Closed:	Sat 01 April 2000 09:20	Customer:	I039
Priority:	0			CSR/Team:	uk061354 / SMC1

Caller Details

Caller:	Elaine Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT17	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists						

Call Closure Details

Closed:	01/04/00 09:20	Cause:	C22	Repair:	R42	Resolution:	RS08
Text:	Call Close by Stephen Corney: Duplicate call.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	CENFUJERGOPRO	Description:	Fujitsu ErgoPro	Network ID:	

Call Activity Log

OPEN	Fri 31 March 2000 17:30 by uk080111 / HSH1	*Saved:* Fri 31 March 2000 17:35
	New call taken by Bev Brown: The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	
Advice	Fri 31 March 2000 17:39 by uk080111 / HSH1	*Saved:* Fri 31 March 2000 17:39
	Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	
REASSIGN	Fri 31 March 2000 17:40 by uk080111 / HSH1	*Saved:* Fri 31 March 2000 17:41
	Call # E-0003311246 was Reassigned from Bev Brown, Group HSH1 to Group SMC1 Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	
REASSIGN	Sat 01 April 2000 09:14 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 09:14
	Call # E-0003311246 was Reassigned from Group SMC1 to Stephen Corney, Group SMC1	
Information	Sat 01 April 2000 09:18 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 09:18
	Call being dealt with on call E-0003280186, closing as duplicate.	
CLOSE	Sat 01 April 2000 09:20 by uk061354 / SMC1	*Saved:* Sat 01 April 2000 09:20
	Call Close by Stephen Corney: Duplicate call.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004060966

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Status:	Closed	Opened:	Thu 06 April 2000 12:56	Site:	153405
Severity:	3 B	Closed:	Thu 06 April 2000 13:01	Customer:	I039
Priority:	0			CSR/Team:	uk079746 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Roger Harrison - this morning 06/03/00 scre						

Call Closure Details

Closed:	06/04/00 13:01	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Ashley Molyneaux:-Pm htcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Thu 06 April 2000 12:53 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:56
	New call taken by Ashley Molyneaux: Roger Harrison - this morning 06/03/00 scre	
OPEN_CALL_TS	Thu 06 April 2000 12:56 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:57
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 06 April 2000 12:57 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:58
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 06 April 2000 12:58 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:58
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 06 April 2000 12:59 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:59
	Screen freeze this morning now gone. Pm advises me that it me has virtual memory. Advised pm hard reboot to clear.	
CLOSE	Thu 06 April 2000 13:01 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 13:01
	Call Close by Ashley Molyneaux: Pm htcc	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004060258

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Status:	Closed	Opened:	Thu 06 April 2000 09:19	Site:	153405
Severity:	3 B	Closed:	Thu 06 April 2000 13:37	Customer:	l039
Priority:	0			CSR/Team:	uk066237 / HSH1

Caller Details

Caller:	roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT04	Call Type:	H	ProbType:	HD08	Problem:	
Problem Text:	pm reports that BOP OKI laser printer not working						

Call Closure Details

Closed:	06/04/00 13:37	Cause:	completed	Repair:	821	Resolution:	RS10
Text:	Call Close by Joseph Fitzgerald: pmhtc						

Call Asset Details

Asset ID:	1534051	Description:	OKI Printer	Serial No:	02WS3033101K
Product:	PATOKI8P-PTR	Description:	OKI Printer	Network ID:	

Call Activity Log

OPEN	Thu 06 April 2000 09:15 by uk080014 / HSH1 New call taken by Mahesh Patel: pm reports that BOP OKI laser printer not working	*Saved:* Thu 06 April 2000 09:19
OPEN_CALL_TS	Thu 06 April 2000 09:22 by uk080014 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 06 April 2000 09:23
Advice	Thu 06 April 2000 09:24 by uk080014 / HSH1 advise pm to swich off/ on cancel messages on screen this wass unsuccessful advised pm to print test page not printing nothing red light makes a whirring noise unhealthy noise	*Saved:* Thu 06 April 2000 09:24
Access Times	Thu 06 April 2000 09:28 by uk080014 / HSH1 mon - fri 09.00 - 17.30 sat 09.00 - 12.30	*Saved:* Thu 06 April 2000 09:28
REASSIGN	Thu 06 April 2000 09:29 by uk080014 / HSH1 Call # E-0004060258 was Reassigned from Mahesh Patel, Group HSH1 to Group SMC1 reassigning for progression	*Saved:* Thu 06 April 2000 09:29
Recommend	Thu 06 April 2000 09:58 by UK061148 / SMC1 Recommend OKI printer is replaced, assigning to UKSS for on site engineer.	*Saved:* Thu 06 April 2000 09:58
REASSIGN	Thu 06 April 2000 09:59 by UK061148 / SMC1 Call # E-0004060258 was Reassigned from Group SMC1 to Group UKSS for on site engineer.	*Saved:* Thu 06 April 2000 09:59
MODIFY	Thu 06 April 2000 09:55 by UK061148 / SMC1 Call information modified by Martin Cherry Action Group: from 'SMC1' to 'UKSS' CSR ID: Serial #: to '02WS3033101K' Tag: to '1534051'	*Saved:* Thu 06 April 2000 09:59
REASSIGN	Thu 06 April 2000 11:19 by UK035161 / UKSS Call # E-0004060258 was Reassigned from Group UKSS to Shirley Hunton, Group UKSS	*Saved:* Thu 06 April 2000 11:19
REASSIGN	Thu 06 April 2000 11:20 by UK035161 / UKSS Call # E-0004060258 was Reassigned from Shirley Hunton, Group UKSS to Group UKSS1	*Saved:* Thu 06 April 2000 11:20
REASSIGN	Thu 06 April 2000 11:41 by Dispatch 1 / The projected arrival date for engineer 064008 is 06-04-2000 14:30:00 Engineer 064008 allocated	*Saved:* Thu 06 April 2000 11:39
REASSIGN	Thu 06 April 2000 12:25 by Dispatch 1 / The projected arrival date for engineer 064008 is 06-04-2000 14:26:00 Engineer 064008 allocated	*Saved:* Thu 06 April 2000 12:23
UPDATE	Thu 06 April 2000 12:55 by Dispatch 1 / Engineer 064008 despatched to site at 06-04-2000 12:48:00 ** [No Remark entered.]	*Saved:* Thu 06 April 2000 12:54
UPDATE	Thu 06 April 2000 13:05 by Dispatch 1 / Engineer 064008 arrived on site at 06-04-2000 12:59:00 ** [Engineer 064008 Logged On.]	*Saved:* Thu 06 April 2000 13:03
UPDATE	Thu 06 April 2000 13:25 by Dispatch 1 / swaped printer due to not printing.	*Saved:* Thu 06 April 2000 13:23
UPDATE	Thu 06 April 2000 13:25 by Dispatch 1 / Work completed	*Saved:* Thu 06 April 2000 13:23
ENG VISIT	Thu 06 April 2000 12:59 by 064008 / ENGINEERS swaped printer due to not printing. Call closure code of completed and repair code 821	*Saved:* Thu 06 April 2000 13:17
REASSIGN	Thu 06 April 2000 13:23 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to UK035161 (UKSS)	*Saved:* Thu 06 April 2000 13:23

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REASSIGN	Thu 06 April 2000 13:29 by UK035161 / UKSS	*Saved:* Thu 06 April 2000 13:29
	Call # E-0004060258 was Reassigned from Shirley Hunton, Group UKSS to Group SMC1. Re-assigning back to SMC after engineer visit	
MODIFY	Thu 06 April 2000 13:36 by uk066237 / HSH1	*Saved:* Thu 06 April 2000 13:37
	Call information modified by Joseph Fitzgerald Severity: from '2' to '3'	
REASSIGN	Thu 06 April 2000 13:37 by uk066237 / HSH1	*Saved:* Thu 06 April 2000 13:37
	Call # E-0004060258 was Reassigned from Group SMC1 to Joseph Fitzgerald, Group HSH1 for closure	
CLOSE	Thu 06 April 2000 13:37 by uk066237 / HSH1	*Saved:* Thu 06 April 2000 13:37
	Call Close by Joseph Fitzgerald: pmhtc	

This call has remarks

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Home Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004061124

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Status:	Closed	Opened:	Thu 06 April 2000 14:02	Site:	153405
Severity:	3 B	Closed:	Sat 08 April 2000 13:58	Customer:	l039
Priority:	0			CSR/Team:	uk079832 / HSH1

Caller Details

Caller:	Mike crowshaw SSC	Phone:	GRO	Site:	153405
Title:	01344 472290	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	X	ProbType:	CC24	Problem:	
Problem Text:	please swap Gateway tomorrow in addition to adding an extra counter.						

Call Closure Details

Closed:	08/04/00 13:58	Cause:	failure	Repair:	821	Resolution:	RS03
Text:	Call Close by Anthony Marsh: as per log gateway replaced call closed						

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	792852T
Product:	paticlx365/400c	Description:	Standard Counter 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Thu 06 April 2000 14:00 by uk079674 / HSH1	*Saved:* Thu 06 April 2000 14:02
	New call taken by Shelley Hatch: please swap Gateway tomorrow in addition to adding an extra counter.	
MODIFY	Thu 06 April 2000 14:04 by uk079674 / HSH1	*Saved:* Thu 06 April 2000 14:04
	Call information modified by Shelley Hatch Counter Aff.: to '1'	
REASSIGN	Thu 06 April 2000 14:04 by uk079674 / HSH1	*Saved:* Thu 06 April 2000 14:04
	Call # E-0004061124 was Reassigned from Shelley Hatch, Group HSH1 to Group SMC1 for attention of UKSS	
REASSIGN	Thu 06 April 2000 16:03 by uk079674 / HSH1	*Saved:* Thu 06 April 2000 16:04
	Call # E-0004061124 was Reassigned from Group SMC1 to Group UKSS for action	
REASSIGN	Thu 06 April 2000 16:28 by G.Simpson / UKSS	*Saved:* Thu 06 April 2000 16:29
	Call # E-0004061124 was Reassigned from Group UKSS to Glynis Simpson, Group UKSS Reassigned for progression	
REASSIGN	Thu 06 April 2000 16:34 by G.Simpson / UKSS	*Saved:* Thu 06 April 2000 16:34
	Call # E-0004061124 was Reassigned from Glynis Simpson, Group UKSS to Group UKSS1 Reassigned for engineers visit	
Information	Thu 06 April 2000 16:34 by G.Simpson / UKSS	*Saved:* Thu 06 April 2000 16:34
	This call is for the attention of Imraan Rawat	
MODIFY	Thu 06 April 2000 16:33 by G.Simpson / UKSS	*Saved:* Thu 06 April 2000 16:35
	Call information modified by Glynis Simpson Action Group: from 'UKSS' to 'UKSS1' CSR ID: from 'G.Simpson' Prod. Descr.: from '' Product Type: from '' to 'PT03'	
REASSIGN	Thu 06 April 2000 16:50 by Dispatch 1 /	*Saved:* Thu 06 April 2000 16:47
	The projected arrival date for engineer 051286 is 07-04-2000 11:30:00 Engineer 051286 allocated	
REASSIGN	Fri 07 April 2000 09:50 by Dispatch 1 /	*Saved:* Fri 07 April 2000 09:48
	The projected arrival date for engineer 064008 is 07-04-2000 13:04:00 Engineer 064008 allocated	
REASSIGN	Fri 07 April 2000 14:31 by Dispatch 1 /	*Saved:* Fri 07 April 2000 14:30
	The projected arrival date for engineer 051286 is 07-04-2000 15:06:00 Engineer 051286 allocated	
REASSIGN	Fri 07 April 2000 14:40 by Dispatch 1 /	*Saved:* Fri 07 April 2000 14:37
	The projected arrival date for engineer 051286 is 07-04-2000 15:26:00 Engineer 051286 allocated	
UPDATE	Sat 08 April 2000 09:00 by Dispatch 1 /	*Saved:* Sat 08 April 2000 08:59
	Engineer 051286 arrived on site at 08-04-2000 08:57:00 ** [No Remark entered.]	
UPDATE	Sat 08 April 2000 09:00 by Dispatch 1 /	*Saved:* Sat 08 April 2000 08:59
	** [Engineer 051286 Logged On.]	
ENG VISIT	Sat 08 April 2000 15:00 by 051286 / ENGINEERS	*Saved:* Sat 08 April 2000 16:30
	** [No Remark entered.] Call closure code of failure and repair code 821	
REASSIGN	Sat 08 April 2000 09:27 by Dispatch 1 /	*Saved:* Sat 08 April 2000 09:27
	OTI monitor reassigned this call from Dispatch 1 to G.Simpson (UKSS)	
REASSIGN	Sat 08 April 2000 09:31 by GB506518 / UKSS2	*Saved:* Sat 08 April 2000 09:32
	Call # E-0004061124 was Reassigned from Glynis Simpson, Group UKSS to Shelley Hatch, Group HSH1 passing back to close - calltype amended to OBC to add additional counter	
MODIFY	Sat 08 April 2000 09:31 by GB506518 / UKSS2	*Saved:* Sat 08 April 2000 09:34
	Call information modified by Bill Burrows Action Group: from 'UKSS' to 'HSH1' Call Type: from 'H' to 'X' CSR ID: from 'G.Simpson' to 'uk079674' Product ID: from 'PATICLX365/400B' to 'paticlx365/400c' ...etc.	

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REASSIGN	Sat 08 April 2000 13:58 by uk079832 / HSH1 Call # E-0004061124 was Reassigned from Shelley Hatch, Group HSH1 to Anthony Marsh, Group HSH1.	*Saved:* Sat 08 April 2000 13:58
CLOSE	Sat 08 April 2000 13:58 by uk079832 / HSH1 Call Close by Anthony Marsh as per log gateway replaced call closed	*Saved:* Sat 08 April 2000 13:58

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004080446

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Status:	Closed	Opened:	Sat 08 April 2000 12:46	Site:	153405
Severity:	2 C	Closed:	Sat 08 April 2000 13:02	Customer:	l039
Priority:	0			CSR/Team:	uk079832 / HSH1

Caller Details

Caller:	Julie Wolstenholne	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD03	Problem:	
Problem Text:	PM reports that she is						

Call Closure Details

Closed:	08/04/00 13:02	Cause:	C62	Repair:	R04	Resolution:	RS08
Text:	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN	Sat 08 April 2000 12:44 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:46
	New call taken by Anthony Marsh: PM reports that she is	
OPEN_CALL_TS	Sat 08 April 2000 12:47 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:47
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Sat 08 April 2000 12:47 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:49
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Sat 08 April 2000 12:49 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:49
	PM reports that on NODE id 5 which was only installed yesterday she gets message that node 2,3 and 4 and then 1,2 3, 4 are disconnected from the network she ok this message and now she has a message that this counter isn't connected to the network...	
Advice	Sat 08 April 2000 12:50 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:50
	Advising to ok the message, and the sytem is now as normal...passing to SMC for investigation since all the other counters have problems too, and this is ongoing problem at this site.	
OPEN_CALL_TS	Sat 08 April 2000 12:51 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:52
	Open Calls Troubleshoot (Affected Site:153405)	
MODIFY	Sat 08 April 2000 12:52 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:53
	Call information modified by Anthony Marsh Call Type: from 'A' to 'H' Product ID: from 'EPOSS' to 'Unknown Product' Severity: from '2' to '3' Prod. Descr.: from 'EPOSS' to 'Unknown Product' Problem Type: from 'AD03' to 'HD01' ...etc.	
Advice	Sat 08 April 2000 12:53 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:53
	There are no entry signs on everything so advising to log out and reboot the counter position...	
OPEN_CALL_TS	Sat 08 April 2000 12:53 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:54
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Sat 08 April 2000 12:55 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:55
	Awaiting reboot...she is ok now the system is back up.	
MODIFY	Sat 08 April 2000 13:01 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 13:02
	Call information modified by Anthony Marsh Call Type: from 'H' to 'A' Product ID: from 'Unknown Product' to 'ADMIN' Severity: from '3' to '2' Prod. Descr.: from 'Unknown Product' to 'ADMIN' Problem Type: from 'HD01' to 'AD03' ...etc.	
CLOSE	Sat 08 April 2000 13:02 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 13:02
	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003280186

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Status:	Closed	Opened:	Tue 28 March 2000 09:08	Site:	153405
Severity:	4 A	Closed:	Mon 10 April 2000 14:31	Customer:	I039
Priority:	99			CSR/Team:	uk059129 / SMC1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD01	Problem:	

Problem Text:	PM states that system has already crashed this moring. System was rebooted and has crashed again. This has occured within 10mins of each other. ***STOP 0x0000000A.

Call Closure Details

Closed:	10/04/00 14:31	Cause:	C22	Repair:	R09	Resolution:	RS08

Text:	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	792852T
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Tue 28 March 2000 09:04 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:08
	New call taken by Simon Gavin: PM states that system has already crashed this moring. System was rebooted and has crashed again. This has occured within 10mins of each other. ***STOP 0x0000000A.	
OPEN_CALL_TS	Tue 28 March 2000 09:08 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:08
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Tue 28 March 2000 09:11 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:11
	advised PM to reboot counter as an 0x0..A stop code.	
REASSIGN	Tue 28 March 2000 09:11 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:12
	Call # E-0003280186 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning for information and investigation	
Information	Tue 28 March 2000 09:12 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:12
	conuter affected is the gateway	
Information	Tue 28 March 2000 13:04 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 13:04
	Pm called again to say she rebooted the counter and it has crashed again. She is still waiting for a call back from second line.	
Information	Tue 28 March 2000 17:24 by uk080007 / HSH1	*Saved:* Tue 28 March 2000 17:24
	pm reporting that system gateway counter has crashed. blue debug screen. tried to voice throught to smc for advise as to whether to re boot.	
Information	Tue 28 March 2000 17:26 by uk080007 / HSH1	*Saved:* Tue 28 March 2000 17:26
	spoke to smc advised that probably memeory problem.	
Information	Tue 28 March 2000 17:27 by uk080007 / HSH1	*Saved:* Tue 28 March 2000 17:27
	pm advised that he has rebooted four times today. advised pm that smc will contact him.	
OPEN_CALL_TS	Wed 29 March 2000 07:10 by UK061801 / SMC1	*Saved:* Wed 29 March 2000 07:10
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 29 March 2000 09:04 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:04
	Call # E-0003280186 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
OPEN_CALL_TS	Wed 29 March 2000 09:10 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:11
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Wed 29 March 2000 09:13 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:13
	Called PM per kel ref. rcoleman2040m.htm and advised that we need to change the base unit as reboots haven't cured the problem.	
Recommend	Wed 29 March 2000 09:14 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:14
	Engineer required to swop out the base unit, build 2_2. Access times today are till 2pm, tomorrow 9 - 5.30pm.	
OPEN_CALL_TS	Wed 29 March 2000 09:15 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:15
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 29 March 2000 09:16 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:16
	Call # E-0003280186 was Reassigned from Kyrstin Stuart, Group SMC1 to Group UKSS passing for engineer visit	
MODIFY	Wed 29 March 2000 09:09 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:16
	Call information modified by Kyrstin Stuart Action Group: from 'SMC1' to 'UKSS' CSR ID: from 'uk061825' Product ID: from 'EPOSS' to 'PATICLX365/400B' Prod. Descr.: from 'EPOSS' Counter Aff.: to '1' ...etc.	

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REASSIGN	Wed 29 March 2000 09:13 by G.Simpson / UKSS	*Saved:* Wed 29 March 2000 09:14
	Call # E-0003280186 was Reassigned from Group UKSS to Glynis Simpson, Group UKSS Reassigned for progression	
MODIFY	Wed 29 March 2000 09:17 by G.Simpson / UKSS	*Saved:* Wed 29 March 2000 09:17
	Call information modified by Glynis Simpson Serial #: to "792852T" Tag: to "1534051"	
REASSIGN	Wed 29 March 2000 09:18 by G.Simpson / UKSS	*Saved:* Wed 29 March 2000 09:18
	Call # E-0003280186 was Reassigned from Glynis Simpson, Group UKSS to Group UKSS1 Reassigned for engineers visit	
REASSIGN	Wed 29 March 2000 09:40 by Dispatch 1 /	*Saved:* Wed 29 March 2000 09:38
	The projected arrival date for engineer 064008 is 29-03-2000 10:25:00 Engineer 064008 allocated	
UPDATE	Wed 29 March 2000 14:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 14:08
	Engineer 064008 despatched to site at 29-03-2000 14:00:00 ** [No Remark entered.]	
UPDATE	Wed 29 March 2000 15:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 15:09
	Engineer 064008 arrived on site at 29-03-2000 15:01:00 ** [Engineer 064008 Logged On.]	
UPDATE	Wed 29 March 2000 16:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 16:07
	Base unit failed on fit	
UPDATE	Wed 29 March 2000 16:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 16:07
	base unit 400B failed on fit. serial number of bas e unit given to Becky	
UPDATE	Wed 29 March 2000 17:30 by Dispatch 1 /	*Saved:* Wed 29 March 2000 17:28
	Engineer 064008 allocated	
SUSPEND	Wed 29 March 2000 18:03 by UK052525 / UKSS2	*Saved:* Wed 29 March 2000 18:03
	Call suspended by Jayne Drew SUSPENDING PENDING RETURN VISIT BY ENG TOMORROW	
RELEASE	Thu 30 March 2000 07:56 by UK052525 / UKSS2	*Saved:* Thu 30 March 2000 07:56
	Call released by Jayne Drew: releasing for eng visit	
ENG VISIT	Thu 30 March 2000 09:00 by 064008 / ENGINEERS	*Saved:* Thu 30 March 2000 12:00
	ENG REPLACED BASE UNIT STILL NO CHANGE IN THE SPEED OF THE SYSTEM REINSTALLED OLD BASE UNIT ENG ADVISED PM TO RELOG IF PROBLEM GETS ANY SLOWER. Call closure code of unnecessar and repair code 819	
REASSIGN	Thu 30 March 2000 13:14 by Dispatch 1 /	*Saved:* Thu 30 March 2000 13:14
	OTI monitor reassigned this call from Dispatch 1 to G.Simpson (UKSS)	
REASSIGN	Thu 30 March 2000 13:20 by G.Simpson / UKSS	*Saved:* Thu 30 March 2000 13:21
	Call # E-0003280186 was Reassigned from Glynis Simpson, Group UKSS to Group SMC1 Engineer visit complete, call returned for action	
Repeat Call	Thu 30 March 2000 16:07 by uk080108 / HSH1	*Saved:* Thu 30 March 2000 16:07
	Base unit was installed at 10.30 and crashed immmeadiatly. Engineer rebooted but has just crashed again. - Pm is sure that problem could not with base unit as this has been changed many times and problem is still occuring.	
Advice	Fri 31 March 2000 13:47 by uk079782 / HSH1	*Saved:* Fri 31 March 2000 13:47
	caller wants this escalated.	
Advice	Fri 31 March 2000 16:49 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:49
	Call e-0003311246 was raised on the back of this and is related to the same problem - voiced SMC who advised to merge the calls.	
OPEN_CALL_TS	Fri 31 March 2000 16:51 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Fri 31 March 2000 16:52 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	New call taken by Bev Brown: The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	
OPEN_CALL_TS	Fri 31 March 2000 16:52 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Fri 31 March 2000 16:52 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	
OPEN_CALL_TS	Fri 31 March 2000 16:53 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:53
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Fri 31 March 2000 16:53 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:53
	Advised PM to reboot the counter - PM happy to carry this out as long as this is investigated.	
OPEN_CALL_TS	Fri 31 March 2000 16:54 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:54
	Open Calls Troubleshoot (Affected Site:153405)	
Repeat Call	Sat 01 April 2000 08:49 by uk080054 / HSH1	*Saved:* Sat 01 April 2000 08:49
	PM reports that the gateway has crashed yet again(blue stop screen 0x0000000A.) Pm not happy as no amount of reboots or swapping of base units seems to work. There is no pattern to the system crashing. PM states they have had about 5 base units only went live 7/2/2000. System is crashing at least once a day up to 4 times a day.	
OPEN_CALL_TS	Sat 01 April 2000 08:51 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 08:52
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Sat 01 April 2000 08:54 by uk080054 / HSH1	*Saved:* Sat 01 April 2000 08:54
	PM states that they had a call yesterday after the system crashed. E-0003311246. VOiced SMC who said they will have a look into it.	

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REASSIGN	Sat 01 April 2000 08:58 by uk080054 / HSH1	*Saved:* Sat 01 April 2000 08:58
	Call # E-0003280186 was Reassigned from Group SMC1 to Group SMC1 Reasign for invetigation	
OPEN_CALL_TS	Sat 01 April 2000 09:00 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 09:00
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Sat 01 April 2000 10:45 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 10:45
	Call # E-0003280186 was Reassigned from Group SMC1 to Stephen Corney, Group SMC1	
Information	Sat 01 April 2000 12:38 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 12:38
	Gateway counter has been swapped out before and still there is continual problems with the gateway counter blue screens, can this site be investigated to see if there is any reasons for this.	
Information	Sat 01 April 2000 14:42 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:42
	Event logs down loaded ref:32019	
Information	Sat 01 April 2000 14:43 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:43
	For investigation	
ReOpen OTI	Sat 01 April 2000 14:43 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:43
	For investigation	
REASSIGN	Sat 01 April 2000 14:43 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:43
	Call # E-0003280186 was Reassigned from Stephen Corney, Group SMC1 to Group EDSC1	
UPDATE	Mon 03 April 2000 09:42 by PINICL /	*Saved:* Mon 03 April 2000 09:42
	By Paul Steed at 03-apr-2000 09:40:00 Category 40 - Incident Under Investigation PRESCAN:Routing to Mike in the absence of Pat	
OTI_CLOSE	Tue 04 April 2000 10:22 by PINICL /	*Saved:* Tue 04 April 2000 10:22
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 04-apr-2000 10:23:00 Category 92 - Suspected hardware fault SSC cannot ping gateway - please pass to CFM ASAP to check comms to this site.	
REASSIGN	Tue 04 April 2000 10:22 by PINICL /	*Saved:* Tue 04 April 2000 10:22
	OTI monitor reassigned this call from PINICL to UK061354 (SMC1)	
Information	Tue 04 April 2000 10:57 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:57
	Raising call to an 'A' priority - on aithorisation of Alison Peacock.	
Information	Tue 04 April 2000 10:58 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:58
	Passing call to CFM3 - please check comms.	
REASSIGN	Tue 04 April 2000 10:58 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:58
	Call # E-0003280186 was Reassigned from Stephen Corney, Group SMC1 to Group CFM3	
MODIFY	Tue 04 April 2000 10:58 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:59
	Call information modified by Anthony Obi CSR ID: Priority: from '0' to '99' Severity: from '3' to '4'	
Information	Tue 04 April 2000 11:15 by uk058547 / CFM3	*Saved:* Tue 04 April 2000 11:15
	We are establshing Normal call clearing to this counter but are not passing packets, this suggests problems with counter, KEL points towards the eicon driver. There is not a fault on this ISDN line. PH	
REASSIGN	Tue 04 April 2000 11:17 by uk058547 / CFM3	*Saved:* Tue 04 April 2000 11:17
	Call # E-0003280186 was Reassigned from Group CFM3 to Group SMC1	
Information	Tue 04 April 2000 23:39 by UK061825 / SMC1	*Saved:* Tue 04 April 2000 23:39
	Passing back to EDSC per update from CFM, counter has already been swopped out previously and still experiencing the same problem.	
ReOpen OTI	Tue 04 April 2000 23:40 by UK061825 / SMC1	*Saved:* Tue 04 April 2000 23:40
	Passing back to EDSC per update from CFM, counter has already been swopped out previously and still experiencing the same problem.	
REASSIGN	Tue 04 April 2000 23:41 by UK061825 / SMC1	*Saved:* Tue 04 April 2000 23:41
	Call # E-0003280186 was Reassigned from Group SMC1 to Group EDSC1 Passing for investigation	
Information	Wed 05 April 2000 04:24 by UK061826 / SMC1	*Saved:* Wed 05 April 2000 04:24
	Noted on shift handover for am shift to voice prompt.	
Repeat Call	Wed 05 April 2000 09:04 by uk079785 / HSH1	*Saved:* Wed 05 April 2000 09:04
	pm reporting yet another crash, advised that 3rd line software support are investigating and he will be updated asap	
Advice	Wed 05 April 2000 14:52 by uk079746 / HSH1	*Saved:* Wed 05 April 2000 14:52
	Pm called in to advise us that again it has windows crash, spoke to Mike Croshaw he advised reboot to clear.	
UPDATE	Wed 05 April 2000 16:47 by PINICL /	*Saved:* Wed 05 April 2000 16:47
	By Mike Croshaw at 05-apr-2000 16:49:00 Category 40 - Incident Under Investigation This looks like a problem with the Eicon driver (together with some very intermittent comms). Continuing to gather further evidence.	
UPDATE	Wed 05 April 2000 17:22 by PINICL /	*Saved:* Wed 05 April 2000 17:22
	By Mike Croshaw at 05-apr-2000 17:23:00 Category 40 - Incident Under Investigation POStatus messages indicate a history of comms failures (at least 3 major comms failures within the last month).	
Repeat Call	Thu 06 April 2000 11:35 by uk079674 / HSH1	*Saved:* Thu 06 April 2000 11:35
	pm states that his gateway counter has crashed again.... i advised him that as it was a re-occuring problem i would send it to smc for investigation-he then advised me that the call was with EDSC and was under investigation and gave the ref number of this call-the pm will reboot the counter, and continue.	
UPDATE	Thu 06 April 2000 11:38 by PINICL /	*Saved:* Thu 06 April 2000 11:38
	By Barbara Longley at 06-apr-2000 11:38:00 Category 40 - Incident Under Investigation Shelley from HSH rang for an urgent update on this call saying it was an 'A' priority. It is a 'B' and has always been a 'B'.	

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UPDATE	Thu 06 April 2000 14:00 by PINICL /	*Saved:* Thu 06 April 2000 14:00
	By Mike Croshaw at 06-apr-2000 13:59:00 Category 40 - Incident Under Investigation Requested gateway to be swapped as engineer is visiting site to add an extra counter anyway. Call ref for new call is E-0004061124	
OPEN_CALL_TS	Thu 06 April 2000 18:16 by UK061809 / SMC1	*Saved:* Thu 06 April 2000 18:17
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 06 April 2000 18:17 by UK061809 / SMC1	*Saved:* Thu 06 April 2000 18:23
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Thu 06 April 2000 18:24 by uk080066 / HSH1	*Saved:* Thu 06 April 2000 18:24
	Pm called to say that gateway crashed again but this time the stop error is 1E instead of A. On Kel, this states that they the counter may need an increase of RAM SMC advised to reboot the counter and to stop use of it if possible.	
Information	Fri 07 April 2000 08:56 by uk066871 / HSH1	*Saved:* Fri 07 April 2000 08:56
	System has crashed again. STOP 0x0000000a(0x00004000,0x000000ff,0x00000001,0x808511d6) PM to reboot again	
Advice	Sat 08 April 2000 12:54 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:54
	PM calling to advise that the gateway counter has crashed. The system has gone to the blue setup screen, stop message 0x0000000a, advising hard reboot.	
REASSIGN	Mon 10 April 2000 11:41 by uk079782 / HSH1	*Saved:* Mon 10 April 2000 11:41
	Call # E-0003280186 was Reassigned from Group EDSC1 to Group CFM3 re assigned for action	
OTI_CLOSE	Mon 10 April 2000 11:38 by PINICL /	*Saved:* Mon 10 April 2000 11:38
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 10-apr-2000 11:34:00 Category 100 - Route call to CFM SSC unable to ping this site. Please pass to CFM3 again to check comms - counter has been swapped 3 times and crashes are still occurring, this suggests consistent ISDN failure. Please perform an end to end check of the line. HARDWARE FAULT	
REASSIGN	Mon 10 April 2000 11:38 by PINICL /	*Saved:* Mon 10 April 2000 11:38
	OTI monitor reassigned this call from PINICL to uk080012 (HSH1)	
REASSIGN	Mon 10 April 2000 11:44 by uk059368 / HSH1	*Saved:* Mon 10 April 2000 11:44
	Call # E-0003280186 was Reassigned from Simon Gavin, Group HSH1 to David John Flood, Group HSH1 Reassigning for action.	
REASSIGN	Mon 10 April 2000 11:45 by uk059368 / HSH1	*Saved:* Mon 10 April 2000 11:45
	Call # E-0003280186 was Reassigned from David John Flood, Group HSH1 to Group SMC1 Reassigning for further progression. Please route to CFM as requested.	
Information	Mon 10 April 2000 11:45 by uk059368 / HSH1	*Saved:* Mon 10 April 2000 11:45
	Printed off and handed call to SMC.	
Information	Mon 10 April 2000 11:39 by uk061353 / SMC1	*Saved:* Mon 10 April 2000 11:39
	passing this call to CFM3 as per SSC update.	
REASSIGN	Mon 10 April 2000 11:40 by uk061353 / SMC1	*Saved:* Mon 10 April 2000 11:40
	Call # E-0003280186 was Reassigned from Group SMC1 to Group CFM3	
REASSIGN	Mon 10 April 2000 11:46 by contin3 / CFM3	*Saved:* Mon 10 April 2000 11:46
	Call # E-0003280186 was Reassigned from Group CFM3 to Group CFM3 WIGAN	
Information	Mon 10 April 2000 11:52 by contin3 / CFM3	*Saved:* Mon 10 April 2000 11:52
	Re-tested comms to site, we are seeing normal call clearing on the ISDN line and counter is also accepting small and large packets, comms to site working okay.	
REASSIGN	Mon 10 April 2000 12:04 by contin3 / CFM3	*Saved:* Mon 10 April 2000 12:04
	Call # E-0003280186 was Reassigned from Group CFM3 WIGAN to Group SMC1	
REASSIGN	Mon 10 April 2000 14:29 by uk059129 / SMC1	*Saved:* Mon 10 April 2000 14:29
	Call # E-0003280186 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	
CLOSE	Mon 10 April 2000 14:31 by uk059129 / SMC1	*Saved:* Mon 10 April 2000 14:31
	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004100575

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Status:	Closed	Opened:	Mon 10 April 2000 11:41	Site:	153405
Severity:	3 B	Closed:	Mon 10 April 2000 15:39	Customer:	l039
Priority:	0			CSR/Team:	uk061825 / SMC1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	Mrs Wolstem Homes - PM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND02	Problem:	

Problem Text: On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...

