	Filed on	behalf of the: Witness: Statement: Exhibits: Date made:	Claimant A P Dunks "AD1" 27/9/06
IN THE HIGH COURT OF JUST QUEENS BENCH DIVISION	ICE	c	Jaim No.
BETWEEN:			
þ	OST OFFICE LIMITED	Claimant D	/Part 20 efendant

- and -

#### LEE CASTLETON

Defendant/Part 20 Claimant

#### EXHIBIT "APD1"

This is the Exhibit marked "AD1" referred to in the Witness Statement of Andrew Paul Dunks dated September 2006.

Call Deta	ils E-031	209	90261								Page 1 of 1
× Post hshpowerm	Office Acco art2	unt	NWB01 Arc	hive4.1 on		PH4PatNWi msdc01poa		dunksa 1	5/05/0	16	
000000000000000000000000000000000000000	312090	26′	1	****					<u>©200</u> 2	2 Fujitsu	Services Limited
Status:	Closed		*****	Opened:	Tue 09 D	ecember 2003	09:54	Affected	Site:	21333	7
Severity:	38			Closed:	Tue 09 D	ecember 2003	10:03	FAD/Path (	Code:	21333	7
Customer:	1039							No. Cour	nters:	2	
Priority:	0	L	ocal / Interm	ediate / Remote:	L			CSR/T	`eam:	UK95	1605 / HSH1
		*******			Caller I	Details					
Calle	er: Lee Cath	lon		Pho	ne:	GRO			000000000000000000000000000000000000000	Site: 2	213337
Titl			01	****	gin:			D	epartn		
X0000000000000000000000000000000000000		00000000	*****	Caller	innonnel				Loca	*****	
					Call Proble						
Marrianacacacacacacacacacacacacaca										***********	Outbland
	Product Type	ad more			S	*****		SD14	l		Problem:
F	Problem Text	: [PI	M adv follow	ing power blip th	e kboard is	not accepting	PMMC				
					Call Closu	re Details					
Closed: 0	9/12/03 10:0	3		Cause	: CN1	Rep	pair: R70		Re	solutio	n: RS05
Text: C	all Close by	Ton	y Law: PM a	dv following pow	ewrcut, kb	oard not accep	oting PMM	C. Adv reboot.	ref of	fered	
					Call Asse	t Details					
	Asset ID:	21	33371		Description:			Serial No: P037598			
000000000000000000000000000000000000000	Product:	ģ	ooste		*****	escription: Riposte			Server Name:		
	Reference:	f			er Affected		Associated Reference:				
	r neterence.	<u> </u>	****	COURT				7433048630			
OPEN	New call tak	en l	by Tony Law	53 by UK951605 : PM adv followi	ng power b		is not acc				
	No lights on	key	/baord	56 by UK951605 57 by UK951605				ue 09 Decemb ue 09 Decemb			
	Rob C adv r	ebo	ot if this doe	sn't work then re 59 by UK951605	assign			ue 09 Decemb			
nformation	Waiting for I Tue 09 Dec			02 by UK951605	/HSH1		Saved: T	ue 09 Decemb	er 20(	03 10:0	12
MODIFY	Tue 09 Dec	emb	oer 2003 09:	l and is happy to 58 by UK951605			Saved: T	ue 09 Decemb	er 200	03 10:0	12
NODIFY	Tue 09 Dec	emb		Tony Law )2 by UK951605 Tony Law Call 1		'H' to 'S' Priori		ue 09 Decemb to '0' Product I			
CLEAR	'Riposte' Pro Tue 09 Deci	od. i	Descr.: from	'Keyboard - Live 03 by UK951605	PO Sites'	to 'Riposte'e	etc.	ue 09 Decemb			
CLOSE				03 by UK951605 I adv following p		kboard not acc		ue 09 Decemb IMC. Adv rebo			

Call Details E-0401200574 Page 1 of 2												
Post C		unt NV	VB01 Archiv	e4.1 on			PH4PatNWB01 msdc01poadb0		dur	nksa 15/05/06	3	×
Call E-0	401200	574								©2002	Fujitsu Servi	ices Limited
	Closed	T	*****	Op	pened:	Tue 20 .	January 2004 14	4:05	4	Affected Site:	213337	1
Severity:	1 D	1 D Closed: Tue 27 January 2004 16:37 FAD/Path Code: PATH104										
Customer:	PATHWAY	<i>,</i>	***************************************	*****					N	lo. Counters:	2	
Priority:	65		Local / Interm	ediate / Re	emote:	L				CSR/Team:	uk951588	/ HSH6
					(	Caller Det	ails					
Call				Phone:	(	GRO		ļ	****	Si		
Til	tle:			Login:	•					Departme		
Caller ID: Location;												
	D	L 77	DTC4	<b>T</b>		Problem	Details	Dr+6 **		100 I		roblogy
	Produc		PT01 Scheduled	/isit 26/04/		all Type:		ProbTy	pe: IN	102	Pi	roblem:
ngan pangan na kana kana kana kana kana kana k	Problet	n rext:	Scheduled	/ISIL 20/U1/L		anan an	Dotaile					
Closed: 27/0	01/04 16:37			Cause		I Closure I	Details Repair: I	266	<b>—</b>	Pac	olution: RS	313
			lill: adel and r			CONTRACTOR OF THE OWNER OWNE	ok SHAUN at s		all che			
cod	e of comple	ted and	d repair code	810		Sompleted						
	*********************			000000000000000000000000000000000000000	Ca	all Asset D	etails					
	Asset ID:				De	escription:	PO outlet affe	cted			Se	erial No:
	Product: Outlet				De	escription:	PO outlet affe		Server Name:			
OTI R	eference:	WE012	30247	C	ounter	Affected:	1			Ass	ociated Re	ference:
OPEN       Tue 20 January 2004 14:05 by uk951588 / HSH6       Saved: Tue 20 January 2004 14:05         New call taken by Sarah Hill: Scheduled visit 26/01/04 07:30:00       Saved: Tue 20 January 2004 14:06         REASSIGN       Tue 20 January 2004 14:06 by uk951588 / HSH6       Saved: Tue 20 January 2004 14:06         Call # E-0401200574 was Reassigned from Sarah Hill, Group HSH6 to Group HIT ADSL       Saved: Tue 20 January 2004 15:22         Call # E-0401200574 was Reassigned from Group HIT ADSL to Group ADSL UKME voiced shirley       Saved: Fri 23 January 2004 10:55         Call # E-0401200574 was Reassigned from Group HIT ADSL to Group ADSL UKME voiced shirley       Saved: Fri 23 January 2004 10:55         PLEASE SCHEDULE THIS CALL TO CARL CHAPMAN FOR 26/01 AT 07:30       Saved: Fri 23 January 2004 13:13         PLEASE SCHEDULE THIS CALL TO CARL CHAPMAN FOR 26/01 AT 07:30       Saved: Fri 23 January 2004 13:14         Mommation       Fri 23 January 2004 13:14 by SYSADM / ASTEA       Saved: Fri 23 January 2004 13:14         Automatic Open OTI       Fri 23 January 2004 13:14 by uk086459 / UKSS2       Saved: Fri 23 January 2004 13:14         Call # E-0401200574 was Reassigned from Group ADSL UKME to Group UKSS1       Coll # E-0401200574 was Reassigned from Group ADSL UKME to Group UKSS1         OTI Success       Fri 23 January 2004 13:14 by uk086459 / UKSS2       Saved: Fri 23 January 2004 13:14         Call # E-0401200574 was Reassigned from Group ADSL UKME to Group UKSS1       Coll # E-0401200574 was Reassigned												
UPDATE Information	Mon 26 January 2004 07:28 by GB082474 / SMC1       Saved: Mon 26 January 2004 07:28         Carl Champan UK062667, ADSL, Healthchecked OK, EOD Sun 25 Jan 2004         An add has been sent to Dispatch 1         Mon 26 January 2004 07:29 by Dispatch 1 /         Saved: Mon 26 January 2004 07:29 by Dispatch 1 /         Engineer 062667 arrived on site at 26-01-2004 07:25:00 ** [Engineer 062667 Logged On.]         Mon 26 January 2004 09:00 by uk082210 / SMC1											
					ory upg	graded. He	ealthcheck ok. I	-AI tes	ied and	a itnica printe	rs upgrade	u
OTI Success UPDATE			sent to Dispa 1004 09:20 by		1/			Saved:	Mon 2	6 January 20	04 09:23	
UPDATE	** [No Rem Mon 26 Ja	iark en nuary 2	tered.] 2004 09:21 by	Dispatch	1/	1 -4	المحاجة المحاف	Saved:	Mon 2	6 January 20		
UPDATE		nuary 2	upgrade com 004 09:22 by			atsmco	did all checks al			k 6 January 20	004 09:23	

2

Call Detail	ls E-0401200574	Page 2 of
ENG VISIT	Mon 26 January 2004 07:25 by 062667 / ENGINEERS	Saved: Mon 26 January 2004 09:15
	adsI and pat test upgrade completed ok SHAUN at sm c did a and repair code 810	I checks all came back ok Call closure code of completed
REASSIGN	Mon 26 January 2004 09:23 by Dispatch 1 /	Saved: Mon 26 January 2004 09:23
	OTI monitor reassigned this call from Dispatch 1 to the Action	Group UKSS2 as directed by the OTIReturn activity
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action	Group UKSS2 as directed by the OTIReturn activity
	Received call closure from Dispatch 1	
	Tue 27 January 2004 10:26 by uk088160 / UKSS2	Saved: Tue 27 January 2004 10:26
	Call # E-0401200574 was Reassigned from Group UKSS2 to	Group HIT ADSL
CLEAR	Mon 26 January 2004 09:23 by uk951588 / HSH6	Saved: Mon 26 January 2004 09:23
	adsl and pat test upgrade completed ok SHAUN at sm c did a and repair code 810	I checks all came back ok Call closure code of completed
CLOSE	Tue 27 January 2004 16:37 by uk951588 / HSH6	Saved: Tue 27 January 2004 16:37
	Call Close by Sarah Hill: adsl and pat test upgrade completed closure code of completed and repair code 810	ok SHAUN at sm c did all checks all came back ok Call

		FUJ0012233	35
		Page 1 of 1	*****
PH4PatNWB01 on msdc01poadb02	dunksa 15/05/06		

Post		count NWB01 Ar	chive	4.1 on		PH4PatNWB01 on msdc01poadb02				dunk	dunksa 15/05/06			
Call E-	040128	0325									©2002	? Fujits	u Services Li	imited
Status	s: Closed	1		O;	pened:	Wed 28 January 2004 11:13			Affe	ected Site:	2133	37		
Severity	/: 2 C		***********		Xosed:	Wed 28 Janua	ry 2(	004 11:2	21	FAD/P	ath Code:	2133	337	2000000000
Custome	r: 1039					********	886866888666886668886666	8080000000000	No.	Counters:	2		00000000000	
Priority	/: 0	Local / Inter	media	ite / Ri	emote:	L.	~~~~	******	*****	C	SR/Team:	uk95	1563 / HSF	12
		******				Caller Details								.0000000000
Cal	ler: Liam		<b>[</b>	200000000000000000000000000000000000000	Phone	GRO		******	1	*****		Site:	213337	00000000000
TI	tle: PostM	aster	<u> </u>	~~~~~~	L.ogir	••••••••••••••••••••••••••••••••••••••				,,	Departn	ient:		~~~~~
					Caller IC	••••• •:					Loca	tion:		
					С	all Problem De	tails	*****					******	20000000000
Produci Type	Product Call Type: X ProbType: XI17 Problem:								3:					
		ites that discrepe down. Week 2: 4							has	been the ca	ise for 3 w	eeks	in a row. W	eek
			*****		Ċ	all Closure Det	ails							
Clos	ed: 28/01/	04 11:21		*****	Caus	e: CM3		Repa	ir: R	59	Re	soluti	on: RS14	******
		lose by Dane Mea	ih: NB	SC is:	sue. Tra	insfered for inv	estig							4000000000
			*******		*	Call Assèt Deta	ils							********
/	Asset ID:			T.	0000000000000000000000	Description:						000000000000000000000000000000000000000	Serial i	No:
	Product:	Ion Horizon Busir	1855	m		Description: Non Horizon business				iness	Server Name:			ne:
OTI Re	ference:		~~~~		Co	unter Affected:	1 Associal				led Referen	ice:		
		*****	*****			Call Activity Lo	g				******			
OPEN	Wed 28 J	anuary 2004 11:1	1 by u	k9515	63 / HS	H2	-	Sa	ved: \	Ned 28 Jar	luary 2004	11:1:	3	
		aken by Dane Me weeks in a row. \											as been th	8
Information		anuary 2004 11:10	Ŷ							Ned 28 Jar		11:10	6	
		es that these disc	•	~			ie le						~	
Advice		anuary 2004 11:11 that this problem					مە مە مە			Ned 28 Jar	3			
	software t	· · · · · · · · · · · · · · · · · · ·	wiii ne	eo to	De nich	onðurð urveanð	8180	ру мра	NG 198	016 016 1221	ue can ce	HIVES.	ುಭ್ರದಣ್ಣದ ವರ್ಷದ	:
Information		anuary 2004 11:20	0 by ul	k9515	63 / HS	H2		Sa	ved: \	Ned 28 Jan	luary 2004	11:2	0	
	transfered	the caller to the t	VBSC	so tha	it the in	cident could be	inve							
CLOSE		anuary 2004 11:2							ved: \	Ned 28 Jan	wary 2004	11:2	1	
		by Dane Meah: M					gatio			and 00 in		A A . A	0	
MODIFY		anuary 2004 11:43 nation modified by					'DA'			Ned 28 Jan to 'Non Hor				r
		Von Horizon busir		1.01	RATPIC S.	21010300230230230358	~	1 ( ) ( ) (2*9)		676 D.H.G.G.C.C.S.G.F.	KENNER KUMBER	10000		**

Post		int NWB01 Ar	chive4.1 on	I	PH4PatNWB01 on msdc01poadb02	dunks	a 15/05/0	06	×		
-	)4012903	358					©200	2 Fujitsu Serv	ices Limited		
Status	: Closed		Opened:	Thu 29 Jan	uary 2004 10:26	Affec	ted Site:	213337			
Severity	: 2 C	00000000000000000000000000000000000000	Closed:	Thu 29 Jan	uary 2004 10:31	FAD/Pa	th Code:	213337	****		
Customer	: 1039	RENAMINAANININ NOONTOONIN NOOTOOOD	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			No. C	ounters:	2	******************************		
Priority	: 0	Local / Inter	mediate / Remote:	L		CS	R/Team:	GB082294	/ HSH8		
				Caller Det	ails						
Call	er: Lee	*****	Phon	e: G	20	T		Site: 21333	37		
Tit	le: PostMast	er	Logi	n:		1	Departi	ment:			
		Alishishishisana ang kanang	Caller II	D:			Loci	Location:			
			C	all Problem	Details			1999/9999/9999/	ili biddalad ol bild sa sha daa ayaa		
Product Type:		Call	Type: X		ProbType: XI1	7	******	Pr	oblem:		
Problem Text:			o the nbsc and bac		ed to rems, every tim now wants his system Details			him with a			
losed: 29	/01/04 10:31		Cause: 0	CM2	Repair: R59		Re	solution: R	314		
	II Close by M sistance	ary Rainbow: p	om reports ongoing	problems or	n system with discre	pancies «pm	transferi	red to nbsc f	or further		
Bald Market and an and an				Call Asset D	etails	0,000,0		209294244449999999999999999999999999999			
	Asset ID:				Description	:		S	erial No:		
	Product:	Non Horizon	Business		Description	:		Serve	r Name:		
01	I Reference:				Counter Affected	: 1	As	sociated Re	ference:		
		<u>Beenhaussenen an an</u>		Call Activity	-	9999-999999999999999999999999999999999					
	New call take	n by Mary Rai	by GB082294 / H nbow: pm reports t eapncy and he bee	he is having	Saved problems on his sys and back to us and	': Thu 29 Jan stem connect I now wants	ed to ren	ns, every tim	e he rems ng		
		-	by GB082294 / H			: Thu 29 Jan	uary 200	4 10:30			
			appen he needs to			. Thu 00 los		4 4 0 2 0			
	Thu 29 Janua caller transfe		by GB082294 / H	SH8	Saved	: Thu 29 Jan	uary 200	4 10:30			
			by GB082294 / H	SH8	Saved	: Thu 29 Jan	uary 200	4 10:31			
	Call Close by	Mary Rainbow			on system with dis				sc for		
	further assist	ance									

# Call Details E-0402020111

Call Detail	ls E-040	02020111							Page 1 of 2
Post O		ount NWB01 /	Arct	hive4.1 on		I4PatNWB01 on Isdc01poadb02	dunksa 15/05/0	6	×
Call E-04	402020	)111					<u>©2002</u>	Pujitsu S	Services Limited
Status:	Closed			Opened	: Mon 02 Febru	ary 2004 08:49	Affected Site:	21333	7
Severity:	3 B			Closed	: Mon 02 Febru	ary 2004 16:17	FAD/Path Code:	213337	7
Customer:	1039				1		No. Counters:	2	
Priority:	80	Local / Int	erm	ediate / Remote	: L		CSR/Team:	uk0862	226 / HSH5
					Caller Detail	<u>s</u>			
Caller	r: lee castleton			Pho	one: GR	0		Site: 2'	13337
Title	:			Lo	ogin:		Departn	nent:	
	L			Caller			Loca	ition:	
		1			Call Problem De				
	duct Type:			Call Type: S	<u> </u>	ProbType: HD15			Problem:
Prot	olem Text:	cath nbsc) pr	n sta	ates that he has		ation failed on node 2.			
	00/00/04	10.17		0	Call Closure De			a a lu día a	DC12
	02/02/04				se: CF1	Repair: R01	Ke	solution	: RS13
Text:	Call Close	e by Ben Horse	ema	n: counter 2 suc		out at release date 2.9		****	
Accet	10.			Deparintion	Call Asset Det	ter 400 - Live PO Sites		erial No:	k00123buv8
Asset		CLX365/400C			*****	ter 400 - Live PO Sites	4	Name:	K0012000V0
OTI Referen		****	Co	unter Affected:	nyy ny historia na historia		Associated Ref		H-21276409
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					Call Activity L	00			<u>.                                    </u>
OPEN Information	New cal Mon 02	l taken by Ben February 2004	Hor 08:	:50 by uk086226	sc) pm states th 5 / HSH5	at he has desktop intia	1on 02 February 2	node 2. 2004 08	:50
Advice	Mon 02	February 2004	08:	:51 by uk086226	/ HSH5	Saved: N	ion 02 February		"
KEL Ref No.	Mon 02			called back whil :05 by uk086226			ion 02 February 2	2004 09	:05
information		-	09:	:17 by uk086226	/ HSH5	Saved: N	1on 02 February 2	2004 09	:17
						rs at build 2.9 there has			
Repeat Call		-		18 by GB08268		<i>Saved:</i> N advised pm that he w	Ion 02 February 2		:18
Information				:24 by uk086226	-		ion 02 February 2		:24
information	called pr	n back and ad	vise	d pm to reboot. 28 by uk086226		Saved: N	Ion 02 February 2	2004 09	:28
Information	Mon 02		09:	31 by uk086226	I / HSH5	Saved: N	ion 02 February 2	2004 09	:31
Advice	Mon 02	training messa February 2004 pm to reboot a	09:	32 by uk086226	/ HSH5	Saved: N	Ion 02 February 2	2004 09	:32
Access Times	s Mon 02	February 2004	09:	32 by uk086226 30 sat 9-12.30	/ HSH5	Saved: N	Ion 02 February 2	2004 09	:32
Node status		February 2004 t operational.	09:	34 by uk086226	/ HSH5	Saved: N	lon 02 February 2	2004 09	:34
Recommend				34 by uk086226			Ion 02 February 2	2004 09	:34
MODIFY				mend engineer 1 34 by uk086226		base unit on node 2. Saved: N	Ion 02 February 2	2004 09	:35
		•				0' to '80' Problem Type	•		
Open OTI	Mon 02	February 2004	09:	36 by SYSADM	/ ASTEA	Saved: N	Ion 02 February 2		:36
DEADOION		•	· ·	-		02/2004 09:36:01	lon 02 Echnicati	0004 00	-26
REASSIGN		-		35 by uk086226 Reassigned from		n, Group HSH5 to Grou	lon 02 February 2 Jp UKSS1	2004 09	.00
MODIFY	Mon 02 I	February 2004	09:	35 by uk086226	/ HSH5	Saved: N	Ion 02 February 2		
				y Ben Horsema 00:00:00' Item I		from 'HSH5' to 'UKSS'	I' CSR ID: from 'L	ık08622	6' Last