Call Closure Details

Closed:	10/04/00 15:39	Cause:	C31	Repair:	R04	Resolution	RS08

Text: Call Close by Kyrstin Stuart: to reboot all counters.

Call Asset Details

Asset ID:		Description:		Serial No:
Product:	Post Office ISDN Line	Description:		Network ID:

Call Activity Log

OPEN	Mon 10 April 2000 11:36 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:41
	New call taken by Stefanie Collins: On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...	
OPEN_CALL_TS	Mon 10 April 2000 11:41 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Mon 10 April 2000 11:41 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Mon 10 April 2000 11:45 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:45
	Advised the PM to go through all the APS and make sure that they are showing on the report - they have done quite a few this morning so that is going to take some time - she states that the OBCS seem to going through ok without any error messages - all the base units are logged in - Node 5 was only installed last week and is in the back office.	
REASSIGN	Mon 10 April 2000 11:47 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:47
	Call # E-0004100575 was Reassigned from Stefanie Collins, Group HSH1 to Group SMC1 Re-assigning for investigation.	
Advice	Mon 10 April 2000 13:24 by uk079964 / HSH1	*Saved:* Mon 10 April 2000 13:24
	PM is experiencing problems with reports. Giro d/s, the report is showing saturdays giros with todays, although they have been cut off. n/s d/s, 3 of them are not showing on todays report. Some cheques from sat, are included with today, although they have been cut off. Every time a report is carried out, mesge comes up, the following nodes are disconnected, 2,3 and 4. Carried out on counter 5, JWO001, CAP-3, SU-AA(Shared)	
Repeat Call	Mon 10 April 2000 15:00 by uk080067 / HSH1	*Saved:* Mon 10 April 2000 15:00
	The PM has called in they are doing checks for all the transactions they have done & decided to do a translog, they have put in the user, and they then did a trans log for this only & no dates. Spoke to Step, she advised not to reboot at this stage, the call is being escalated to SMC and advised the PM that someone will call. They have had system busy for over 1 hour, advised this is searching all the dates.	
Information	Mon 10 April 2000 15:03 by uk080067 / HSH1	*Saved:* Mon 10 April 2000 15:03
	Call escalated by S.Collins to Mick on SMC - passed to Kirsty.	
REASSIGN	Mon 10 April 2000 15:17 by UK061825 / SMC1	*Saved:* Mon 10 April 2000 15:17
	Call # E-0004100575 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
Contacted	Mon 10 April 2000 15:37 by UK061825 / SMC1	*Saved:* Mon 10 April 2000 15:37
	Health checked all counters and all were fine except counter 3's od was down, restarted it and that then health checked ok too. Called the PM and advised to reboot all counters tonight, then if still getting disconnected messages in the morning to log a new call for us as will need an engineer.	
CLOSE	Mon 10 April 2000 15:39 by uk061825 / SMC1	*Saved:* Mon 10 April 2000 15:39
	Call Close by Kyrstin Stuart: to reboot all counters.	

HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004130533

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Status:	Closed	Opened:	Thu 13 April 2000 10:36	Site:	153405
Severity:	3 B	Closed:	Thu 13 April 2000 10:40	Customer:	I039
Priority:	0			CSR/Team:	uk066936 / HSH1

Caller Details

Caller:	Julie Wolfdenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: Pm reports that node 5 is getting an error message when trying to log on "cannot perform sesion transfer while processing report".

Call Closure Details

Closed:	13/04/00 10:40	Cause:	C22	Repair:	R21	Resolution:	RS08

Text: Call Close by Matthew Taylor: Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Thu 13 April 2000 10:33 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:36
	New call taken by Matthew Taylor: Pm reports that node 5 is getting an error message when trying to log on "cannot perform sesion transfer while processing report".	
OPEN_CALL_TS	Thu 13 April 2000 10:37 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:37
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 13 April 2000 10:38 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:38
	Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.	
MODIFY	Thu 13 April 2000 10:40 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:40
	Call information modified by Matthew Taylor Severity: from '2' to '3'	
CLOSE	Thu 13 April 2000 10:40 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:40
	Call Close by Matthew Taylor: Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004052195

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Status:	Closed	Opened:	Wed 05 April 2000 17:53	Site:	153405
Severity:	1 D	Closed:	Thu 13 April 2000 17:21	Customer:	l039
Priority:	0			CSR/Team:	uk052436 / UKSS2

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	CC24	Problem:	
Problem Text:	OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rawat 5/4/00.						

Call Closure Details

Closed:	13/04/00 17:21	Cause:	completed	Repair:	827	Resolution:	RS03
Text:	Call Close by L. Betts: OBC work complete						

Call Asset Details

Asset ID:		Description:	OBCS	Serial No:	
Product:	OBCS	Description:	OBCS	Network ID:	

Call Activity Log

OPEN	Wed 05 April 2000 17:49 by uk052436 / UKSS2	*Saved:* Wed 05 April 2000 17:53
	New call taken by L. Betts: OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rāwat 5/4/00.	
REASSIGN	Wed 05 April 2000 17:58 by uk052436 / UKSS2	*Saved:* Wed 05 April 2000 17:58
	Call # E-0004052195 was Reassigned from L. Betts, Group UKSS2 to Group UKSS2 Reassigned for engineer allocation.	
REASSIGN	Fri 07 April 2000 08:59 by uk052436 / UKSS2	*Saved:* Fri 07 April 2000 08:59
	Call # E-0004052195 was Reassigned from Group UKSS2 to Group UKSS1 Reassigning for allocation to engineer (Imraan Rawat).	
REASSIGN	Fri 07 April 2000 09:50 by Dispatch 1 /	*Saved:* Fri 07 April 2000 09:48
	The projected arrival date for engineer 064008 is 07-04-2000 12:30:00 Engineer 064008 allocated	
REASSIGN	Fri 07 April 2000 14:31 by Dispatch 1 /	*Saved:* Fri 07 April 2000 14:30
	The projected arrival date for engineer 051286 is 07-04-2000 15:46:00 Engineer 051286 allocated	
REASSIGN	Fri 07 April 2000 14:40 by Dispatch 1 /	*Saved:* Fri 07 April 2000 14:37
	The projected arrival date for engineer 051286 is 07-04-2000 16:02:00 Engineer 051286 allocated	
UPDATE	Fri 07 April 2000 15:20 by Dispatch 1 /	*Saved:* Fri 07 April 2000 15:19
	Engineer 051286 arrived on site at 07-04-2000 15:14:00 ** [No Remark entered.]	
UPDATE	Fri 07 April 2000 15:20 by Dispatch 1 /	*Saved:* Fri 07 April 2000 15:19
	** [Engineer 051286 Logged On.]	
UPDATE	Fri 07 April 2000 17:40 by Dispatch 1 /	*Saved:* Fri 07 April 2000 17:38
	obc counter increase completed	
UPDATE	Fri 07 April 2000 17:40 by Dispatch 1 /	*Saved:* Fri 07 April 2000 17:38
	counter config change completed	
UPDATE	Fri 07 April 2000 17:40 by Dispatch 1 /	*Saved:* Fri 07 April 2000 17:38
	Work completed	
ENG VISIT	Fri 07 April 2000 15:14 by 051286 / ENGINEERS	*Saved:* Fri 07 April 2000 17:29
	counter config change completed Call closure code of completed and repair code 827	
REASSIGN	Fri 07 April 2000 17:38 by Dispatch 1 /	*Saved:* Fri 07 April 2000 17:38
	OTI monitor reassigned this call from Dispatch 1 to uk052436 (UKSS2)	
CLOSE	Thu 13 April 2000 17:21 by uk052436 / UKSS2	*Saved:* Thu 13 April 2000 17:21
	Call Close by L. Betts: OBC work complete	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004110915

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Status:	Closed	Opened:	Tue 11 April 2000 13:26	Site:	153405
Severity:	3 B	Closed:	Mon 17 April 2000 12:25	Customer:	I039
Priority:	0			CSR/Team:	UK061916 / SMC1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND03	Problem:	
Problem Text:	please allocate engineer to site to check cables and land connections to counters						

Call Closure Details

Closed:	17/04/00 12:25	Cause:	C32	Repair:	R09	Resolution:	RS08
Text:	Call Close by Russell King: Call can be closed.						

Call Asset Details

Asset ID:		Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	7933797
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Tue 11 April 2000 13:23 by uk080014 / HSH1	*Saved:* Tue 11 April 2000 13:26
	New call taken by Mahesh Patel: please allocate engineer to site to check cables and land connections to counters	
Information	Tue 11 April 2000 13:28 by uk080014 / HSH1	*Saved:* Tue 11 April 2000 13:28
	aston from smc requested this to be passed to UKSS1	
REASSIGN	Tue 11 April 2000 13:28 by uk080014 / HSH1	*Saved:* Tue 11 April 2000 13:29
	Call # E-0004110915 was Reassigned from Mahesh Patel, Group HSH1 to Group UKSS1 reassigning per instruction	
Information	Tue 11 April 2000 14:57 by uk053128 / UKSS2	*Saved:* Tue 11 April 2000 14:57
	wa04111053	
REASSIGN	Tue 11 April 2000 14:57 by uk053128 / UKSS2	*Saved:* Tue 11 April 2000 14:58
	Call # E-0004110915 was Reassigned from Group UKSS1 to Imran Rawat, Group UKSS1	
REASSIGN	Wed 12 April 2000 08:30 by Dispatch 1 /	*Saved:* Wed 12 April 2000 08:35
	The projected arrival date for engineer 064008 is 12-04-2000 10:02:00 Engineer 064008 allocated	
Information	Wed 12 April 2000 11:10 by uk058728 / SMC1	*Saved:* Wed 12 April 2000 11:10
	This site has had an increase in counters(from 4 to 5) on the 07.04.00 and problem has occured since then. I have spoken to engineer onsite, who has checked hub ports and cable connections to counters. In addition, counters have also been rebooted. When performing reports on gateway this works ok, but when attempting on any other counter an error message is displayed ' The following nodes are disconnected on counter2 and 4' when using counter 5. Health check performed and appear to ping ok on counters.	
ENG VISIT	Wed 12 April 2000 09:00 by 064008 / ENGINEERS	*Saved:* Wed 12 April 2000 10:00
	pls pass to SMc att Aston. engineer has confirmed this is a software fault. Call closure code of configurat and repair code 919	
REASSIGN	Wed 12 April 2000 16:42 by Dispatch 1 /	*Saved:* Wed 12 April 2000 16:42
	OTI monitor reassigned this call from Dispatch 1 to uk080014 (HSH1)	
REASSIGN	Wed 12 April 2000 21:58 by 062457 / HSH1	*Saved:* Wed 12 April 2000 21:59
	Call # E-0004110915 was Reassigned from Mahesh Patel, Group HSH1 to Group SMC1 Reasigning for attention of Aston as requested by engineer.	
Information	Mon 17 April 2000 04:05 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:05
	Problem is that Gateway not recognising the existence of Counter 5. Will send to SSC for them to investigate registry to see if it is correct, i.e. this was originally a 4 counter site so Gateway was configured to recognise itself and the 3 other counters, registry should've been updated so Gateway recognises a fifth counter. SSC: if this is not the case, could the registry be updated, please.	
ReOpen OTI	Mon 17 April 2000 04:08 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:08
	Problem is that Gateway not recognising the existence of Counter 5. Will send to SSC for them to investigate registry to see if it is correct, i.e. this was originally a 4 counter site so Gateway was configured to recognise itself and the 3 other counters, registry should've been updated so Gateway recognises a fifth counter. SSC: if this is not the case, could the registry be updated, please.	
REASSIGN	Mon 17 April 2000 04:09 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:09
	Call # E-0004110915 was Reassigned from Group SMC1 to Group EDSC1 reassigning for investigation and action	
Information	Mon 17 April 2000 04:09 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:09
	PLease check registry to see if gateway configured to recognise 5 counters not 4 as number of counters has been increased by one.	

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OTI_CLOSE	Mon 17 April 2000 11:36 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Pat Carroll at 17-apr-2000 11:24:00 Category 92 - Suspected hardware fault Gateway swapped all is ok PM Happy Please Close.	*Saved:* Mon 17 April 2000 11:36
REASSIGN	Mon 17 April 2000 11:36 by PINICL / OTI monitor reassigned this call from PINICL to UK061916 (SMC1)	*Saved:* Mon 17 April 2000 11:36
CLOSE	Mon 17 April 2000 12:25 by UK061916 / SMC1 Call Close by Russell King: Call can be closed.	*Saved:* Mon 17 April 2000 12:25

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004141583

Remarks

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Status:	Closed	Opened:	Fri 14 April 2000 17:01	Site:	153405
Severity:	4 A	Closed:	Mon 17 April 2000 10:20	Customer:	l039
Priority:	99			CSR/Team:	uk079832 / HSH1

Caller Details

Caller:	Pat Carl	Phone:	GRO	Site:	153405
Title:	SSC	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Repeated blue screen on Gateway. PLease replace gateway UNit.						

Call Closure Details

Closed:	17/04/00 10:20	Cause:	failure	Repair:	821	Resolution:	RS03
Text:	Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.						

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	7933797
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Fri 14 April 2000 16:59 by uk080069 / HSH1	*Saved:* Fri 14 April 2000 17:01
	New call taken by Alex Common: Repeated blue screen on Gateway. PLease replace gateway UNit.	
REASSIGN	Fri 14 April 2000 17:03 by uk080069 / HSH1	*Saved:* Fri 14 April 2000 17:04
	Call # E-0004141583 was Reassigned from Alex Common, Group HSH1 to Group SMC1 Reassigning to UKSS via SMC. This call is a A priority call at request of caller from SSC. The caller reports this needs to be done tomorrow.	
REASSIGN	Fri 14 April 2000 17:20 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:20
	Call # E-0004141583 was Reassigned from Group SMC1 to Daniel Sales, Group SMC1	
Contacted	Fri 14 April 2000 17:21 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:21
	contacted po - hours tomorow are 9-12:30. monday 's are - 9-5:30pm with no lunches.	
Recommend	Fri 14 April 2000 17:26 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:26
	build is 2.2, recommend engineer to site to swap out gateway counter at this site as recommended by 3rd lin pat carroll.	
Information	Fri 14 April 2000 17:28 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:28
	voiced Shirley @ ukss of this call.	
REASSIGN	Fri 14 April 2000 17:31 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:31
	Call # E-0004141583 was Reassigned from Daniel Sales, Group SMC1 to Group UKSS	
MODIFY	Fri 14 April 2000 17:24 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:31
	Call information modified by Daniel Sales Action Group: from 'SMC1' to 'UKSS' CSR ID: from 'uk061815' Product ID: from 'PATICLX365/400C' to 'PATICLX365/400B' Prod. Descr.: from 'Standard Counter 400 - Live PO Sites' to ''	
Information	Fri 14 April 2000 17:38 by UK035161 / UKSS	*Saved:* Fri 14 April 2000 17:38
	Have spoken to Pat Carroll as to why this call is an A priority and he has said that the gateway is crashing several times a day and he would like a working base unit in before Energis go in on Monday.	
MODIFY	Fri 14 April 2000 17:40 by UK035161 / UKSS	*Saved:* Fri 14 April 2000 17:41
	Call information modified by Shirley Hunton Call Type: from 'H' to 'S' Serial #: to '7933797' Tag: to '1534051' Problem Type: from 'HD01' to 'SD02' Product Type: from 'PT03' to ''	
REASSIGN	Fri 14 April 2000 17:41 by UK035161 / UKSS	*Saved:* Fri 14 April 2000 17:41
	Call # E-0004141583 was Reassigned from Group UKSS to Group UKSS1	
REASSIGN	Fri 14 April 2000 18:02 by Dispatch 1 /	*Saved:* Fri 14 April 2000 18:04
	The projected arrival date for engineer 051286 is 15-04-2000 09:00:00 Engineer 051286 allocated	
UPDATE	Sat 15 April 2000 09:27 by Dispatch 1 /	*Saved:* Sat 15 April 2000 09:31
	Engineer 051286 despatched to site at 15-04-2000 09:25:00 ** [No Remark entered.]	
UPDATE	Sat 15 April 2000 10:30 by Dispatch 1 /	*Saved:* Sat 15 April 2000 10:33
	Engineer 051286 arrived on site at 15-04-2000 10:28:00 ** [Engineer 051286 Logged On.]	
ENG VISIT	Sat 15 April 2000 10:30 by 051286 / ENGINEERS	*Saved:* Sat 15 April 2000 11:40
	** [No Remark entered.] Call closure code of failure and repair code 821	
REASSIGN	Sat 15 April 2000 11:53 by Dispatch 1 /	*Saved:* Sat 15 April 2000 11:53
	OTI monitor reassigned this call from Dispatch 1 to UK035161 (UKSS)	
REASSIGN	Sat 15 April 2000 12:07 by GB506518 / UKSS2	*Saved:* Sat 15 April 2000 12:07
	Call # E-0004141583 was Reassigned from Shirley Hunton, Group UKSS to Alex Common, Group HSH1 passing back to close - please check engineer times	
SUSPEND	Sat 15 April 2000 18:59 by uk080010 / HSH1	*Saved:* Sat 15 April 2000 18:59
	Call suspended by Saeed Musa suspending untill further pm contact	

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RELEASE	Mon 17 April 2000 10:18 by uk079832 / HSH1 Call released by Anthony Marsh: for pm contact	*Saved:* Mon 17 April 2000 10:18
REASSIGN	Mon 17 April 2000 10:18 by uk079832 / HSH1 Call # E-0004141583 was Reassigned from Alex Common, Group HSH1 to Anthony Marsh, Group HSH1 for PM callback	*Saved:* Mon 17 April 2000 10:19
Advice	Mon 17 April 2000 10:19 by uk079832 / HSH1 Calling PM who advised that the call can be closed off.	*Saved:* Mon 17 April 2000 10:19
CLOSE	Mon 17 April 2000 10:20 by uk079832 / HSH1 Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.	*Saved:* Mon 17 April 2000 10:20

This call has remarks

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Call E-0004101494

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Status:	Closed	Opened:	Mon 10 April 2000 16:46	Site:	153405
Severity:	4 A	Closed:	Wed 19 April 2000 12:48	Customer:	I039
Priority:	99			CSR/Team:	uk079701 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND02	Problem:	

Problem Text: Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.

Call Closure Details

Closed:	19/04/00 12:48	Cause:	No Code	Repair:	No Code	Resolution:	RS11

Text: Call Close by Lyndsey Elliot: Call closed as per instruction in call log.

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Post Office ISDN Line	Description:	Network ID:

Call Activity Log

OPEN	Mon 10 April 2000 16:43 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:46
	New call taken by Russell King: Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.	
Information	Mon 10 April 2000 16:49 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:49
	Wants call routed to CFM3 for urgent investigation and escalation to Energis.	
REASSIGN	Mon 10 April 2000 16:50 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:51
	Call # E-0004101494 was Reassigned from Russell King, Group HSH1 to Group SMC1	
REASSIGN	Mon 10 April 2000 16:51 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:52
	Call # E-0004101494 was Reassigned from Group SMC1 to Group CFM3 reassigning for urgent investigation	
Information	Mon 10 April 2000 16:53 by contin3 / CFM3	*Saved:* Mon 10 April 2000 16:53
	Can BT please perform testing on this ISDN line as we suspect that there seems to be a line quality problem, due to packets being lost during ping tests. The line is up and we are seeing normal call clearing, but there are regular losses when we send large packet transmissions to the counter. BF	
Information	Mon 10 April 2000 16:56 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:56
	Voiced CFM3 to 'A' priority. Also paged Duty Manager. Informed Jovan of 'A' priority.	
Information	Mon 10 April 2000 16:53 by uk038350 / CFM3	*Saved:* Mon 10 April 2000 16:53
	We are unable to ping this site can Energis please investigate. ISDN no :-01253852484 ,FAD code:-153405, Call clearing code:- Ox8495 -'Call Rejected' Can BT check CLI is enabled & in CUG. Thanks, cl@cfm3.	
Information	Mon 10 April 2000 16:57 by contin3 / CFM3	*Saved:* Mon 10 April 2000 16:57
	ISDN number for this counter is 01253 852 484. BF	
REASSIGN	Mon 10 April 2000 16:55 by uk038350 / CFM3	*Saved:* Mon 10 April 2000 16:55
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM4 See previous text for details. Thanks :-).cfm3.	
REASSIGN	Mon 10 April 2000 16:58 by contin3 / CFM3	*Saved:* Mon 10 April 2000 16:58
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM4 Reassigning for progression. BF	
Information	Mon 10 April 2000 17:10 by uk079868 / HSH1	*Saved:* Mon 10 April 2000 17:10
	please page duty manger again at 09.00 11/4/00 if not resolved.	
Information	Mon 10 April 2000 17:27 by eng004 / CFM4	*Saved:* Mon 10 April 2000 17:27
	Energis Update: Energis Ref REQ82116, BT Ref PL95334, BT are testing line and checking CLIP etc.	
Information	Tue 11 April 2000 10:53 by eng004 / CFM4	*Saved:* Tue 11 April 2000 10:53
	Energis Update, BT have run tests on line this morning and confirm there is no problem with the quality of this line. The CLIP has always been enabled.	
REASSIGN	Tue 11 April 2000 10:55 by eng004 / CFM4	*Saved:* Tue 11 April 2000 10:56
	Call # E-0004101494 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 as per below update from BT.	
REASSIGN	Tue 11 April 2000 10:41 by contin3 / CFM3	*Saved:* Tue 11 April 2000 10:41
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM3 WIGAN	
Information	Tue 11 April 2000 11:24 by contin3 / CFM3	*Saved:* Tue 11 April 2000 11:24
	Mike Crowshaw currently having counter re-booted. BF	

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Information	Tue 11 April 2000 11:29 by contin3 / CFM3	*Saved:* Tue 11 April 2000 11:29
	Counter rebooted. Now comms appears to be okay. Voiced Mike Croshaw at SSC. Can this call be passed onto Mike at SSC for further action	
REASSIGN	Tue 11 April 2000 11:31 by contin3 / CFM3	*Saved:* Tue 11 April 2000 11:32
	Call # E-0004101494 was Reassigned from Group CFM3 WIGAN to Group SMC1	
Information	Wed 12 April 2000 03:20 by UK061148 / SMC1	*Saved:* Wed 12 April 2000 03:20
	Preformed health check returned large and small packets sucessfully, Object dispatcher is alive. Comms now ok after counter reboot. Call needs to be assigned to EDSC1.	
Information	Wed 12 April 2000 16:37 by contin3 / CFM3	*Saved:* Wed 12 April 2000 16:37
	Energis have called regarding this fault. Although the current comms problem now appears to have been resolved, energis would like to send out a nortel engineer to this site to investigate further. The reason being this site is suspected to have intermittent comms problems, please state access times in call and reassign back to cfm3 so that we can arrange site access with energis. I believe Martin Southern (energis) and Mike Crowshaw are currently arranging access.	
Information	Thu 13 April 2000 03:01 by uk061918 / SMC1	*Saved:* Thu 13 April 2000 03:01
	Shift handover updated to ask dayshift to deal	
OPEN_CALL_TS	Thu 13 April 2000 07:34 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 07:35
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Thu 13 April 2000 07:35 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 07:35
	Call # E-0004101494 was Reassigned from Group SMC1 to Jeanette Cozzi, Group SMC1	
Information	Thu 13 April 2000 08:24 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:24
	Tried to contact the PO, but there is no reply., will try again later.	
OPEN_CALL_TS	Thu 13 April 2000 08:45 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:47
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Thu 13 April 2000 08:47 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:47
	Contacted the PO to gain access times, The PM is no longer mr jackson, the new PM is MR HARRISON. Mrs harrison still works at the PO, but they no longer own the business.	
Access Times	Thu 13 April 2000 08:48 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:48
	The PO is open from 9am - 5:30pm. mon-fri.	
REASSIGN	Thu 13 April 2000 08:49 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:49
	Call # E-0004101494 was Reassigned from Jeanette Cozzi, Group SMC1 to Group CFM3	
Information	Thu 13 April 2000 09:03 by contin3 / CFM3	*Saved:* Thu 13 April 2000 09:03
	Please refer to previous updtae regarding site access.	
REASSIGN	Thu 13 April 2000 09:03 by contin3 / CFM3	*Saved:* Thu 13 April 2000 09:03
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM4	
Information	Thu 13 April 2000 09:03 by uk059960 / CFM3	*Saved:* Thu 13 April 2000 09:03
	As per previous update regarding access times.	
REASSIGN	Thu 13 April 2000 09:06 by uk059960 / CFM3	*Saved:* Thu 13 April 2000 09:06
	Call # E-0004101494 was Reassigned from Group CFM4 to Group CFM4	
Information	Thu 13 April 2000 09:34 by eng004 / CFM4	*Saved:* Thu 13 April 2000 09:34
	Energis Update: Energis NMC have been advised of site access times.	
Information	Thu 13 April 2000 14:25 by eng004 / CFM4	*Saved:* Thu 13 April 2000 14:25
	Energis Update: Nortel engineer is booked to go to site on 14/4/00 between 09:00-12:00.	
Information	Fri 14 April 2000 16:01 by eng004 / CFM4	*Saved:* Fri 14 April 2000 16:01
	Energis Update: Nortel engineer has been to site, but did not have the right kind of tester, this has now been couriered to Nortel. They will go back to site on Monday and run tests with Energis engineer. There will be no need to take cct down for three days as originally believed. Engineer dealing with this is Bob Tattersall will advise of ETA when known.	
Information	Fri 14 April 2000 17:01 by eng004 / CFM4	*Saved:* Fri 14 April 2000 17:01
	Energis Update: Energis NMC have confirmed Nortel engineer Bob Tattersall will be attending site on 17/4/00 @ 09:00.	
Information	Mon 17 April 2000 11:15 by eng004 / CFM4	*Saved:* Mon 17 April 2000 11:15
	Energis Update: ETA for engineer to go to site is 12:30 today. It is also possible that a BT engineer will also attend site.	
Information	Mon 17 April 2000 14:34 by eng004 / CFM4	*Saved:* Mon 17 April 2000 14:34
	Energis Update: Nortel engineer and BT engineer have been to site. Fault has been seen on line between site and exchange. The line however tests as clear between exchange and site. BT have raised a task for the wiring pairs between exchange and site to be replaced and for the line into site to be recrimped.	
Information	Mon 17 April 2000 16:36 by eng004 / CFM4	*Saved:* Mon 17 April 2000 16:36
	Energis Update: BT have advised this is still in hand with their line engineers.	
Information	Tue 18 April 2000 13:46 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:46
	Energis Update: BT have confirmed wiring work was completed yesterday, Engineer went to site today to retest and has confirmed line is now working properly.	
REASSIGN	Tue 18 April 2000 13:47 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:47
	Call # E-0004101494 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 for retesting as per BT's clearance.	
Information	Tue 18 April 2000 13:30 by uk058987 / CFM1	*Saved:* Tue 18 April 2000 13:30
	Confirmed, Comms to counter successful with '0x8090 Normal call clearing' obtained. Thanks. JR.	

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REASSIGN	Tue 18 April 2000 13:31 by uk058987 / CFM1 Call # E-0004101494 was Reassigned from Group CFM3 to Group SMC1	*Saved:* Tue 18 April 2000 13:31
Information	Tue 18 April 2000 15:29 by UK061356 / SMC1 Performed health check, ping + wping successful.	*Saved:* Tue 18 April 2000 15:29
Information	Tue 18 April 2000 15:39 by UK061356 / SMC1 Passing call to EDSC fao M. Croshaw	*Saved:* Tue 18 April 2000 15:39
REASSIGN	Tue 18 April 2000 15:45 by UK061356 / SMC1 Call # E-0004101494 was Reassigned from Group SMC1 to Group EDSC1	*Saved:* Tue 18 April 2000 15:46
OTI_CLOSE	Wed 19 April 2000 09:41 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 19-apr-2000 09:37:00 Category 70 - Avoidance Action Supplied This has now been resolved, customer is happy. Call can be closed. HARDWARE FAULT - AVOIDANCE ACTION SUPPLIED	*Saved:* Wed 19 April 2000 09:41
REASSIGN	Wed 19 April 2000 09:41 by PINICL / OTI monitor reassigned this call from PINICL to UK061916 (HSH1)	*Saved:* Wed 19 April 2000 09:41
CLEAR	Wed 19 April 2000 12:48 by uk079701 / HSH1 Call closed as per instruction in call log.	*Saved:* Wed 19 April 2000 12:48
CLOSE	Wed 19 April 2000 12:48 by uk079701 / HSH1 Call Close by Lyndsey Elliot: Call closed as per instruction in call log.	*Saved:* Wed 19 April 2000 12:48

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004122249

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Status:	Closed	Opened:	Wed 12 April 2000 19:54	Site:	153405
Severity:	3 B	Closed:	Sat 22 April 2000 22:09	Customer:	I039
Priority:	0			CSR/Team:	uk061916 / SMC1

Caller Details

Caller:	maria@energis	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	N	ProbType:	ND02	Problem:	
Problem Text:	Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.						

Call Closure Details

Closed:	22/04/00 22:09	Cause:	C31	Repair:	R24	Resolution:	RS10
Text:	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN	Wed 12 April 2000 19:50 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:54
	New call taken by Gary Sales: Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.	
Information	Wed 12 April 2000 19:57 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:57
	req82309 energis reference number	
Information	Wed 12 April 2000 19:58 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:58
	PM needs to be contacted to ask for time he would prefer this to happen and call then needs to be sent back to energis.	
REASSIGN	Wed 12 April 2000 19:59 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:59
	Call # E-0004122249 was Reassigned from Gary Sales, Group SMC1 to Group HSH1 Please contact the po and request the times he would like the line to be takn down	
REASSIGN	Thu 13 April 2000 19:01 by uk079832 / HSH1	*Saved:* Thu 13 April 2000 19:01
	Call # E-0004122249 was Reassigned from Group HSH1 to Anthony Marsh, Group HSH1 for PM contact	
Information	Thu 13 April 2000 19:02 by uk079832 / HSH1	*Saved:* Thu 13 April 2000 19:02
	tryingn to contact PO for details of times...no answer, suspending call...	
Advice	Thu 13 April 2000 19:03 by uk079832 / HSH1	*Saved:* Thu 13 April 2000 19:03
	unable to suspend the call please contact the PM ASAP	
Information	Fri 14 April 2000 10:51 by UK0631336 / SMC1	*Saved:* Fri 14 April 2000 10:51
	BT engineer contacted to verify the ISDN number contacted CFM and thay gave the correct number to me	
OPEN_CALL_TS	Fri 14 April 2000 12:43 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:44
	Open Calls Troubleshoot (Aifected Site:153405)	
Information	Fri 14 April 2000 12:44 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:44
	Contacted PO. Opening times Mon- Friday 9-5:30 and 9-12:30 on Saturday. It seems that Nortel has already been to site but need to confirm the setup of the PO ISDN line etc. Passing to CFM3 for progression.	
REASSIGN	Fri 14 April 2000 12:47 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:47
	Call # E-0004122249 was Reassigned from Anthony Marsh, Group HSH1 to Group SMC1	
REASSIGN	Fri 14 April 2000 12:47 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:47
	Call # E-0004122249 was Reassigned from Group SMC1 to Group CFM3	
Information	Fri 14 April 2000 12:49 by contin3 / CFM3	*Saved:* Fri 14 April 2000 12:49
	Please refer to previous update re access times.	
REASSIGN	Fri 14 April 2000 12:49 by contin3 / CFM3	*Saved:* Fri 14 April 2000 12:49
	Call # E-0004122249 was Reassigned from Group CFM3 to Group CFM4	
Information	Fri 14 April 2000 16:07 by eng004 / CFM4	*Saved:* Fri 14 April 2000 16:07
	Energis Update: See update in E-0004101494.	
Access Times	Mon 17 April 2000 20:47 by eng004 / CFM4	*Saved:* Mon 17 April 2000 20:47
	BT have requested that CFM provide site access details and a contact number for a visit tomorrow, this will be at the convenience of the PO.	
REASSIGN	Mon 17 April 2000 20:50 by eng004 / CFM4	*Saved:* Mon 17 April 2000 20:50
	Call # E-0004122249 was Reassigned from Group CFM4 to Group CFM3	

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Information	Mon 17 April 2000 20:40 by uk058835 / CFM3	*Saved:* Mon 17 April 2000 20:40
	Can SMC please provide access times and a contact name and number for a BT visit tomorrow, there is access times stated earlier but these are three days old and the PO may need to be informed of visit. BF.	
REASSIGN	Mon 17 April 2000 20:42 by uk058835 / CFM3	*Saved:* Mon 17 April 2000 20:42
	Call # E-0004122249 was Reassigned from Group CFM3 to Group SMC1	
REASSIGN	Tue 18 April 2000 11:25 by UK0631336 / SMC1	*Saved:* Tue 18 April 2000 11:25
	Call # E-0004122249 was Reassigned from Group SMC1 to Group CFM3 as requested	
Information	Tue 18 April 2000 11:27 by UK0631336 / SMC1	*Saved:* Tue 18 April 2000 11:27
	contacted the PM she is happy for the engineer to come this afternoon	
Information	Tue 18 April 2000 11:23 by uk058353 / CFM3	*Saved:* Tue 18 April 2000 11:23
	Please see previous update re access times.	
REASSIGN	Tue 18 April 2000 11:23 by uk058353 / CFM3	*Saved:* Tue 18 April 2000 11:24
	Call # E-0004122249 was Reassigned from Group CFM3 to Group CFM4	
Information	Tue 18 April 2000 11:59 by eng004 / CFM4	*Saved:* Tue 18 April 2000 11:59
	Energis Update; BT have been advised of site access details.	
Information	Tue 18 April 2000 13:48 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:48
	Energis Update: BT confirmed wiring work was completed yesterday, and engineer has been to site today to retest and has confirmed line is now working ok.	
REASSIGN	Tue 18 April 2000 13:49 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:49
	Call # E-0004122249 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 as per below update	
Information	Tue 18 April 2000 13:35 by uk058547 / CFM3	*Saved:* Tue 18 April 2000 13:35
	NCC obtained to counter. Comms know working. PH.	
REASSIGN	Tue 18 April 2000 13:36 by uk058547 / CFM3	*Saved:* Tue 18 April 2000 13:36
	Call # E-0004122249 was Reassigned from Group CFM3 to Group SMC1	
Information	Sat 22 April 2000 21:27 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 21:27
	Pinged all 4 counters. OD alive and large packets returned successfully. Comms all OK.	
OPEN_CALL_TS	Sat 22 April 2000 22:07 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 22:08
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Sat 22 April 2000 22:08 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 22:09
	Call # E-0004122249 was Reassigned from Group SMC1 to Russell King, Group SMC1 reassigning for closure	
CLOSE	Sat 22 April 2000 22:09 by uk061916 / SMC1	*Saved:* Sat 22 April 2000 22:09
	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00

Call E-0004051993

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Status:	Closed	Opened:	Wed 05 April 2000 17:04	Site:	153405
Severity:	2 C	Closed:	Mon 01 May 2000 14:06	Customer:	I039
Priority:	0			CSR/Team:	uk0631336 / SMC1

Caller Details

Caller:	Mrs Wolstem homes	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Caller Caller has put in some travellers cq s and it came off the screen and she had to log in again						

Call Closure Details

Closed:	01/05/00 14:06	Cause:	C22	Repair:	R08	Resolution:	RS08
Text:	Call Close by Ross Wilmott - GRO Caller happy with the advice given call can be closed						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:		Network ID:	

Call Activity Log

OPEN	Wed 05 April 2000 17:02 by uk079680 / HSH1	*Saved:* Wed 05 April 2000 17:04
	New call taken by Tina Brown: Caller Caller has put in some travellers cq s and it came off the screen and she had to log in again	
Advice	Wed 05 April 2000 17:06 by uk079680 / HSH1	*Saved:* Wed 05 April 2000 17:06
	the transactions have jumped to the other screen but not in her user name... also she has had a load of transactions come up on the screen when she has not touched anything also she was doing a report and it finished on its own and then sold a tv stamp user name jwo001 and it jumped to the clerk which is mja001 all counters...the gateway problem is being investigated which may have something to do with it as it keeps crashing	
REASSIGN	Wed 05 April 2000 17:09 by uk079680 / HSH1	*Saved:* Wed 05 April 2000 17:10
	Call # E-0004051993 was Reassigned from Tina Brown, Group HSH1 to Group SMC1 reassign for progression	
OPEN_CALL_TS	Sun 09 April 2000 16:26 by UK061801 / SMC1	*Saved:* Sun 09 April 2000 16:27
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Sat 22 April 2000 19:51 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 19:54
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Tue 25 April 2000 03:25 by uk080068 / SMC1	*Saved:* Tue 25 April 2000 03:25
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 26 April 2000 02:50 by uk080068 / SMC1	*Saved:* Wed 26 April 2000 02:51
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Thu 27 April 2000 16:32 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 16:32
	Call # E-0004051993 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	
Information	Thu 27 April 2000 18:02 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 18:02
	I did try several times to contact this office however the line merely rung without answer or was engaged.	
REASSIGN	Thu 27 April 2000 18:02 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 18:02
	Call # E-0004051993 was Reassigned from Shaun Jowett, Group SMC1 to Group SMC1	
SUSPEND	Thu 27 April 2000 18:02 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 18:03
	Call suspended by Shaun Jowett Suspending for further callback.	
RELEASE	Mon 01 May 2000 14:05 by UK0631336 / SMC1	*Saved:* Mon 01 May 2000 14:05
	Call released by Ross Wilmott - 7281-5500: for closure	
OPEN_CALL_TS	Mon 01 May 2000 14:05 by UK0631336 / SMC1	*Saved:* Mon 01 May 2000 14:05
	Open Calls Troubleshoot (Affected Site:153405)	
CLOSE	Mon 01 May 2000 14:06 by uk0631336 / SMC1	*Saved:* Mon 01 May 2000 14:06
	Call Close by Ross Wilmott - GRO Caller happy with the advice given call can be closed	

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HOME Pathway Helpdesk4.0a on pwayweb01 PH3PatLive on bdfel01pat01 patenqweb 21/06/00 ICL

Call E-0005090677

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Status:	Closed	Opened:	Tue 09 May 2000 11:36	Site:	153405
Severity:	3 B	Closed:	Wed 10 May 2000 00:23	Customer:	I039
Priority:	0			CSR/Team:	uk061801 / SMC1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	"Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x00000001,0x00000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.						

Call Closure Details

Closed:	10/05/00 00:23	Cause:	C22	Repair:	R04	Resolution:	RS02
Text:	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.						

Call Asset Details

Asset ID:		Description:		Serial No:
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:

Call SLA Details

SLA:	8 Hour / Clear call within 8 hours	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	N	SLA Time (mins):	503	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	N	Target:	09/05/00 19:37	Done:	10/05/00 00:23	Completed	Mandatory

Call Activity Log

OPEN	Tue 09 May 2000 11:28 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:36
	New call taken by uktemp21: "Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x00000001,0x00000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.	
Information	Tue 09 May 2000 11:45 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:45
	Yesterday morning when office was opened, gateway counter was at screen for insertion on PMMC card. Site has been live since early Feb.	
OPEN_CALL_TS	Tue 09 May 2000 11:47 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:48
	Open Calls Troubleshoot (Affected Site:153405)	
Access Times	Tue 09 May 2000 11:48 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:48
	Open 9am-5.30pm Mon-Fri and 9am-12.30pm Sat. Not closed at lunchtimes	
Information	Tue 09 May 2000 11:50 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:50
	Site has had about 9 replacement gateway stations since going live.	
Advice	Tue 09 May 2000 11:56 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:56
	Advised reboot of gateway counter. Reboot OK.	
REASSIGN	Tue 09 May 2000 11:57 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:58
	Call # E-0005090677 was Reassigned from uktemp21, Group HSH1 to Group SMC1 Reassigning for investigation	
MODIFY	Tue 09 May 2000 11:58 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:59
	Call information modified by uktemp21 CSR ID: Counter Aff.: to '1'	
REASSIGN	Wed 10 May 2000 00:19 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:19
	Call # E-0005090677 was Reassigned from Group SMC1 to Wayne Bragg, Group SMC1	
OPEN_CALL_TS	Wed 10 May 2000 00:19 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:22
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 10 May 2000 00:22 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:22
	counter issues under investigation with e-0004110130	
MODIFY	Wed 10 May 2000 00:23 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:23
	Call information modified by Wayne Bragg Call Type: from 'H' to 'S' Problem Type: from 'HD01' to 'SD01'	
CLOSE	Wed 10 May 2000 00:23 by uk061801 / SMC1	*Saved:* Wed 10 May 2000 00:23
	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00

Call E-0004110310

Status:	Closed	Opened:	Tue 11 April 2000 09:32	Site:	153405
Severity:	4 A	Closed:	Thu 25 May 2000 15:24	Customer:	I039
Priority:	0			CSR/Team:	uktemp27 / EDSC1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running very slow.

Call Closure Details

Closed:	25/05/00 15:24	Cause:	No Code	Repair:	No Code	Resolution:	RS03

Text:	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALL PC0042858 closed: Category 92, Type L 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Tue 11 April 2000 09:29 by uk079782 / HSH1	*Saved:* Tue 11 April 2000 09:32
	New call taken by Anthony Leddra: PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running very slow.	
Advice	Tue 11 April 2000 09:35 by uk079782 / HSH1	*Saved:* Tue 11 April 2000 09:35
	adviced pM that SMC will look in to it again.	
REASSIGN	Tue 11 April 2000 09:35 by uk079782 / HSH1	*Saved:* Tue 11 April 2000 09:35
	Call # E-0004110310 was Reassigned from Anthony Leddra, Group HSH1 to Group SMC1 re assigned for action	
REASSIGN	Wed 12 April 2000 12:28 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:29
	Call # E-0004110310 was Reassigned from Group SMC1 to Simon Gavin, Group HSH1 re-assigning as PM called again	
Repeat Call	Wed 12 April 2000 12:29 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:29
	The PM has rung back for the second time today. PM has a blues screen with the stop message 0x0..0A.	
Advice	Wed 12 April 2000 12:30 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:30
	Advised PM to reboot counter for now and information will be passed on	
OPEN_CALL_TS	Wed 12 April 2000 12:32 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:35
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 12 April 2000 12:36 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:36
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 12 April 2000 12:36 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:37
	Call # E-0004110310 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning for investigation - call e-0004101494 maybe in relation to this.	
OPEN_CALL_TS	Wed 12 April 2000 12:38 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:41
	Open Calls Troubleshoot (Affected Site:153405)	
Repeat Call	Thu 13 April 2000 08:54 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:54
	The caller rang to advise he has got the stop message again this morning. this time the code reads:- STOP: 0x00000012 (0x00000000,0x00000000,0x00000000) TRAP_CAUSE_UNKNOWN, at the bottom of the screen the message reads: Begining dump of physical memory.	
Advice	Thu 13 April 2000 08:57 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:57
	I advised the PM to reboot the counter and we will investigate further.	
REASSIGN	Thu 13 April 2000 08:59 by uk080110 / HSH1	*Saved:* Thu 13 April 2000 09:01
	Call # E-0004110310 was Reassigned from Group SMC1 to Group SMC1 pm called to say his system has crashed while putting the pin in when rebooting. please cantact pm	
Information	Thu 13 April 2000 09:01 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:01
	Looked at kel: SParker346J.htm, cannot find a particular KEL relating to this stop message. Downloading evemts for counter 1, which is the counter affected. Also checking web page for any errors.	

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Information	Thu 13 April 2000 09:23 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:23
	Looked on tivoli Web for events. The counter appears to have tried to roll out again, I have unloaded the event log for the counter the file ID is: 33919.	
MODIFY	Thu 13 April 2000 09:25 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:25
	Call information modified by Jeanette Cozzi Problem Description: Counter Afl.: to '1'	
REASSIGN	Thu 13 April 2000 09:29 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:29
	Call # E-0004110310 was Reassigned from Group SMC1 to Jeanette Cozzi, Group SMC1	
Information	Thu 13 April 2000 09:29 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:29
	The tivoli WEB events were from the 7.4.00. Passing to SSC for investigation, the NT blue appears to be happening very often at this site, this could be relating to the comms issues at this site.	
REASSIGN	Thu 13 April 2000 09:31 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:31
	Call # E-0004110310 was Reassigned from Jeanette Cozzi, Group SMC1 to Group EDSC1	
OPEN_CALL_TS	Thu 13 April 2000 10:27 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 10:27
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Thu 13 April 2000 10:30 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 10:30
	Contacted the PM to check the reboot went OK, he confirmed to me that while he was rebooting the counter the system crashed 3 more times. He advised me that he has had quite a few gateway swaps because of the NT blue screen errors he is having.	
Repeat Call	Fri 14 April 2000 15:38 by uk080108 / HSH1	*Saved:* Fri 14 April 2000 15:38
	Pm rang back to say that back office computer is showing node 1 as disconnected	
Repeat Call	Fri 14 April 2000 15:39 by uk080108 / HSH1	*Saved:* Fri 14 April 2000 15:39
	Advised reboot	
Repeat Call	Fri 14 April 2000 16:23 by uk066871 / HSH1	*Saved:* Fri 14 April 2000 16:23
	trying to reboot crashed twice (first time had crash debug ,rebboted agian inserted card and pin no and went into mode again) Now the counter said dumping physical memory with a counter counting up ,physical memory complete please contact system administrator message.	
OPEN_CALL_TS	Fri 14 April 2000 16:26 by uk066871 / HSH1	*Saved:* Fri 14 April 2000 16:26
	Open Calls Troubleshoot (Affected Site:153405)	
Escalate	Fri 14 April 2000 16:28 by uk066871 / HSH1	*Saved:* Fri 14 April 2000 16:28
	voiced ssc	
UPDATE	Mon 17 April 2000 12:15 by PINICL /	*Saved:* Mon 17 April 2000 12:15
	By Pat Carroll at 17-apr-2000 12:10:00 Category 40 - Incident Under Investigation Energis (Jeremy Flashman) contacted us (Wed 12/4) and agreed to have an Engineer Place monitoring eqpt on site. Energis (Martin Southern) said Nortel engineer was to go to site Fri 14/4 Nortel Engineer turned up on site with wrong equipment (14/4) Pat Carroll arranged for Gateway Swap on Sat 15/4 due to Multiple Blue Screens Energis (Martin Southern) said Nortel engineer was to go Back to site Mon 17/4 11:00 17/4 no sign of engineer, new Gateway behaving perfectly but Comms still suspect with around 5% of 2000 byte pings failing. Martin Southern has voice mail to supply progress report but has not returned call as of 12:10 today PM Is being kept infomed of progress on a daily basis.	
Information	Mon 17 April 2000 15:39 by UK061148 / SMC1	*Saved:* Mon 17 April 2000 15:39
	As per request by Pat Carroll. Assigning call to CFM3.	
OTI_CLOSE	Mon 17 April 2000 15:40 by PINICL /	*Saved:* Mon 17 April 2000 15:40
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Pat Carroll at 17-apr-2000 15:35:00 Category 92 - Suspected hardware fault BT Outgoing line Fault Identified! Please can we get CFM3 to progress with Energis as "A" Priority.	
REASSIGN	Mon 17 April 2000 15:40 by PINICL /	*Saved:* Mon 17 April 2000 15:40
	OTI monitor reassigned this call from PINICL to UK061809 (SMC1)	
REASSIGN	Mon 17 April 2000 15:40 by UK061148 / SMC1	*Saved:* Mon 17 April 2000 15:40
	Call # E-0004110310 was Reassigned from Group EDSC1 to Group CFM3	
REASSIGN	Mon 17 April 2000 15:45 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:45
	Call # E-0004110310 was Reassigned from Group CFM3 to Group CFM3 WIGAN	
Information	Mon 17 April 2000 15:50 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:50
	Please refer to previous call information. This appears to be an intermittent fault as comms to this outlet on ISDN 01253852484 are failing sometimes and passing on other occassions either with 0x8090 or 0x8290 - Normal Call Clearing. Sometimes pings pass with large packets but not small packets and visa versa. Please can Energis investigate this circuit for CLI presentation in the CUG.	
REASSIGN	Mon 17 April 2000 15:57 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:57
	Call # E-0004110310 was Reassigned from Group CFM3 WIGAN to Group CFM4	
MODIFY	Mon 17 April 2000 15:50 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:57
	Call information modified by Mark Hall Action Group: from 'CFM3 WIGAN' to 'CFM4' CSR ID: Problem Description: Severity: from '3' to '4'	
Information	Mon 17 April 2000 16:23 by eng004 / CFM4	*Saved:* Mon 17 April 2000 16:23
	Energis Update: This is a duplicate of calls E-0004122249 and E-0004101494, this issue is currently in hand with BT.	
REASSIGN	Mon 17 April 2000 16:24 by eng004 / CFM4	*Saved:* Mon 17 April 2000 16:24
	Call # E-0004110310 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 as per previous update.	
Information	Mon 17 April 2000 16:08 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 16:08
	As per the previous update from Energis, this seems to be a duplicate call.	

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REASSIGN	Mon 17 April 2000 16:09 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 16:09
	Call # E-0004110310 was Reassigned from Group CFM3 to Group EDSC1	
Information	Mon 15 May 2000 11:13 by uktemp6 / HSH1	*Saved:* Mon 15 May 2000 11:13
	pin no raised for chase by b. longley	
Information	Tue 23 May 2000 14:25 by uk079785 / HSH1	*Saved:* Tue 23 May 2000 14:25
	chased barbara longley for update	
CLOSE	Thu 25 May 2000 15:24 by uktemp27 / EDSC1	*Saved:* Thu 25 May 2000 15:24
	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALL PC0042858 closed: Category 92, Type L 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete: 17/04/2000 15:40:53 Service Complete (Confirmation) Received	

This call has remarks

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HOME Pathway Helpdesk4.0a on pwayweb01 PH3PatLive on bdfel01pat01 patenqweb 21/06/00 ICL

Call E-0006011093

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Status:	Closed	Opened:	Thu 01 June 2000 12:32	Site:	153405
Severity:	2 C	Closed:	Thu 01 June 2000 12:51	Customer:	I039
Priority:	0			CSR/Team:	uk081125 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD03	Problem:	
Problem Text:	PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.						

Call Closure Details

Closed:	01/06/00 12:51	Cause:	C62	Repair:	R09	Resolution:	RS06
Text:	Call Close by Carl hunt: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No.	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	18	Non-SLA Time (mins):	0

Call Activity Log

OPEN Thu 01 June 2000 12:28 by uk081125 / HSH1 *Saved:* Thu 01 June 2000 12:32
New call taken by Carl hunt: PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.

Advice Thu 01 June 2000 12:35 by uk081125 / HSH1 *Saved:* Thu 01 June 2000 12:35
PM printed report last night and it shows cash declaration for Sunday which has duplicated Saturday, and Monday(bank holiday)it Zeroed total but it shows somebody declared @ 8:50 on monday. on Tues it showed correct figure but duplicated figure on Wednesday.

CLEAR Thu 06 January 2000 12:50 by uk081125 / HSH1 *Saved:* Thu 06 January 2000 12:50
Advised PM that there is an error with ONCH declarations @ the moment and problem should be sorted by Friday, the PM will contact back if problems persist.

CLOSE Thu 01 June 2000 12:51 by uk081125 / HSH1 *Saved:* Thu 01 June 2000 12:51
Call Close by Carl hunt: PMHTCC

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HOME Pathway Helpdesk4.0a on pwayweb01 PH3PatLive on bdfel01pat01 patenqweb 21/06/00 ICL

Call E-0006211199

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Status:	Open	Opened:	Wed 21 June 2000 12:49	Site:	153405
Severity:	2 C	Closed:		Customer:	1039
Priority:	0			CSR/Team:	uk064729 / HSH4

Caller Details

Caller:	Juile	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD03	Problem:	

Problem Text:	PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Eposs	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan.	
Next Target:	19/07/00 23:59	Next Escalation:	19/07/00 23:59	SLA State:	Open

Call Activity Log

OPEN	Wed 21 June 2000 12:42 by uk081232 / HSH1	*Saved:* Wed 21 June 2000 12:49
	New call taken by Sheron Palmer: PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.	
Advice	Wed 21 June 2000 12:56 by uk081232 / HSH1	*Saved:* Wed 21 June 2000 12:56
	Spoke to HSH who advises me they will be able to collate that iformation for them and send it out.	
REASSIGN	Wed 21 June 2000 12:59 by uk064729 / HSH4	*Saved:* Wed 21 June 2000 13:00
	Call # E-0006211199 was Reassigned from Sheron Palmer, Group HSH1 to Aidan Heritage, Group HSH4 re-assign for action as specified	

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Call List

Page 1 of 2

Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call List — 63 calls

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Status: All calls

Site: 153405

Order by: Call asc

Call	Status	Pr	Severity	Opened	Closed	Site	Call_Type	Problem_Type	Problem_Code	Team
E-0001100451	Closed	32	3 B	10/01/00 16:25	12/01/00 13:11	153405	Y	IM07		PATH1
E-0001200323	Closed	0	1 D	20/01/00 14:08	20/01/00 14:16	153405	X	XI05		HSH1
E-0001310195	Closed	90	4 A	31/01/00 10:18	31/01/00 20:01	153405	Y	IM07		ENERGI
E-0001310301	Closed	90	4 A	31/01/00 11:42	31/01/00 20:02	153405	Y	IM07		IPM2
E-0001310382	Closed	90	4 A	31/01/00 12:48	31/01/00 20:03	153405	Y	IM07		IPM2
E-0001310722	Closed	90	4 A	31/01/00 16:45	31/01/00 20:05	153405	Y	IM07		IPM2
E-0001310826	Closed	90	4 A	31/01/00 18:05	31/01/00 20:07	153405	Y	IM07		POCLIP
E-0001310858	Closed	0	1 D	31/01/00 19:40	31/01/00 19:43	153405	Y	IM07		PATH1
E-0001310867	Closed	0	1 D	31/01/00 19:55	31/01/00 19:57	153405	Y	IM07		PATH1
E-0002090089	Closed	90	4 A	09/02/00 09:32	09/02/00 16:32	153405	Y	IM07		path1
E-0002090182	Closed	90	4 A	09/02/00 10:29	09/02/00 13:01	153405	Y	IM07		PATH1
E-0002090461	Closed	90	4 A	09/02/00 13:26	11/02/00 16:01	153405	Y	IM07		path1
E-0002090708	Closed	88	4 A	09/02/00 15:09	09/02/00 15:26	153405	Y	IM07		path1
E-0002091220	Closed	77	4 A	09/02/00 21:57	09/02/00 21:59	153405	Y	IM07		PATH1
E-0002100075	Closed	77	2 C	10/02/00 09:01	10/02/00 11:20	153405	Y	IM07		PATH1
E-0002100138	Closed	0	2 C	10/02/00 09:26	10/02/00 09:30	153405	O	OD02		HSH1
E-0002100143	Closed	0	2 C	10/02/00 09:31	10/02/00 09:37	153405	A	AD12		HSH1
E-0002100198	Closed	0	1 D	10/02/00 10:09	10/02/00 10:12	153405	X	XI05		HSH1
E-0002100219	Closed	0	2 C	10/02/00 10:16	10/02/00 10:25	153405	S	SD02		HSH1
E-0002100289	Closed	0	3 B	10/02/00 10:48	10/02/00 10:57	153405	S	SD02		HSH1
E-0002100506	Closed	0	3 B	10/02/00 13:00	10/02/00 13:03	153405	S	SD02		HSH1
E-0002100514	Closed	0	2 C	10/02/00 13:04	10/02/00 13:11	153405	X	XI05		HSH1
E-0002100523	Closed	0	3 B	10/02/00 13:09	10/02/00 15:07	153405	S	FE05		SMC1
E-0002190086	Closed	0	2 C	19/02/00 09:57	19/02/00 10:00	153405	A	AD12		HSH1
E-0002220353	Closed	0	1 D	22/02/00 11:52	22/02/00 11:56	153405	X	XI05		HSH1
E-0002240009	Closed	0	3 B	24/02/00 08:05	01/03/00 18:17	153405	S	SD02		SMC1
E-0002241008	Closed	0	2 C	24/02/00 15:59	24/02/00 16:01	153405	A	AD14		HSH1
E-0002290031	Closed	0	2 C	29/02/00 08:49	29/02/00 08:53	153405	S	SD02		HSH1
E-0003010031	Closed	0	3 B	01/03/00 08:37	02/03/00 16:17	153405	H	HD01		SMC1
E-0003030294	Closed	0	2 C	03/03/00 10:58	03/03/00 12:17	153405	H	HD01		HSH1
E-0003030407	Closed	0	3 B	03/03/00 11:35	03/03/00 11:40	153405	S	SD02		HSH1
E-0003040085	Closed	0	2 C	04/03/00 09:43	04/03/00 09:45	153405	A	AD12		HSH1
E-0003070610	Closed	0	3 B	07/03/00 13:00	07/03/00 13:05	153405	S	SD02		HSH1
E-0003080446	Closed	0	2 C	08/03/00 11:54	08/03/00 11:56	153405	X	XI05		HSH1
E-0003080691	Closed	0	2 C	08/03/00 13:40	08/03/00 13:47	153405	X	XI05		HSH1
E-0003082022	Closed	0	2 C	08/03/00 21:02	08/03/00 21:49	153405	S	FE05		SMC1
E-0003090170	Closed	0	2 C	09/03/00 09:13	09/03/00 09:14	153405	S	SD02		HSH1
E-0003100662	Closed	0	3 B	10/03/00 13:20	30/03/00 08:54	153405	H	HD01		SMC1
E-0003130143	Closed	0	3 B	13/03/00 09:07	13/03/00 09:10	153405	S	SD02		HSH1
E-0003200387	Closed	0	3 B	20/03/00 10:48	20/03/00 10:51	153405	S	SD02		HSH1
E-0003210083	Closed	0	3 B	21/03/00 08:54	22/03/00 15:18	153405	S	SD02		SMC1
E-0003280186	Closed	99	4 A	28/03/00 09:08	10/04/00 14:31	153405	S	SD01		SMC1
E-0003280779	Closed	0	3 B	28/03/00 12:53	28/03/00 12:57	153405	S	SD02		HSH1
E-0003281454	Closed	0	3 B	28/03/00 17:58	29/03/00 09:18	153405	S	SD02		SMC1
E-0003310117	Closed	0	3 B	31/03/00 08:55	31/03/00 08:57	153405	S	SD01		HSH1
E-0003311246	Closed	0	2 C	31/03/00 17:35	01/04/00 09:20	153405	S	SD02		SMC1
E-0004051993	Closed	0	2 C	05/04/00 17:04	01/05/00 14:06	153405	S	SD02		SMC1
E-0004052195	Closed	0	1 D	05/04/00 17:53	13/04/00 17:21	153405	X	CC24		UKSS2
E-0004060258	Closed	0	3 B	06/04/00 09:19	06/04/00 13:37	153405	H	HD08		HSH1
E-0004060966	Closed	0	3 B	06/04/00 12:56	06/04/00 13:01	153405	S	SD02		HSH1
E-0004061124	Closed	0	3 B	06/04/00 14:02	08/04/00 13:58	153405	X	CC24		HSH1
E-0004080446	Closed	0	2 C	08/04/00 12:46	08/04/00 13:02	153405	A	AD03		HSH1
E-0004100575	Closed	0	3 B	10/04/00 11:41	10/04/00 15:39	153405	N	ND02		SMC1

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E-0004101494	Closed	99	4 A	10/04/00 16:46	19/04/00 12:48	153405	N	ND02		HSH1
E-0004110310	Closed	0	4 A	11/04/00 09:32	25/05/00 15:24	153405	S	SD02		EDSC1
E-0004110915	Closed	0	3 B	11/04/00 13:26	17/04/00 12:25	153405	N	ND03		SMC1
E-0004122249	Closed	0	3 B	12/04/00 19:54	22/04/00 22:09	153405	N	ND02		SMC1
E-0004130533	Closed	0	3 B	13/04/00 10:36	13/04/00 10:40	153405	S	SD02		HSH1
E-0004141583	Closed	99	4 A	14/04/00 17:01	17/04/00 10:20	153405	S	SD02		HSH1
E-9909230259	Closed	0	1 D	23/09/99 11:04	01/10/99 16:06	153405	I	IM07		IPM2
E-9910040229	Closed	0	1 D	04/10/99 11:08	04/10/99 15:29	153405	I	IM07		POCLIP:
E-9910060134	Closed	0	4 A	06/10/99 09:46	06/10/99 10:58	153405	I	IM07		POCLIP:
E-9910270398	Closed	0	1 D	27/10/99 14:04	30/11/99 14:40	153405	I	IM07		IPM2

(63 calls)

21/06/00 12:57:10

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Call Details E-0001310477 MT

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Call E-0001310477

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Status:	Closed	Opened:	Mon 31 January 2000 14:10	Site:	153405
Severity:	1 D	Closed:	Tue 04 July 2000 14:07	Customer:	I039
Priority:	1			CSR/Team:	uk056390 / PATH1

Caller Details

Caller:	joanne	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07
Problem:					
Problem Text:	153405 cleveleys. error 1090 gateway				

Call Closure Details

Closed:	04/07/2000 14:07	Cause:	C81	Repair:	R09
Resolution:	RS08				
Text:	Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700				

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Mon 31 January 2000 14:08 by EXL002 / EXEL New call taken by Joanne Steele: 153405 cleveleys. error 1090 gateway	*Saved:* Mon 31 January 2000 14:10
REASSIGN	Mon 31 January 2000 14:15 by EXL002 / EXEL Call # E-0001310477 was Reassigned from Joanne Steele, Group EXEL to Group PATH1 error 1090 voice prompt lan	*Saved:* Mon 31 January 2000 14:15
REASSIGN	Mon 31 January 2000 14:19 by uk056391 / PATH1 Call # E-0001310477 was Reassigned from Group PATH1 to Group TVC Routing to TVC to resolve. Awaiting response.	*Saved:* Mon 31 January 2000 14:19
REASSIGN	Mon 31 January 2000 14:51 by uk506480 / TVC Call # E-0001310477 was Reassigned from Group TVC to Group PATH1 Please advise installer to press Retry on the counter. Geoff Coxon	*Saved:* Mon 31 January 2000 14:52
Information	Mon 31 January 2000 14:52 by uk056391 / PATH1 Exel advise of a new error 1113 Please comment and advise.	*Saved:* Mon 31 January 2000 14:52
REASSIGN	Mon 31 January 2000 14:53 by uk056391 / PATH1 Call # E-0001310477 was Reassigned from Group PATH1 to Group TVC Routing to TVC to resolve	*Saved:* Mon 31 January 2000 14:53
REASSIGN	Mon 31 January 2000 14:54 by uk056391 / PATH1 Call # E-0001310477 was Reassigned from Group TVC to Group EXEL Simon Wombell authorises a Base unit swap out. Routing to Exel for confirmation.	*Saved:* Mon 31 January 2000 14:55
REASSIGN	Mon 31 January 2000 15:12 by EXL009 / EXEL Call # E-0001310477 was Reassigned from Group EXEL to Group PATH1 Installer is aware of swap out serial number of swap out 000208732	*Saved:* Mon 31 January 2000 15:13
REASSIGN	Mon 31 January 2000 16:22 by uk056391 / PATH1	*Saved:* Mon 31 January 2000 16:22

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REASSIGN	Call # E-0001310477 was Reassigned from Group PATH1 to Group TVC Routing to TVC awaiting fault diagnosis results before closing.	
Information	Mon 31 January 2000 18:09 by uk506480 / TVC Normal Analysis, no special consideration required	*Saved:* Mon 31 January 2000 18:09
Information	Tue 01 February 2000 09:21 by uk506480 / TVC Problem identified and known (Do not analyze)'. The underlying problem was the ISDN line.	*Saved:* Tue 01 February 2000 09:21
MODIFY	Wed 23 February 2000 15:23 by uk062151 / PATH1 Call information modified by Steve Melvin Priority: from '90' to '1' Severity: from '4' to '1'	*Saved:* Wed 23 February 2000 15:23
CLOSE	Tue 04 July 2000 14:07 by uk056390 / PATH1 Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700	*Saved:* Tue 04 July 2000 14:07

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Call E-0001310595

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Status:	Closed	Opened:	Mon 31 January 2000 15:35	Site:	153405
Severity:	1 D	Closed:	Tue 04 July 2000 14:12	Customer:	I039
Priority:	1			CSR/Team:	uk056390 / PATH1

Caller Details

Caller:	Jeanette at Exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07

Problem:

Problem Text: E-0001310595 Cleveleys 153405 After swapping out gateway it is stuck at 20% error 1090

Call Closure Details

Closed:	04/07/2000 14:12	Cause:	C81	Repair:	R09

Resolution: RS08

Text: Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Mon 31 January 2000 15:33 by EXL009 / EXEL	*Saved:* Mon 31 January 2000 15:35
	New call taken by Jeanette Pritchard: E-0001310595 Cleveleys 153405 After swapping out gateway it is stuck at 20% error 1090	
REASSIGN	Mon 31 January 2000 15:38 by EXL009 / EXEL	*Saved:* Mon 31 January 2000 15:39
	Call # E-0001310595 was Reassigned from Jeanette Pritchard, Grou	EXEL to Group PATH1 Voiced Leanne ROHD
Information	Mon 31 January 2000 15:44 by uk056681 / PATH1	*Saved:* Mon 31 January 2000 15:44
	have voiced Geoff Coxon @ the TVC of this issue & also DB ' the Ip2 team. Lg.	
REASSIGN	Mon 31 January 2000 15:45 by uk056681 / PATH1	*Saved:* Mon 31 January 2000 15:45
	Call # E-0001310595 was Reassigned from Group PATH1 to Group	VC Awaiting response from the TVC. LG
Information	Mon 31 January 2000 16:12 by uk056681 / PATH1	*Saved:* Mon 31 January 2000 16:12
	have rec'd call from Jeanette @ Exel, chasing this issue. Have voice prompted Simon @ the TVC & asked him to look into this issue. LG.	
Information	Mon 31 January 2000 16:24 by EXL009 / EXEL	*Saved:* Mon 31 January 2000 16:24
	please can we look into this issue as the installers have not started in	tall and PM is getting concerned as they have been there since 10am
Information	Mon 31 January 2000 16:29 by uk056391 / PATH1	*Saved:* Mon 31 January 2000 16:29
	Exel ring for a 3rd time and consequently LG has escalated the issue to DB. awaiting further update.	
REASSIGN	Mon 31 January 2000 16:38 by uk506480 / TVC	*Saved:* Mon 31 January 2000 16:39
	Call # E-0001310595 was Reassigned from Group TVC to Group PA	H1 Please swop out the Gateway (again) and also the ISDN cable. Geoff Coxon