OTI Success

# Call Details E-0402020111

Page 2 of 2

1	New call sent to Dispatch 1						
OTI Success	•						
	received any toknowledgement new propulsity respectively in this						
REASSIGN	Mon 02 February 2004 11:12 by Dispatch 1 /	Saved: Mon 02 February 2004 11:15					
	The projected arrival date for engineer 062667 is 02-02-2004 14:30:00						
Information	Mon 02 February 2004 13:35 by GB083727 / SMC1 Engineer rang in, LAN cleared as requested.	Saved: Mon 02 February 2004 13:35					
OTI Success	An add has been sent to Dispatch 1						
UPDATE	Mon 02 February 2004 14:07 by Dispatch 1 /	Saved: Mon 02 February 2004 14:17					
	Engineer 062667 arrived on site at 02-02-2004 13:30:00 ** [Engineer 0	62667 Logged On.]					
UPDATE	Mon 02 February 2004 14:28 by Dispatch 1 / Work completed	Saved: Mon 02 February 2004 14:32					
UPDATE	Mon 02 February 2004 14:28 by Dispatch 1 /	Saved: Mon 02 February 2004 14:32					
swap node2 pc due to unable to coonect to riposte message on screen smc request swap							
UPDATE	Mon 02 February 2004 14:28 by Dispatch 1 /	Saved: Mon 02 February 2004 14:32					
ENO VOT	** [Engineer 062667 finished call.]	Saved: Mon 02 February 2004 14:25					
ENG VISIT	Mon 02 February 2004 13:30 by 062667 / ENGINEERS	-					
DELOGION	** [No Remark entered.] Call closure code of FAILURE and repair code						
REASSIGN	Mon 02 February 2004 14:45 by Dispatch 1 /	Saved: Mon 02 February 2004 14:45					
	OTI monitor reassigned this call from Dispatch 1 to the Action Group H						
1	OTI monitor reassigned this call from Dispatch 1 to the Action Group H	SH5 as directed by the OTIReturn activity					
OTI Success	Received call closure from Dispatch 1						
REASSIGN	Mon 02 February 2004 15:25 by uk081610 / HSH1	Saved: Mon 02 February 2004 15:25					
	Call # E-0402020111 was Reassigned from Group HSH5 to Ben Horse						
Information	Mon 02 February 2004 16:16 by uk086226 / HSH5	Saved: Mon 02 February 2004 16:16					
	counter 2 successfully rolled out at release date 2.9						
CLEAR	Mon 02 February 2004 16:17 by uk086226 / HSH5	Saved: Mon 02 February 2004 16:17					
	** [No Remark entered.] Call closure code of FAILURE and repair code date 2.9						
CLOSE	Mon 02 February 2004 16:17 by uk086226 / HSH5	Saved: Mon 02 February 2004 16:17					
	Call Close by Ben Horseman: counter 2 successfully rolled out at relea	se date 2.9					

Page 1 of 1

Post O		count NWB01 Ard	chive4.1 c	on		PH4PatNWB01 on dunksa 15/05/06 msdc01poadb02				×		
Call E-04	Call E-0402130261 ©2002 Fujitsu Services Limited											
Status:	Closed			Opened:	Fri 13 Februar	ry 2004 10:41	Affe	cted Site:	213	337		
Severity:	2 C		000000000000000000000000000000000000000	Closed:	Fri 13 Februar	ry 2004 10:44	FAD/P	ath Code:	213	337		
Customer:	1039				**		No.	Counters:	2			
Priority:	0	Local / Inter	rmediate /	Remote:	L		CS	SR/Team:	uk9	52523 / HSH1		
					Caller Details							
Calle	er: lee			Phone:	I GRC	)			Site:	213337		
Title	: PostMa	aster	Login:	p			Departn	nent:				
	1			Caller ID:	]			Loca	ition:			
				Ca	II Problem De	tails	*****	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	000000000000000000000000000000000000000			
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Produ	ct Type: PT01	T	С	all Type: X	F	ProbType: XI1	7		Problem:		
	Proble	em Text: pm stat	es that he	has a rem	issue			***************************************				
				Ca	all Closure Det	ails			009990000000			
Close	ed: 13/02	/04 10:44		Cause	e: CM2	Repair:	R58	Re	esolu	tion: RS14		
Те	xt: Call C	lose by John Loc	kyear: pm	has a nbs	sc issue		242-1-0-1-0-1-1-0-1-0-1-0-1-0-1-0-1-0-1-0-					
				C	all Asset Deta	ills		******				
As	set ID:				Description:					Serial No:		
P	roduct: N	Ion Horizon Busin	ess		Description:	Non Horizon b	usiness			Server Name:		
OTI Refe	erence:			Cou	nter Affected:	1		As	socia	ated Reference:		
Call Activity Log         DPEN       Fri 13 February 2004 10:39 by uk952523 / HSH1       Saved: Fri 13 February 2004 10:41         New call taken by John Lockyear: pm states that he has a rem issue       Saved: Fri 13 February 2004 10:44         CLOSE       Fri 13 February 2004 10:44 by uk952523 / HSH1       Saved: Fri 13 February 2004 10:44         Call Close by John Lockyear: pm has a nbsc issue       Saved: Fri 13 February 2004 10:44         CODIFY       Fri 13 February 2004 13:14 by uk059697 / HSH4       Saved: Fri 13 February 2004 13:14         Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM2' Problem Type: from 'X118' to 'X117'       Saved: Fri 13 February 2004 13:14												

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all Detai	ls E-04(	2130267								Pa	ge 1 of 2	
Post (		ount NWB01	Archive4.1	i on			tNWB01 on 01poadb02	dunksa	15/05/	'06		
Sall E-0		1267							@200	02 Fujitsu Servi	ices Limited	
	Closed I	7 dae 9e 8		Opened	Fri 1	3 February 2	004 10-48	Affect	ed Site:			
Severity:	÷		******			3 February 2		FAD/Pat				
Customer:	farman farman far	******	******					าลสู้อากการการการการการการการการการการการการกา	ounters:	·\$·	~~~~~	
Priority:	0	Local / In	itermediate	<i>l</i> Remote:	L.			CSF	VTeam:	UK951605 /	/ HSH5	
					Ca	ller Details						
Calle	r. Lee Cas	tleton		Pho	ne:	GRO				Site: 2133	37	
Title	PostMas	iter		*****	gin: <sup>ji</sup>		i		*****	tment:		
				Caller	aaaaada				Lo	cation:		
				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	all Pr	oblem Details						
Produ Typi	2 3		Call Type:	s		P	robType: SD1	13		Pn	oblem:	
Problei	n Marie @	) NBSC - PM	adv his sys	system is doubling up cash declarations and cutting off cheques they still appear the next								
Tex	t: day											
		Call Closure Details										
	2/04 12:02 Cause: CO5 Repair: RF1 Resolution: RS14											
Text: Cal aga gi	I Close by in as only I	/ Tony Law: PM states his checques keep carrying over from the day before, advised pm to call back if happens / happened the once on the 11th and cannot chech event log to see if he cut off as pm rolled over since then, ref										
				ξ.	Call A	Asset Details						
	Asset ID:		*****	Descrip				Ser	ial No:			
*****	Product:	EPOSS			aaaaaaa	EPOSS		Server				
OTI F	Reference:		Ćć	unter Affec	ted:	1	As	sociated Refe	rence:	h-130451200	0 (	
l formation f	New call tai heques the ri 13 Febri NBSC adv t	ken by Tony L ay still appear Jary 2004-10:	aw: Marie the next d 48 by UK9 ecked that	by UK951605 / HSH5 Saved: Fri 13 February 2004 10:48 ed that he is cutting everything off property, cash figures are being done property								
ODIFY P	°M has insi Fri 13 Febri	sted on a sys Jary 2004 10: Ition modified	lem check 50 by UK9	51605 / HSI	H5	tef: from " to '	Savod: I	Fri 13 Februar				
		uary 2004-10:	8		-15		Saved: F	Fri 13 Februar	y 2004	10:51		
formation F	n 13 Febru	-	51 by UK9	51605 / HSI		a loss that n		Fri 13 Februar	y 2004	10:51		
formation F	ri 13 Febru Snapshots a	13 February 2004 10:51 by UK951605 / HSH5       Saved: Fri 13 February 2004 10:51         erytime stock has been remmed in they have had a loss that night.       13 February 2004 10:51 by UK951605 / HSH5         13 February 2004 10:51 by UK951605 / HSH5       Saved: Fri 13 February 2004 10:51         apshots and txn logs agree with PM's figures       Saved: Fri 13 February 2004 10:51										
		Jary 2004-10: SC have done	•			rananailatina		Fri 13 Februar ut, stock holdi		10:52		
ormation F	ni 13 Febn	ary 2004-10:	53 by UK98	51605 / HSI	-15		Saved: F	ri 13 Februar		10:53		
ormation F	ri 13 Febru	re is a Sunday lary 2004-10: imame: LCA0	54 by UK98	51605 / HSI	45		Saved: F	Fri 13 Februar h any stock la	e		d	
p	erfectly, ev	rery week hat ary 2004 11:	he does re	m stock in	the b		ng	Fri 13 Februar				
calate P	n 13 Febru	ary 2004-11:	54 by UK95			lef: from 'h-13		-130451200 0 Fri 13 Februar		11:54		
		heather dryd		ACACINO			Carred "	2 d 4 2 Caba	U 7664	44.55		
p c ti	m states or hecks pm s he once, pr	sttaed this has n sttaed he w	a listing for a happened as sure he	the 11th it s I more than cut off, so a	ntater onco advis	e but when gi	es for the 10th bing thorugh h g all details ar		n i gol i had aci if happ	him to go thro lually happen lens again.		
C	all Close b	e. pm sttaed he was sure he cut off, so advised i would log all details and to call back if happens again. February 2004 12:02 by UK951605 / HSH5 Saved: Fri 13 February 2004 12:02 pse by Tony Law: PM states his checques keep carrying over from the day before, advised pm to call back if s again as only happened the once on the 11th and cannot chech event log to see if he cut off as pm rolled over										

Ø

# Call Details E-0402130267

Page 2 of 2

MODIFY

since then. ref given to pm to call back. Mon 16 February 2004 09:51 by 062457 / HSH4 Call information modified by Elizabeth Smith Call Type: from 'X' to 'S' Cause: from 'CM2' to 'CQ5' Product ID: from 'Non Horizon Business' to 'EPOSS' Repair: from 'R74' to 'RF1' Severity: from '2' to '3' ...etc.