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Information	Geoff C. has advised that the base units should be swapped again along with the ISDN cable. I have advised Exel.	
REASSIGN	Mon 31 January 2000 17:17 by EXL002 / EXEL	*Saved:* Mon 31 January 2000 17:18
	Call # E-0001310595 was Reassigned from Group PATH1 to Group PATH1 error retry 3% voice prompt david	
Information	Mon 31 January 2000 17:19 by uk056391 / PATH1	*Saved:* Mon 31 January 2000 17:19
	Geoff Coxon suggests un plugging the ISDN at both ends and reconnecting.	
REASSIGN	Mon 31 January 2000 17:20 by uk056391 / PATH1	*Saved:* Mon 31 January 2000 17:20
	Call # E-0001310595 was Reassigned from Group PATH1 to Group EXEL please see below.	
REASSIGN	Mon 31 January 2000 17:30 by EXL009 / EXEL	*Saved:* Mon 31 January 2000 17:30
	Call # E-0001310595 was Reassigned from Group EXEL to Group path1 Installer tried unplugging both ends of ISDN, but this has made no difference.	
REASSIGN	Mon 31 January 2000 17:49 by EXL009 / EXEL	*Saved:* Mon 31 January 2000 17:49
	Call # E-0001310595 was Reassigned from Group path1 to Group path1	
OPEN_CALL_TS	Tue 01 February 2000 08:55 by uk056391 / PATH1	*Saved:* Tue 01 February 2000 08:55
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Tue 01 February 2000 08:59 by uk056391 / PATH1	*Saved:* Tue 01 February 2000 09:00
	Call # E-0001310595 was Reassigned from Group path1 to Group TVC Routing to TVC pending completion of fault diagnosis	
Information	Tue 01 February 2000 09:18 by uk506480 / TVC	*Saved:* Tue 01 February 2000 09:18
	Problem identified and known (Do not analyze)'. The underlying problem was the ISDN line.	
MODIFY	Wed 23 February 2000 15:25 by UK062161 / PATH1	*Saved:* Wed 23 February 2000 15:25
	Call information modified by Steve Melvin Priority from 90 to 1 Severity from 4 to 1	
Information	Thu 02 March 2000 17:40 by uk079785 / HSH1	*Saved:* Thu 02 March 2000 17:40
	new base unit was installed this afternoon but that too has crashed. pm wasn't performing any tasks on the system immediately as it crashed. got her to reboot the counter but seems base unit isn't the cause.	
Repeat Call	Fri 03 March 2000 09:27 by uk080011 / HSH1	*Saved:* Fri 03 March 2000 09:27
	PM has called to advise that the base unit gateway has crashed again. PM wanted to know what was going on.	
Information	Fri 03 March 2000 09:32 by uk080011 / HSH1	*Saved:* Fri 03 March 2000 09:32
	Voiced call to jeanette at smc - she advised me to call implementation. Voiced call to PATH1 - who took details and said they would look into it.	
Information	Fri 03 March 2000 09:40 by UK056682 / PATH1	*Saved:* Fri 03 March 2000 09:40
	Routing this call to SMC. Please note that Hardware was accepted at 14:25 and the Migration was achieved at 22:40. This is now no longer a Pathway issue. Please also advise HSH that they are not to update calls that are dead. We need this call to be passed back as it contains vital information.	
Follow Up	Fri 03 March 2000 11:05 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:05
	Hardware call raised off this call, new call ref; E-0003030294...	
REASSIGN	Fri 03 March 2000 14:47 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 14:48
	Call # E-0001310595 was Reassigned from Group TVC to Group SMC1 for progression	
OPEN_CALL_TS	Fri 03 March 2000 15:18 by UK061916 / HSH1	*Saved:* Fri 03 March 2000 15:18
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Fri 03 March 2000 15:21 by UK061916 / HSH1	*Saved:* Fri 03 March 2000 15:21
	Call # E-0001310595 was Reassigned from Group SMC1 to Russell King, Group HSH1 reassigning for progression	
REASSIGN	Fri 03 March 2000 15:22 by UK061916 / HSH1	*Saved:* Fri 03 March 2000 15:22
	Call # E-0001310595 was Reassigned from Russell King, Group HSH1 to Group EXEL reassigning as per previous update	
REASSIGN	Fri 03 March 2000 15:45 by uk056681 / PATH1	*Saved:* Fri 03 March 2000 15:46
	Call # E-0001310595 was Reassigned from Group EXEL to Group SMC1 SMC - Please note - This is a post natal issue & hardware & migration acceptance have been received for this site. Please look into this issue & progress through your usual channels.	
REASSIGN	Sat 04 March 2000 14:13 by UK061825 / SMC1	*Saved:* Sat 04 March 2000 14:13

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Call Details E-0001310595

	Call # E-0001310595 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
OPEN_CALL_TS	Sat 04 March 2000 14:13 by UK061825 / SMC1 Open Calls Troubleshoot (Affected Site 150495)	*Saved:* Sat 04 March 2000 14:14
Information	Sat 04 March 2000 14:14 by UK061825 / SMC1	*Saved:* Sat 04 March 2000 14:14
	Passing back to Excel as requested in previous text regarding the call containing vital information. Call E-0003030294 was raised for an engineer and the counter is now working and the call closed.	
REASSIGN	Sat 04 March 2000 14:16 by UK061825 / SMC1 Call # E-0001310595 was Reassigned from Kyrstin Stuart, Group SMC1 to Group EXEL Passing per previous update	*Saved:* Sat 04 March 2000 14:16
REASSIGN	Mon 06 March 2000 08:20 by uk056681 / PATH1	*Saved:* Mon 06 March 2000 08:21
	Call # E-0001310595 was Reassigned from Group EXEL to Group TVC Routong call to TVC for progression / closure. PLEASE NOTE:- THIS CALL IS NOT TO BE REASSIGNED BACK TO EXEL - IT IS NOTHING TO DO WITH THEM!!!!!	
CLOSE	Tue 04 July 2000 14:12 by uk056390 / PATH1 Call Close by Christine Bourne, Call closed - see mail to Steve Melvin from Nigel Mobley 0307.00	*Saved:* Tue 04 July 2000 14:12

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Call E-0006011093

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Status:	Closed	Opened:	Thu 01 June 2000 12:32	Site:	153405
Severity:	2 C	Closed:	Thu 01 June 2000 12:51	Customer:	1039
Priority:	0			CSR/Team:	uk081125 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD03
Problem:					
Problem Text:	PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.				

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Call Closure Details

Closed:	01/06/2000 12:51	Cause:	C62	Repair:	R09
Resolution:	RS06				
Text:	Call Close by Carl hunt: PMHTCC				

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Thu 01 June 2000 12:28 by uk081125 / HSH1	*Saved:* Thu 01 June 2000 12:32
	New call taken by Carl hunt: PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.	
Advice	Thu 01 June 2000 12:35 by uk081125 / HSH1	*Saved:* Thu 01 June 2000 12:35
	PM printed report last night and it shows cash declaration for Sunday which has duplicated Saturday and Monday(bank holiday).It Zeroed total but it shows somebody declared @ 8:50 on monday, on Tues it showed correct figure but duplicated figure on Wednesday.	
CLEAR	Thu 06 January 2000 12:50 by uk081125 / HSH1	*Saved:* Thu 06 January 2000 12:50
	Advised PM that there is an error with ONCH declarations @ the moment and problem should be sorted by Friday, the PM will contact back if problems persist.	
CLOSE	Thu 01 June 2000 12:51 by uk081125 / HSH1	*Saved:* Thu 01 June 2000 12:51
	Call Close by Carl hunt: PMHTCC	

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Call E-0006211199

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Status:	Closed	Opened:	Wed 21 June 2000 12:49	Site:	153405
Severity:	2 C	Closed:	Wed 21 June 2000 13:16	Customer:	l039
Priority:	0			CSR/Team:	uk064729 / HSH4

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD03

Problem:

Problem Text: PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.

Call Closure Details

Closed:	21/06/2000 13:16	Cause:	C61	Repair:	R09

Resolution: RS08

Text: Call Close by Aidan Heritage: as above

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Eposs	Description:		Network ID:	

Call Activity Log

OPEN	Wed 21 June 2000 12:42 by uk081232 / HSH1	*Saved:* Wed 21 June 2000 12:49
	New call taken by Sheron Palmer: PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.	
Advice	Wed 21 June 2000 12:56 by uk081232 / HSH1	*Saved:* Wed 21 June 2000 12:56
	Spoke to HSH who advises me they will be able to collate that formation fo them and send out	
REASSIGN	Wed 21 June 2000 12:59 by uk064729 / HSH4	*Saved:* Wed 21 June 2000 13:00
	Call # E-0006211199 was Reassigned from Sheron Palmer, Group HSH1 to Aidan Heritage, Group HSH4 re-assign for action as specified	
CLEAR	Wed 21 June 2000 13:15 by uk064729 / HSH4	*Saved:* Wed 21 June 2000 13:15
	print out of all calls sent to the caller as requested	
CLOSE	Wed 21 June 2000 13:16 by uk064729 / HSH4	*Saved:* Wed 21 June 2000 13:16
	Call Close by Aidan Heritage: as above	

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Call Details E-0006260642

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Call E-0006260642

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Status:	Closed	Opened:	Mon 26 June 2000 10:53	Site:	153405
Severity:	2 C	Closed:	Mon 26 June 2000 11:02	Customer:	1039
Priority:	0			CSR/Team:	uk081234 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD14	Problem:	

Problem Text: PM has a cash shortage that is held in susp acc. Susp acc now shows double the original figure.

Call Closure Details

Closed:	26/06/2000 11:02	Cause:	C62	Repair:	R59	Resolution:	RS08

Text: Call Close by Hardev Raikmo: Transferred PM to NBSC. PMHTCC

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Mon 26 June 2000 10:46 by uk081234 / HSH1	*Saved:* Mon 26 June 2000 10:53
	New call taken by Hardev Raikmo: PM has a cash shortage that is held in susp acc. Susp acc now shows double the original figure.	
Advice	Mon 26 June 2000 10:55 by uk081234 / HSH1	*Saved:* Mon 26 June 2000 10:55
	PM advises that she went into HouseKeeping/Losses tbl 2a and then selected the relevant entry. PM then entered the amount and finished it, but now the susp acc is showing double the amount.	
CLEAR	Mon 26 June 2000 11:00 by uk081234 / HSH1	*Saved:* Mon 26 June 2000 11:00
	Advised PM to contact NBSC. PM informs that she already called them and they referred her to us. I contacted NBSC on PM's behalf and explained situation. Transferred PM to NBSC.	
OPEN_CALL_TS	Mon 26 June 2000 11:01 by uk081234 / HSH1	*Saved:* Mon 26 June 2000 11:02
	Open Calls Troubleshoot (Affected Site=153405)	
CLOSE	Mon 26 June 2000 11:02 by uk081234 / HSH1	*Saved:* Mon 26 June 2000 11:02
	Call Close by Hardev Raikmo: Transferred PM to NBSC. PMHTCC	

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Call E-0007053554

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Status:	Closed	Opened:	Wed 05 July 2000 19:29	Site:	153405
Severity:	2 C	Closed:	Wed 05 July 2000 19:32	Customer:	I039
Priority:	0			CSR/Team:	uk081205 / HSH1

Caller Details

Caller:	Roger	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD03
Problem:					
Problem Text:	PM wanted to reboot that his system was running slow when completing his roll over				

Call Closure Details

Closed:	05/07/2000 19:32	Cause:	C62	Repair:	R09
Resolution:	RS08				
Text:	Call Close by Roger Parsons: PM advised that the system is running slow due to the amount of network traffic today. PMHTCC.				

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Wed 05 July 2000 19:27 by uk081205 / HSH1	*Saved:* Wed 05 July 2000 19:29
	New call taken by Roger Parsons: PM wanted to reboot that his system was running slow when completing his roll over	
Advice	Wed 05 July 2000 19:31 by uk081205 / HSH1	*Saved:* Wed 05 July 2000 19:31
	PM advised that the system is running slow due to the amount of network traffic today.	
CLEAR	Sun 07 May 2000 19:32 by uk081205 / HSH1	*Saved:* Sun 07 May 2000 19:32
	PM advised that the system is running slow due to the amount of network traffic today. PMHTCC.	
CLOSE	Wed 05 July 2000 19:32 by uk081205 / HSH1	*Saved:* Wed 05 July 2000 19:32
	Call Close by Roger Parsons: PM advised that the system is running slow due to the amount of network traffic today. PMHTCC.	

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Call E-0007080002

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Status:	Closed	Opened:	Sat 08 July 2000 00:12	Site:	153405
Severity:	3 B	Closed:	Mon 10 July 2000 14:40	Customer:	I039
Priority:	0			CSR/Team:	SMCtemp3 / SMC Evts Man

Caller Details

Caller:	Nick Beatty SMC	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02
Problem:					
Problem Text:	Critical event received for counter 3 - "The device \device\siscport0, did not respond within the timeout period"				

Call Closure Details

Closed:	10/07/2000 14:40	Cause:	C12	Repair:	R04	Resolution:	RS11
Text:	Call Close by Nick Beatty: Call suspended by Gordon Sandeman Call suspended pending result of Re-boot - Counter 3, re-boot confirmed by PM - Carried out OK.						

Call Asset Details

Asset ID:	1534053	Description:		Serial No:	79501LC
Product:	PATICLX365/400C	Description:		Network ID:	

Call Activity Log

OPEN	Sat 08 July 2000 00:09 by uk061353 / SMC1	*Saved:* Sat 08 July 2000 00:12
	New call taken by David Sale: Critical event received for counter 3 - "The device \device\siscport0, did not respond within the timeout period"	
Information	Sat 08 July 2000 00:16 by uk061353 / SMC1	*Saved:* Sat 08 July 2000 00:16
	As per KEL RColeman1253U.htm - reboot is needed, if event continues after reboot then pox swap needed	
SUSPEND	Sat 08 July 2000 00:17 by uk061353 / SMC1	*Saved:* Sat 08 July 2000 00:17
	Call suspended by David Sale suspend this call pending reboot of counter 3	
RELEASE	Sat 08 July 2000 06:47 by uk061353 / SMC1	*Saved:* Sat 08 July 2000 06:47
	Call released by David Sale: for update	
REASSIGN	Sat 08 July 2000 06:48 by uk061353 / SMC1	*Saved:* Sat 08 July 2000 06:48
	Call # E-0007080002 was Reassigned from David Sale, Group SMC1 to Group SMC Evts Man	
SUSPEND	Sat 08 July 2000 06:49 by uk061353 / SMC1	*Saved:* Sat 08 July 2000 06:49
	Call suspended by David Sale suspend this call pending reboot of counter 3	
RELEASE	Sat 08 July 2000 12:42 by uk082042 / SMC Evts Man	*Saved:* Sat 08 July 2000 12:43
	Call released by Gordon Sandeman: Call released for update.	
Information	Sat 08 July 2000 12:43 by uk082042 / SMC Evts Man	*Saved:* Sat 08 July 2000 12:43
	PM contacted and advised to re-boot counter 3	
SUSPEND	[illegible]	[illegible]

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Call Details E-0007080002

SUSPEND	Call suspended by Gordon Sandeman Call suspended pending result of re-boot.	
RELEASE	Mon 10 July 2000 14:39 by SMCtemp3 / SMC Evts Man	*Saved:* Mon 10 July 2000 14:39
	Call released by Nick Beatty Call suspended by Gordon Sandeman Call suspended pending result of Re-boot - Counter 3, re-boot confirmed by PM - Carried out OK.	
CLEAR	Mon 10 July 2000 14:39 by SMCtemp3 / SMC Evts Man	*Saved:* Mon 10 July 2000 14:39
	Call suspended by Gordon Sandeman Call suspended pending result of Re-boot - Counter 3, re-boot confirmed by PM - Carried out OK.	
MODIFY	Mon 10 July 2000 14:40 by SMCtemp3 / SMC Evts Man	*Saved:* Mon 10 July 2000 14:40
	Call information modified by Nick Beatty Caller Name: from: Mr M A Jacks to: Nick Beatty SMC	
CLOSE	Mon 10 July 2000 14:40 by SMCtemp3 / SMC Evts Man	*Saved:* Mon 10 July 2000 14:40
	Call Close by Nick Beatty: Call suspended by Gordon Sandeman Call suspended pending result of Re-boot - Counter 3, re-boot confirmed by PM - Carried out OK.	

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Call Details E-0007193490

	Call # E-0007193490 was Reassigned from Group SMC1 to Group UKSS request engineer for counter printer swap	
REASSIGN	Wed 19 July 2000 19:55 by Dispatch 1 /	*Saved:* Wed 19 July 2000 19:56
	The projected arrival date for engineer 064008 is 20-07-2000 09:00:00 Engineer 064008 allocated	
UPDATE	Thu 20 July 2000 09:01 by Dispatch 1 /	*Saved:* Thu 20 July 2000 09:03
	Engineer 064008 despatched to site at 20-07-2000 08:59:00 ** [No Remark entered.]	
UPDATE	Thu 20 July 2000 10:23 by Dispatch 1 /	*Saved:* Thu 20 July 2000 10:24
	Engineer 064008 arrived on site at 20-07-2000 10:19:00 ** [Engineer 064008 Logged On.]	
UPDATE	Thu 20 July 2000 10:53 by Dispatch 1 /	*Saved:* Thu 20 July 2000 10:54
	swaped ithica due to priinter not functioning at a ll, red light flashing along with a ticking noise.	
UPDATE	Thu 20 July 2000 10:54 by Dispatch 1 /	*Saved:* Thu 20 July 2000 10:54
	Work completed.	
ENG VISIT	Thu 20 July 2000 10:19 by 064008 / ENGINEERS	*Saved:* Thu 20 July 2000 10:44
	swaped ithica due to priinter not functioning at a ll, red light flashing along with a ticking noise. Call closure code of failure and repair code 821	
REASSIGN	Thu 20 July 2000 10:54 by Dispatch 1 /	*Saved:* Thu 20 July 2000 10:54
	OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC1	
CLEAR	Thu 20 July 2000 10:54 by uktemp8 / SMC1	*Saved:* Thu 20 July 2000 10:54
	swaped ithica due to priinter not functioning at a ll, red light flashing along with a ticking noise.	
CLOSE	Thu 20 July 2000 11:01 by uktemp8 / SMC1	*Saved:* Thu 20 July 2000 11:01
	Call Close by Louise Barnacle swaped ithica due to priinter not functioning at a ll, red light flashing along with a ticking noise.	

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Call E-0007201267

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Status:	Closed	Opened:	Thu 20 July 2000 12:51	Site:	153405
Severity:	2 C	Closed:	Thu 20 July 2000 13:25	Customer:	039
Priority:	0			CSR/Team:	uk081220 / HSH1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	K	ProbType:	KA04

Problem:

Problem Text: has discrepancy of 2219.80pounds and last night first adjusted stock then declared it now would like to get rid of disc. Also relates to previous closed call e-0007181540

Call Closure Details

Closed:	20/07/2000 13:25	Cause:	C97	Repair:	R58	Resolution:	RS08
Text:	Call Close by Stephen Cairns: pm to call nbsc ref peritas. pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS-Cash Account	Description:		Network ID:	

Call Activity Log

OPEN	Thu 20 July 2000 12:47 by uk081220 / HSH1	*Saved:* Thu 20 July 2000 12:51
	New call taken by Stephen Cairns: has discrepancy of 2219.80pounds and last night first adjusted stock then declared it now would like to get rid of disc. Also relates to previous closed call e-0007181540	
REASSIGN	Thu 20 July 2000 12:55 by uk081220 / HSH1	*Saved:* Thu 20 July 2000 12:55
	Call # E-0007201267 was Reassigned from Stephen Cairns' Group HSH1 > Group PERITAS reassigned for investigation	
Advice	Thu 20 July 2000 12:57 by Peritas02 / HSH1	*Saved:* Thu 20 July 2000 12:57
	Advised to contact the NBSC	
REASSIGN	Thu 20 July 2000 12:58 by Peritas02 / HSH1	*Saved:* Thu 20 July 2000 12:58
	Call # E-0007201267 was Reassigned from Group PERITAS to Group HSH2 PMHTCC	
CLEAR	Thu 20 July 2000 13:24 by uk081220 / HSH1	*Saved:* Thu 20 July 2000 13:24
	pm to call nbsc ref peritas cca	
CLOSE	Thu 20 July 2000 13:25 by uk081220 / HSH1	*Saved:* Thu 20 July 2000 13:25
	Call Close by Stephen Cairns: pm to call nbsc ref peritas. pmhtcc	

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Call E-0007201732

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Status:	Closed	Opened:	Thu 20 July 2000 15:03	Site:	153405
Severity:	2 C	Closed:	Thu 20 July 2000 15:11	Customer:	1039
Priority:	0			CSR/Team:	uk081196 / HSH1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	Prob Type:	XI05

Problem:

Problem Text: pm reports a descrepancy of 2219.80 and has rolled over, pm has spoken to nbsc and was advised to call us back

Call Closure Details

Closed:	20/07/2000 15:11	Cause:	CA1	Repair:	R59

Resolution: RS08

Text: Call Close by Rebecca Thompson: transfered the pm to kevin @ nbsc

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Thu 20 July 2000 14:57 by uk081196 / HSH1	*Saved:* Thu 20 July 2000 15:03
	New call taken by Rebecca Thompson: pm reports a descrepancy of 2219.80 and has rolled over, pm has spoken to nbsc and was advised to call us back	
Advice	Thu 20 July 2000 15:09 by uk081196 / HSH1	*Saved:* Thu 20 July 2000 15:09
	advised pm that she would need to speak to the nbsc as she has rolled over	
Information	Thu 20 July 2000 15:11 by uk081196 / HSH1	*Saved:* Thu 20 July 2000 15:11
	voiced kevin @ nbsc and he took the call	
CLEAR	Thu 20 July 2000 15:11 by uk081196 / HSH1	*Saved:* Thu 20 July 2000 15:11
	transfered pm to kevin @ nbsc	
CLOSE	Thu 20 July 2000 15:11 by uk081196 / HSH1	*Saved:* Thu 20 July 2000 15:11
	Call Close by Rebecca Thompson: transfered the pm to kevin @ nbsc	

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Call E-0007210350

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Status:	Closed	Opened:	Fri 21 July 2000 11:15	Site:	153405
Severity:	4 A	Closed:	Tue 25 July 2000 09:08	Customer:	1039
Priority:	99			CSR/Team:	GB082307 / SMC1

Caller Details

Caller:	Baz Ziauddin	Phone:	[redacted]	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND03

Problem:

Problem Text: FAD 153405 has not polled for 2 days since the 19/07/00. Please ping and why has it not polled

Call Closure Details

Closed:	25/07/2000 09:08	Cause:	C31	Repair:	R24

Resolution: RS10

Text: Call Close by Adeboyega Abudu: Line fault cleared by BT

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:		Network ID:	

Call Activity Log

OPEN	Fri 21 July 2000 11:14 by GB082158 / HSH1	*Saved:* Fri 21 July 2000 11:15
	New call taken by Mark Byworth: FAD 153405 has not polled for 2 days since the 19/07/00. Please ping and why has it not polled	
Information	Fri 21 July 2000 11:16 by GB082158 / HSH1	*Saved:* Fri 21 July 2000 11:16
	please route to EDSC when resolved	
REASSIGN	Fri 21 July 2000 11:53 by GB082158 / HSH1	*Saved:* Fri 21 July 2000 11:53
	Call # E-0007210350 was Reassigned from Mark Byworth, Group HSH1 to Group SMC4 reassigned for investigation.	
Information	Fri 21 July 2000 16:21 by GB082307 / SMC1	*Saved:* Fri 21 July 2000 16:21
	pm re-booted, still no comms, access times, mon- fri 9-5.30pm, sat 9-12.30pm	
REASSIGN	Fri 21 July 2000 16:23 by GB082307 / SMC1	*Saved:* Fri 21 July 2000 16:23
	Call # E-0007210350 was Reassigned from Group SMC4 to Group CFM3	
Information	Fri 21 July 2000 16:21 by uk038352 / CFM3	*Saved:* Fri 21 July 2000 16:21
	We are unable to ping this site,can Energis please investigate CLI, CUG, Exchange & Line, ISDN no's - 01253852484, Call clearing codes:- 0x849B Destination out of order Thanks - DH@cfm3	
REASSIGN	Fri 21 July 2000 16:22 by uk038352 / CFM3	*Saved:* Fri 21 July 2000 16:22
	Call # E-0007210350 was Reassigned from Group CFM3 to Group CFM4	
Information	Fri 21 July 2000 17:18 by eng004 / CFM4	*Saved:* Fri 21 July 2000 17:18

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	Energis Update: BT are testing line	
CLEAR	Tue 25 July 2000 09:06 by GB082307 / SMC1	*Saved:* Tue 25 July 2000 09:06
	Line fault cleared by BT	
CLOSE	Tue 25 July 2000 09:08 by GB082307 / SMC1	*Saved:* Tue 25 July 2000 09:08
	Call Closed by Adeboyega Adu001 Line fault cleared by BT	

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Call Details E-0008021149

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Call E-0008021149

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Status:	Closed	Opened:	Wed 02 August 2000 12:51	Site:	153405
Severity:	2 C	Closed:	Wed 02 August 2000 12:59	Customer:	1039
Priority:	0			CSR/Team:	uk081682 / HSH1

Caller Details

Caller:	Julie	Phone:	[redacted]	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05
Problem:					
Problem Text:	pm had an error notice for a giro in payment, attached to it was a receipt which the pm had never seen before				

Call Closure Details

Closed:	02/08/2000 12:59	Cause:	CA1	Repair:	R58	Resolution:	RS08
Text:	Call Close by Sarah Harman: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call Activity Log

OPEN	Wed 02 August 2000 12:47 by uk081682 / HSH1	*Saved:* Wed 02 August 2000 12:51
	New call taken by Sarah Harman: pm had an error notice for a giro in payment, attached to it was a receipt which the pm had never seen before	
Information	Wed 02 August 2000 12:56 by uk081682 / HSH1	*Saved:* Wed 02 August 2000 12:56
	Pm said shed done a trans log for this date of the 17/02/00 and no records were found, pm wanted to know if it could have possible been a reversal would it still have shown up on the trans log	
Advice	Wed 02 August 2000 12:57 by uk081682 / HSH1	*Saved:* Wed 02 August 2000 12:57
	Advised pm even if it was a reversal it would have still shown up on the trans log. Advised pm I could tell her where to enter the error notice but to contact the NBSC.	
CLEAR	Wed 02 August 2000 12:58 by uk081682 / HSH1	*Saved:* Wed 02 August 2000 12:58
	Advised pm to ring the NBSC	
CLOSE	Wed 02 August 2000 12:59 by uk081682 / HSH1	*Saved:* Wed 02 August 2000 12:59
	Call Close by Sarah Harman: PMHTCC	

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Call E-0008172268

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Status:	Closed	Opened:	Thu 17 August 2000 14:56	Site:	153405
Severity:	2 C	Closed:	Thu 17 August 2000 15:03	Customer:	1039
Priority:	0			CSR/Team:	uk081660 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	F	ProbType:	FD02	Problem:	
Problem Text:	pm wants a to preform a buy back on the system but dosen't have the buy back icon						

Call Closure Details

Closed:	17/08/2000 15:03	Cause:	CA9	Repair:	R58	Resolution:	RS08
Text:	Call Close by Anthony Dobell: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:	EPOSS	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	6	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Thu 17 August 2000 14:51 by uk081660 / HSH1	*Saved:* Thu 17 August 2000 14:56
	New call taken by Anthony Dobell: pm wants a to preform a buy back on the system but dosen't have the buy back icon	
Advice	Thu 17 August 2000 15:01 by uk081660 / HSH1	*Saved:* Thu 17 August 2000 15:01
	caller refered to the nbsc	
CLEAR	Thu 17 August 2000 15:02 by uk081660 / HSH1	*Saved:* Thu 17 August 2000 15:02
	caller refered to the nbsc	
CLOSE	Thu 17 August 2000 15:03 by uk081660 / HSH1	*Saved:* Thu 17 August 2000 15:03
	Call Close by Anthony Dobell: pmhtcc	

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HOME Pathway Customer INR2 [illegible]

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Call E-0008181263

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Status:	Closed	Opened:	Fri 18 August 2000 13:56	Site:	153405
Severity:	2 C	Closed:	Fri 18 August 2000 14:03	Customer:	I039
Priority:	0			CSR/Team:	uktemp3 / HSH1

Caller Details

Caller:	Roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	Pm wants to know whether its correct to transfer cash into different su.						

Call Closure Details

Closed:	18/08/2000 14:03	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by uktemp3: pm transfering cash into a different su.htcc.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	6	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Fri 18 August 2000 13:49 by uktemp3 / HSH1 New call taken by uktemp3: Pm wants to know whether its correct to transfer cash into different su.	*Saved:* Fri 18 August 2000 13:56
Advice	Fri 18 August 2000 14:02 by uktemp3 / HSH1 advised the pm that it is o.k to do this.	*Saved:* Fri 18 August 2000 14:02
CLOSE	Fri 18 August 2000 14:03 by uktemp3 / HSH1 Call Close by uktemp3: pm transfering cash into a different su.htcc.	*Saved:* Fri 18 August 2000 14:03

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Call E-0008233684

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Status:	Closed	Opened:	Wed 23 August 2000 19:22	Site:	153405
Severity:	3 B	Closed:	Wed 23 August 2000 19:24	Customer:	l039
Priority:	0			CSR/Team:	uk080108 / HSH1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD06	Problem:	
Problem Text:	Counter 3 has been frozen on 'printing report' for 3/4 an hour						

Call Closure Details

Closed:	23/08/2000 19:24	Cause:	C21	Repair:	R70	Resolution:	RS08
Text:	Call Close by Rachel Murray: screen frozen for nearly 50 mins - advised reboot PMHTC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATITH94PTR	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	1	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	06/09/2000 00:00	Done:	23/08/2000 19:24	Completed	Mandatory

Call Activity Log

OPEN	Wed 23 August 2000 19:21 by uk080108 / HSH1 New call taken by Rachel Murray: Counter 3 has been frozen on 'printing report' for 3/4 an hour	*Saved:* Wed 23 August 2000 19:22
Advice	Wed 23 August 2000 19:24 by uk080108 / HSH1 advised reboot	*Saved:* Wed 23 August 2000 19:24
CLEAR	Wed 23 August 2000 19:24 by uk080108 / HSH1 screen frozen for nearly 50 mins - advised reboot	*Saved:* Wed 23 August 2000 19:24
CLOSE	Wed 23 August 2000 19:24 by uk080108 / HSH1 Call Close by Rachel Murray: screen frozen for nearly 50 mins - advised reboot PMHTC	*Saved:* Wed 23 August 2000 19:24

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Call E-0008233829

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Status:	Closed	Opened:	Wed 23 August 2000 19:40	Site:	153405
Severity:	2 C	Closed:	Wed 23 August 2000 19:44	Customer:	I039
Priority:	0			CSR/Team:	uk081197 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	PM has re-booted and got a blue screen						

Call Closure Details

Closed:	23/08/2000 19:44	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Amir Nazir: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	3	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 23 August 2000 19:36 by uk081197 / HSH1 New call taken by Amir Nazir: PM has re-booted and got a blue screen	*Saved:* Wed 23 August 2000 19:40
Advice	Wed 23 August 2000 19:44 by uk081197 / HSH1 advised stays like that for 10mins	*Saved:* Wed 23 August 2000 19:44
CLOSE	Wed 23 August 2000 19:44 by uk081197 / HSH1 Call Close by Amir Nazir: PMHTCC	*Saved:* Wed 23 August 2000 19:44

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Call E-0008300740

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Status:	Closed	Opened:	Wed 30 August 2000 11:04	Site:	153405
Severity:	3 B	Closed:	Thu 31 August 2000 12:38	Customer:	I039
Priority:	0			CSR/Team:	GB082475 / SMC1

Caller Details

Caller:	Steve Sherdel SMC	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT02	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Cleardesk not run as active user detected - Host h15340500102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm						

Call Closure Details

Closed:	31/08/2000 12:38	Cause:	C22	Repair:	R73	Resolution:	RS11
Text:	Call Close by Nick beatty: Rang PM, she will reboot counter 2. Monitor for closure.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:	Windows NT	Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	1532	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	13/09/2000 00:00	Done:	31/08/2000 12:38	Completed	Mandatory

Call Activity Log

OPEN	Wed 30 August 2000 11:01 by SMCtemp8 / SMC Evts Man New call taken by Steve Sherdel: Cleardesk not run as active user detected - Host h15340500102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm	*Saved:* Wed 30 August 2000 11:04
Information	Wed 30 August 2000 11:06 by SMCtemp8 / SMC Evts Man Cleardesk not run as active user detected - Host h00283200102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm Will phone PO and ask them to reboot counter.	*Saved:* Wed 30 August 2000 11:06
Advice	Wed 30 August 2000 11:08 by SMCtemp8 / SMC Evts Man Rang PM, she will reboot counter 2. Monitor for closure.	*Saved:* Wed 30 August 2000 11:08
REASSIGN	Wed 30 August 2000 11:08 by SMCtemp8 / SMC Evts Man Call # E-0008300740 was Reassigned from Steve Sherdel, Group SMC Evts Man to Group SMC Evts Man	*Saved:* Wed 30 August 2000 11:08
CLEAR	Thu 31 August 2000 12:38 by GB082475 / SMC1 Rang PM, she will reboot counter 2. Monitor for closure.	*Saved:* Thu 31 August 2000 12:38

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CLOSE Thu 31 August 2000 12:38 by GB082475 / SMC1 *Saved* Thu 31 August 2000 12:38
Call Close by Nick beatty. Rang PM, she will reboot counter 2. Monitor for closure.

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Call E-0008302691

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Status:	Closed	Opened:	Wed 30 August 2000 15:48	Site:	153405
Severity:	2 C	Closed:	Wed 30 August 2000 21:58	Customer:	I039
Priority:	0			CSR/Team:	uk080051 / HSH1

Caller Details

Caller:	roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	K	ProbType:	KA03	Problem:	
Problem Text:	on counter 1 trying to balance and said still showing mandatory report						

Call Closure Details

Closed:	30/08/2000 21:58	Cause:	CA4	Repair:	R57	Resolution:	RS08
Text:	Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS-Cash Account	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	369	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 30 August 2000 15:39 by GB082168 / HSH1 New call taken by Tina Brodie: on counter 1 trying to balance and said still showing mandatory report	*Saved:* Wed 30 August 2000 15:48
Advice	Wed 30 August 2000 15:58 by GB082168 / HSH1 passed to peritas	*Saved:* Wed 30 August 2000 15:58
REASSIGN	Wed 30 August 2000 15:58 by GB082168 / HSH1 Call # E-0008302691 was Reassigned from Tina Brodie, Group HSH1 to Group TEMP1 passed to peritas	*Saved:* Wed 30 August 2000 15:58
Advice	Wed 30 August 2000 16:19 by Peritas02 / HSH1 PM cannot produce Giro Withdrawal report. Produced report, nil balance but cannot cut off then complete. Still showing as mandatory report. Advised PM that can still balance other SUs, roll over into next CAP and start work but Cash Account will only be available after problem resolved. User - MRO001 Site - 44 Group - 153405 Node - 1 Node Name - 1534050010S	*Saved:* Wed 30 August 2000 16:19
REASSIGN	Wed 30 August 2000 16:23 by Peritas02 / HSH1 Call # E-0008302691 was Reassigned from Tina Brodie, Group HSH1 to Group SMC1 Cannot produce trial balance as outstanding mandatory report. Produced report but cannot cut off as zero balance. Correct SU etc.	*Saved:* Wed 30 August 2000 16:26

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REASSIGN	Wed 30 August 2000 21:56 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 21:57
	Call # E-0008302691 was Reassigned from Group SMC1 to Sarah Watling, Group HSH1 passing for closure	
Advice	Wed 30 August 2000 21:57 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 21:57
	pm has reversed a transaction and is now able to cut off	
CLEAR	Wed 30 August 2000 21:57 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 21:57
	caller navigated through and is able to cut off and proceed to balance	
CLOSE	Wed 30 August 2000 21:58 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 21:58
	Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc	

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Call E-0008303371

Remarks

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Status:	Closed	Opened:	Wed 30 August 2000 17:59	Site:	153405
Severity:	3 B	Closed:	Mon 04 September 2000 16:14	Customer:	I039
Priority:	0			CSR/Team:	UK061824 / SMC1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	T	ProbType:	TR14	Problem:	
Problem Text:	one of the clerks is doing a balance- a withdrawal that was done is appearing on the report and they have not done one.						

Call Closure Details

Closed:	04/09/2000 16:14	Cause:	CE6	Repair:	R57	Resolution:	RS08
Text:	Call Close by Mark Foster: Pm happy with advice given - call can be closed.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	7093	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 30 August 2000 17:57 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 17:59
	New call taken by Sarah Watling: one of the clerks is doing a balance- a withdrawal that was done is appearing on the report and they have not done one.	
Advice	Wed 30 August 2000 18:02 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:02
	the withdrawal has been done by someone - the pm is very confused because she thinks that the system is wrong. clerk did it at 9:01 at userid aki001. giro wthdrawal was on her report and cut off and sent away.	
Advice	Wed 30 August 2000 18:06 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:06
	the second clerk rkn001 stock unit rk the transaction is not showing on his - but is showing on the giro withdrawal.	
OPEN_CALL_TS	Wed 30 August 2000 18:08 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:08
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 30 August 2000 18:08 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:09
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Wed 30 August 2000 18:09 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:09

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	tried to reverse the giro withdrawal and will not let them. checked the stock unit rk userid rkn001 this counter has been used by someone else today, the treansaction log was printed from this and did not show the session number. would not reverse because doing it with the wrong number.	
Advice	Wed 30 August 2000 18:14 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:14
	a giro withdrawal is appearing on someone elses report who has not actually done the transaction. the clerk who did the giro withdrawal is aki001 serving on counter 3- in stock unit ak. the session number for the transaction is 3-127947. this stock unit has balanced and the report has been cut off. the clerk who has the transaction appearing on his report is rkn001, on counter 4, stock unit rk, this stock unit has not been rolled over and the transaction log only shows one giro withdrawal for 100.00 for that counter. and stock unit. the transaction which has appeared on two reports has an account number of GRO	
MODIFY	Wed 30 August 2000 18:18 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:19
	Call information modified by Sarah Watling Call Type: from 'T' to 'S' Severity: from '2' to '3' Problem Type: from 'TR04' to 'SD02'	
REASSIGN	Wed 30 August 2000 18:19 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:20
	Call # E-0008303371 was Reassigned from Sarah Watling, Group HSH1 to Group SMC1 passing as possible software problem	
OPEN_CALL_TS	Wed 30 August 2000 18:20 by uk080051 / HSH1	*Saved:* Wed 30 August 2000 18:21
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 30 August 2000 19:39 by uk081124 / HSH1	*Saved:* Wed 30 August 2000 19:39
	pm just calling to see if she should continue with balancing as giro withdrwl report needs to be cut off.	
REASSIGN	Mon 04 September 2000 10:57 by uk061353 / SMC1	*Saved:* Mon 04 September 2000 10:57
	Call # E-0008303371 was Reassigned from Group SMC1 to David Sale, Group SMC1	
Information	Mon 04 September 2000 14:33 by uk061353 / SMC1	*Saved:* Mon 04 September 2000 14:33
	transaction ID 3-127947 for giro withdrawal of 100.00 against a/c no GRO This was done on counter3 by user AKI001 on StockUnit AK at 30/8/00 9:01am. Giro summary for Stock Unit AK show this transaction ok. Giro summary for Stock Unit RK also shows this same transaction that was done on counter 3.	
Information	Mon 04 September 2000 14:39 by uk061353 / SMC1	*Saved:* Mon 04 September 2000 14:39
	Passing this call to SSC for further investigation.	
REASSIGN	Mon 04 September 2000 14:39 by uk061353 / SMC1	*Saved:* Mon 04 September 2000 14:39
	Call # E-0008303371 was Reassigned from David Sale, Group SMC1 to Group EDSC1	
OTI_CLOSE	Mon 04 September 2000 15:28 by PINICL /	*Saved:* Mon 04 September 2000 15:28
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME. By Mark Wright at 04-Sep-2000 15:20:00 Category 62 – No fault in product User RKN001 did transaction 1-155098 for £100 for this customer on the 26th August and the report has not been cut off since. Get the PM to check the dates of the transactions he is looking at to confirm that this is his 'duplicate' transaction	
REASSIGN	Mon 04 September 2000 15:28 by PINICL /	*Saved:* Mon 04 September 2000 15:28
	OTI monitor reassigned this call from PINICL to the Action Group SMC1	
REASSIGN	Mon 04 September 2000 15:55 by UK061824 / SMC1	*Saved:* Mon 04 September 2000 15:55
	Call # E-0008303371 was Reassigned from Group SMC1 to Mark Foster, Group SMC1	
Information	Mon 04 September 2000 16:05 by UK061824 / SMC1	*Saved:* Mon 04 September 2000 16:05
	PM disputed that a transaction was done on 26th - I asked PM to produce a transaction log using session number provided by SSC - the transaction printed off. Pm happy with advice given - call can be closed.	
MODIFY	Mon 04 September 2000 16:09 by UK061824 / SMC1	*Saved:* Mon 04 September 2000 16:11
	Call information modified by Mark Foster Call Type: from 'S' to 'T' Problem Type: from 'SD02' to 'TR14'	
CLEAR	Mon 04 September 2000 16:13 by UK061824 / SMC1	*Saved:* Mon 04 September 2000 16:13
	Pm happy with advice given - call can be closed.	
CLOSE	Mon 04 September 2000 16:14 by UK061824 / SMC1	*Saved:* Mon 04 September 2000 16:14
	Call Close by Mark Foster: Pm happy with advice given - call can be closed.	

This call has remarks

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Call E-0008312027

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Status:	Closed	Opened:	Thu 31 August 2000 15:57	Site:	153405
Severity:	2 C	Closed:	Thu 31 August 2000 15:59	Customer:	I039
Priority:	0			CSR/Team:	GB082486 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	pm wanted to know when SMC would call her back						

Call Closure Details

Closed:	31/08/2000 15:59	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Nick Raniga: pm htcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	1	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Thu 31 August 2000 15:55 by GB082486 / HSH1 New call taken by Nick Raniga: pm wanted to know when SMC would call her back	*Saved:* Thu 31 August 2000 15:57
Advice	Thu 31 August 2000 15:58 by GB082486 / HSH1 Advised pm that someone would call her back soon.	*Saved:* Thu 31 August 2000 15:58
CLOSE	Thu 31 August 2000 15:59 by GB082486 / HSH1 Call Close by Nick Raniga: pm htcc	*Saved:* Thu 31 August 2000 15:59

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Call E-0009052546

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Status:	Closed	Opened:	Tue 05 September 2000 17:52	Site:	153405
Severity:	3 B	Closed:	Tue 05 September 2000 17:55	Customer:	1039
Priority:	0			CSR/Team:	GB082711 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Trying to preview a balance and the screen is not moving.						

Call Closure Details

Closed:	05/09/2000 17:55	Cause:	C22	Repair:	R70	Resolution:	RS08
Text:	Call Close by Jonathan Waight: Advised a rebootpmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	2	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	19/09/2000 00:00	Done:	05/09/2000 17:55	Completed	Mandatory

Call Activity Log

OPEN	Tue 05 September 2000 17:49 by GB082711 / HSH1 New call taken by Jonathan Waight: Trying to preview a balance and the screen is not moving.	*Saved:* Tue 05 September 2000 17:52
Advice	Tue 05 September 2000 17:54 by GB082711 / HSH1 The screen has not changed for about half an hour. Advised a reboot	*Saved:* Tue 05 September 2000 17:54
CLEAR	Tue 05 September 2000 17:55 by GB082711 / HSH1 Advised a reboot	*Saved:* Tue 05 September 2000 17:55
CLOSE	Tue 05 September 2000 17:55 by GB082711 / HSH1 Call Close by Jonathan Waight: Advised a rebootpmhtcc	*Saved:* Tue 05 September 2000 17:55

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Call E-0009204970

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Status:	Closed	Opened:	Wed 20 September 2000 19:07	Site:	153405
Severity:	2 C	Closed:	Wed 20 September 2000 19:10	Customer:	I039
Priority:	0			CSR/Team:	HSHCI416 / HSH CI4

Caller Details

Caller:	Rodger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	K	ProbType:	KA03	Problem:	
Problem Text:	individual A2Ux no entry sign on office bal						

Call Closure Details

Closed:	20/09/2000 19:10	Cause:	CA3	Repair:	R09	Resolution:	RS08
Text:	Call Close by Mahesh Patel: advise given was successful . pm htcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS-Cash Account	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	2	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 20 September 2000 19:05 by HSHCI416 / HSH CI4 New call taken by Mahesh Patel: individual A2Ux no entry sign on office bal	*Saved:* Wed 20 September 2000 19:07
Advice	Wed 20 September 2000 19:08 by HSHCI416 / HSH CI4 pm is on node 1 advised pm to log onto node 2 no entry sign advised pm to log onto node 3 has not got a no entry sign on it advised pm to press office bal then to log out node 3 then to log onto node 1	*Saved:* Wed 20 September 2000 19:08
CLEAR	Wed 20 September 2000 19:10 by HSHCI416 / HSH CI4 advise given was successful	*Saved:* Wed 20 September 2000 19:10
CLOSE	Wed 20 September 2000 19:10 by HSHCI416 / HSH CI4 Call Close by Mahesh Patel: advise given was successful . pm htcc	*Saved:* Wed 20 September 2000 19:10

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Call E-0010091369

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Status:	Closed	Opened:	Mon 09 October 2000 13:20	Site:	153405
Severity:	3 B	Closed:	Mon 09 October 2000 13:25	Customer:	I039
Priority:	0			CSR/Team:	uk079680 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02
Problem:					
Problem Text:	Caller can not get the giro print outs and he can get 1 page but not the second				

Call Closure Details

Closed:	09/10/2000 13:25	Cause:	C21	Repair:	R57	Resolution:	RS08
Text:	Call Close by Tina Brown: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATITH94PTR	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	4	Non-SLA Time (mins):	0

1	CLOSE (Clear call)	Met:	Y	Target:	23/10/2000 00:00	Done:	09/10/2000 13:25	Completed	Mandatory

Call Activity Log

OPEN	Mon 09 October 2000 13:17 by uk079680 / HSH1 New call taken by Tina Brown: Caller can not get the giro print outs and he can get 1 page but not the second	*Saved:* Mon 09 October 2000 13:20
Advice	Mon 09 October 2000 13:22 by uk079680 / HSH1 he ahs tried to turn it off and on he has tried to press resume he does retry when the message comes back on advised the caller to turn it off for 45 secs and then to a test tally and then a test slip	*Saved:* Mon 09 October 2000 13:22
Advice	Mon 09 October 2000 13:23 by uk079680 / HSH1 this happens nealy every day	*Saved:* Mon 09 October 2000 13:23
CLEAR	Mon 09 October 2000 13:25 by uk079680 / HSH1 pmhtcc	*Saved:* Mon 09 October 2000 13:25
CLOSE	Mon 09 October 2000 13:25 by uk079680 / HSH1 Call Close by Tina Brown: pmhtcc	*Saved:* Mon 09 October 2000 13:25

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Call E-0010161350

Remarks

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Status:	Closed	Opened:	Mon 16 October 2000 13:05	Site:	153405
Severity:	3 B	Closed:	Mon 16 October 2000 17:09	Customer:	I039
Priority:	0			CSR/Team:	uktemp29 / SMC1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT04	Call Type:	H	ProbType:	HD07	Problem:	
Problem Text:	PM is having trouble with the counter printer on counter 5. It won't print his giro dep report.						

Call Closure Details

Closed:	16/10/2000 17:09	Cause:	C01	Repair:	R01	Resolution:	RS10
Text:	Call Close by uktemp29: ** [No Remark entered.] Call closure code of FAILURE and repair code 821						

Call Asset Details

Asset ID:	1534054	Description:	Ithica 94 Printer	Serial No:	HE001920498
Product:	PATITH94PTR	Description:	Ithica 94 Printer	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	243	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Mon 16 October 2000 13:04 by uk081616 / HSH1	*Saved:* Mon 16 October 2000 13:05
	New call taken by June Gayle: PM is having trouble with the counter printer on counter 5. It won't print his giro dep report.	
Advice	Mon 16 October 2000 13:06 by uk081616 / HSH1	*Saved:* Mon 16 October 2000 13:06
	Advised Pm to insert the paper into the slip correctly with the coloured strip to the wright.This was done and it only took the paper in part of the way and then stopped	
MODIFY	Mon 16 October 2000 13:09 by uk081616 / HSH1	*Saved:* Mon 16 October 2000 13:10
	Call information modified by June Gayle Call Type: from 'A' to 'S' Product ID: from 'EPOSS' to 'PATITH94PTR' Severity: from '2' to '3' Problem Type: from 'AG06' to 'SD02'	
Information	Mon 16 October 2000 13:10 by uk081616 / HSH1	*Saved:* Mon 16 October 2000 13:10
	Counter printer is not taking the paper through and it stops half way without printing anything.	
Information	Mon 16 October 2000 13:15 by uk081616 / HSH1	*Saved:* Mon 16 October 2000 13:15
	Voiced call to Emma at SMC and she advised that PM presses print befor inserting the paper and then when error message appears to insert paper and then press retry as this can usually stop this problem from reacurring. I tried this with the PM,but same problem occured were it only took half the slip in and then stopped and light changed from a steady green to a flashing amber.	

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MODIFY	Mon 16 October 2000 13:19 by uk081616 / HSH1 Call information modified by June Gayle Call Type: from 'S' to 'H' Problem Type: from 'SD02' to 'HD07'	*Saved:* Mon 16 October 2000 13:19
REASSIGN	Mon 16 October 2000 13:21 by uk081616 / HSH1 Call # E-0010161350 was Reassigned from June Gayle, Group HSH1 to Group SMC1 Reassigned for action.	*Saved:* Mon 16 October 2000 13:21
Access Times	Mon 16 October 2000 13:25 by uk081616 / HSH1 PO is open Mon-Friday 9am-5.30pm all day and Sat 9am-12.30non.	*Saved:* Mon 16 October 2000 13:25
REASSIGN	Mon 16 October 2000 13:28 by GB082729 / SMC1 Call # E-0010161350 was Reassigned from Group SMC1 to Demi Folorunso, Group SMC1	*Saved:* Mon 16 October 2000 13:28
Information	Mon 16 October 2000 13:31 by GB082729 / SMC1 Counter 5 printer refusing to print giro slips and all troubleshoot made no difference. PM had the same problem last week.	*Saved:* Mon 16 October 2000 13:31
Recommend	Mon 16 October 2000 13:32 by GB082729 / SMC1 Please replace counter 5 printer to correct this defect.	*Saved:* Mon 16 October 2000 13:32
REASSIGN	Mon 16 October 2000 13:33 by GB082729 / SMC1 Call # E-0010161350 was Reassigned from Demi Folorunso, Group SMC1 to Group UKSS1	*Saved:* Mon 16 October 2000 13:33
MODIFY	Mon 16 October 2000 13:28 by GB082729 / SMC1 Call information modified by Demi Folorunso Action Group: from 'SMC1' to 'UKSS1' CSR ID: from 'gb082729' Revision: Serial #: to 'HE001999841' Tag: to '1534054' Item Descr.: to 'Ithica 94 Printer' ...etc.	*Saved:* Mon 16 October 2000 13:33
REASSIGN	Mon 16 October 2000 14:40 by Dispatch 1 / The projected arrival date for engineer 064008 is 16-10-2000 14:48:00 Engineer 064008 allocated	*Saved:* Mon 16 October 2000 14:48
REASSIGN	Mon 16 October 2000 14:50 by Dispatch 1 / The projected arrival date for engineer 082213 is 16-10-2000 16:30:00 Engineer 082213 allocated	*Saved:* Mon 16 October 2000 14:57
UPDATE	Mon 16 October 2000 15:02 by Dispatch 1 / Engineer 082213 despatched to site at 16-10-2000 15:00:00 ** [No Remark entered.]	*Saved:* Mon 16 October 2000 15:07
UPDATE	Mon 16 October 2000 16:16 by Dispatch 1 / Engineer 082213 arrived on site at 16-10-2000 16:14:00 ** [Engineer 082213 Logged On.]	*Saved:* Mon 16 October 2000 16:20
UPDATE	Mon 16 October 2000 16:56 by Dispatch 1 / d1 unknown error, arr 4.20,o 4.40, ith jams halfway thru giro slip new itheca he001944441 old he001920498	*Saved:* Mon 16 October 2000 17:01
ENG VISIT	Mon 16 October 2000 16:20 by 082213 / ENGINEERS ** [No Remark entered.] Call closure code of FAILURE and repair code 821	*Saved:* Mon 16 October 2000 16:40
REASSIGN	Mon 16 October 2000 17:14 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC1 as directed by the OTI Return activity.	*Saved:* Mon 16 October 2000 17:14
CLEAR	Mon 16 October 2000 16:40 by uktemp29 / SMC1 ** [No Remark entered.] Call closure code of FAILURE and repair code 821	*Saved:* Mon 16 October 2000 16:40
CLOSE	Mon 16 October 2000 17:09 by uktemp29 / SMC1 Call Close by uktemp29 ** [No Remark entered.] Call closure code of FAILURE and repair code 821	*Saved:* Mon 16 October 2000 17:09

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This call has remarks

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Call E-0010253234

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Status:	Closed	Opened:	Wed 25 October 2000 16:04	Site:	153405
Severity:	3 B	Closed:	Wed 01 November 2000 16:55	Customer:	I039
Priority:	0			CSR/Team:	uk080147 / HSH1

Caller Details

Caller:	roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there.

Call Closure Details

Closed:	01/11/2000 16:55	Cause:	CE3	Repair:	R08	Resolution:	RS08

Text: Call Close by Hugh Evans: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-00

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	8838	Non-SLA Time (mins):	1290

Call Activity Log

OPEN — Wed 25 October 2000 15:56 by GB082162 / HSH1 — *Saved:* Wed 25 October 2000 16:04

New call taken by Sarah Still: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there.

Advice — Wed 25 October 2000 16:13 by GB082162 / HSH1 — *Saved:* Wed 25 October 2000 16:13

aa is down by £40,000, rj on the balance snapshot has 2 transfers to aa at £40,000, got pm to print a transfer summaries and a rem summaries, there was nothing on it.

REASSIGN — Wed 25 October 2000 16:27 by GB082162 / HSH1 — *Saved:* Wed 25 October 2000 16:28

Call # E-0010253234 was Reassigned from Sarah Still, Group HSH1 to Group TEMP1 reassign for progression.

Advice — Wed 25 October 2000 16:30 by Peritas06 / HSH1 — *Saved:* Wed 25 October 2000 16:30

office is large mspo, pm had a discrepancy under in aa for the exact amount of a transfer donre from rj to aa, asked pm to check the transfers in reports- pm say the systems had done the transfer twice -talked pm through how to transfer in the opposite dirrection to correct the problem, pm is adamant that the system has put the figures he adjusted in AA onto the adjust stock figures for RJ. Pm also mentioned that earlier in the week the system had printed the giro report with tall entries on twice(21/10/00-11:45 anne simpsoon su as asi001), but thses double entries then disapeared when the report was printed again, the pm is of the opinion that the systme is duplicating work The pm reckons the ssytem did a transfer from rj to aa (for £40k) twice as he only has one slip and the transfer in reports list the transfer twice at the same time, advised the pm to rechek the adjust stock figures and then to declare the stamps

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	and the cash figures in both AA and RJ and produce the trial figures before looking at ajusting the stock pm said he would call back when he gets to this starting point as he would then know how much stock the system thought there was and whether it had doubled pass on to software to look at the duplicte giro issue and possible duplicated transfere or stock	
REASSIGN	Wed 25 October 2000 16:52 by Peritas06 / HSH1	*Saved:* Wed 25 October 2000 16:53
	Call # E-0010253234 was Reassigned from Sarah Still, Group HSH1 to Group SMC1 This is a menu list	
MODIFY	Wed 25 October 2000 16:53 by Peritas06 / HSH1	*Saved:* Wed 25 October 2000 16:53
	Call information modified by Peritas06 Call Type: from 'K' to 'S' CSR ID: Product ID: from: EPOSS to: Unknown Product: Severity: from: 2 to: 3 Problem Type: from: KA04 to: SD02	
REASSIGN	Thu 26 October 2000 07:27 by GB082222 / SMC1	*Saved:* Thu 26 October 2000 07:27
	Call # E-0010253234 was Reassigned from Group SMC1 to Phil Riches, Group SMC1	
REASSIGN	Thu 26 October 2000 13:49 by uk082108 / SMC1	*Saved:* Thu 26 October 2000 13:49
	Call # E-0010253234 was Reassigned from Phil Riches, Group SMC1 to Group smc1	
REASSIGN	Thu 26 October 2000 14:22 by GB082222 / SMC1	*Saved:* Thu 26 October 2000 14:22
	Call # E-0010253234 was Reassigned from Group smc1 to Andy Abernethy, Group SMC1	
REASSIGN	Thu 26 October 2000 18:00 by uk066862 / SMC1	*Saved:* Thu 26 October 2000 18:00
	Call # E-0010253234 was Reassigned from Andy Abernethy, Group SMC1 to Group SMC1	
REASSIGN	Fri 27 October 2000 08:27 by GB082222 / SMC1	*Saved:* Fri 27 October 2000 08:27
	Call # E-0010253234 was Reassigned from Group SMC1 to Olu Solaru, Group SMC1	
REASSIGN	Fri 27 October 2000 16:48 by uk082570 / SMC1	*Saved:* Fri 27 October 2000 16:49
	Call # E-0010253234 was Reassigned from Olu Solaru, Group SMC1 to Group SMC1	
REASSIGN	Mon 30 October 2000 15:19 by GB082222 / SMC1	*Saved:* Mon 30 October 2000 15:19
	Call # E-0010253234 was Reassigned from Group SMC1 to Phil Riches, Group SMC1	
REASSIGN	Tue 31 October 2000 08:33 by uk082108 / SMC1	*Saved:* Tue 31 October 2000 08:34
	Call # E-0010253234 was Reassigned from Phil Riches, Group SMC1 to Group smc1	
REASSIGN	Tue 31 October 2000 08:59 by GB082222 / SMC1	*Saved:* Tue 31 October 2000 08:59
	Call # E-0010253234 was Reassigned from Group smc1 to Phil Riches, Group SMC1 please action	
REASSIGN	Tue 31 October 2000 10:58 by uk082108 / SMC1	*Saved:* Tue 31 October 2000 10:58
	Call # E-0010253234 was Reassigned from Phil Riches, Group SMC1 to Group smc1	
REASSIGN	Tue 31 October 2000 11:12 by GB082222 / SMC1	*Saved:* Tue 31 October 2000 11:12
	Call # E-0010253234 was Reassigned from Group smc1 to Russell King, Group SMC1	
Repeat Call	Tue 31 October 2000 12:17 by GB082471 / HSH1	*Saved:* Tue 31 October 2000 12:17
	pm phoned to say that she wanted a call back to find out what was happening	
Information	Tue 31 October 2000 13:06 by UK061916 / SMC1	*Saved:* Tue 31 October 2000 13:06
	Insufficient evidence: Please provide transaction details of the Transfers that he reckons occurred twice, i.e. date/time/transaction ref/SU/Counter/User/Amount(s). Also, while transfer being done, did system crash out at all and then did it appear that transfer hadn't gone through, so PM did it again event though it had gone through? Passing back to HSH for more info	
REASSIGN	Tue 31 October 2000 13:08 by UK061916 / SMC1	*Saved:* Tue 31 October 2000 13:08
	Call # E-0010253234 was Reassigned from Russell King, Group SMC1 to Group HSH1 reassigning for more info	
SUSPEND	Tue 31 October 2000 19:24 by uk082033 / HSH1	*Saved:* Tue 31 October 2000 19:24
	Call suspended by David Hogan suspended pending contact with pm.	
RELEASE	Wed 01 November 2000 08:00 by Sysadm / SYSTEM	*Saved:* Wed 01 November 2000 08:00
	AUTO-RELEASE from SUSPEND (Release was due on 01 Nov 2000 at 08:00:00)	
Information	Wed 01 November 2000 10:11 by uk060861 / HSH1	*Saved:* Wed 01 November 2000 10:11
	PM too busy to talk at the moment will cal back later	
Advice	Wed 01 November 2000 13:54 by uk080147 / HSH1	*Saved:* Wed 01 November 2000 13:54
	PM has called back. Transfers problem was resolved last week when the PM reversed one of the two £40K transfers	

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Call Details E-0010253234

OPEN_CALL_TS	Wed 01 November 2000 16:51 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 01 November 2000 16:52
CLEAR	Wed 01 November 2000 16:52 by uk080147 / HSH1 pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-0011012223.	*Saved:* Wed 01 November 2000 16:52
CLOSE	Wed 01 November 2000 16:55 by uk080147 / HSH1 Call Close by Hugh Evans: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-0011012223. pmhtcc	*Saved:* Wed 01 November 2000 16:55

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Call E-0010311359

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Status:	Closed	Opened:	Tue 31 October 2000 11:57	Site:	153405
Severity:	2 C	Closed:	Tue 31 October 2000 12:05	Customer:	1039
Priority:	0			CSR/Team:	GB082486 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	K	ProbType:	KA04	Problem:	
Problem Text:	pm has a discrepency in her trial balance. There are all sorts of transactions showing minus figures. Stock Unit AA						

Call Closure Details

Closed:	31/10/2000 12:05	Cause:	CA3	Repair:	R09	Resolution:	RS08
Text:	Call Close by Nick Raniga: pm htcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS-Cash Account	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	6	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Tue 31 October 2000 11:51 by GB082486 / HSH1	*Saved:* Tue 31 October 2000 11:57
	New call taken by Nick Raniga: pm has a discrepency in her trial balance. There are all sorts of transactions showing minus figures. Stock Unit AA	
OPEN_CALL_TS	Tue 31 October 2000 11:57 by GB082486 / HSH1	*Saved:* Tue 31 October 2000 11:58
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Tue 31 October 2000 12:03 by GB082486 / HSH1	*Saved:* Tue 31 October 2000 12:03
	Advised pm to go into Stock Balancing and the declarations. Non value stock came up so I advised pm to make sure that she had things in her non-value stock	
CLEAR	Tue 31 October 2000 12:04 by GB082486 / HSH1	*Saved:* Tue 31 October 2000 12:04
	pm htcc	
CLOSE	Tue 31 October 2000 12:05 by GB082486 / HSH1	*Saved:* Tue 31 October 2000 12:05
	Call Close by Nick Raniga: pm htcc	

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Call E-0011012223

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Status:	Closed	Opened:	Wed 01 November 2000 13:42	Site:	153405
Severity:	3 B	Closed:	Tue 07 November 2000 16:27	Customer:	039
Priority:	0			CSR/Team:	GB082641 / SMC1

Caller Details

Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.