Call Detail	1 Details E-0402160081Page 1 of 1											
Post O		ount NWB01 A	\rchiv	re4.1 on				IWB01 on poadb02	dunksa	15/05/0	8	×
Call E-04	402160	081								©2002	Fujits	u Services Limited
Status:	Closed	************************************		Opened:	Mon 1	6 Febru	uary 20	04 08:32	Affec	ted Site:	2133	337
Severity:	2 C			Closed:	Mon 1	6 Febri	uary 20	04 08:34	FAD/Pai	th Code:	2133	337
Customer:	ร้างการสารสารสารสารสารสารสารสุด	***************************************	*****			*******	******	**********************************	No. C	ounters:	2	
Priority:	0	Local / Inte	armed	late / Remote:	L		******	000000000000000000000000000000000000000	CSI	R/Team:	ukQ8	15790 / HSH7
	kanan manana mana ka		Caller Details									
Caller	Lee cast	leton	T	Pho	ne:	<b>C</b> E	$\sim$	-			Site:	213337
	: PostMas	iter	n Phone: GRO Site: 213337 Login: Department:									
11010			Caller ID: Location:									
						blem D	ataile					
Product Typ		*****	Call	Type: Z				bType: ZS16		******	000000000000000000000000000000000000000	Problem:
·····		A NBSC DM		g to advise that	hoth c	ountors	000000000000000000000000000000000000000		000000000000000000000000000000000000000	it are reh	oofin	and the second
r tobieth i ex	ve name	grooo a w			*****	sure Di			anon in 197 oc			3 OITHON
	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1						etans					
Close _			08:34 Cause: CL9 Repair: RF1 Resolution: RS15									
Te	xt: Call Cl	ose by David I	by David Lawrence: Pm rebooted OK									
	22222222222222222222222222222222222222	**	Call Asset Details									
	Asset ID:	;	*****		ription:	ļ				Serial No		
000-0	Product	Riposte		Desc	ription:	Riposi	te			er Name		
OTI F	Reference			Counter Af	fected:	1		A	ssociated R	eference	: H-2	21294326
						ctivity L	.og					
				085790 / HSH7					n 16 Februa			
	call taken ebooting C		rence:	Marie @ NBS	С~РМ	calling	to adv	ise that both c	ounters we	re @ PO	LO th	is morning, but
	~		bv uk	085790 / HSH7	7			Saved: Mor	n 16 Februa	ry 2004 (	)8:34	
	ebooted C		.,							ę		
LOSE Mon	16 Februa	iry 2004 08:34	by uk	085790 / HSH7	7			Saved: Mor	n 16 Februa	ry 2004 (	08:34	
Call	all Close by David Lawrence: Pm rebooted OK											

Call Detail	s E-0402	2160628								Page 1 of	
Post O		ant NWB01 A	.rchive4.1 on			atNWB01 on 01poadb02		dunksa 15/05/0	x		
Call E-04	1021606	628						©2002	2 Fujits	su Services Limite	
Status:	Closed	******	Opened:	Mon 16 Fe	bruary	2004 11:12	T	Affected Site:	2133	37	
Severity:	2 C		Closed:	Mon 16 Fe	bruary	2004 11:14	F	AD/Path Code:	2133	37	
Customer:	1039						No. Counters:	2	01010101010101010101010101010101010101		
Priority:	0	Local / Inte	rmediate / Remote:	L	UK9	51605 / HSH5					
				Caller De	etails			n opponnen opponnen som	kasaasaasa		
Caller	Lee	******	Phon	e: GF	RO				Site:	213337	
Title	: PostMast	er	Logi	L				Departr	nent:		
*****			Caller I	D:				Loca	ation:		
			(	Call Problem	n Detail	S		nin heinen der	10000000000	*****	
000000000000000000000000000000000000000	Produc	t Type:	Call Typ	e: Q	n ng kanalang ng kang n	ProbType	e: QL	101	100000000000000000000000000000000000000	Problem:	
*****	Probler	n Text: Pat @	D NBSC - PM adv h	e needs OE	3SC che	eck		and the substance of the		การการการการการการการการการการการการการก	
			(	Call Closure	e Details	S				*****	
Closed: 1	6/02/04 11:	14	Cause	e: C58 Repair: R53 Resoluti					on: RS14		
Text: C	all Close by	/ Tony Law: F	M adv he needs Of	BCS checke	ed. OBC	CS Checked - re	esult g	given	Adviddorborg Adria	1999,999 Barrison and a second se	
n an		Call Asset Details									
*****	Asset II	D:	D	escription:		****	Serial No:				
	Produc	et: obcs	D	escription:				Server Name:	1		
01	TI Referenc	e:	Counte	r Affected:	1	A	ssocia	ited Reference:	h-13	048468	
OPEN Information	New call	taken by Ton	4 11:12 by UK95160 y Law: Pat @ NBS0 4 11:14 by UK95160	C - PM adv i		is OBSC check	(	16 February 20			
CLEAR	obcs che Mon 16 F	cked - Result	given 11:14 by UK95160					16 February 20			

Saved: Mon 16 February 2004 11:14

٠

CLOSE

Mon 16 February 2004 11:14 by UK951605 / HSH5

Call Close by Tony Law: PM adv he needs OBCS checked. OBCS Checked - result given

Page 1 of 2

## Call Details E-0402250454

Post Office Ad	count NWB01 Archi	Chive4.1 on PH4PatNWB01 on dunksa 15/05/06									
Call E-04022	50454				©2002	Fujitsu Services Limited					
Status: Closed	1	Opened:	Wed 25 February 2004 1	1:03	Affected Site:	213337					
Severity: 3 B			Wed 25 February 2004 1		FAD/Path Code:	213337					
Customer: 1039		010004.	1100 201 001001 2001 1			2					
		linto (Domoto)	1			- GB082294 / HSH8					
Priority: 0	Local / Intermed	liate / Remote:		**	Corriean.	GBV022947 N3N0					
			Caller Details								
Caller: Chris	tine	Phone:	GRO	S	lite: 213337						
Title: Clerk		Login:			Departm	ent:					
		Caller ID:			Locat	ion:					
		C	all Problem Details	0)0000000000							
Product Type:	Call Ty		ProbTyp	e: SI	D13	Problem:					
			blems on the system who	en ba	lancing that seems to be	related to stock					
	d in through the week	ek Call Closure Details									
losed: 25/02/04 11											
	y Mary Rainbow: cler hight if further assistar										
		Call Asset Details									
	Asset ID:	Description: Seria									
	Product: Riposte		Description:		Server Name:						
OTI R	eference:		Counter Affected:	Ass	ociated Reference:						
nformation Wed 25 l clerk rep on hand nformation Wed 25 l clerk rep balance a	but they was found to February 2004 11:24 to orts that last week wh and came out with a z	by GB082294 / I seven weeks the be a issue with by GB082294 / I en they rolled over ero net discprer	HSH8 hey have had losses ever id numbers and has bee HSH8 ver they put a loss into su rcy to start the new cap v	y we n res <i>Save</i> usper vith	ed: Wed 25 February 200 ek, at one point they had olved ed: Wed 25 February 200 nse account and then tool ed: Wed 25 February 200	a problem with cash 4 11:24 < the unit back to trial					
clerk rep some sto	ck which appears to h	balance snap s have given then	hot on monday and all lo a loss	oked	okay but since then they	have remmed in					
advised t give her will highli	he stock she should t ght any problems with	need to check he be holding, thjis n stock on hand	i to check her stock position for last week and then check her rems in summary, this will olding, thjis figure can then be compared with the stock showing in adjust stock and this ck on hand								
clerk repo	February 2004 11:27 b orts that they were tok sh as she has no nam	d that checks wo	that checks would be made on the system but she is unsure if this information came from s of ref numbers								
advised t	ebruary 2004 11:28 t he clerk that we need down any details she	her to take the			ng and come back before						
	ebruary 2004 11:29 t	•	ISH8 at about 17:30 or maybe		ed: Wed 25 February 200	4 11:29					
	ebruary 2004 11:30 b				ed: Wed 25 February 200	4 11:30					
spoke to					line Heather Dryden if cl						
formation Wed 25 F	ebruary 2004 11:31 t	·		Save	d: Wed 25 February 200	4 11:31					
formation Wed 25 F	reports they are worki ebruary 2004 11:31 t all back tonight if furth	oy GB082294 / H	ISH8	Save	ed: Wed 25 February 200	4 11:31					
LEAR Wed 25 F	ebruary 2004 11:32 b all back if further assis	oy GB082294 / H	ISH8	Save	ed: Wed 25 February 200	4 11:32					
LOSE Wed 25 F	ebruary 2004 11:33 b	oy GB082294 / H	ISH8	Save	d: Wed 25 February 200	4 11:33					

Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk

# Call Details E-0402250454

Page 2 of 2

will call back tonight if further assistance required

Call Det	ails E-	0402	2250553									Page 1	
Pos hshpower		Accou	ant NWB01 Arr	chive4.1 o	n			IWB01 on poadb02	du				
Call E-	-04022	2503	553	*****	000000000000000000000000000000000000000	*****		*****	000000000000000000000000000000000000000	tsu Services Lii			
Statu	is: Close	d	*****	0	pened:	Wed 25 Febru	lary 20	04 12:03			Site: 213		
Severil	ty: 2 C			)	Closed:	Wed 25 Febru	iary 20	04 12:12	FAD	/Path C	ode: 213	337	
Custome	ər: 1039								N	o. Coun	ters: 2	****	
Prioril	ty: 0		Local / Intern	nediate / R	lemote:	L		01		CSR/Te	am: GB(	082760 / HSH	
000000000000000000000000000000000000000						Caller Deta	ls	***********************					
Ca	iller: Chr	istine			Phor	GR				Site	213337		
T	litle: Pos	tMast	er		Log			ر.		De	partment		
					Caller I	D: Location:							
						Call Problem D	etails						
p,	roduct Ty	(pe:		Call T	ype: X		000000000000000000000000000000000000000	ProbType:	XI18		000000000000000000000000000000000000000	Problem	
P	roblem T	ext: 1	BSC - PM has	called the	NBSC	regarding prob	lems v	/ith her bala	108.		*******	***************************************	
						Call Closure D	atails		*****				
Ch	osed: 25	/02/04	1 12:12		Cat	use: CM3	T	Repair: R	74		Resolu	tion: RS14	
************************	Text: Ca	ill Clo	se by Robert C	onaerton: I	omhtee				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	******************	*******		
						Call Asset De	ails						
	Asset ID				[`````	Description					*****	Serial N	
*****	Product		Horizon Busin	000		Description: Description: Non Horizon bu				siness Se			
OT R	eference				C.	Counter Affected: 1					Associ	ated Referen	
	010707700						ndamena						
OPEN	Wed 25	5 Febr	Call Activity Log February 2004 11:56 by GB082760 / HSH1 Saved: Wed 25 February 2004 12:03										
			n by Robert C	· ·			the N8				•		
Informatio	n Wed 25	5 Febr	uary 2004 12:0	9 by GB0	82760/	HSH1		Saved:	Wed 25	Februar	y 2004 12	2:09	
			at 11:03 today ht when they h						C that th	e agent	advised l	he PM to call	
CLEAR		S Febr	uary 2004 12:1			•			Wed 25	Februar	y 2004 12	2:12	
CLOSE			uary 2004 12:1	2 by GB0	82760/	HSH1		Saved:	Wed 25	Februar	y 2004 12	2:12	
2			Robert Conge							·	-		
MODIFY			uary 2004 13:3								y 2004-13		
	Call info Horizor	ormati 1 Busi	ion modified by ness' Prod. De	Sandra H scr.: from '	awkins ' to 'Nor	Cause: from 'C 1 Horizon busir	M1' to ess' P	'CM3' Produ roblem Type	ict ID: fro : from 'X	om 'EPC 106' to ')	)SS-Cash (118'	Account' to '	
MODIFY	Thu 26	Febru	ary 2004 08:41	7 by GB08	2302 / 1							:47	