Call Closure Details

Closed:	07/11/2000 16:27	Cause:	C21	Repair:	R22	Resolution:	RS11

Text:	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:	EPOSS	Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	8803	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	15/11/2000 00:00	Done:	07/11/2000 16:26	Completed	Mandatory

Call Activity Log

OPEN	Wed 01 November 2000 13:21 by uk080147 / HSH1	*Saved:* Wed 01 November 2000 13:42
	New call taken by Hugh Evans: PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.	
OPEN_CALL_TS	Wed 01 November 2000 13:42 by uk080147 / HSH1	*Saved:* Wed 01 November 2000 13:42
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 01 November 2000 13:42 by uk080147 / HSH1	*Saved:* Wed 01 November 2000 13:52
	Open Calls Troubleshoot (Affected Site:153405)	

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Advice	Wed 01 November 2000 14:03 by uk080147 / HSH1 PM advised that this is an intermittant problem occurring since the counters were upgraded on 23/10	*Saved:* Wed 01 November 2000 14:03
OPEN_CALL_TS	Wed 01 November 2000 14:04 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 01 November 2000 14:04
Advice	Wed 01 November 2000 14:04 by uk080147 / HSH1 User ID for the transfer was RLJ001	*Saved:* Wed 01 November 2000 14:04
Advice	Wed 01 November 2000 14:06 by uk080147 / HSH1 Userid for the remittance was RLJ001.	*Saved:* Wed 01 November 2000 14:06
OPEN_CALL_TS	Wed 01 November 2000 14:06 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 01 November 2000 14:07
REASSIGN	Wed 01 November 2000 14:08 by uk080147 / HSH1 Call # E-0011012223 was Reassigned from Hugh Evans, Group HSH1 to Group SMC1 Reassigning for investigation	*Saved:* Wed 01 November 2000 14:08
OPEN_CALL_TS	Wed 01 November 2000 14:08 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 01 November 2000 14:08
REASSIGN	Wed 01 November 2000 15:55 by GB082222 / SMC1 Call # E-0011012223 was Reassigned from Group SMC1 to Phil Riches, Group SMC1	*Saved:* Wed 01 November 2000 15:55
Repeat Call	Wed 01 November 2000 16:41 by GB082685 / HSH1 pm phoned back and still has not heard from anyone voiced phil at smc and will phone her as soon as he can advised pm of this	*Saved:* Wed 01 November 2000 16:41
REASSIGN	Wed 01 November 2000 18:04 by uk082108 / SMC1 Call # E-0011012223 was Reassigned from Phil Riches, Group SMC1 to Group smc1 Reassigning back because end of shift.	*Saved:* Wed 01 November 2000 18:05
Repeat Call	Wed 01 November 2000 19:08 by uk081126 / HSH1 still awaiting a reply - getting very upset - waiting to balance and get to family etc	*Saved:* Wed 01 November 2000 19:08
REASSIGN	Wed 01 November 2000 19:10 by GB082222 / SMC1 Call # E-0011012223 was Reassigned from Group smc1 to Ross Wilmott - 7281-5500, Group SMC1 BIG thanks	*Saved:* Wed 01 November 2000 19:10
REASSIGN	Wed 01 November 2000 19:24 by UK0631336 / SMC1 Call # E-0011012223 was Reassigned from Ross Wilmott - 7281-5500, Group SMC1 to Group EDSC1	*Saved:* Wed 01 November 2000 19:24
Information	Thu 02 November 2000 08:23 by uk079679 / SMC1 HSH contacted SMC for update, advised Call is with SSC and will be dealt with asap	*Saved:* Thu 02 November 2000 08:23
Follow Up	Thu 02 November 2000 08:43 by GB083020 / HSH1 RNM Elaine Tagg called re the call she is on her way to the office and wants updating on the situation. Spoke to ref Cath on third line who adv she will check who is working on the call and get them to ring the office asap message relayed back to RNM. RNM not very happy with response	*Saved:* Thu 02 November 2000 08:43
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1 Call # E-0011012223 was Reassigned from Group EDSC1 to Group HSH1	*Saved:* Thu 02 November 2000 08:45
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1 Call # E-0011012223 was Reassigned from Group HSH1 to Group EDSC1	*Saved:* Thu 02 November 2000 08:45
Information	Thu 02 November 2000 09:13 by uk059697 / HSH1 contacted SST about this call failing to go over the OTI	*Saved:* Thu 02 November 2000 09:13
Repeat Call	Thu 02 November 2000 09:37 by gb083185 / HSH1 PM chasing call, contacted EDSC who advised are looking at this now, relayed back to PM, who adviced has manged to roll 7 stock units but 3 have not. Adviced PM needs to contact NBSC and let them know of the situation as they will probably not be able to do a cash account	*Saved:* Thu 02 November 2000 09:37
Repeat Call	Thu 02 November 2000 10:42 by GB082468 / HSH1 rnm calling they have called a few times now expecting a call back with info and noone has called them, the office is closed but they are waiting for a call	*Saved:* Thu 02 November 2000 10:42
Repeat Call	Thu 02 November 2000 11:18 by GB082965 / HSH1	*Saved:* Thu 02 November 2000 11:18

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	voiced edsc while speaking to them pm terminated call	
Contacted	Thu 02 November 2000 13:13 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 13:13
	Contacted the RNM for this office as she has now made a complaint regarding this issue. Elaine (rnm) advised that all SU's have now been rolled over and they are now checking them to see if they final balance is showing to be correct. one of the SU's had something added to it, whilst rolling over. Elaine was very annoyed that no-one from 3rd line had called her back, as she has been promised a number of callbacks. Apologised for her not receiving any callbacks, and advised that I would escalate the fact that the agents she has spoken to have promised callbacks within the hour, as they should not be making promises like these. Advised that 3rd line are very busy with their investigations and sometimes do not have time to call back. They may call back sometimes if they require additional information/actions etc. ADvised that i would monitor the call, and if any updates occured, i would notify them.	
OTI_CLOSE	Fri 03 November 2000 14:07 by PINICL /	*Saved:* Fri 03 November 2000 14:07
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Published Known Error There is a kel for this problem - LKiang351M. The KEL explains that it is currently being investigated by development. I have not spoken to the customer.	
REASSIGN	Fri 03 November 2000 14:07 by PINICL /	*Saved:* Fri 03 November 2000 14:07
	OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity	
Contacted	Mon 06 November 2000 12:40 by GB064328 / HSH1	*Saved:* Mon 06 November 2000 12:40
	contacted pm on 06/11/00 Further info as requested on the kel. Stock units affected RJ & AA (bulk SU) Adjusted RT1/11/00 13:43 everything was ok all stocks showed correct value At 15:44 on 1/11/00 showed all aa figures su so pm had adjusted back to RJ value then RJ showed all neg figures but the neg value reflect aa stock value but in neg format. For example £50 cheque in RJ has cut off and rem out and this showed also in aa Smartcredits RJ as neg 20 but should be in aa with 20 Game IC 3R 4C (all neg in RJ purposative in aa. Users JWO001 & RHA001 (RJ su) ROJ001 (joint user for AA) Not made any declarations £4000 short in bal that week	
REASSIGN	Mon 06 November 2000 13:00 by GB064328 / HSH1	*Saved:* Mon 06 November 2000 13:00
	Call # E-0011012223 was Reassigned from Group HSH1 to Group SMC1 re-assign for develpoment as this is a known prob with kel and await solution.	
Information	Tue 07 November 2000 11:39 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 11:39
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
ReOpen OTI	Tue 07 November 2000 11:40 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 11:40
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
OPEN_CALL_TS	Tue 07 November 2000 11:40 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Tue 07 November 2000 11:41 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 11:41
	Call # E-0011012223 was Reassigned from Group SMC1 to Group EDSC1	
OTI_CLOSE	Tue 07 November 2000 14:43 by PINICL /	*Saved:* Tue 07 November 2000 14:43
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Richard Coleman at 07-nov-2000 14:35:00 Category 64 - Published Known Error See KEL LKiang351M as already specified. PM has not been contacted, closing as published known error.	
REASSIGN	Tue 07 November 2000 14:43 by PINICL /	*Saved:* Tue 07 November 2000 14:43
	OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTIReturn activity	
REASSIGN	Tue 07 November 2000 16:02 by GB082222 / SMC1	*Saved:* Tue 07 November 2000 16:02
	Call # E-0011012223 was Reassigned from Group SMC1 to Sarah Astell, Group SMC1	
OPEN_CALL_TS	Tue 07 November 2000 16:22 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 16:22
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Tue 07 November 2000 16:26 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 16:26
	Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	
CLEAR	Tue 07 November 2000 16:26 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 16:26
	Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	
CLOSE	Tue 07 November 2000 16:27 by GB082641 / SMC1	*Saved:* Tue 07 November 2000 16:27
	Call Close by Sarah Astell. Spoke to the PM and explained KEL Reference LKiang351M.htm and she is now happy for the call to be closed.	

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Call E-0011014334

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Status:	Closed	Opened:	Wed 01 November 2000 17:46	Site:	153405
Severity:	2 C	Closed:	Wed 01 November 2000 17:49	Customer:	I039
Priority:	0			CSR/Team:	GB082965 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI07	Problem:	
Problem Text:	Duplicate call e-0011012223						

Call Closure Details

Closed:	01/11/2000 17:49	Cause:	CA1	Repair:	R08	Resolution:	RS08
Text:	Call Close by Rizwan Namaji: Duplicate call e-0011012223						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call SLA Details

SLA:	30 Minutes / Clear call within 30 minutes	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	Y	SLA Time (mins):	2	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	01/11/2000 18:17	Done:	01/11/2000 17:49	Completed	Mandatory

Call Activity Log

OPEN	Wed 01 November 2000 17:43 by GB082965 / HSH1 New call taken by Rizwan Namaji: Duplicate call e-0011012223	*Saved:* Wed 01 November 2000 17:46
OPEN_CALL_TS	Wed 01 November 2000 17:46 by GB082965 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 01 November 2000 17:47
CLEAR	Wed 01 November 2000 17:49 by GB082965 / HSH1 Duplicate call e-0011012223	*Saved:* Wed 01 November 2000 17:49
CLOSE	Wed 01 November 2000 17:49 by GB082965 / HSH1 Call Close by Rizwan Namaji: Duplicate call e-0011012223	*Saved:* Wed 01 November 2000 17:49

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Call E-0011015059

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Status:	Closed	Opened:	Wed 01 November 2000 19:06	Site:	153405
Severity:	2 C	Closed:	Wed 01 November 2000 19:07	Customer:	I039
Priority:	0			CSR/Team:	uk081126 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	call cancelled						

Call Closure Details

Closed:	01/11/2000 19:07	Cause:	C10	Repair:	R08	Resolution:	RS08
Text:	Call Close by Martin Cawthorne: cancelled call - pmhtc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	0	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 01 November 2000 19:05 by uk081126 / HSH1 New call taken by Martin Cawthorne: call cancelled	*Saved:* Wed 01 November 2000 19:06
OPEN_CALL_TS	Wed 01 November 2000 19:06 by uk081126 / HSH1 Open Calls Troubleshoot (Affected Site 153405)	*Saved:* Wed 01 November 2000 19:06
CLOSE	Wed 01 November 2000 19:07 by uk081126 / HSH1 Call Close by Martin Cawthorne: cancelled call - pmhtc	*Saved:* Wed 01 November 2000 19:07

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Call E-0011020063

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Status:	Closed	Opened:	Thu 02 November 2000 08:13	Site:	153405
Severity:	2 C	Closed:	Thu 02 November 2000 08:33	Customer:	I039
Priority:	0			CSR/Team:	GB083020 / HSH1

Caller Details

Caller:	Elaine Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI07	Problem:	
Problem Text:	follow up to open call e-0011012223						

Call Closure Details

Closed:	02/11/2000 08:33	Cause:	CA1	Repair:	R08	Resolution:	RS08
Text:	Call Close by Karen Holmes: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call SLA Details

SLA:	30 Minutes / Clear call within 30 minutes	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	Y	SLA Time (mins):	19	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	02/11/2000 08:44	Done:	02/11/2000 08:33	Completed	Mandatory

Call Activity Log

OPEN	Thu 02 November 2000 07:54 by GB083020 / HSH1 New call taken by Karen Holmes: follow up to open call e-0011012223	*Saved:* Thu 02 November 2000 08:13
OPEN_CALL_TS	Thu 02 November 2000 08:13 by GB083020 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 02 November 2000 08:31
Advice	Thu 02 November 2000 08:32 by GB083020 / HSH1 open call already for this	*Saved:* Thu 02 November 2000 08:32
CLEAR	Thu 02 November 2000 08:33 by GB083020 / HSH1 call closed due to open call	*Saved:* Thu 02 November 2000 08:33
CLOSE	Thu 02 November 2000 08:33 by GB083020 / HSH1 Call Close by Karen Holmes: PMHTCC	*Saved:* Thu 02 November 2000 08:33

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Call E-0011020503

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Status:	Closed	Opened:	Thu 02 November 2000 09:14	Site:	153405
Severity:	2 C	Closed:	Thu 02 November 2000 09:41	Customer:	I039
Priority:	0			CSR/Team:	gb083185 / HSH1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI07	Problem:	
Problem Text:	repeat call ref e-0011012223						

Call Closure Details

Closed:	02/11/2000 09:41	Cause:	CA1	Repair:	R08	Resolution:	RS12
Text:	Call Close by Dale handley: repeat call ref e-0011012223						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call SLA Details

SLA:	30 Minutes / Clear call within 30 minutes	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	Y	SLA Time (mins):	26	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	02/11/2000 09:45	Done:	02/11/2000 09:40	Completed	Mandatory

Call Activity Log

OPEN	Thu 02 November 2000 08:49 by gb083185 / HSH1 New call taken by Dale handley: repeat call ref e-0011012223	*Saved:* Thu 02 November 2000 09:14
OPEN_CALL_TS	Thu 02 November 2000 09:18 by gb083185 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 02 November 2000 09:22
OPEN_CALL_TS	Thu 02 November 2000 09:22 by gb083185 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 02 November 2000 09:22
CLEAR	Thu 02 November 2000 09:40 by gb083185 / HSH1 repeat call ref e-0011012223	*Saved:* Thu 02 November 2000 09:40
CLOSE	Thu 02 November 2000 09:41 by gb083185 / HSH1 Call Close by Dale handley: repeat call ref e-0011012223	*Saved:* Thu 02 November 2000 09:41

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Call E-0011021303

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Status:	Closed	Opened:	Thu 02 November 2000 11:18	Site:	153405
Severity:	4 A	Closed:	Tue 21 November 2000 14:41	Customer:	l039
Priority:	99			CSR/Team:	uk079674 / HSH4

Caller Details

Caller:	elaine	Phone:	GRO	Site:	153405
Title:	rnm	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	M	ProbType:	MC01	Problem:	

Problem Text: RNM is not happy that no one has rang back with regards to call e-0011012223, she has been promised many callbacks but no one has carried them through. RNM now reports that all the stock units have been rolled over into the next CAP after adjusting stock figures. RNM wanted confirmation that it is okay to open the po if this problem is still ongoing. Confirmed that all SUs are in the correct CAP and if so then PO can open. There is more than 4 counters at this site

Call Closure Details

Closed:	21/11/2000 14:41	Cause:	C45	Repair:	R28	Resolution:	RS08

Text: Call Close by Shelley Lewis: Contacted PO to advise of last update. Closing as resolved

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	27561	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Thu 02 November 2000 10:58 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:18
	New call taken by Tracy Mitchell: RNM is not happy that no one has rang back with regards to call e-0011012223, she has been promised many callbacks but no one has carried them through. RNM now reports that all the stock units have been rolled over into the next CAP after adjusting stock figures. RNM wanted confirmation that it is okay to open the po if this problem is still ongoing. Confirmed that all SUs are in the correct CAP and if so then PO can open. There is more than 4 counters at this site	
OPEN_CALL_TS	Thu 02 November 2000 11:19 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:29
	Open Calls Troubleshoot (Affected Site: 153405)	
Information	Thu 02 November 2000 11:34 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:34
	having given the RNM an update on the progress of the open call I asked her if this call is to be escalated as a complaint. RNM wants to make an official complaint about the lack of response to the original open call	
REASSIGN	Thu 02 November 2000 11:39 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:39

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	Call # E-0011021303 was Reassigned from Tracy Mitchell, Group HSH1 to Group HSH4 reassigning FAO Shelley Lewis	
OPEN_CALL_TS	Thu 02 November 2000 12:31 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:31
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:31 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:32
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:45 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:47
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:51 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:51
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:51 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:52
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:52 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:53
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:53 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 12:57
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 12:57 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 13:11
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 13:11 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 13:11
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Thu 02 November 2000 13:11 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 13:11
	Contacted Elaine, who advised that all SU's have now been rolled over, and they are just checking that everything is correct on the final balances as one of the sus has had something added to it, whilst rolling over.	
OPEN_CALL_TS	Thu 02 November 2000 13:12 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 13:12
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 14:30 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 14:30
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 15:46 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 15:46
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 17:11 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 17:11
	Open Calls Troubleshoot (Affected Site:153405)	
MODIFY	Thu 02 November 2000 17:11 by uk079674 / HSH4	*Saved:* Thu 02 November 2000 17:11
	Call information modified by Shelley Lewis Priority: from '0' to '99' Problem Description:	
Information	Wed 08 November 2000 18:25 by GB083113 / HSH1	*Saved:* Wed 08 November 2000 18:25
	PM back on phone - has advised that she was able to balance today using the gateway counter but is not happy with the situation - advised will log this and gave this call ref. PM very concerned that this problem will reoccur.	
Information	Tue 21 November 2000 13:44 by GB082678 / HSH1	*Saved:* Tue 21 November 2000 13:44
	Pm called she wants an update to this call. spoke to Nick winger and he said to voice shelly who is dealing with it.	
Escalate	Tue 21 November 2000 13:45 by GB082678 / HSH1	*Saved:* Tue 21 November 2000 13:45
	Voiced Shelly she will be dealing with this.	
Contacted	Tue 21 November 2000 14:35 by uk079674 / HSH4	*Saved:* Tue 21 November 2000 14:35
	Contacted the PO to explain the reason for the delay in resolving this. Advised the PM of the workaround for this, and that if she had any further problems to call in so as we can investigate asap. She advised that she has a problem with foreign currency which i will log a new call for.	
CLEAR	Tue 21 November 2000 14:40 by uk079674 / HSH4	*Saved:* Tue 21 November 2000 14:40

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	Contacted PO to advise of last update. Closing as resolved	
CLOSE	Tue 21 November 2000 14:41 by uk079674 / HSH4	*Saved:* Tue 21 November 2000 14:41
	Call Close by Shelley Lewis: Contacted PO to advise of last update. Closing as resolved	

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Call E-0011021413

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Status:	Closed	Opened:	Thu 02 November 2000 11:40	Site:	153405
Severity:	3 B	Closed:	Thu 02 November 2000 11:42	Customer:	i039
Priority:	0			CSR/Team:	GB082165 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT02	Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	Elaine reports that one of the counters has a blue screen with the msg STOPoxoooooooa						

Call Closure Details

Closed:	02/11/2000 11:42	Cause:	C22	Repair:	R71	Resolution:	RS08
Text:	Call Close by Tracy Mitchell: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:	Windows NT	Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	1	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	16/11/2000 00:00	Done:	02/11/2000 11:42	Completed	Mandatory

Call Activity Log

OPEN	Thu 02 November 2000 11:38 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:40
	New call taken by Tracy Mitchell: Elaine reports that one of the counters has a blue screen with the msg STOPoxoooooooa	
OPEN_CALL_TS	Thu 02 November 2000 11:40 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:40
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 02 November 2000 11:41 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:41
	advised to reboot the counter. RNM said that this counter had already been rebooted once	
CLEAR	Thu 02 November 2000 11:42 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:42
	RNM to reboot the counter	
CLOSE	Thu 02 November 2000 11:42 by GB082165 / HSH1	*Saved:* Thu 02 November 2000 11:42
	Call Close by Tracy Mitchell: pmhtcc	

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HOME | Pathway Customer Network Service Call Detail

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Call E-0011081708

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Status:	Closed	Opened:	Wed 08 November 2000 12:17	Site:	153405
Severity:	3 B	Closed:	Wed 08 November 2000 18:24	Customer:	I039
Priority:	0			CSR/Team:	GB083113 / HSH1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	call regarding 0011021303. pm advises that the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa su apears on rj su.						

Call Closure Details

Closed:	08/11/2000 18:24	Cause:	C22	Repair:	R22	Resolution:	RS08
Text:	Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed pmhtc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	36	Non-SLA Time (mins):	330

1:	CLOSE (Clear call)	Met:	Y	Target:	22/11/2000 05:29	Done:	08/11/2000 18:21	Completed	Mandatory

Call Activity Log

OPEN	Wed 08 November 2000 11:47 by uk081216 / HSH1	*Saved:* Wed 08 November 2000 12:17
	New call taken by Kuljinder Bhachu: call regarding 0011021303. pm advises that the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa su apears on rj su.	
OPEN_CALL_TS	Wed 08 November 2000 12:18 by uk081216 / HSH1	*Saved:* Wed 08 November 2000 12:35
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Wed 08 November 2000 12:42 by uk081216 / HSH1	*Saved:* Wed 08 November 2000 12:42
	discovered that the pm is bal or looking at the info from counter 5. advised pm to use gateway, which did show correct correct info. advised pm to do bal from gateway instead of counter 5. advised pm that the call will be open pending on pm call back if bal went ok. advised pm to contact us whether bal went ok or not so we can investigate or close call.	

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Access Times	Wed 08 November 2000 12:46 by uk081216 / HSH1 mon -fri 9- 5:30 sat 9- 12:30 access at lunch	*Saved:* Wed 08 November 2000 12:46
SUSPEND	Wed 08 November 2000 12:47 by uk081216 / HSH1	*Saved:* Wed 08 November 2000 12:51
	Call suspended by Kuljinder Bhachu call suspended pending pm call back to see if software problem with stock amended or still persisting. close thursday 4pm. call pm first to close as there is a complaint call recarding this post office.	
OPEN_CALL_TS	Wed 08 November 2000 18:11 by GB083113 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 08 November 2000 18:12
OPEN_CALL_TS	Wed 08 November 2000 18:14 by GB083113 / HSH1	*Saved:* Wed 08 November 2000 18:15
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 08 November 2000 18:15 by GB083113 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 08 November 2000 18:20
RELEASE	Wed 08 November 2000 18:20 by GB083113 / HSH1	*Saved:* Wed 08 November 2000 18:21
	Call released by Ambrose Henderson: Reassigning for closure	
CLEAR	Wed 08 November 2000 18:21 by GB083113 / HSH1 PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed	*Saved:* Wed 08 November 2000 18:21
CLOSE	Wed 08 November 2000 18:24 by GB083113 / HSH1	*Saved:* Wed 08 November 2000 18:24
	Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed pmhtc	
RELEASE	Fri 10 November 2000 17:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 10 Nov 2000 at 16:30:13)	*Saved:* Fri 10 November 2000 17:00

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Call E-0011084054

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Status:	Closed	Opened:	Wed 08 November 2000 16:46	Site:	153405
Severity:	2 C	Closed:	Wed 08 November 2000 16:50	Customer:	I039
Priority:	0			CSR/Team:	GB082283 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	PM says that her gateway keeps freezing, and wants to know if we know why.						

Call Closure Details

Closed:	08/11/2000 16:50	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	3	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 08 November 2000 16:43 by GB082283 / HSH1 New call taken by Wayne Bateman: PM says that her gateway keeps freezing, and wants to know if we know why.	*Saved:* Wed 08 November 2000 16:46
OPEN_CALL_TS	Wed 08 November 2000 16:49 by GB082283 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 08 November 2000 16:49
OPEN_CALL_TS	Wed 08 November 2000 16:49 by GB082283 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 08 November 2000 16:49
Advice	Wed 08 November 2000 16:50 by GB082283 / HSH1 Advised that they all freeze but if it gets bad to give us a call and we would investigate it.	*Saved:* Wed 08 November 2000 16:50
CLOSE	Wed 08 November 2000 16:50 by GB082283 / HSH1 Call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.	*Saved:* Wed 08 November 2000 16:50

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Call E-0011140728

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Status:	Closed	Opened:	Tue 14 November 2000 09:48	Site:	153405
Severity:	1 D	Closed:	Tue 14 November 2000 09:52	Customer:	I039
Priority:	0			CSR/Team:	GB083112 / HSH1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	pm wanted to find a trans on the 17th of feb						

Call Closure Details

Closed:	14/11/2000 09:52	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Luke Stevenson: advised pm that you can only go back 3 mounths and refered to nbsc, pmhtcc.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	3	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Tue 14 November 2000 09:45 by GB083112 / HSH1 New call taken by Luke Stevenson: pm wanted to find a trans on the 17th of feb	*Saved:* Tue 14 November 2000 09:48
Advice	Tue 14 November 2000 09:51 by GB083112 / HSH1 advised pm that you can only go back 3 mounths and refered to nbsc	*Saved:* Tue 14 November 2000 09:51
CLOSE	Tue 14 November 2000 09:52 by GB083112 / HSH1 Call Close by Luke Stevenson: advised pm that you can only go back 3 mounths and refered to nbsc, pmhtcc.	*Saved:* Tue 14 November 2000 09:52

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Call E-0011180741

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Status:	Closed	Opened:	Sat 18 November 2000 09:42	Site:	153405
Severity:	3 B	Closed:	Sat 18 November 2000 09:46	Customer:	I039
Priority:	0			CSR/Team:	GB082469 / HSH1

Caller Details

Caller:	JULIE WOOLSTEIN	Phone:	GRO	Site:	153405
Title:	Supervisor	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	PM REPORTED THAT MESSAGE ON SCREEN SAYING THE COUNTER HAS NOW RECONNECTED PFOCEED						

Call Closure Details

Closed:	18/11/2000 09:46	Cause:	CE3	Repair:	R70	Resolution:	RS08
Text:	Call Close by Dee O'Beirne: pm htcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	3	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	02/12/2000 00:00	Done:	18/11/2000 09:45	Completed	Mandatory

Call Activity Log

OPEN	Sat 18 November 2000 09:39 by GB082469 / HSH1 New call taken by Dee O'Beirne: PM REPORTED THAT MESSAGE ON SCREEN SAYING THE COUNTER HAS NOW RECONNECTED PFOCEED	*Saved:* Sat 18 November 2000 09:42
Analysis	Sat 18 November 2000 09:45 by GB082469 / HSH1 advised the pm to reboot the counter--2-- pm ok to do this	*Saved:* Sat 18 November 2000 09:45
CLEAR	Sat 18 November 2000 09:45 by GB082469 / HSH1 pm rebooting 2	*Saved:* Sat 18 November 2000 09:45
CLOSE	Sat 18 November 2000 09:46 by GB082469 / HSH1 Call Close by Dee O'Beirne: pm htcc	*Saved:* Sat 18 November 2000 09:46

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Call E-0011202437

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Status:	Closed	Opened:	Mon 20 November 2000 14:56	Site:	153405
Severity:	2 C	Closed:	Mon 20 November 2000 15:04	Customer:	I039
Priority:	0			CSR/Team:	uk081287 / HSH1

Caller Details

Caller:	July	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	T	ProbType:	TR05	Problem:	
Problem Text:	Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another						

Call Closure Details

Closed:	20/11/2000 15:04	Cause:	CE6	Repair:	R57	Resolution:	RS08
Text:	Call Close by Charlotte Knight: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	7	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Mon 20 November 2000 14:47 by uk081287 / HSH1	*Saved:* Mon 20 November 2000 14:56
	New call taken by Charlotte Knight: Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another	
Advice	Mon 20 November 2000 15:04 by uk081287 / HSH1	*Saved:* Mon 20 November 2000 15:04
	New call taken by Charlotte Knight: Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another	
CLEAR	Mon 20 November 2000 15:04 by uk081287 / HSH1	*Saved:* Mon 20 November 2000 15:04
	Pm was advised on how to transfer from one stock unit to another, pm htcc	
CLOSE	Mon 20 November 2000 15:04 by uk081287 / HSH1	*Saved:* Mon 20 November 2000 15:04
	Call Close by Charlotte Knight: PMHTCC	

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Call E-0011203306

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Status:	Closed	Opened:	Mon 20 November 2000 17:26	Site:	153405
Severity:	2 C	Closed:	Mon 20 November 2000 17:41	Customer:	I039
Priority:	0			CSR/Team:	GB083495 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	pm had error message desktop exe application error oxc0000800xx77f88e01.close or ok.						

Call Closure Details

Closed:	20/11/2000 17:41	Cause:	C22	Repair:	R71	Resolution:	RS08
Text:	Call Close by Gillian Cox: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATCTXFLAT	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	14	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	04/12/2000 00:00	Done:	20/11/2000 17:40	Completed	Mandatory

Call Activity Log

OPEN	Mon 20 November 2000 17:16 by GB083495 / HSH1	*Saved:* Mon 20 November 2000 17:26
	New call taken by Gillian Cox: pm had error message desktop exe application error oxc0000800xx77f88e01.close or ok.	
Information	Mon 20 November 2000 17:37 by GB083495 / HSH1	*Saved:* Mon 20 November 2000 17:37
	advised pm that he would need to re-boot system.Pm then said that this was not a current problem, that it happened a few days ago. Advised pm that it would be better if he phoned when he actually had the problem so we could help him at the time.	
CLEAR	Mon 20 November 2000 17:40 by GB083495 / HSH1	*Saved:* Mon 20 November 2000 17:40
	pmhtcc	
CLOSE	Mon 20 November 2000 17:41 by GB083495 / HSH1	*Saved:* Mon 20 November 2000 17:41
	Call Close by Gillian Cox: pmhtcc	

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Call E-0011224382

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Status:	Closed	Opened:	Wed 22 November 2000 18:20	Site:	153405
Severity:	2 C	Closed:	Wed 22 November 2000 18:25	Customer:	I039
Priority:	0			CSR/Team:	GB082205 / HSH1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: PM rang to say that he was trying to produce a report for the redeemed saving stamp and got a error message on the screen saying 'EOD Runtime Error 450 - wrong number of arguments - invalid property assignments'.

Call Closure Details

Closed:	22/11/2000 18:25	Cause:	C21	Repair:	R08	Resolution:	RS08
Text:	Call Close by Anish Chudasama: PM HTC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	4	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	Y	Target:	06/12/2000 00:00	Done:	22/11/2000 18:24	Completed	Mandatory

Call Activity Log

OPEN Wed 22 November 2000 18:16 by GB082205 / HSH1 *Saved:* Wed 22 November 2000 18:20
New call taken by Anish Chudasama: PM rang to say that he was trying to produce a report for the redeemed saving stamp and got a error message on the screen saying 'EOD Runtime Error 450 - wrong number of arguments - invalid property assignments'.

Advice Wed 22 November 2000 18:23 by GB082205 / HSH1 *Saved:* Wed 22 November 2000 18:23
PM advises that the message has now gone off the screen. Advised pm if this happens again to 'ok' the message and it will go away.

CLEAR Wed 22 November 2000 18:24 by GB082205 / HSH1 *Saved:* Wed 22 November 2000 18:24
PM happy with the advice given.

CLOSE Wed 22 November 2000 18:25 by GB082205 / HSH1 *Saved:* Wed 22 November 2000 18:25
Call Close by Anish Chudasama: PM HTC

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Call E-0011225158

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Status:	Closed	Opened:	Wed 22 November 2000 20:00	Site:	153405
Severity:	2 C	Closed:	Wed 22 November 2000 20:05	Customer:	I039
Priority:	0			CSR/Team:	uk082225 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	CI4: want to know how to modify ttwo share SU into two indivual SU.						

Call Closure Details

Closed:	22/11/2000 20:05	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Dwight Clarke: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	4	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 22 November 2000 19:56 by uk082225 / HSH1 New call taken by Dwight Clarke: CI4: want to know how to modify ttwo share SU into two indivual SU.	*Saved:* Wed 22 November 2000 20:00
Advice	Wed 22 November 2000 20:04 by uk082225 / HSH1 Explained to the PM that she wil have to roll over the SU as inactive and leave them a week and then delete them	*Saved:* Wed 22 November 2000 20:04
CLOSE	Wed 22 November 2000 20:05 by uk082225 / HSH1 Call Close by Dwight Clarke: PMHTCC	*Saved:* Wed 22 November 2000 20:05

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Call E-0011260098

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Status:	Closed	Opened:	Sun 26 November 2000 23:07	Site:	153405
Severity:	3 B	Closed:	Mon 27 November 2000 13:31	Customer:	I039
Priority:	0			CSR/Team:	SMCtemp10 / SMC Evts Man

Caller Details

Caller:	Clair Dowsett SMC	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.						

Call Closure Details

Closed:	27/11/2000 13:31	Cause:	C22	Repair:	R70	Resolution:	RS08
Text:	Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	5	Non-SLA Time (mins):	858

1:	CLOSE (Clear call)	Met:	Y	Target:	10/12/2000 00:00	Done:	27/11/2000 13:30	Completed	Mandatory

Call Activity Log

OPEN	Sun 26 November 2000 23:02 by GB082484 / SMC1	*Saved:* Sun 26 November 2000 23:07
	New call taken by Clair Dowsett: Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.	
REASSIGN	Sun 26 November 2000 23:11 by GB082484 / SMC1	*Saved:* Sun 26 November 2000 23:11
	Call # E-0011260098 was Reassigned from Clair Dowsett, Group SMC1 to Group SMC Evts Man For PO contact for reboot on counter 3	
SUSPEND	Sun 26 November 2000 23:11 by GB082484 / SMC1	*Saved:* Sun 26 November 2000 23:12
	Call suspended by Clair Dowsett For PO contact	
RELEASE	Mon 27 November 2000 08:00 by Sysadm / SYSTEM	*Saved:* Mon 27 November 2000 08:00
	AUTO-RELEASE from SUSPEND (Release was due on 27 Nov 2000 at 08:00:00)	
Information	Mon 27 November 2000 09:44 by SMCtemp10 / SMC Evts Man	*Saved:* Mon 27 November 2000 09:44
	PM contacted she will reboot asap. Will monitor for progression or closure.	

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CLEAR	Mon 27 November 2000 13:30 by SMCtemp10 / SMC Evts Man Reboot successful,NO further events,closing call.	*Saved:* Mon 27 November 2000 13:30
CLOSE	Mon 27 November 2000 13:31 by SMCtemp10 / SMC Evts Man Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.	*Saved:* Mon 27 November 2000 13:31

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Call E-0011292030

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Status:	Closed	Opened:	Wed 29 November 2000 14:02	Site:	153405
Severity:	3 B	Closed:	Wed 29 November 2000 14:18	Customer:	I039
Priority:	0			CSR/Team:	GB082970 / HSH1

Caller Details

Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.						

Call Closure Details

Closed:	29/11/2000 14:18	Cause:	C21	Repair:	R70	Resolution:	RS08
Text:	Call Close by John Leech: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:			
SLA Met?:	Y	SLA Time (mins):	15	Non-SLA Time (mins):	0		

1:	CLOSE (Clear call)	Met:	Y	Target:	13/12/2000 00:00	Done:	29/11/2000 14:18	Completed	Mandatory

Call Activity Log

OPEN	Wed 29 November 2000 13:45 by GB082970 / HSH1 New call taken by John Leech: pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.	*Saved:* Wed 29 November 2000 14:02
OPEN_CALL_TS	Wed 29 November 2000 14:04 by GB082970 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 29 November 2000 14:05
Advice	Wed 29 November 2000 14:18 by GB082970 / HSH1 advised pm to reboot the counter	*Saved:* Wed 29 November 2000 14:18
CLEAR	Wed 29 November 2000 14:18 by GB082970 / HSH1 advised pm to reboot the counter	*Saved:* Wed 29 November 2000 14:18
CLOSE	Wed 29 November 2000 14:18 by GB082970 / HSH1 Call Close by John Leech: pmhtcc	*Saved:* Wed 29 November 2000 14:18

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Call E-0011292618

Status:	Closed	Opened:	Wed 29 November 2000 14:59	Site:	153405
Severity:	2 C	Closed:	Wed 29 November 2000 15:03	Customer:	I039
Priority:	0			CSR/Team:	GB082690 / HSH1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	T	ProbType:	TR14	Problem:	
Problem Text:	pm wants to know why the foreign currency sterling figure is not on the foreign currency su.						

Call Closure Details

Closed:	29/11/2000 15:03	Cause:	CE7	Repair:	R57	Resolution:	RS08
Text:	Call Close by Tony Mansfield: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	3	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 29 November 2000 14:56 by GB082690 / HSH1	*Saved:* Wed 29 November 2000 14:59
	New call taken by Tony Mansfield: pm wants to know why the foreign currency sterling figure is not on the foreign currency su.	
Advice	Wed 29 November 2000 15:01 by GB082690 / HSH1	*Saved:* Wed 29 November 2000 15:01
	advised pm to check other su's to see if the foreign currency has been put on there. if not then check unreconciled transfers and if not then put value in adjust stock for su rj.	
CLEAR	Wed 29 November 2000 15:03 by GB082690 / HSH1	*Saved:* Wed 29 November 2000 15:03
	advised pm to check other su's to see if the foreign currency has been put on there. if not then check unreconciled transfers and if not then put value in adjust stock for su rj.	
CLOSE	Wed 29 November 2000 15:03 by GB082690 / HSH1	*Saved:* Wed 29 November 2000 15:03
	Call Close by Tony Mansfield: pmhtcc	

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Call E-0011294389

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Status:	Closed	Opened:	Wed 29 November 2000 18:47	Site:	153405
Severity:	2 C	Closed:	Wed 29 November 2000 18:51	Customer:	j039
Priority:	0			CSR/Team:	gb083554 / HSH1

Caller Details

Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	ci4. pm wished to speak to Ross Willmott regarding call reference e-0011291662.						

Call Closure Details

Closed:	29/11/2000 18:51	Cause:	C62	Repair:	R08	Resolution:	RS08
Text:	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	3	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Wed 29 November 2000 18:42 by gb083554 / HSH1 New call taken by Samantha Cairns: ci4. pm wished to speak to Ross Willmott regarding call reference e-0011291662.	*Saved:* Wed 29 November 2000 18:47
OPEN_CALL_TS	Wed 29 November 2000 18:47 by gb083554 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 29 November 2000 18:50
OPEN_CALL_TS	Wed 29 November 2000 18:50 by gb083554 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 29 November 2000 18:50
OPEN_CALL_TS	Wed 29 November 2000 18:50 by gb083554 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Wed 29 November 2000 18:51
Advice	Wed 29 November 2000 18:51 by gb083554 / HSH1 Voiced throught to Ross Willmott who accepted the call.	*Saved:* Wed 29 November 2000 18:51
CLOSE	Wed 29 November 2000 18:51 by gb083554 / HSH1 Call Close by Samantha Cairns: Caller transferred to Ross Willmott	*Saved:* Wed 29 November 2000 18:51

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Call E-0011300602

Status:	Closed	Opened:	Thu 30 November 2000 09:32	Site:	153405
Severity:	2 C	Closed:	Thu 30 November 2000 09:35	Customer:	I039
Priority:	0			CSR/Team:	uktemp33 / HSH1

Caller Details

Caller:	Julie	Phone:	[redacted]	Site:	153405
Title:	postmistress	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AG06	Problem:	
Problem Text:	PM called last night and had forgotten the reference number.						

Call Closure Details

Closed:	30/11/2000 09:35	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Malcolm Goodall: PM wanted reference number from call last night. Adviced PM of number. PMHTC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	2	Non-SLA Time (mins):	0

Call Activity Log

OPEN	Thu 30 November 2000 09:30 by uktemp33 / HSH1 New call taken by Malcolm Goodall: PM called last night and had forgotten the reference number.	*Saved:* Thu 30 November 2000 09:32
OPEN_CALL_TS	Thu 30 November 2000 09:33 by uktemp33 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 30 November 2000 09:33
OPEN_CALL_TS	Thu 30 November 2000 09:34 by uktemp33 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 30 November 2000 09:34
OPEN_CALL_TS	Thu 30 November 2000 09:34 by uktemp33 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 30 November 2000 09:34
Advice	Thu 30 November 2000 09:35 by uktemp33 / HSH1 Adviced pm of reference number	*Saved:* Thu 30 November 2000 09:35
CLOSE	Thu 30 November 2000 09:35 by uktemp33 / HSH1 Call Close by Malcolm Goodall: PM wanted reference number from call last night. Adviced PM of number. PMHTC	*Saved:* Thu 30 November 2000 09:35

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Call	Status	Pr	Severity	Opened	Closed	Site	Call_Type	Problem_Typ	Problem_Co	Team	Problem Text	Closure Te
E-0001100	Closed	32	3 B	10/01/00 16:25	12/01/00 13:11	153405	Y	IM07		PATH1	153405 CLEVELEYS. Martin dale tester call :- The POM has advised that they have not reived a tester. This site is due to be installed on 31/01/2000.	Call Close by David Craggs: Call closed. PPQA has verified this site to be live.
E-0001200	Closed	0	1 D	20/01/00 14:08	20/01/00 14:16	153405	X	XI05		HSH1	Training has started for going live 31.01.00. PM wants to know that they will be getting paid for training and how many hours training they will be paid for.	Call Close by Lyndsey Elliot: PMHTC.
E-0001310	Closed	90	4:00 AM	31/01/00 10:18	31/01/00 20:01	153405	Y	IM07		ENERGIS	E-0001310195 Cleveleys 153405 ISDN coming up FPGA fail, possible phone problem?	Call Close by Leanne Gordon: Call closed by LG
E-0001310	Closed	90	4:00 AM	31/01/00 11:42	31/01/00 20:02	153405	Y	IM07		IPM2	E-0001310301 Cleveleys 153405 A4 printer laser shown as being on a shelf under the bureau de change there is a metal cash cabinet between the printer and the base unit for counter 1 and the installer can't feed the cable round	Call Close by Leanne Gordon: Call closed by LG
E-0001310	Closed	90	4:00 AM	31/01/00 12:48	31/01/00 20:03	153405	Y	IM07		IPM2	153405 cleveleys, with the problems with the plans e-0001310301 there will be a delay on their 2nd site marton moss 187405	Call Close by Leanne Gordon: Call closed by LG
E-0001310	Closed	1	1 D	31/01/00 14:10	04/07/00 14:07	153405	Y	IM07		PATH1	153405 cleveleys. error 1090 gateway	Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700
E-0001310	Closed	1	1 D	31/01/00 15:35	04/07/00 14:12	153405	Y	IM07		PATH1	E-0001310595 Cleveleys 153405 After swapping out gateway it is stuck at 20% error 1090	Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700

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E-0001310	Closed	90	4:00 AM	31/01/00 16:45	31/01/00 20:05	153405	Y	IM07		IPM2	153405 cleveleys on site 10am...could you please cofirm overtime will be paid from 17.30 as this site is delayed e-0001310195, e-0001310477 fad 153405 cleveleys	Call Close by Leanne Gordon: call closed by LG.
E-0001310	Closed	90	4:00 AM	31/01/00 18:05	31/01/00 20:07	153405	Y	IM07		POCLIP7	153405 CLEVELEYS. call raised by Amanda @ POCL OOH :- Mick Ledger @ POCL IP2 team has requested the install for this site to be aborted.	Call Close by Leanne Gordon: call closed by LG.
E-0001310	Closed	0	1 D	31/01/00 19:40	31/01/00 19:43	153405	Y	IM07		PATH1	153405 CLEVELYS. Call raised by the IP2 team ;- this site is to be suspended at the isntall stage due to technical issues.	Call Close by Leanne Gordon: This issue is now resolved & call closed. LG
E-0001310	Closed	0	1 D	31/01/00 19:55	31/01/00 19:57	153405	Y	IM07		PATH1	153405 CLEVELEYS. Call raised by the Ip2 team ;- This site is to be released back into the programme at the install stage.	Call Close by Leanne Gordon: This issue is now rsived & call closed. LG
E-0002090	Closed	90	4:00 AM	09/02/00 09:32	09/02/00 16:32	153405	Y	IM07		path1	153405 Cleveleys E-0002090089. ISDN fault. When actioned the tests the installer get the engaged tone which is ok but getting a message which reads "clear cause 88".	Call Close by David Craggs: Exel confirm HWA. Call closed
E-0002090	Closed	90	4:00 AM	09/02/00 10:29	09/02/00 13:01	153405	Y	IM07		PATH1	153405 Cleveleys E-0002090182. Gateway is now stuck at 3%.	Call Close by David Craggs: Call closed
E-0002090	Closed	90	4:00 AM	09/02/00 13:26	11/02/00 16:01	153405	Y	IM07		path1	153405 Cleveleys E-0002090461. Counter 3 stuck at 20%, 1113 error.	Call Close by Stuart Woodhouse: Call closed by SW
E-0002090	Closed	88	4:00 AM	09/02/00 15:09	09/02/00 15:26	153405	Y	IM07		path1	e-0002090708 153405 cleveleys. exel confirm that they have hardware acceptance at this site at 14.45	Call Close by Leanne Gordon: Call closed by LG.

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E-0002091	Closed	77	4:00 AM	09/02/00 21:57	09/02/00 21:59	153405	Y	IM07		PATH1	153405 - CLEVELEYS - E0002091220 - HFSO has advised that she can't find the Postal order section, hfso on site is Davelin tel: GRO	Call Close by benframduny: closure criteria: the te advised issue resolved straight away
E-0002100	Closed	77	2 C	10/02/00 09:01	10/02/00 11:20	153405	Y	IM07		PATH1	153405 CLEVELEYS. POCL fax ref:- IP2/18119 AN. Migration was completed successfully @ 22.40 on 09/02/00.	Call Close by Jane Underwood: Call closed
E-0002100	Closed	0	2 C	10/02/00 09:26	10/02/00 09:30	153405	O	OD02		HSH1	(PM is called Julie Woolstonhulme) - Only gone live this morning. One of the clerks has tried to sell Orange £5.00 phone card worried because icon says coming soon.	Call Close by Lyndsey Elliot: HFSO happy with advise - now has a second query to be logged seperately.
E-0002100	Closed	0	2 C	10/02/00 09:31	10/02/00 09:37	153405	A	AD12		HSH1	logged at same time as 138 of today. One of the clerks tried to log on this morning - now locked out - user error.	Call Close by Lyndsey Elliot: Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 min
E-0002100	Closed	0	1 D	10/02/00 10:09	10/02/00 10:12	153405	X	XI05		HSH1	gateway - blue screen - restart and set recovery optiuons - crash debug - stop 0x0000000a (0x000000086 0x000000ff - the line to caller then went dead	Call Close by Nicola Platt: whilst taking details - line to caller went dead - call ok to close
E-0002100	Closed	0	2 C	10/02/00 10:16	10/02/00 10:25	153405	S	SD02		HSH1	On the gateway the screen has gone blue with a message that starts Stop 0x0000000a.	Call Close by Stuart Bygrave: Blue screen and stop error message. Advised to reboot.

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E-0002100	Closed	0	3 B	10/02/00 10:48	10/02/00 10:57	153405	S	SD02		HSH1	Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the reciept key and it printed a reciept for a pre	Call Close by Matthew Taylor: Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.
E-0002100	Closed	0	3 B	10/02/00 13:00	10/02/00 13:03	153405	S	SD02		HSH1	PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.	Call Close by Anthony Leddra: PM cut off due to bad line.
E-0002100	Closed	0	2 C	10/02/00 13:04	10/02/00 13:11	153405	X	XI05		HSH1	PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.	Call Close by Sangita Patel: PM got cut off.
E-0002100	Closed	0	3 B	10/02/00 13:09	10/02/00 15:07	153405	S	FE05		SMC1	reporting gateway counter has blue screen message "stop..0x0000000a)0x0000029b ,0x000000ff,0x00000000,0x808 46dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.	Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.
E-0002190	Closed	0	2 C	19/02/00 09:57	19/02/00 10:00	153405	A	AD12		HSH1	A clerk has locked himself out of the system.	Call Close by Andrew Titman: PM happy with the advice and HTCC.
E-0002220	Closed	0	1 D	22/02/00 11:52	22/02/00 11:56	153405	X	XI05		HSH1	PM is calling rprt that she has entered an incorrect amt onto the quantum machine	Call Close by Jamie Lee: pmhtc.
E-0002240	Closed	0	3 B	24/02/00 08:05	01/03/00 18:17	153405	S	SD02		SMC1	Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.	Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.
E-0002241	Closed	0	2 C	24/02/00 15:59	24/02/00 16:01	153405	A	AD14		HSH1	pm has a problem	Call Close by Nicola Harrison: pm happy to close the call,
E-0002290	Closed	0	2 C	29/02/00 08:49	29/02/00 08:53	153405	S	SD02		HSH1	Gateway has on screen 00000000A	Call Close by Paul Fitzpatrick: PMHTCC

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E-0003010	Closed	0	3 B	01/03/00 08:37	02/03/00 16:17	153405	H	HD01			SMC1	PM is having problems with gateway - PM has come in this morning, and it has bluescreen with a Stop code ending with 0x00..0A. PM has now reboot.	Call Close by Daniel Sales: ** [No Remark entered.] Call closure code of failure and repair code 821
E-0003030	Closed	0	2 C	03/03/00 10:58	03/03/00 12:17	153405	H	HD01			HSH1	Call being raised off E-0001310595, as requested, gateway workstation needs to be swapped out.	Call Close by Shelley Hatch: pm rebooted following engineer visit.call can be closed-gateway is now operational.
E-0003030	Closed	0	3 B	03/03/00 11:35	03/03/00 11:40	153405	S	SD02			HSH1	Through the transaction and the screen has frozen . and the screen went dead he was entering the OBS foils received in when this screen . The right hand bank had now frozen and the PM is not able to clear the screen.	Call Close by Pamela Coe: PM will reboot as advised and call back if the problem persists call can now be closed
E-0003040	Closed	0	2 C	04/03/00 09:43	04/03/00 09:45	153405	A	AD12			HSH1	PM cannot see anything on the screen.	Call Close by David John Flood: This call can now be closed as the problem has been resolved.
E-0003070	Closed	0	3 B	07/03/00 13:00	07/03/00 13:05	153405	S	SD02			HSH1	Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.	Call Close by Sayeed Master: PMHTC
E-0003080	Closed	0	2 C	08/03/00 11:54	08/03/00 11:56	153405	X	XI05			HSH1	Avril Kirkby Clerk rang to say customer applying for british passport because she's Polish but born on USSR. Wants to know about procedural issue with this.	Call Close by Russell King: Caller ADVISED to contact NBSC - call closed
E-0003080	Closed	0	2 C	08/03/00 13:40	08/03/00 13:47	153405	X	XI05			HSH1	home care £3.00 blackpool home help stamps,ni icon to put them into system	Call Close by Gaynor Smith: pmhtcc

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E-0003082	Closed	0	2 C	08/03/00 21:02	08/03/00 21:49	153405	S	FE05		SMC1	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	Call Close by Santokh Chahal: PM is happy for incident closure.
E-0003090	Closed	0	2 C	09/03/00 09:13	09/03/00 09:14	153405	S	SD02		HSH1	Caller has turned on the gateway and the scren is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on	Call Close by Tina Brown: pm ahppy to reboot
E-0003100	Closed	0	3 B	10/03/00 13:20	30/03/00 08:54	153405	H	HD01		SMC1	RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor	Call Close by Shaun Jowett: Duplicate Call(E-0003280186 open for an engineer visit. Closing this call.
E-0003130	Closed	0	3 B	13/03/00 09:07	13/03/00 09:10	153405	S	SD02		HSH1	Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.	Call Close by Matthew Saunders: PMHTCC.
E-0003200	Closed	0	3 B	20/03/00 10:48	20/03/00 10:51	153405	S	SD02		HSH1	The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.	Call Close by Shelley Hatch: pm happy to reboot unassisted
E-0003210	Closed	0	3 B	21/03/00 08:54	22/03/00 15:18	153405	S	SD02		SMC1	gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,00030100 31,0003070610,0003080691,01 132372993,01132372903,0113 2373714. he had already begun re-boot this morning on his own	Call Close by Seema Shah: PM happy to close call as system is working ok.

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E-0003280	Closed	99	4:00 AM	28/03/00 09:08	10/04/00 14:31	153405	S	SD01			SMC1	PM states that system has already crashed this moring. System was rebooted and has crashed again. This has occured within 10mins of each other. ***STOP 0x0000000A.	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.
E-0003280	Closed	0	3 B	28/03/00 12:53	28/03/00 12:57	153405	S	SD02			HSH1	Pm says the gateway counter has crashed again.	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC
E-0003281	Closed	0	3 B	28/03/00 17:58	29/03/00 09:18	153405	S	SD02			SMC1	Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.0	Call Close by Kyretin Stuart: Has crash debug error on counter.
E-0003310	Closed	0	3 B	31/03/00 08:55	31/03/00 08:57	153405	S	SD01			HSH1	gate way turned on and has blue screen with STOPX0000000XA.	Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc
E-0003311	Closed	0	2 C	31/03/00 17:35	01/04/00 09:20	153405	S	SD02			SMC1	The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	Call Close by Stephen Corney: Duplicate call.
E-0004051	Closed	0	2 C	05/04/00 17:04	01/05/00 14:06	153405	S	SD02			SMC1	Caller Caller has put in some travellers cq s and it came off the screen and she had to log in again	Call Close by Ross Wilmott - 7281-5500: Caller happy with the advice given call can be closed
E-0004052	Closed	0	1 D	05/04/00 17:53	13/04/00 17:21	153405	X	CC24			UKSS2	OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rawat 5/4/00.	Call Close by L. Betts: OBC work complete
E-0004060	Closed	0	3 B	06/04/00 09:19	06/04/00 13:37	153405	H	HD08			HSH1	pm reports that BOP OKI laser printer not working	Call Close by Joseph Fitzgerald: pmhtc
E-0004060	Closed	0	3 B	06/04/00 12:56	06/04/00 13:01	153405	S	SD02			HSH1	Roger Harrison - this morning 06/03/00 scre	Call Close by Ashley Molyneaux: Pm htcc

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E-0004061	Closed	0	3 B	06/04/00 14:02	08/04/00 13:58	153405	X	CC24		HSH1	please swap Gateway tomorrow in addition to adding an extra counter.	Call Close by Anthony Marsh: as per log gateway replaced call closed
E-0004080	Closed	0	2 C	08/04/00 12:46	08/04/00 13:02	153405	A	AD03		HSH1	PM reports that she is	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.
E-0004100	Closed	0	3 B	10/04/00 11:41	10/04/00 15:39	153405	N	ND02		SMC1	On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...	Call Close by Kyrstin Stuart: to reboot all counters.
E-0004101	Closed	99	4:00 AM	10/04/00 16:46	19/04/00 12:48	153405	N	ND02		HSH1	Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.	Call Close by Lyndsey Elliot: Call closed as per instruction in call log.
E-0004110	Closed	0	4:00 AM	11/04/00 09:32	25/05/00 15:24	153405	S	SD02		EDSC1	PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALLREQ0042858 closed: Category 92 Type : 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete
E-0004110	Closed	0	3 B	11/04/00 13:26	17/04/00 12:25	153405	N	ND03		SMC1	please allocate engineer to site to check cables and land connections to counters	Call Close by Russell King: Call can be closed.
E-0004122	Closed	0	3 B	12/04/00 19:54	22/04/00 22:09	153405	N	ND02		SMC1	Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed

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E-0004130	Closed	0	3 B	13/04/00 10:36	13/04/00 10:40	153405	S	SD02		HSH1	Pm reports that node 5 is getting an error message when trying to log on "cannot perform sesion transfer while processing report".	Call Close by Matthew Taylor: Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.
E-0004141	Closed	99	4:00 AM	14/04/00 17:01	17/04/00 10:20	153405	S	SD02		HSH1	Repeated blue screen on Gateway. PLease replace gateway UNit.	Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.
E-0005090	Closed	0	3 B	09/05/00 11:36	10/05/00 00:23	153405	S	SD01		SMC1	"Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x000 00001,0x00000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.
E-0006011	Closed	0	2 C	01/06/00 12:32	01/06/00 12:51	153405	A	AD03		HSH1	PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.	Call Close by Carl hunt: PMHTCC
E-0006211	Closed	0	2 C	21/06/00 12:49	21/06/00 13:16	153405	A	AD03		HSH4	PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.	Call Close by Aidan Heritage: as above
E-0006260	Closed	0	2 C	26/06/00 10:53	26/06/00 11:02	153405	A	AD14		HSH1	PM has a cash shortage that is held in susp acc. Susp acc now shows double the original figure.	Call Close by Hardev Raikmo: Transferred PM to NBSC. PMHTCC
E-0007053	Closed	0	2 C	05/07/00 19:29	05/07/00 19:32	153405	A	AD03		HSH1	PM wanted to reboot that his system was running slow when completing his roll over	Call Close by Roger Parsons: PM advised that the system is running slow due to the amount of network traffic today. PMHTCC.

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0007080	Closed	0	3 B	08/07/00 00:12	10/07/00 14:40	153405	S	SD02		SMC Evts	Critical event received for counter 3 - "The device \device\siscport0, did not respond within the timeout period"	Call Close by Nick Beatty: Call suspended by Gordon Sandeman Call suspended pending result of Re-boot - Counter 3, re-boot confirmed by PM. Carried out OK.
0007181	Closed	0	2 C	18/07/00 15:27	18/07/00 16:17	153405	K	KA02		HSH1	PM had a discrepancy last week in there individual su AF of £419 they transfered this amount out of AF and into AA but when they balanced AF this week it still showed a gain of £419.	Call Close by Tina Wigens: PM HTCC
0007193	Closed	0	3 B	19/07/00 19:09	20/07/00 11:01	153405	H	HD07		SMC1	counter printer has flashing orange light and will not print. Paper has been changed and put in properly. printer has been turned off and back on. test print tried, but did not print--printer only clicks.	Call Close by Louise Barnacle: swaped ithica due to priinter not functioning at all red light flashing along with a ticking noise.
0007201	Closed	0	2 C	20/07/00 12:51	20/07/00 13:25	153405	K	KA04		HSH1	has discrepancy of 2219.80pounds and last night first adjusted stock then declared it now would like to get rid of disc. Also relates to previous closed call e-0007181540	Call Close by Stephen Cairns: pm to call nbsc ref peritas. pmhtcc
0007201	Closed	0	2 C	20/07/00 15:03	20/07/00 15:11	153405	X	XI05		HSH1	pm reports a descrepancy of 2219.80 and has rolled over, pm has spoken to nbsc and was advised to call us back	Call Close by Rebecca Thompson: transfered the pm to kevin @ nbsc
0007210	Closed	99	4:00 AM	21/07/00 11:15	25/07/00 09:08	153405	N	ND03		SMC1	FAD 153405 has not polled for 2 days since the 19/07/00. Please ping and why has it not polled	Call Close by Adebbyega Abudu: Line fault cleared by BT
0008021	Closed	0	2 C	02/08/00 12:51	02/08/00 12:59	153405	X	XI05		HSH1	pm had an error notice for a giro in payment, attached to it was a receipt which the pm had never seen before	Call Close by Sarah Harman: PMHTCC

I	Status	Pr	Severity	Opened	Closed	Site	Call_Type	Problem_Typ	Problem_Co	Team	Problem Text	Closure Tex
0008172	Closed	0	2 C	17/08/00 14:56	17/08/00 15:03	153405	F	FD02		HSH1	pm wants a to preform a buy back on the system but dosen't have the buy back icon	Call Close by Anthony Dobell: pmhtcc

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E-0008181	Closed	0	2 C	18/08/00 13:56	18/08/00 14:03	153405	A	AG06			HSH1	Pm wants to know whether its correct to transfer cash into different su.	Call Close by uktemp3: pm transfering cash into a different su.htcc.
E-0008233	Closed	0	3 B	23/08/00 19:22	23/08/00 19:24	153405	S	SD06			HSH1	Counter 3 has been frozen on 'printing report' for 3/4 an hour	Call Close by Rachel Murray: screen frozen for nearly 50 mins - advised reboot PMHTC
E-0008233	Closed	0	2 C	23/08/00 19:40	23/08/00 19:44	153405	A	AG06			HSH1	PM has re-booted and got a blue screen	Call Close by Amin Nazir: PMHTCC
E-0008300	Closed	0	3 B	30/08/00 11:04	31/08/00 12:38	153405	S	SD02			SMC1	Cleardesk not run as active user detected - Host h15340500102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm	Call Close by Nick beatty: Rang PM, she will reboot counter 2. Monitor for closure.
E-0008302	Closed	0	2 C	30/08/00 15:48	30/08/00 21:58	153405	K	KA03			HSH1	on counter 1 trying to balance and said still showing mandatory report	Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc
E-0008303	Closed	0	3 B	30/08/00 17:59	04/09/00 16:14	153405	T	TR14			SMC1	one of the clerks is doing a balance- a withdrawal that was done is appearing on the report and they have not done one.	Call Close by Mark Foster: Pm happy with advice given - call can be closed.
E-0008312	Closed	0	2 C	31/08/00 15:57	31/08/00 15:59	153405	A	AG06			HSH1	pm wanted to know when SMC would call her back	Call Close by Nick Raniga: pm htcc
E-0009052	Closed	0	3 B	05/09/00 17:52	05/09/00 17:55	153405	S	SD02			HSH1	Trying to preview a balance and the screen is not moving.	Call Close by Jonathan Waight: Advised a rebootpmhtcc
E-0009204	Closed	0	2 C	20/09/00 19:07	20/09/00 19:10	153405	K	KA03			HSH Cl4	individual A2Ux no entry sign on office bal	Call Close by Mahesh Patel: advise given was successful . pm htcc
E-0010043	Closed	0	2 C	04/10/00 17:52		153405	X	XI06			HSH1	pm wants to reverse an ap from another day	Call Close by Thomas Guy: referred to mbac . pmhtcc
E-0010091	Closed	0	3 B	09/10/00 13:20	09/10/00 13:25	153405	S	SD02			HSH1	Caller can not get the giro print outs and he can get 1 page but not the second	Call Close by Tina Brown: pmhtcc
E-0010161	Closed	0	3 B	16/10/00 13:05	16/10/00 17:09	153405	H	HD07			SMC1	PM is having trouble with the counter printer on counter 5. It won't print his giro dep report.	Call Close by uktemp29: ** [No Remark entered.] Call closure code of FAILURE and repair code 821

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-0010253	Closed	0	3 B	25/10/00 16:04	01/11/00 16:55	153405	S	SD02		HSH1	pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there.	Call Close by Hugh Evans: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-00
-0010311	Closed	0	2 C	31/10/00 11:57	31/10/00 12:05	153405	K	KA04		HSH1	pm has a discrepency in her trial balance. There are all sorts of transactions showing minus figures. Stock Unit AA	Call Close by Nick Raniga: pm htcc
-0011012	Closed	0	3 B	01/11/00 13:42	07/11/00 16:27	153405	S	SD02		SMC1	PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-6	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: L:Kiang351M.htm and she is now happy for the call to be closed.
-0011014	Closed	0	2 C	01/11/00 17:46	01/11/00 17:49	153405	X	XI07		HSH1	Duplicate call e-0011012223	Call Close by Rizwan Namaji: Duplicate call e-0011012223
-0011015	Closed	0	2 C	01/11/00 19:06	01/11/00 19:07	153405	A	AG06		HSH1	call cancelled	Call Close by Martin Cawthorne: cancelled call - pmhtc
-0011020	Closed	0	2 C	02/11/00 08:13	02/11/00 08:33	153405	X	XI07		HSH1	follow up to open call e-0011012223	Call Close by Karen Holmes: PMHTCC
-0011020	Closed	0	2 C	02/11/00 09:14	02/11/00 09:41	153405	X	XI07		HSH1	repeat call ref e-0011012223	Call Close by Dale handley: repeat call ref e-0011012223
-0011021	Closed	99	4:00 AM	02/11/00 11:18	21/11/00 14:41	153405	M	MC01		HSH4	RNM is not happy that no one has rang back with regards to call e-0011012223, she has been promised many callbacks but no one has carried them through. RNM now reports that all the stock units have been rolled over into the next CAP after adjusting stoc	Call Close by Shelley Lewis: Contacted PO to advise of last update. Closing as resolved

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0011021	Closed	0	3 B	02/11/00 11:40	02/11/00 11:42	153405	S	SD01			HSH1	Elaine reports that one of the counters has a blue screen with the msg STOPoxooooooa	Call Close by Tracy Mitchell: pmhtcc
0011081	Closed	0	3 B	08/11/00 12:17	08/11/00 18:24	153405	S	SD02			HSH1	call regarding 0011021303. pm advises that the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa su apears on rj su.	Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed pmhtc
0011084	Closed	0	2 C	08/11/00 16:46	08/11/00 16:50	153405	A	AG06			HSH1	PM says that her gateway keeps freezing, and wants to know if we know why.	Call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.
0011140	Closed	0	1 D	14/11/00 09:48	14/11/00 09:52	153405	A	AG06			HSH1	pm wanted to find a trans on the 17th of feb	Call Close by Luke Stevenson: advised pm that you can only go back 3 mounths and refered to nbsc, pmhtcc.
0011180	Closed	0	3 B	18/11/00 09:42	18/11/00 09:46	153405	S	SD01			HSH1	PM REPORTED THAT MESSAGE ON SCREEN SAYING THE COUNTER HAS NOW RECONNECTED PFOCEED	Call Close by Dee O'Beirne: pm htcc
0011202	Closed	0	2 C	20/11/00 14:56	20/11/00 15:04	153405	T	TR05			HSH1	Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another	Call Close by Charlotte Knight: PMHTCC
0011203	Closed	0	2 C	20/11/00 17:26	20/11/00 17:41	153405	S	SD01			HSH1	pm had error message desktop exe application error oxc0000800xx77f88e01.close or ok.	Call Close by Gillian Cox: pmhtcc
0011212	Closed	0	3 B	21/11/00 14:42	27/02/01 10:47	153405	S	SD02			HSH4	Outbound call - I contacted this office to resolve a complaint, and the PM mentioned that she has been having difficulties with Foreign Currency, in that she had remmed it in through other MOP, Foreign currency sterling equivalent, checked her adjust st	Call Close by Shelley Lewis: Closed by call originator.

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-0011224	Closed	0	2 C	22/11/00 18:20	22/11/00 18:25	153405	S	SD02		HSH1	PM rang to say that he was trying to produce a report for the redeemed saving stamp and got a error message on the screen saying 'EOD Runtime Error 450 - wrong number of arguments - invalid property assignments'.	Call Close by Anish Chudasama: PM HTC
-0011225	Closed	0	2 C	22/11/00 20:00	22/11/00 20:05	153405	A	AG06		HSH1	Ci4: want to know how to modify ttwo share SU into two indivual SU.	Call Close by Dwight Clarke: PMHTCC
-0011260	Closed	0	3 B	26/11/00 23:07	27/11/00 13:31	153405	S	SD02		SMC Evts	Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.	Call Close by Gordon Forbes: Reboot successful, NO further events,closing call.
-0011291	Closed	0	3 B	29/11/00 13:23	05/03/01 19:06	153405	S	SD02		HSH5	pm said that all her stock seems to be mixed up again after the upgrade.	Call Close by Ross Willmott: Call can be closed.
-0011292	Closed	0	3 B	29/11/00 14:02	29/11/00 14:18	153405	S	SD02		HSH1	pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.	Call Close by John Leech: pmhtcc
-0011292	Closed	0	2 C	29/11/00 14:59	29/11/00 15:03	153405	T	TR14		HSH1	pm wants to know why the foreign currency sterling figure is not on the foreign currency su.	Call Close by Tony Mansfield: pmhtcc
-0011294	Closed	0	2 C	29/11/00 18:47	29/11/00 18:51	153405	A	AG06		HSH1	ci4. pm wished to speak to Ross Willmott regarding call reference e-0011291662.	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.
-0011300	Closed	0	2 C	30/11/00 09:32	30/11/00 09:35	153405	A	AG06		HSH1	PM called last night and had forgotten the reference number.	Call Close by Malcolm Goodall: PM wanted reference number from call last night. Adviced PM of number. PMHTC

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Mrs J Wolstenholme

GRO

Contact Susanne Helliwell

Our Ref NK SJH cf 1485.1

Your Ref

Date 29 April 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Further to our letter dated 16 April 2003, we are now in receipt of your amended Defence and Counterclaim. In that regard we have noted that the amended Defence and Counterclaim is in an identical form to that served in June 2001 save that certain sections have been underlined in red. We should be grateful if you would clarify the position accordingly.

You will appreciate that there has been considerable slippage in the timetable for Directions set by the Court on 10 February 2003. In particular, your amended Defence and Counterclaim was served considerably out of time, you have yet to serve your List of Documents and you have yet to request inspection of our client's List of Documents.

This has therefore meant that we have been unable to deal with the other Directions given by the Court regarding expert evidence and exchange of witness statements.

In the circumstances, we look forward to receiving your List of Documents by return, failing which, we will have no alternative but to make an Application to the Court seeking an Order that unless you do serve your List of Documents within a period of 7 days of the date of the Order, your Defence and Counterclaim be struck out. We trust that this will not be necessary and we look forward to hearing from you accordingly. We would however point out that even if your List of Documents is served, it may be necessary for us to make a joint Application to the Court seeking an extension to the timetable set for compliance with the various Directions.

We await hearing from you.

Yours faithfully

WEIGHTMAN VIZARDS

794

POL00118221

GRO

2 May, 2003

Weightman vizards

41 Spring Gardens

Manchester

M2 2BG

REF NK SJH cf

1485.1

Dear Madam:

Re. Letter dated 29/04/03 I have amended my counterclaim, parts underlined in red are now not included in my claim. Also I acknowledge receipt of your amended Particulars of Claim.

I wrote to you requesting extra time to submit my counterclaim and you replied granting this. The List of Documents you request is attached. I now request inspection of your client's List of Documents.

As far as I understood you were requested to appoint a Computer Expert and I would pay half the costs, I await further instructions regarding this matter.

As a layman I did not realise that I had to request your List of Documents, I thought that as this was a direction from the court they would be automatically sent.