15

Call information modified by Kevin Brewer Repair: from 'R58' to 'R74'

Call Det	tails	s E-04	02250	565									Page 1 of
× Pos hshpower			ount NV	VB01 Arc	chive4.1	on			4PatNWB01 on bdc01poadb02	d	unksa 15/05/0	06	X
Call E	-04	02250	0565								©200	2 Fujit	su Services Limited
Statu	us: (	Closed				Opened:	Wed 25 F	ebrua	ary 2004 12:12	Т	Affected Site:	: 213	337
Severi	ity: 2	2 C				Closed:	Wed 25 F	ebrua	ary 2004 12:19	۶A	D/Path Code:	: 213	337
Custom	er: I	039	******					00000000000	***************************************		No. Counters:	: 2	*****
Priorì	ity: (	)	Loc	al / Interr	nediate /	Remote:	L				CSR/Team	: uk9	52522 / HSH7
Madalah di Kasalah di K	ananga						Caller D	etails					
Ca	aller:	christin	e	1		Phone	G	RC	)			Site:	213337
	Title:	PostMa	aster			Logir	n:				Departr	nent:	
	****	1				Caller II	D:				Loca	ation:	
	Call Problem Details												
*****		Produ	ct Type:	PT01	T		Call Type:	Х	Pro	bType:	XI18		Problem:
			*****	*****	NBSC ca	lled re clo	***********					010000000000000000000000000000000000000	
			interinterinterinterinterinterinterinter			C	Call Closure	e Det	ails				
losed: 2	25/02	2/04 12:1	9			Cause:	CM2		Repair: R58	T	Re	soluti	on: RS14
		Close by losed	Nicola G	Boodson:	jane@nb	sc called	regarding	call t	hat was closed ac	dvised ja	ane about pre	viuos	call, ref given
		*****		81818181818181818191919494	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Call Asset	Deta	ils				099101919191919191919191919191919191919
000000000000000000000000000000000000000	Ass	et ID:					Descrip	tion:					Serial No:
	Pro	oduct: N	on Horiz	on Busin	ess		Descrip	tion:	Non Horizon bus	iness			Server Name:
OTI R	Refer	ence:				Co	unter Affeo	cted:	0		As	socia	ted Reference:
LEAR \	New Wed	call take 25 Febr	en by Nic	ola Good	son: JAn	522 / HSF e @NBS( 522 / HSF	C called re	·	Saved: W ed call.		February 2004 February 2004		
LOSE V	Wed Call					522 / HSH osc called		call	<i>Saved:</i> W that was closed a		February 2004 ane about pre		
( IODIFY \	Call Wed	nformati 25 Febr	on modil uary 200	fied by Sa 4 13:31 b	andra Hav by uk0596	697 / HSH	blem Type		n 'XI17' to 'XI18' <i>Saved:</i> W		February 2004 February 2004		

Call Detai	ls E	2-0402	402251011 Page 1 of 2									
Post C		e Accou	nt NWB01 Ar	chive4.1 on		PH4PatN\ msdc01p		dunksa 15	/05/06	3	×	
Call E-0	402	22510	11					ç	©2002	Fujitsu Service	es Limited	
Status:	Clos	ed		Opened:	Wed 2	5 February 2	2004 16:56	Affected	I Site:	213337		
Severity:	3 B			Closed:	Thu 26	February 2	004 12:45	FAD/Path (	Code:	PATH022		
Customer:	PAT	HWAY						No. Cou	nters:	2		
Priority:	0		Local / Int	ermediate / Remote:	L			CSR/T	eam:	uk081265 /	SMC1	
			****		Caller I	Details						
*******************************		all Vince	nt	Phone		GRO	ļļ			Site: 213337	·	
Title	: SI	MC		Login	-			De	partm			
njanan manana mana mana ma				Caller ID					Locat	lion:		
				*****	Proble	m Details	<u> </u>					
Produc Type		03		Call Type: S			ProbType: S	SD11		Pro	blem:	
Problem	n Cr		nt seen @ 13	00.36 18/02/04 on H	121333	700101 stati	ng 'Error me	ssage. An error	has c	occurred = se	e the	
Text	. jau	idit log'				un Datalla						
Closed: 26/0	200	10.45		Cause: C21		re Details	air: RC8		Pas	olution: RS0	8	
			vid Martin: HS	SH have logged call E				all to SSC - no i				
			citon taken.		-04022		ingressed c		iun inc.			
		Call Asset Details										
Asse	t ID:		Description: Serial No:									
Prod	luct:	PATICL	X365/400B	Description:	Multi C	ounter Gatev	way 400 - Liv	e PO Sites	<b></b>	Server	Name:	
OTI Referen	nce:		0001010101010101010101010101010101010101	Counter Affected:	1		555755579,95579101010101010101010101010	000000000000000000000000000000000000000	Ass	sociated Refe	erence:	
OPEN KEL Ref No.		New cal messag	l taken by Nia e. An error ha	04 16:53 by uk084204 Il Vincent: Critical evo Is occurred = see the 04 16:58 by uk084204	/ SMC ent see audit lo	n @ 1300.: og'	36 18/02/04 (	Wed 25 Februa on H213337001 Wed 25 Februa	101 sta	ating 'Error		
nformation		Wed 25	February 200	henson5630V )4 17:00 by uk084204 gs for progression 41				Wed 25 Februa m & 415382 Se	-			
REASSIGN		Wed 25	February 200	)4 17:11 by uk084204 was Reassigned fror	I / SMC	:1	Saved:	Wed 25 Februa	ary 20	04 17:12		
OPEN_CALL	TS	Thu 26	February 200	4 09:26 by uk081216 noot (Affected Site:21	/HSH6			Thu 26 Februa				
OPEN_CALL	TS	Thu 26	February 2004	4 09:28 by uk081216	/HSH6	6	Saved:	Thu 26 Februa	iry 20(	04 09:29		
nformation		Thu 26   SMC,	pen Calls Troubleshoot (Affected Site:213337) nu 26 February 2004 09:35 by uk081216 / HSH6 MC, I have raised a FAD FAD call for this site that ha been progressed to EDSC as the P.O had been speriencing large descrepencies. you may want to close this call. Spoke to Dave G. Neil Vincent also aware of this									
REASSIGN		call. Che Thu 26 I	Sall. Cheers.         Saved: Thu 26 February 2004 09:40 by uk081216 / HSH6         Saved: Thu 26 February 2004 09:40           Call # E-0402251011 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group SMC1 voiced Dave G.         Saved: Thu 26 February 2004 11:42           Chu 26 February 2004 11:42 by uk084203 / SMC1         Saved: Thu 26 February 2004 11:42									
REASSIGN		Thu 26 I	February 2004		/ SMC	1	Saved:	Thu 26 Februa				
OPEN_CALL	_TS	Thu 26 I	February 2004	4 12:21 by uk081265 boot (Affected Site:21	/ SMC			Thu 26 Februa	iry 200	04 12:22		
-	-	Open Ca	alls Troublesh	4 12:40 by uk081265 oot (Affected Site:21	3337)			Thu 26 Februa				
OPEN_CALL	_TS			4 12:44 by uk081265 oot (Affected Site:21		1	Saved:	Thu 26 Februa	ıry 200	04 12:44		
CLEAR												
CLOSE		Thu 26 I Call Clo	February 2004 se by David M	4 12:45 by uk081265 lartin: HSH have logg				Thu 26 Februa pressed call to S			tion for	
MODIFY			-	no aciton taken. 1:33 by uk059697 / ł	ISH4		Saved:	Mon 01 March	2004	11:33		

17

Call Details E-0402251011

Page 2 of 2

Call information modified by Sandra Hawkins Resolution Method: from 'RS05' to 'RS08'

Call Detai	ils E-04	02251077								Pag	e 1 of 2
Post (		count NWB01	Archive4.1 on			PH4PatNWB0 msdc01poad		dunksa 15	/05/06	3	×
Call E-0		1077						Q	<u>©2002</u>	Fujitsu Servic	es Limited
Status:			Ope	ened:	Wed 25 Fe	bruary 2004 1	7:33	Affected	Site:	213337	
Severity:	3 B		*****		น้ำสารการการการการการการการการการการการการกา	ruary 2004 11		FAD/Path C			
Customer:	1039		******		1		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	No. Cour	nters:	2	
Priority:	0	Local / Int	ermediate / Rer	note:	L			CSR/T	eam:	uk081216 /	HSH6
					Caller De	tails					
Ca	iler: Kuli		Phone:	(	GRO				Site	e: 213337	
Т	itle:		Login:						irtmen		
			Caller ID:					L(	ocatio	n:	
Brod	uct Type:	DT02			Call Problem		ProbType	9012	<del></del>	Bro	blem:
			hat they are get	0000000000000	างการการเห็นของการการการการการการการการการการการการการก					FIU	
1100	ioni Toxi.	philipporting a	nat they are get		Call Closure						
Closed: 28/	02/04 11:3	32	Caus		E5	Repair:	R74		Reso	olution: RS1	3
		~~~~	chu: sussanna h				Å	e was no softw	are p	roblem found	±.
			been alerted to							****	
	Call Asset Details										
Asse											
		ICLX365/400B				inter Gateway	400 - Liv	e PO Sites			
OTI Refere	nce: PC0	1099954	Counter Af	lecte	aanfaanaanaanaanaan				Ass	sociated Ref	erence:
OPEN	Wed 25	February 2004	17:30 by uk081	216	Call Activit		Saved: W	ed 25 Februar	v 2004	4 17:33	
		•	ider Bhachu: pn								
Contacted		•	17:36 by uk081					ed 25 Februar	•		
			or this site , ther pm and can no				loggea re	garding descre	epenci	ies. NBSC na	ave
Contacted			17:37 by uk081 SC on 0122627					ed 25 Februar	*		is
	health ch	necking ok.									
Information	Critical e	vent seen @ 1	17:39 by uk081 300.36 18/02/0					ed 25 Februar age. An error h			e the
KEL Ref No.		February 2004	17:40 by uk081	216 /	HSH6	5	Saved: W	ed 25 Februar	y 2004	4 17:40	
Information		erence: Stephe February 2004	17:40 by uk081	216 /	HSH6	5	Saved: W	ed 25 Februar	y 2004	4 17:40	
		•	for progression			ion, 415382 sy	/stem & 4	15382 Secuirt	y		
Information		Ved 25 February 2004 18:07 by uk081216 / HSH6 Saved: Wed 25 February 2004 18:07									
Contacted		Previous history in calls e-0402130267; e-0401290358; e-0401280325; e-0402250553; e-0402250454           Ved 25 February 2004 18:09           Ved 25 February 2004 18:09									
	spoke to	pm, who advis	es that the prob	lem v							box for
Information	Wed 25 I	ebruary 2004	nstallation of AE 18:11 by uk081	216 /				ed 25 Februar	-		
Recommend	Wed 25 I	ebruary 2004	CRT002 Other 18:14 by uk081	216 /	HSH6	5	Saved: W	ed 25 Februar	y 2004	4 18:14	
	box in pr	eperation for Al	gate why this P DSL install. Kel	ref gi	iven as poss	ible problem. I	NBSC ha	ve said there is	s no u	ser error. Th	
Open OTI			18:16 by SYSA Updated by Kul					ed 25 Februar	y 2004	18:16	
REASSIGN		-	18:16 by uk081					ed 25 Februar	y 2004	4 18:16	
OTI Success		sent to PINICL	as Reassigned	irom	ruijinaer Bh	аспи, Group H	1010100	BOUD EDSC1			
				NICL	PINICL cal	I number is PC	:0099954				
UPDATE	Received an Acknowledgement from PINICL PINICL call number is PC0099954         Thu 26 February 2004 09:48 by PINICL /         Saved: Thu 26 February 2004 09:48         By Barbara Longley at 26-feb-2004 09:41:00 Category 40 - Incident Under Investigation Prescan: Assigning call to Anne										
UPDATE	Chamber	ambers in EDSC. 1 26 February 2004 14:24 by PINICL / Saved: Thu 26 February 2004 14:24									
		-	-								

19

Call Detai	ls E-0402251077	Page 2 of 2
h		
	By Anne Chambers at 26-feb-2004 13:12:00 Category 40 - audit log had been checked, it would have shown a differe occurred over the estate that night as a result of a faulty so	
OTI_CLOSE	Thu 26 February 2004 15:48 by PINICL /	Saved: Thu 26 February 2004 15:48
	Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Ac system. All the internal reconciliation checks are ok. Chequ clerk forgot to cut off the report - but this didn't cause a dis id 11 <sub>2</sub> Occasionally they have used a different drawer id, th report, and should be avoided. But again it will not cause a against the declarations shows that they are not working p declare in the drawer is tens, hundreds or thousands of po possible that they are not accurately recording all transacti system problem. I've mentioned this outlet to Julie Welsh ( in the meantime please tell the PM that we have investigat	OR THIS ACTION USING CURRENT DATE AND TIME By dvice and guidance given I have checked various things on the les are being handled correctly (except for 10th Feb when the crepancy). Cash declarations look ok, they usually use drawer is can lead to amounts apparently doubling on the cash flow discrepancy. Checking the cash transactions on the system articularly accurately (i.e. at the end of the day the cash they unds astray from what has been recorded on the system). It is ons on the system. There is no evidence whatsoever of any Customer Services) who will try to get POL to follow it up, but ed and the discrepancies are caused by the difference m and the cash they have declared, and are not being caused
REASSIGN	Thu 26 February 2004 15:48 by PINICL /	Saved: Thu 26 February 2004 15:48
	OTI monitor reassigned this call from PINICL to the Action	Group HSH6 as directed by the OTIReturn activity
OTI Success	OTI monitor reassigned this call from PINICL to the Action	Group HSH6 as directed by the OTIReturn activity
OTI Success	Received call closure from PINICL	
	Fri 27 February 2004 15:31 by uk952022 / HSH5	Saved: Fri 27 February 2004 15:31
	Pm is requesting update	
Advice	Fri 27 February 2004 15:32 by uk952022 / HSH5	Saved: Fri 27 February 2004 15:32
	Advised as per last narrative that there is no evidence to si	uggest the discrepencies are caused by h/w or s/w error.
Advice	Fri 27 February 2004 15:34 by uk952022 / HSH5	Saved: Fri 27 February 2004 15:34
	Advised Pm as per last narrative that Julie Welsh (custome and get POL to follow it up	er services) had been made aware of FAD and that she will try
Information	Sat 28 February 2004 11:26 by uk081216 / HSH6	Saved: Sat 28 February 2004 11:26
	suzzanna has spoken to the pm, explained that there was alerted to julie welsh for the descrepencies problem. pmhto	no software problem found. explained that this office has been
CLEAR	Sat 28 February 2004 11:30 by uk081216 / HSH6	Saved: Sat 28 February 2004 11:30
	suzzanna has spoken to the pm, explained that there was alerted to julie welsh for the descrepencies problem. pmhto	no software problem found. explained that this office has been
CLOSE	Sat 28 February 2004 11:31 by uk081216 / HSH6	Saved: Sat 28 February 2004 11:32
	Call Close by Kuljinder Bhachu: sussanna has spoken to the explained that this office has been alerted to julie welsh for	ne pm, explained that there was no software problem found. the descrepencies problem. pmhtcc.

Call Deta	ls E-0403	3040165									Page 1 of 1
Post hshpowerm		unt NWB01 A	rchive4.	1 on	ļ	PH4PatNWB01 on dunksa 15/05/06 msdc01poadb02					×
Call E-0	4030401	165						©2002 Fujitsu Services Limi			
Status	Closed			Opened:	Thu 04 March 2004 08:42 Affected Site					2133	37
Severity	: 2 C			Closed:	Thu 04 M	arch 20	04 08:45	FAI	D/Path Code:	2133	37
Customer		***************************************	****		No. Counters: 2						
Priority	: 0	Local / In	termedia	te / Remote:	L_	990909999999999999999	1099990-0989090000999-0040-004000000		CSR/Team:	uk95	1652 / HSH2
Calle	r: cath ogle	sbv	T	Phone	Caller Del			<b>[</b>		Site:	213337
Titl				Login					Departr	nent:	
				Caller ID						ation:	
					l Problem	Details	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
	Produ	lot Type:	****	Call Typ		b) e tane	ProbTy	pe: XI1	7		Problem:
593979999999999999999999999999999999999		em Text: rim	reports c	*****	ອງຈຸດເຮັດເບດແບບບອນດີກາ	e	000000000000000000000000000000000000000				
					Il Closure	****					
Clos	od: 04/02/0	1 09-45	1		CM2	Ustana	Repair: R	58	R	esoluti	on: RS14
Closed:         04/03/04 08:45         Cause:           Text:         Call Close by Hayley Minnis: nbsc issue							Ropanara			550100	
3 1											
*****	A	1		<u>ل</u>	all Asset E	Jetans	Description		*****		Serial No:
	Asset ID:		During		_		Description:				Server Name:
~~~	Product:	Non Horizor	Busines	38			Description:	1			ed Reference:
O1	I Reference:						nter Affected:		A5	sociat	eu Relefence.
OPEN		h 2004 08:40 en by Hayley		1652 / HSH2	Call Activity			Thu 04	March 2004	08:42	
Advice	Thu 04 Marc adv nbsc iss	ch 2004 08:45 ue	by uk95	1652 / HSH2			Saved:		March 2004		
CLOSE Thu 04 March 2004 08:45 by uk951652 / HSH2 Call Close by Hayley Minnis: nbsc issue							Saved:	Thu 04	March 2004	08:45	

Call D	etai	ls E-04(	0304	10524										Page 1	of
Ashpow			ount	NWB01 A	rchiv	ve4.1 on			atNWB0 :01poadt		dunksa	15/05/0	6		
Call I	E-0-	40304(	)524	4								©2002	2 Fujits	I Services Lir	nited
St	atus:	Closed		***************************************		Openeo	l: Th	u 04 March 2	2004 11:2	28	Affec	ed Site:	2133	37	*********
Sev	erity:	3 B				Closed	l: Th	u 04 March 2	2004 11:4	41	FAD/Pat	h Code:	2133	37	
Custo	mer:	1039									No. C	ounters:	2		
Pri	ority:	0		Local / In	terme	ediate / Remote	: L	**********	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		CSI	VTeam:	uk95:	2352 / HSH	5
**********							Ca	iller Details							,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	Caller	: Cath O'	Gusb	ý		Ph	one:	GRC	)		1	000000000000000000000000000000000000000	Site:	213337	0000000000
*****	Title	Line Ma	nage			L.C	ogin:	M	komm			Departi	nent:		
	00000000000000	*****	0000000000000	******		Calle	r ID:				200000000000000000000000000000000000000	Loc	ation:		
			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			C	all Pr	roblem Detail	s	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			ana	******	.0000000000
Produ	uct T	ict Type: Call Type: S ProbType: SD13 Problem:													
		n Text: Line manager states the PM is still getting large discrepancies and wants to know whats going on.													
1 10.21		Con Lenno	5 F 2 C 2 5 F C					losure Detail		99621630	10 10000 1000				
	10410	03/04 11:4	******		r		E5	iosue pelan		C7 7 4				n: RS14	000000000000000000000000000000000000000
*****	å							laura diaara	Repair:		n that the di		000000000000000000000000000000000000000		
Text:						e manager repo osed call E0402			pancies.	AUVISE	u nature on	стөранс	162 914	not caused	зоу
	å		*****				Call )	Asset Details							2000000000
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*********************		) TI Refere						ter Affected:	1	******		Åss		d Referenc	
	00000000000														
OPEN	T	'hu 04 Ma	rch 20	004 11.18	hv uk	k952352 / HSH		Activity Log		Saved:	Thu 04 Marc	:h 2004 ·	11:28		
	New call taken by Elspeth Neilson: Line manager states the PM is still getting large discrepancies and wants to know														
		vhats goin	~~												
Advice					0	k952352 / HSH					Thu 04 Marc				
	t	Novised the he cash th 504022510	éy ha	repancies ive declare	are d are d	caused by the d nd are not being	imere g cau	ince betweer ised by the so	n the tran offware c	isaction	vare. This is	stated in	i close	d call	nu
nformat	lon T	'hu 04 Ma	rch 20	004 11:39	by uł	k952352 / HSH	5		÷	Saved:	Thu 04 Marc	h 2004 '	11:39		
	F	M happy	to cor	ntinue una	ssiste	ed. Ref no offer	ed.								
CLEAR						k952352 / HSH					Thu 04 Marc				,
	T {}	he discrep nev have o	bancii teclar	es are cau red, and ar	sed t e noi	by the difference t being caused	e bet by th	ween the trai e software or	nsaction: r hardwa	s they I re.	nave recorde	d on the	syster	n and the c	ash
CLOSE		,				(952352 / HSH					Thu 04 Marc	:h 2004 <sup>-</sup>	11:41		
	C	all Close	by Eli	speth Neits	son: l	Line manager n 1 in closed call	eporti		repancie	es. Adv	ised that the	discrepa	ancles	are not cau	ised