I am quite upset with the attitude in your letter; please bare in mind I am just a layperson trying my best to understand legal procedure.

Sincerely,

GRO

J. WOLSTENHOLME

795

POL00118221

Mrs J Wolstenholme

GRO

Contact Susanne Helliwell

Our Ref NK SJH jw
1485.1

Your Ref

Date 14 May 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Thank you for your letter dated 2 May 2003, the contents of which we have noted.

As regards your amended Defence and Counterclaim, as we understand the position, the parts underlined in red have in effect been deleted from your Defence and Counterclaim and you do not propose to make any additional amendments to the Defence and Counterclaim in response to our client's Amended Particulars of Claim.

We acknowledge receipt of your List of Documents and we should be grateful if you would provide us with copies of 2-21 inclusive. We confirm that we will be responsible for your reasonable photocopying charges.

As regards your request for inspection of our client's documents, we should be grateful if you would confirm whether you wish to make arrangements to inspect our client's documents at our offices or whether you require copies of specific items referred to in our client's List. In the event that you require copies of specific items, we should be grateful if you would identify which items you require to be copieD and confirm that you will be reasonable for our reasonable photocopying charges in respect thereof.

As regards the appointment of a Computer Technology Expert, whilst we did indicate at the Case Management Conference on 10 February 2003 that we would attempt to locate a suitable expert, the instruction will still then be a joint instruction and whilst we will prepare a letter of instruction for your consideration and approval, the instruction is not our sole responsibility as it is a joint instruction on behalf of both parties.

Further, we have not been in a position to proceed further with the Direction regarding the instruction of a Computer Technology Expert as the Expert will require copies of both parties documents and we have only just received your List of Documents and have therefore only just requested copies.

796

POL00118221

Our Ref: NK SJH jw
1485.1

Your Ref

Finally, as regards your request for the call log details to Horizon for the period from June 2000 to November 2000, our client does not have copies of these call log details and the only call log details in our client's possession are those referred to in item 10 of our client's List.

Yours faithfully

WEIGHTMAN VIZARDS

POL00118221

GRO

RECEIVED ON
20 MAY 2003
P
P

19 May, 2003

Weight man Vizards
41 Spring Gardens
Manchester
M2 2BG

REF NK SJH jw
1485.1

Dear Madam:

Re: your letter dated 14/05/03. The contents are noted.

Para. 2. The items deleted are as shown. Unfortunately I did not notice your change of paragraph numbers, these are now amended. Copy to follow.

Para. 3. Copies 2-21 to follow.

Para. 4. I require copies of the specific items to be sent to me when you send your clients List of Documents, as yet not received.

Para. 5. You will recall you agreed to instruct a Computer Technology expert as soon as possible, if this is a problem are you agreeable for me to instruct an expert?

Para. 6. See Para. 3.

Para. 7. It seems rather convenient that these call logs cannot be obtained, when these would show even more problems with the computers. I insist that you get them for me. I am today writing to the Judge for him to note that you will not produce the call logs from June to November 2000, which is vital evidence.

I would like to note that I am at a loss as to what you are now claiming for. I presume that the items underlined in red on your amended claim are now omitted. I told you when we went to court in February that you could collect safes and alarms. The computers can be taken as soon as the expert has looked at them.

Sincerely,

GRO

Julie Wolstenholme

798

POL00118221

Mrs J Wolstenholme

GRO

Contact Susanne Helliwell

Our Ref NK SJH jw
1485.1

Your Ref

Date 29 May 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Thank you for your letters dated 19 and 21 May 2003.

Dealing firstly with your letter dated 19 May 2003, as regards our client's List of Documents, the List was sent to your solicitors under cover of our letter dated 24 March 2003. The List was properly served upon your solicitors as they were still on the Court record at that time and in fact, they remain on the Court record as no Notice of Change of Solicitor has been filed to indicate that you are now acting in person. Accordingly, it is our understanding that any Court Notices or Orders will be sent by the Court to your solicitors as opposed to yourself.

Notwithstanding this, we enclose a further copy of our client's List of Documents together with copies of the items referred to therein. We have not included copies of items 1 and 2 as these items comprise documents and correspondence which are common to the parties.

As regards the instruction of a Computer Technology Expert, we are willing to instruct an Expert but as stated in our letter dated 14 May 2003, we were unable to do so until we had received your List of Documents and copies of your documents. Now that we have received the same we will accordingly proceed to locate a suitable expert and revert to you accordingly.

As regards the call log details to Horizon for the period from June 2000 to November 2000, we have already set out our client's position with regard thereto in our letter dated 14 May 2003. As stated in that letter, our client does not have copies of the call log details as they are retained by Horizon.

As regards our client's claim, you appear to have misunderstood the position regarding the amendments made to our client's Particulars of Claim. For the avoidance of doubt,

799

POL00118221

Our Ref: NK SJH jw
1485.1

Your Ref

the words underlined in red are words which have been added to the Particulars of Claim and the words which are deleted are those with a red line through them. Accordingly, you will note that our client is claiming losses in the sum of £25,034.04 together with the return of the equipment.

As regards the recovery of the equipment, we note that you are willing to allow our client to collect the safes and the alarm from the premises and that the computer equipment can be removed from the premises following inspection by the Expert. As regards the scales, we understand that it is your contention that Elaine Tagg removed them from the premises. In this regard, we understand that an inventory was prepared detailing the items removed from the premises and items which remained on the premises. Unfortunately our client does not have a copy of the inventory and we should therefore be grateful if you would confirm whether you have a copy of the inventory and if so provide us with a copy of the same.

Finally, returning to your letter dated 21 May 2003, we acknowledge receipt of your re-amended Defence together with your new List of Documents and copy documents.

Yours faithfully

WEIGHTMAN VIZARDS

Enc. Claimants List of Documents

800

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH amc
14845.1

Your Ref

Date 8 July 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

We refer to previous correspondence regarding the removal of the scales from the premises and in that regard, we now enclose a copy of the inventory of the items removed from the premises from which you will note that the scales were not in fact removed. We trust that this clarifies the position.

Yours faithfully

WEIGHTMAN VIZARDS

Enc.

801

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH rb
1485.1

Your Ref

Date 1 August 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Further to your recent telephone conversation with our Miss Helliwell, we enclose copies of the call logs received from our client for the period from 9 February 2000 to 30 November 2000. You will note that the call logs are in a different form to those previously disclosed and our client is attempting to obtain copies of the call logs in the more comprehensive form of those previously disclosed. We will keep you advised of the position.

In the meantime, we enclose a copy of our client's letter to this firm which sets out the position with regard to the inspect of the computer equipment. In view of the contents of our client's letter, we propose making enquiries of Best Practice plc to ascertain whether an opinion can be given based only on the computer call logs in accordance with paragraph 4a of the Order made on 7 July 2003. We should be grateful if you would confirm your agreement to this course of action.

Yours faithfully

WEIGHTMAN VIZARDS

ENCS Call logs
Copy of Jim Cruise's letter of 24 July 2003

802

POL00118221

RECEIVED ON
25 JUL 2003
P P

Royal Mail
The Real Network

24 July 2003

Catherine Churchard LLB
Solicitor & Legal Services Director

Susanne Helliwell
Weightman Vizard
Solicitors
41 Spring Gardens
Manchester
M2 2BG

Legal Services
Impact House
2 Edridge Road
Croydon
CR9 1PJ

Tel: GRO
Fax:

Dear Susanne,

Re: Post Office Limited –v- Julie Wolstenholme
Our Ref: LD/61926/JAC/en
Your Ref: SJH jw 14845.1

I am writing to you to deal with the question of the Horizon computer equipment at Cleveleys Post Office and the Court Order dated the 7th July 2003 relating to the evidence on the computer.

Post Office Limited, which is responsible for the operation of Sub Post Offices such as Cleveleys Sub Post Office, has a contract with Fujitsu in respect of the Horizon computer equipment at the Sub Post Offices. The Horizon computer equipment itself is owned by Fujitsu Services until the end of the contract with Post Office Limited. Neither Post Office Limited nor the individual Sub Postmaster has any right to retain the computer equipment which remains the property of Fujitsu Services at all times. The computer equipment is supplied by Fujitsu Services to Post Office Limited which loans it to the individual Sub Postmaster for use in the preparation of the Sub Post Office accounts.

The Horizon computer equipment was installed in most Post Offices in 1999. Fujitsu Services charge Post Office Limited £1,500 per item per year to keep the equipment on a Sub Post Office premises.

The Horizon system went live at Cleveleys on 10th February 2000 and the Sub Post Office at Cleveleys closed on the 30th November 2000. It is understood that the computer equipment was left plugged in and running for some time after the office closed and the data would therefore have been archived. Fujitsu Services have informed Post Office Limited that their technicians would not be able to retrieve the data in these circumstances.

In 1999 and 2000 the data was stored in Fujitsu's data warehouse for a period of time which was 13 weeks. However, the data warehouse would not have held data such as stock units, cash holdings, etc. The data warehouse held transaction details only.

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803

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Cont[redacted].

Beyond the data warehouse Fujitsu have a message store which holds greater detail. This detail is held for 35 days in an accessible area and after that time it is archived. I have been informed by Fujitsu that prior to the 1st April 2003 this detail was only held for 18 months. The position is now that since the 1st April 2003 Fujitsu hold message store information for 7 years.

However, no transaction details are now available and accessible for the period 1999 and 2000.

As far as a computer expert looking at the Horizon computer equipment is concerned, I am informed that very little data would be on the computer itself as all the information is line fed and not held on disc. If somebody apart from an authorised Fujitsu employee tried to obtain information from the equipment this would not be possible as the equipment is specifically designed not to be intercepted and the stored information is encrypted.

I am enclosing copies of e-mails dated the 4th of July 2003 from Reg Barton of Fujitsu and from John Moran of Fujitsu which confirms the above.

The position is therefore that there is no retrievable data for a computer expert to look at for the period in question ending the 30th November 2000. As you are aware, there is a copy of the call logs which would be only data available to the expert. Please take up with the expert whether he or she would be able to prepare a report on this basis.

In the circumstances I have not forwarded the cheque for the computer expert's fees as it would appear that the computer expert will not be able to assist in relation to the operation of the Horizon computer equipment in 1999 and 2000 at Cleveleys Post Office.

If you require further information in relation to the computer equipment, please let me know.

Yours sincerely

GRO

JIM CRUISE

GRO

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80 14

POL00118221

Mandy Talbot
04/07/2003 17:28

To: susannehelliwel GRO
cc:
Subject: RE: Cleveleys SPSO

Mandy Talbot
Royal Mail Legal Services
Impact House
2 Edridge Road
CROYDON CR9 1PJ
Tel: GRO Fax: GRO
Email: GRO
---- Forwarded by Mandy Talbot/e/POSTOFFICE on 04/07/2003 17:28 -----



Kevin Parkin
04/07/2003 16:34

To: Jim Cruise GRO, Mandy Talbot GRO
cc:
Subject: RE: Cleveleys SPSO

Second of two e-mails.

Basically it tells us that Fujitsu have no record of any transactions going back this far.

I would appreciate it if you could advise me when the subpostmaster is agreeable to releasing the equipment and I will make arrangements.

Kev

Kevin Parkin
Implementation Area Manager
Post Office Ltd
IT

Room 107 - 1st floor, Leeds CDO, 3 Infirmary St, LEEDS, LS1 1AJ
Phone GRO Postline GRO
Mobile GRO Mobex GRO
External Email: GRO

---- Forwarded by Kevin Parkin GRO on 04/07/2003 16:32 -----



Moran John
<GRO
GRO
04/07/2003 07:54

To: "Barton Reg S.G" <GRO>, "'Kevin Parkin'" <GRO
cc: Law Dave GRO Miller Denise <Denise.Miller GRO>, "Sewell Peter (FEL01)" <Peter.Sewell GRO>, Crow Nick <Nick.Crow GRO>, Welsh Julie <GRO>
Subject: RE: Cleveleys SPSO

Reg,

This information is no longer in the DWh. The DWh only hold data for 13 weeks. In any case the DWh tends not to hold data to the level needed for these types of investigations, i.e it does not hold user ID's or SAP', SAN's, declarations, transfers, Stock units, Cash holdings etc... The DWh holds transaction detail only.
Beyond the DWh there is the message store which holds much more detail (the things listed above). This detail is held for 35 days in an accessible area. After 35 days it is archived. When archived this data can be accessed by the litigation support team who liase with Graham Ward (POL) who
can request this data. Previous to April 1 2003 this detail was only held for 18 months. Since April 1 we now hold message store information for 7

POL00118221

years.

In any case it would appear that any date in 2001 is well beyond the 18 month threshold thus there is nothing we can do on this one.

> -----Original Message-----
> From: Barton Reg S.G
> Sent: 04 July 2003 08:35
> To: Kevin Parkin
> Cc: Dave Law; Miller Denise; Sewell Peter (FEL01); Crow Nick; Welsh
> Julie; Moran John
> Subject: Cleveleys SPSO
>
> Kevin,
>
> I understand from Denise that POL have been raising some questions about
> Cleveleys SPSO, where I understand that the Postmaster is in possession
of
> (2?) sets of Horizon equipment dating back since 2001, which she
maintains
> were responsible for poor balancing.
>
> To answer the specific queries raised, the Horizon equipment is owned by
> Fujitsu Services (until the end of the contract, when we sell you the lot
> for £1). The Postmaster is not within her rights to retain the
equipment,
> and if she decided to get someone to try and "hack" into it, then firstly
> this could be constituted as criminal damage, and secondly it will be a
> waste of hers and her "hackers" time, as the equipment is specifically
> designed to be very resilient to this sort of attack, and the stored
> information is encrypted. On top of that, if my memory serves me right,
> the equipment was left plugged in and running for some time after the
> office closed - so all the data would have been archived off; not even
our
> technicians could retrieve it, and they know what they are doing!!
>
> Data is stored in the data warehouse for some time - but after a
> relatively short period it becomes a lengthy exercise to retrieve it. I
> doubt that we could retrieve data from 2001 now; John M - can you
comment?
>
> I have also copied this to Peter Sewell., our security manager, for his
> awareness, and Dave Law and Nick Crow as I do remember that this office
> was visited (several times, from memory) by Claudia Walker - a Fujitsu
> Field Service Manager.
>
> This clearly isn't an OBC matter - so I would suggest that any ongoing
> queries should rest with Dave, who now owns the problem office
> responsibility.
>
> Best wishes,
>
> Reg Barton
> Strategic Services Manager - Post Office Account
> Fujitsu Services ,
> Lovelace Road,
> Bracknell,
> Berkshire,
> RG12 8SN
> Mobile: GRO
> Telephone GRO
> Fujitsu Services Internal: GRO
> Fax : GRO
> e.mail : GRO
>

POL00118221

GRO
GRO



19 August, 2003

Weightman Vizards
41 Spring Gardens
Manchester
M2 2BG

Dear Madam:

Re. Your letter dated 1 August 03. I agree with your next course of action to contact Best Practice PLC to find out if an opinion can be given based only on computer call logs.

Sincerely,

GRO

J Wolstenholme

807

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH rb
1485.1

Your Ref

Date 3 September 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Thank you for your letters dated 4 and 19 August 2003.

As regards your letter dated 4 August 2003, we have already set out our position in our letter dated 1 August 2003 with regard to the call logs. We can confirm that our client has contacted Miss Tagg to ascertain whether she has copies of the call logs and she has confirmed that she does not have any papers whatsoever relating to this matter.

We confirm that we have written to Best Practice plc to ascertain whether a report can be prepared without inspecting the computer system and based solely on the call logs. In that regard, we enclose a copy of our letter to Best Practice plc, the contents of which are self-explanatory.

Further, we refer to your recent telephone conversation with our Miss Helliwell in which it was agreed that the forthcoming Case Management Conference on 5 September 2003 be adjourned to the next available date after 26 September 2003 and enclose a copy of our letter to the Court, the contents of which are self-explanatory. We look forward to receiving a copy of your letter to the Court for our file.

We will contact you further once we hear from Best Practice plc.

Yours faithfully

Weightman Vizards

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH cf 1485.1

Your Ref

Date 7 November 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Further to our letter dated 17 October 2003, we enclose copies of further call logs which our client has been able to obtain from Fujitsu of the period from 31 January 2000 to 30 November 2000. We should be grateful if you would acknowledge receipt of the enclosed logs.

As regards the comparable logs for the purposes of instructing the expert, our client is still endeavouring to obtain a set of comparable call logs and we expect to be in a position to confirm whether our client is able to obtain a comparable set of call logs early next week.

In the meantime, you will by now have had an opportunity to consider our client's witness statements. In that regard, we would point out that the following documents exhibited to Elaine Tagg's witness statements did not form part of either our client's disclosure or your disclosure:

1. Letter dated 21 September 1999 from your father to Elaine Tagg
2. E-mail dated 12 October 1999 from Kim Sharp to Judith Gough
3. Report on Candidates for Subpostmastership
4. Brief analysis of calls to the Horizon Help Desk prepared by Elaine Tagg
5. Letter dated 9 July 2000 to yourself from Elaine Tagg
6. A number of the various forms of authority to carry a cash account shortage
7. Letter dated 10 November 2000 from yourself to Elaine Tagg
8. Report prepared by Carol Hargreaves
9. Letter dated 29 November 2000 from yourself to Elaine Tagg
10. Letter dated 15 December 2000 from our client to yourself
11. Letter dated 20 December 2000 from yourself to Mr Biolchi
12. Letter dated 20 December 2000 from yourself to Elaine Tagg
13. Letter dated 23 December 2000 from Tony Biolchi to yourself
14. Letter dated 3 January 2001 from Elaine Tagg to yourself

809

POL00118221

Our Ref: NK SJH jw
1485.1

Your Ref

15. Letter dated 4 January 2001 from yourself to Elaine Tagg
16. Letter dated 9 January 2001 from Mr Patel to yourself and Mr Harrison
17. Letter dated 29 January 2001 from yourself to Elaine Tagg
18. Letter dated 26 January 2001 from Elaine Tagg to yourself
19. Letter dated 20 February 2001 from Elaine Tagg to yourself

Accordingly, we would wish to confirm that such documents represent further disclosure on the part of our client.

Yours faithfully

Weightman Vizards

810

POL00118221

Mrs J Wolstenholme
GRO
GRO

Contact Susanne Helliwell

Our Ref NK SJH kh
14845.1

Your Ref

Date 17 November 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Further to your recent telephone conversation with our Miss Helliwell, we enclose a copy of our letter to Best Practice Plc, the contents of which are self explanatory. We will keep you advised of the position.

In the meantime, we have received your witness statements each of which have now been verified by a statement of truth. In that regard, we note that in the case of your own witness statement, it is the witness statement which was included in your List of Documents and not that which was served together with your other witness statements under cover of your letter of 5 August 2003. In the circumstances, we should be grateful if you would confirm that the witness statement verified by a statement of truth enclosed in your letter received on 14 November 2003 represents your evidence as opposed to the statement which was served under cover of your letter dated 5 August 2003 which was not verified by a statement of truth.

Yours faithfully

Weightman Vizards

811

POL00118221

GRO
GRO



23 November, 2003

Weightman Vizard
41 Spring Gardens
Manchester
M2 2BG

REF NK SJH JW

Dear Miss Helliwell

I am now requesting in writing a few details that I require, which have been verbally requested in the past but have not been supplied.

I require a complete breakdown of the amount of £14229.23 which Post Office Counters Ltd state is outstanding in losses. Showing each item in detail and what it relates to. (With proof).

Re the further amount of £10[redacted] which is related to pension and allowances. I need a breakdown showing which member of staff was responsible for the so-called errors. Copies of the computer print outs and copies of the pension and allowance dockets. I also request an explanation as to why it took over eighteen months to come to light?

How can evidence of error notices (losses or Gains) be checked when computer evidence was not available?

I would also like an explanation of why my salary of £19322.85 was retained before the proof of the so-called losses of £25034.04 was fact?

Why when it was obvious in December 2000 that this case was going to be pursued through court were all computer details destroyed?

I have today written to Mr Coyne of Best Practice Group (copy Attached) together with copy of letter to me on 28 April 2000 re system problems and copy of letter from PO Legal Services to you, which you received on 25 July 2003.

Sincerely,

GRO

J Wolstenholme

Please note I confirm that the witness statements enclosed in my letter dated 14 November 2003 are statements of truth.

812

POL00118221

GRO
GRO

24 November, 2003

Best Group Practice PLC
8 Victoria Quay
Riversway
Preston
PR2 2YW

Dear Sir

Re Post Office Counters Ltd v Julie Wolstenholme

I have been trying to contact you by telephone for the past week to no avail. Re the letter from Miss Helliwell of Weightman Vizards dated 17 November 2003 and your letter to Miss Helliwell dated 19 September 2003.

It would not be possible for Post Office Counters Ltd to produce a similar Post Office because if their computers were installed correctly there would be no call logs.

The Post Office area manager Elaine Tagg has stated that the problems were just 'teething'.

I am requesting that with your computer expertise is it not possible after perusal of the call logs to give an opinion that there were obvious problems. I.e. Multiple base unit replacements. Engineer stating "should have Pentium 3 not Pentium 2". ISDN line getting overloaded. Area manager stating computers are very slow, much slower than any other offices she had attended. Different engineers' stating it needs increase of ram. ISDN failure. Hardware/software faults. Etc. Etc.

I have shown call logs to two people who teach computer technology, who after looking at the logs wonder how we managed to operate at all.

I attach a copy of a letter from the Post Office to me, showing that my office had been raised to an 'A' priority which normally only applies to situations when the Post Office cannot operate at all.

I also enclose copy of letters sent to Miss Helliwell, because I find it hard to believe that information from the computer system cannot be retrieved.

Sincerely,

Julie Wolstenholme

I confirm that I am responsible for 50% of your fees.

813

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH BTH kh 14845.1

Your Ref

Date 5 December 2003

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

We refer to the above matter and in particular, the position regarding the Horizon equipment which is set out in some detail in our client's letter to this firm dated 24 July 2003.

In view of the position regarding the Horizon equipment, we should be grateful if you would confirm whether our client can now arrange for its removal as you will be aware that the equipment is owned by Fujitsu services and in those circumstances, neither our client nor yourself has any right to retain the equipment.

We await hearing from you.

Yours faithfully

Weightman Vizards

814

POL00118221

GRO
GRO

RECEIVED ON
08 JAN 2004
P
P

6 January, 2004

Weightman Vizards
41 Spring Gardens
Manchester
M2 2BG

Dear Madam:

Re your letter dated 5 December 04. Mr Jason Coyne, the instructed computer expert has advised me to retain the Horizon equipment until he has completed his report.

Sincerely,

GRO

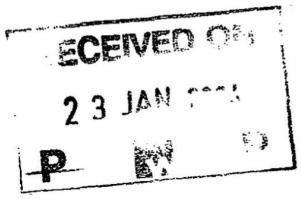
J Wolstenholme

815

POL00118221

GRO
GRO

21 January, 2004



Weightman Vizard
41 Spring Gardens
Manchester
M22BG

Dear Madam:

I sent a letter to you on 25/11/03 copy attached. Unfortunately this letter appears to have been lost in the post. I hope this letter reaches you safely.

Sincerely,

GRO

J Wolstenholme

816

POL00118221

GRO
GRO

21 January, 2004

Weightman Vizard
41 Spring Gardens
Manchester
M2 2BG

REF NK SJH JW

Dear Miss Helliwell

I am now requesting in writing a few details that I require, which have been verbally requested in the past but have not been supplied.

I require a complete breakdown of the amount of £14229.23 which Post Office Counters Ltd state is outstanding in losses. Showing each item in detail and what it relates to. (With proof).

Re the further amount of £10804.81 which is related to pension and allowances. I need a breakdown showing which member of staff was responsible for the so-called errors. Copies of the computer print outs and copies of the pension and allowance dockets. I also request an explanation as to why it took over eighteen months to come to light?

How can evidence of error notices (losses or Gains) be checked when computer evidence was not available?

I would also like an explanation of why my salary of £19322.85 was retained before the proof of the so-called losses of £25034.04 was fact?

Why when it was obvious in December 2000 that this case was going to be pursued through court were all computer details destroyed?

I have today written to Mr Coyne of Best Practice Group (copy Attached) together with copy of letter to me on 28 April 2000 re system problems and copy of letter from PO Legal Services to you, which you received on 25 July 2003.

Sincerely,

GRO

J Wolstenholme

Please note I confirm that the witness statements enclosed in my letter dated 14 November 2003 are statements of truth.

817

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH cf 14845.1

Your Ref

Date 26 January 2004

Second Letter

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Thank you for your letter dated 21 January 2004. We had in fact already received your letter dated 23 November 2003 but we have been awaiting instructions from our client. We have now received instructions and are able to respond as follows:

1. A statement showing the breakdown of outstanding losses arising at your sub-post office is contained within our client's List of Documents at item number 34. This document also lists the schedule prepared by the Benefits Agency in Northern Ireland showing the Pension and Allowances discrepancies.

2. We understand that the individual dockets or paid Pension and Allowances orders are no longer available as they are destroyed after a period of 12/18 months. Further, we understand that it would not be possible to state which member of staff dealt with an individual docket as the docket/order showing the identity of the assistant's date stamp is not available. You will however appreciate that you are contractually liable for all losses caused by your assistants and our client only has to show that the loss arose at your office. This is clearly shown by the schedules referred to above. As regards the computer printouts, these would no longer be available for reasons which you are already aware relating to the destruction of the computer data. We should state that it does take some considerable time and many months for error notices to be raised for Pension and Allowances orders as there are so many which are submitted to Northern Ireland for checking. You will further appreciate that not all paid orders are automatically checked as this would be physically impossible.

3. The error notices arise when discrepancies are discovered by the various agencies who deal with transactions carried out at post offices. The error notices are not dependant on the computer printouts and the documentation in support of the discrepancies/errors are at item number 34 of our client's List of Documents.

818

POL00118221

Our Ref: NK SJH jw
1485.1

Your Ref

4. As regards your salary, our client was satisfied that under its normal procedures, losses were identified at Cleveleys sub-post office and that you were responsible for them under your contract for services. You will appreciate that our client had a right of set off of the losses against the remuneration due and that such remuneration was deducted from the losses leaving a balance of £5711.19 being claimed by our client.

5. Proceedings were commenced by our client in April 2001 seeking only delivery up of the goods and equipment at the former post office premises following your suspension in November 2000. The fitness of the computer equipment was referred to in your Defence and Counterclaim received in June 2001 and it is therefore not correct to state that it should have been obvious to our client in December 2000 that this was going to be an issue. As we now know, the computer records were only kept for a limited period at that time under the procedures then existing. Unfortunately, it was not apparent to our client's representatives at that time that the computer records would feature so heavily in the preparation of the case. Further, you did not at any time request that they be preserved.

We trust that we have explained the position.

Yours faithfully

Weightman Vizards

POL00118221

GRO
GRO

RECEIVED ON
- 2 FEB 2004
P P

Weightman Vizards

41 Spring Gardens
Manchester
M2 2BG

Dear Madam:

Re your letter dated 26/01/04. When I have gathered together all information needed I will be replying to this letter in great detail. This will show how misleading the Post Office is.

I refer to the General Form of Judgement or Order by Deputy District Judge Lambert on the 14/02/03. At part 8 (on it appearing to the court that expert evidence is needed on the issues of liability/causation and that the evidence should be given in the form of written reports of a single expert instructed jointly by the parties in the field of computer technology.) Of the 90 fault logs examined 63 without doubt are system related (70%) Yet in Elaine Tagg's statement she states that calls made were not technical problems. Has she lied? (Sorry, not a true representation) In the experts opinion the technology installed was clearly defective and could not be attributed to being of my making or operation of the system. This in my opinion is conclusive evidence. I now refer you to my counterclaim.

Sincerely,

GRO

J Wolstenholme

820

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH kh
14845.1

Your Ref

Date 27 February 2004

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Further to your letter dated 19 February 2004, we enclose a copy of our letter to Best Practice Group Plc, the contents of which are self explanatory.

Yours faithfully

Weightman Vizards

821

POL00118221

Mr J Coyne
Best Practice Group plc
8 Victoria Quay
Riversway
Preston
PR2 2YW

Contact Susanne Helliwell

Our Ref SJH kh
14845-1

Your Ref WEIG-1003-JB

By Fax & By Post: 0845 345 0131
e-mail: GRO

Date 27 February 2004

Dear Sir

Post Office Limited v Mrs Julie Wolstenholme

We refer to your brief Opinion dated 20 January 2004 and in that regard, we enclose a copy of the comments and responses of Fujitsu Services to the main points set out in your report.

We should be grateful if you would consider the comments and responses and confirm whether they in any way alter the opinions in your report.

We would appreciate your response during the course of the next seven days as there is a Case Management Conference on 8 March 2004.

Yours faithfully

WEIGHTMAN VIZARDS

c.c Mrs J Wolstenholme

822

POL00118221

RECEIVED ON
3 ' MAR 2004

GRO
GRO

29 February, 2004

Weightman Vizards
41 Spring Gardens
Manchester
M2 2BG

Dear Madam:

Re your letter dated 26th January 2004 which once again show how misleading the Post Office are being.

1. This is not a breakdown, these are just figures. What is the £14109.91 for, please list how this figure is arrived at. If this cannot be shown in detail, it is obviously down to computer error. Miss Tagg states 38 errors in the Bureau De Change, yet the final balance shows £22.54 in credit. Also Rems from other offices £200 please show proof.

2. Pensions and Allowances. This shows errors in the period 18/10/00 (week 30) to 22/11/00 (week 35) showing a total shortage of £10804.81. However most of this total is for 11/10/00 (week 29), which is not included. So week 29's amount cannot be counted, £5477.88. Therefore so-called shortage is now £5326.93. This again shows Post Office incompetence. These dockets were so called checked on the 28/06/01. Why though was the error notice not issued then, with proof of the errors, because the dockets would still be on hand only 7 months after receipt? Or why was I not charged with fraud and taken to court, because it implies that I claimed for 163 dockets that did not exist. But no, 11months later 24/05/02 the error notice mysteriously appears, and isn't it amazing that 7 + 11 = 18 months, just the maximum period when the dockets would have been destroyed. What is most puzzling is why were they destroyed when a court case was pending. Why should I be expected to pay without proof and the devious way this has been dealt with? When an error notice is sent out it states "The error notice must either be brought to account or disputed" obviously in this case it is disputed. A Photostat copy of the computer printout showing the error accompanies the error notice. I have not received any error notices for these losses. Also you will notice at the top of the sheets an attempt has been made to hide the dates by blanking it out, as can be seen by the lines, but one was missed. So I will assume that they were all really checked on the 03/04/01. Why then was nothing done about them for 13 months. All dockets are sent off at the end of each week, and according to the Post Office are randomly checked, which is news to me. I was told they were all checked. Then what are the chances of the same 2 staff checking my dockets for 4 weeks running? This whole episode has a very bad smell about it. Whitewash or stitch-up?

3. What documentation item 34 is a call log?

4. Re. The figures in paragraph 2. Balance outstanding £5711.19. Less amount not applicable £5477.88. So called balance of losses £233.31.

5. In December 2000 the call logs were requested, they were never received. It was explained that they were needed for court proceedings to take place. They were sent to Miss Tagg on 5/12/00. See item 137 of your evidence, why were they not passed on to me? She continued to talk about lack of call logs, again lacking in the truth department. Also see your evidence no 142 - 30/01/01" we are expecting her to take the case further". Evidence no 144, 08/02/01 "meeting with solicitor and now feels in a position to start court proceedings." It was handed over to P.O Legal Department. This proves they knew. But they have still gone ahead and conveniently destroyed everything.

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POL00118221

February 29, 2004

Finally, Re. Our conversation on 14/02/03 when Deputy District Judge Lambert thought that this whole issue rested on the findings of a computer expert. It is obvious that Jason Coyne has no doubt that the equipment was faulty and was not of my making or operation of the system.

According to the Law Society Directory of expert witnesses, under the heading Computer Evidence, Mr Jason Coyne is the leading expert in the North West of England. I cannot therefore see any point in your carrying this any further.

Sincerely,

GRO

J Wolstenholme

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POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH cf 14845.1

Your Ref

Date 3 March 2004

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

Further to our letter dated 27 February 2004, we enclose for your information a copy of an e-mail received from Best Practice Group Plc.

Yours faithfully

Weightman Vizards

825

POL00118221

Mrs J Wolstenholme

GRO

GRO

Contact Susanne Helliwell

Our Ref NK SJH kh
14845.1

Your Ref

Date 25 March 2004

Dear Madam

Post Office Counters Limited v Julie Wolstenholme

We refer to your letter dated 29 February 2004. In that regard, we should point out from the outset that we are not prepared to litigate this case in correspondence. You will appreciate that each party has given disclosure of documents and exchanged witness statements and your comments on the evidence are matters for Trial and not matters for continuing correspondence.

We should however point out that the reference made in our letter dated 26 January 2004 to item numbered 34 of our client's List of Documents should have been to item number 33 which is the documentation in support of the discrepancies/errors. We should however state that item 34 is not a call log as indicated in your letter dated 29 February 2004.

Further, for the avoidance of doubt, it is not our client who has destroyed any documents. In particular, the Benefits Agency in Northern Ireland to whom the pension and allowance orders are sent have destroyed such documents. Our client acts as the Benefits Agency's agent in the payment of benefits. Similarly, in the case of the call logs, Fujitsu destroy the same after a period of time pursuant to its own internal policies. There has accordingly been no attempt whatsoever on the part of our client to destroy or withhold documents from you.

Yours faithfully

Weightman Vizards

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