Page 1 of 1

Call Details	E-0403230583
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Post C		ount NV	VB01 Archi	ve4.1 (	on		PH4PatNWB msdc01poa			dunksa 15/05/	06	x	
Call E-0	403230	)583								©2002 Fujitsu Services Limited			
Status:	Closed			*************	Opened:	Tue 23	March 2004 13	:44	T	Affected Site: 213337			
Severity:	3 B	*****	Closed:				March 2004 13	:48	F/	D/Path Code:	213337		
Customer:	1039								T	No. Counters:	2		
Priority:	0	Lo	ical / Interme	ediate	/ Remote:	L				CSR/Team:	GB0827	10 / HSH7	
						Caller [	Details						
Caller:	er: Helen Hollingworth					Phone:	GRO	l			Site: 2	213337	
Title:	Auditor	uditor				Login:		ز		Depa	artment:		
					Ca	aller ID:				L	ocation:		
Call Problem Details													
Product Type: Call Type:							Pri	obTy	/pe: SD1	3		Problem:	
F	Problem Text: Auditor wants to know when BU was swapped at this office.												
	************************				Ca	all Closu	re Details						
Closed: 2	3/03/04 13	:48			Cause:	C21 Repair: RC			२८४	Resolution: RS14			
Text: C	all Close b	y Jacqu	eline Wilcoo	k: Auc	litor wante	d to kno	w when BU wa	s cha	anged. Ad	vised 2/02/04.			
				***********	C	all Asse	t Details						
	As	sset ID:					Description:					Serial No:	
	Ρ	roduct:	Riposte				Description:				Se	rver Name:	
000000000000000000000000000000000000000	OTI Refe	erence:				Co	unter Affected:	2		A	sociated	Reference:	
					(	Call Acti	vity Log						
OPEN			)04 13:41 by					-		23 March 200			
Information			y Jacqueline )04 13:47 by				to know when I			ed at this offic 23 March 200			
momauon			n the 2/2/04		2/10/10	11 17		0	0,0000	. 20 190101 200	10.11		
CLEAR			)04 13:47 by		32710/HS	H7		S	aved: Tue	23 March 200	4 13:47		
	Auditor w	vanted t	o know whe	n BU v	vas change	ed. Advi	sed 2/02/04.						
CLOSE			)04 13:48 by				1			23 March 200			
	Call Clos	ie by Ja	cqueline Wil	COCK: /	Auditor wa	nted to l	know when BU	was	changed.	. Auviseu 2/02/	V4.		

Call Details E-0	403230628	;							Page 1 of 1	
Post Office A	ccount NWB0	1 Archive4.1 on	PH4PatNWB01 on msdc01poadb02				dunksa 15/05	×		
Call E-04032	30628						<u>©20</u>	02 Fuj	itsu Services Limited	
Status: Close		Opened:	Tue 23	March 20	04 14:20	Т	Affected Site	ed Site: 213337		
Severity: 2 C		Closed:	Tue 23	March 20	04 14:36	F	AD/Path Code	) PA	TH049	
Customer: 1039							No. Counters	s: 2		
Priority: 0	Local	Intermediate / Remote:	L			Τ	CSR/Tean	n: uk9	952016 / HSH8	
Caller Details										
Caller: Mr t	ylor	Phone:	GF	RO			*****	Site:	213337	
Title: Aud	tor	Login:				Departme				
		Caller ID:					Loc	ation:		
		Ca	II Problei	m Details						
Product Typ	e: PT01	Call Typ	be: Z	Γ	ProbT	ype: Z	S03		Problem:	
***************************************	ากระหว่างการการการการการการการการการการการการการก	c wants a osp for the auc	litor. mot	oile numb	er is 077029	918014			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
		Ca	all Closur	e Details		19999999999999999999999				
Closed: 23/	3/04 14:36	Caus	e: C53				Resolu	ution: RS14		
Text: Cal	Close by Davi	d Dawe: osp given to the		ref offere						
		C	all Asset	Details						
Asse	t ID:		iption:			91010000000000000000000000000000000000	Seri	al No	:	
Pro	luct: admin		iption: A	DMIN		ana ang ang ang ang ang ang ang ang ang	Server I	Vame		
OTI Refere	nce:	Counter Aff	a a a a a a a a a a a a a a a a a a a		1	As	sociated Refe	rence	13137311	
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OPEN Tue 23	March 2004 1	4:18 by uk952016 / HSH	8				23 March 200		20	
New c	all taken by Dav	vid Dawe: brett @ nbsc v	vants a c	sp for the						
		4:35 by uk952016 / HSH	8		Save	d: Tue	23 March 200	4 14:3	35	
osp giv CLEAR Tue 23		4:30 by uk952016 / HSH	8		Save	d. Tue	23 March 200	4 14.3	30	
	en to the audit	•	0		04/6	u. 100	20 Waron 200			
		4:36 by uk952016 / HSH	8		Save	d: Tue	23 March 200	4 14:3	36	
Call Cl	ose by David D	awe: osp given to the au	uditor ref	offered						

Call Detail	s E-04040	10718								Page 1 of 1
hshpowerman	t2	NWB01 Arch	ive4.1 on			tNWB01 on 01poadb02	dunksa	a 15/05/(	06	×
Call E-04		8	0	<b>T</b> I 0	4.4	04.40.45	N.(			I Services Limited
Status: Severity:		Closed:			1 April 20 1 April 20		FAD/Pat		21333	
Customer:			Ciosed.	thu 0	i April 20	04 12.49		ounters:	21333	
Priority:		Local / Inter	nediate / Remote:	1						549 / HSH6
r nonty.		Local / Intell			Detaile		001	d ream.	uk902	3497110110
Caller:	ruth simpsor		Phone				T		Sito	213337
Title:	PostMaster	1	Login		GRC	/		Doport		210007
The.	Postwaster	Caller ID:				Department: Location:				
					Datall			LUC	auon.	
	D		*****		em Detail:			T	(anipedenergistanismin	Deskland
	Product	minimum	Call Type:		L	ProbTy	pe: SD06			Problem:
	Problem	Text: pm state	es the screen has fi							
			yareasenassossossossossossossossossossossossosso		re Details					
	/04/04 12:49		L	21	<u> </u>	Repair: R70		Constant of the Owner	esolutio	n: RS03
Text: Ca	II Close by Ac	am Goldstein:	pm states the syst			dvised pm to	reboot ref no	given		
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		-	Ca		t Details					
	Asset ID:				cription:	***	Serial No			
000000000000000000000000000000000000000	Product:	Riposte			cription:		Server Name			
0	TI Reference:		Coi	Inter A	Affected:	1		As	sociate	d Reference:
OPEN	•		Ca uk952549 / HSH6 oldstein: pm states	5	vity Log creen has		əd: Thu 01 Ap	oril 2004	12:45	
nformation	•	l 2004 12:46 b ne screen has f	y uk952549 / HSH6 rozen	5		Save	ed: Thu 01 Ap	oril 2004	12:46	
KEL Ref No.	Thu 01 Apri DMoulds32		y uk952549 / HSH6	5		Save	əd: Thu 01 Ap	oril 2004	12:46	
Information		l 2004 12:48 by ents show norn	/ uk952549 / HSH6 nal	;		Save	ed: Thu 01 Ap	oril 2004	12:48	
Advice	•	to reboot coun	/ uk952549 / HSH6 ter	1		Save	ed: Thu 01 Ap	oril 2004	12:48	
Information	pm happy to	o do this pm ha	/ uk952549 / HSH6 ppy to contiue una	sisted			ed: Thu 01 Ap			
CLEAR	reboot requi	ired	/ uk952549 / HSH6				əd: Thu 01 Ap			
CLOSE	•	-	/ uk952549 / HSH6		a lance for t		ed: Thu 01 Ap			
	Call Close b	by Adam Golds	tein: pm states the	systen	n nas troz	en advised p	m to reboot re	er no give	en	

	s E-0404]	190387							Pa	ge 1 of
Post O	ffice Accoun	nt NWB01 A	Archive4.1 o	n		PatNWB01 on dc01poadb02	dunl	ksa 15/05/0	06	X
Call E-04	40419038	87						©200:	2 Fujitsu Servi	ices Limited
Status:	Closed			Opened:	Mon 19 April	2004 09:57	Affected Site: 213337			10000000000000000000000000000000000000
Severity:	2 C				Mon 19 April	2004 10:13	FAD/F	ath Code:	213337	
Customer:							No.	Counters:	2	
Priority:		Local / Ir	ntermediate	/ Remote:	1					HSH5
r nonty.		Local I h	mennediate					orarioann	410020027	Therne
~ ~ ~					Caller Details		1		011 10100	
**************************************	Kath Oglesi	by		Phone	- in the second second				Site: 2133	57
Title	RLM			Logir	1:			Depart		
000000000000000000000000000000000000000		000000000000000000000000000000000000000		Caller ID	): 	*****		Loc	ation:	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				Call	Problem De	tails				
Product P Type:	T01		Call Ty	ype: X		ProbType:	XI17		Pr	oblem:
	nd.	ates she thi	nks there is		wrong with th	والمستحدة والمتعادة والمتعادة والمتعادة والمتعادة والمعارين والمعار	ants the sy			
e Closed: 19/0 Text: Call	nd. 4/04 10:13 Close by Elsi	peth Neilsor	Ca n: RLM want	Cal use: CM2 ted the syst	I Closure Det		ave been di	Res	solution: RS	314
e Closed: 19/0 Text: Call	nd. 4/04 10:13 Close by Elsi	peth Neilsor	Ca n: RLM want	Cal use: CM2 ted the syst ed. Advised	I Closure Det	ails Repair: R58 ecked as there ha IBSC for balanci	ave been di	Res	solution: RS	314
Closed: 19/0 Text: Call ever	nd. 4/04 10:13 Close by Elsi	peth Neilsor	Ca n: RLM want	Cal use: CM2 ted the syst ed. Advised	I Closure Det	ails Repair: R58 ecked as there ha IBSC for balanci	ave been di	Res	solution: RS es. Advised th n.	314
Closed: 19/0 Text: Call ever As	nd. 4/04 10:13 Close by Elsp its are norma set ID:	peth Neilsor I and health	Ca n: RLM want ncheck passe	Cal use: CM2 ted the syst ed. Advised	I Closure Det tem to be che d to contact N all Asset Deta Description:	ails Repair: R58 ecked as there ha IBSC for balancin	ave been di ng advice. I	Res	solution: RS s. Advised th n. S	s14 nat
e Closed: 19/0 Text: Call ever As	nd. 4/04 10:13 Close by Elsp its are norma set ID: roduct: Non F	peth Neilsor	Ca n: RLM want ncheck passe	Cal use: CM2 ted the syst ed. Advised Ca	I Closure Det tem to be che d to contact N all Asset Deta Description: Description:	ails Repair: R58 ecked as there ha BSC for balanci ils Non Horizon bu	ave been di ng advice. I	Re: screpancie Ref no give	solution: RS is. Advised th n. S Serve	at nat erial No: er Name:
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all E	-04	1042	210	187	P			~~~~~~					©200	2 Fujils	u Services Limited	
Sta	itus:	Close	ed 📘			0	pened:	: Wed 21 April 2004 09:10 A			Affecte	d Site:	2133	37		
Seve	rity:	38				(	Closed:	Wed 2	1 April :	2004 09:1	4	FAD/Path	Code:	2133	37	
Custor	ner:	1039					l				No. Cou	inters:	2			
onq	erity:	0			Local / Int	ermediate / R	emote:	L				CSR/	Team:	uk95	2016 / HSH8	
								C <u>aller</u>	Details							
C	aller: Mrs simpson				I	Phone	• <b>(</b>	GRO	)				Site:	nt: Problem:		
	Title				***	Logir	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		j			Departi	ment			
000000000000000000000000000000000000000		1		******		C	aller IC	);					Loc	ation:		
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osed:	21/0	4/04 0	9:14			Cau			1	Repair:	IR74		Resolution: RS14			
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PEN	N	ew ca	ll tak	en by	y David Da		ISH8 that th		vity Log vay was	saying to	o enter	Wed 21 April : the pmmc and	l is nov	v on a	blue screen	
ormatic						uk952016 / H		. 464448. 844.	n in nor			Wed 21 April : or up to 25 mil		8:12		
ormativ						r 10 mins adv / uk952016 / ł	,	0.0101.010	ង ស អាលព			Wed 21 April :		9:13		
winder			,			he screen to					ur ut r tir tur .	e o nome au l'Angul (18 )		-wa rw		
EAR						uk952016 / ł					Saved:	Wed 21 April	2004 0	9:13		
								normal	and the	pm will o	call bac	k if not change	ed in th	ie nex	t 20 mins	
OSE	M	/ed 21	Apri	1200	14 09:14 by	uk952016 / H	HSH8				Saved:	Wed 21 April :	2004 0	9:14		
						om had a blue ref offered	e scree	n advice	ed that t	he screer	ı is non	mal and the pr	n will c	all ba	ck if not	

Call Deta	ils E-0404	210701							Page 1 of 2
Post		nt NWB01 Archiv	e4.1 on		PH4PatNW msdc01pc		0006633	5/05/06	x
·	4042107	01						©2002 Fujits	u Services Limited
	Closed		Opened:	Wed 2	21 April 2004 1:	3:32	Affected Site:	213337	*****
Severity:	3 B	***************************************	Closed:	สู่สะเหลือเมือง	1 May 2004 15:		FAD/Path Code:	PATH022	****
Customer:	PATHWAY			l			No. Counters:	2	
Priority:	0	Local / Intermed	liate / Remote:	L			CSR/Team:	uk081618 /	SMC7-Distrib
namonosconamencommercom	****		*****	Calle	r Details	<del>}</del>			
Calle		nael		one:	GRO			Site:	213337
Titi	e: SMC		Lo Calle	ogin:			L	Department: Location:	
					olem Details	*****		Location	****
Product	Type: PT03		Call Type:		MUD DOUBS	ProbT	ype: SD11	T	Problem:
*****		WITCH Upgrade w		Account	EVENT Event_I	****	failed Please inve	stigate.	
					sure Details				
Closed: 0	1/05/04 15:56		Cause:	C21	Re	pair: R	80	Resolutio	n: RS08
Text: C	all Close by M	att Young: Closing	call after confi	rming t	lhis FAD has be	en suc	cessfully switched	over to ADS	L.
			(	Call As	set Details				*******
	Asset ID				Desc	cription		000000000000000000000000000000000000000	Serial No:
		Post Office ISDN	V		****	cription			Server Name:
)	OTI Reference				Counter A	ffected	:[1]	Associate	ed Reference:
oformation	Error: MIG_W received at 00 21_2 KMpost Fri 23 April 20 Error 651 also Fri 23 April 20	3:50 ADSL card ch UAR failed with er 004 12:29 by uk08 o present 004 12:31 by uk08	nt_Missing Ever leck successful ror 87 - sugges 2304 / SMC7-D 2304 / SMC7-D	nts reco ISDN tion KN Distrib	eived late until   & RIPOST state IA Issue.	e ok Ev	Saved: Wed 21 mpleted. Events gr ents on archives s Saved: Fri 23 Ap Saved: Fri 23 Ap	enerated 20: hows (101) pril 2004 12: pril 2004 12:	59 - 21:31 all S52_SWITCH 29 31
		en he has time.	iug ine ADSL ii	пеша	it the moment p	ecause	e it is not in a conve	ment posito	11. VVIII
formation	PM states that	04 15:47 by uk08 t he is unable to p en he has time.			t the moment b	ecause	Saved: Fri 23 Ap e it is not in a conve		
formation	Mon 26 April	2004 14:07 by uk0				1	Saved: Mon 26	April 2004 14	1:07
EASSIGN	Mon 26 April : Call # E-0404	ertain if teh ADSL 2004 14:15 by uk0 210701 was Reas ise spoof event	81606 / SMC1		• •		Saved: Mon 26 / Distrib to Group S-		
formation	Mon 26 April	2004 16:43 by uk0				pt to mi	Saved: Mon 26 /	•	
	Call # E-0404		signed from Gr	oup SM	NC-MSS-SUPP	to Gro	Saved: Mon 26 /	3	
	Call # E-0404		signed from Gr	oup SN	MC7-DISTRIB t	o Matt	Saved: Mon 26 / Young, Group SM	C7-Distrib	
rormation		004 15:19 by uk0 l over failed on 26				\$52_S <sup>1</sup>	Saved: Tue 27 A WITCH 21_2 KMP	•	
	Due for Relea	004 15:19 by uk0 se on 28/04/2004 101) errors which	at 08:00:00 Ca	ll susp	ended by Matt	Young	Saved: Tue 27 A Pending outcome		
ELEASE	Tue 27 April 2 Call released	004 15:34 by uk0 by Bernard Michae	32304 / SMC7- el:	Distrib			Saved: Tue 27 A		
		004 15:34 by uk0 ight dealing with a				onfirm	Saved: Tue 27 A that the ADSL line	•	

28

Call Detai	ils E-0404210701	Page 2 of 2				
SUSPEND	Tue 27 April 2004 15:35 by uk082304 / SMC7-Distrib	Saved: Tue 27 April 2004 15:35				
	Due for Release on 28/04/2004 at 08:00:00 Call suspended by Be	ernard Michael				
RELEASE	Wed 28 April 2004 08:00 by Sysadm / SYSTEM	Saved: Wed 28 April 2004 08:00				
	AUTO-RELEASE from SUSPEND (Release was due on 28 Apr 2	004 at 08:00:00)				
Repeat Call	Thu 29 April 2004 15:09 by uk085263 / HSH2	Saved: Thu 29 April 2004 15:09				
	pm calling to inform: since adsl upgrade yesterday, no communic	ations when getting order books				
Advice	Thu 29 April 2004 15:10 by uk085263 / HSH2	Saved: Thu 29 April 2004 15:10				
	advised test isdn					
information	Thu 29 April 2004 15:10 by uk085263 / HSH2	Saved: Thu 29 April 2004 15:10				
	pinged successfully					
CLEAR	Sat 01 May 2004 15:55 by uk081618 / SMC7-Distrib	Saved: Sat 01 May 2004 15:55				
	Closing call after confirming this FAD has been successfully switch	ched over to ADSL.				
CLOSE	Sat 01 May 2004 15:56 by uk081618 / SMC7-Distrib	Saved: Sat 01 May 2004 15:56				
	Call Close by Matt Young: Closing call after confirming this FAD h	has been successfully switched over to ADSL.				

Page 1 of 1

Call Details	E-0404230660
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Post C		count NWB01 Ar	chive4.1 o	n		PH4PatNWB01 on dunksa 15 msdc01poadb02			06	×	
Call E-0	40423	30660						©200	2 Fujitsu	u Services Limited	
Status	Closed	1	****	Opened:	Fri 23 April	2004 15:00	Affect	Affected Site: 213337			
Severity	2 C			Closed:	Fri 23 April	2004 15:07	21333	7			
Customer	1039			ungutopistata a di antista a di a	1		No, C	ounters:	2		
Priority	0	Local / Ii	ntermediate	/ Remote:	L CSR/Tea				uk952	523 / HSH7	
	n de manas en en el estate de la companya de la com		ogogepopenson som sind sind sind sind sind sind sind sind	(	Caller Details						
Calle	r: lee			Phone:	GRO	)			Site: 2	213337	
Title	e: Post	/laster		Login:		i		Depart	ment:		
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Caller ID:				Loc	ation:		
				Call	Problem De	ails				in the second	
Prod	uct Type	: PT01	22222999999999999999999999999999999999	Call Type	e: X	Prol	oType: XI17	T		Problem:	
Probl	em Text	: pm states that h	e wondered			calls - and of	software?			References and an and a second second	
Problem Text: pm states that he wondered if he can get a listof his calls - and of software? Call Closure Details											
Closed: 2	Closed: 23/04/04 15:07 Cause: CM2 Repair: R58 Resolution: RS04										
	Call Clos	e by John Lockyea	Ir: pm woul	d like a list	of calls and	software update	es referred to n	bsc	nonnen hit ppopulati		
					all Asset Deta	*****	geppensen biske som speperson som det si			<u> Terren and an </u>	
A	sset ID:			<u></u>	Description:			000000000000000000000000000000000000000		Serial No:	
F	roduct:	Non Horizon Busi	ness	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Description:	Non Horizon b	ousiness	usiness Server Name			
OTI Ref	erence:			Coun	ter Affected:	2		Associated Referen			
				С	all Activity Lo	a	1997-1997-1997-1997-1997-1997-1997-1997		000000000000000000000000000000000000000		
	vew call	oril 2004 14:54 by taken by John Loo oril 2004 15:06 by	kyear: pm	HSH7 states that		Save I if he can get a	d: Fri 23 April 2 a listof his calls d: Fri 23 April 2	- and of	softwa	re?	
1	•	to contact nbsc for		1311		3476	0. TH 20 April 2	.004 10.	00		
		oril 2004 15:06 by		HSH7		Save	d: Fri 23 April 2	2004 15:	06		
		pse to double che									
MODIFY I	Fri 23 Ap	oril 2004 15:06 by	uk952523 /	HSH7			d: Fri 23 April 2				
	Call infor	mation modified b from '3' to '2' Proc	y John Loci	vyear Call	Type: from 'S e' to 'Non Ho	' to 'X' Product	ID: from 'Ripos	ste' to 'N	on Hori	zon Business'	
		oril 2004 15:07 by					d: Fri 23 April 2	2004 15:	07		
		e by John Lockye			t of calls and	software updat	tes referred to r	ibsc			
MODIFY I	Mon 26 /	April 2004 10:03 b	/ 062457 /	HSH4		Save	d: Mon 26 Apri		0:03		
(	Call infor	mation modified b	y Elizabeth	Smith Res	olution Meth	od: from 'RS14	' to 'RS04'				