

Filed on behalf of the:	Claimant
Witness:	A P Dunks
Statement:	1
Exhibits:	"AD1"
Date made:	27/9/06

**IN THE HIGH COURT OF JUSTICE
QUEENS BENCH DIVISION**

Claim No.

BETWEEN:

POST OFFICE LIMITED

**Claimant/Part 20
Defendant**

- 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.



Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

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Call E-0312090261

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Status:	Closed	Opened:	Tue 09 December 2003 09:54	Affected Site:	213337
Severity:	3 B	Closed:	Tue 09 December 2003 10:03	FAD/Path Code:	213337
Customer:	1039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	UK951605 / HSH1

Caller Details

Caller:	Lee Cathlon	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD14	Problem:	
Problem Text:	PM adv following power blip the kboard is not accepting PMMC						

Call Closure Details

Closed:	09/12/03 10:03	Cause:	CN1	Repair:	R70	Resolution:	RS05
Text:	Call Close by Tony Law: PM adv following powerwrcut, kboard not accepting PMMC. Adv reboot. ref offered						

Call Asset Details

Asset ID:	2133371	Description:		Serial No:	P037598
Product:	Riposte	Description:	Riposte	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN	Tue 09 December 2003 09:53 by UK951605 / HSH1	Saved: Tue 09 December 2003 09:54
	New call taken by Tony Law: PM adv following power blip the kboard is not accepting PMMC	
Information	Tue 09 December 2003 09:56 by UK951605 / HSH1	Saved: Tue 09 December 2003 09:56
	No lights on keyboard	
Consult HIT	Tue 09 December 2003 09:57 by UK951605 / HSH1	Saved: Tue 09 December 2003 09:57
	Rob C adv reboot if this doesn't work then reassign	
Information	Tue 09 December 2003 09:59 by UK951605 / HSH1	Saved: Tue 09 December 2003 09:59
	Waiting for reboot	
Information	Tue 09 December 2003 10:02 by UK951605 / HSH1	Saved: Tue 09 December 2003 10:02
	PM has inserted PMMC/PIN and is happy to continue	
MODIFY	Tue 09 December 2003 09:58 by UK951605 / HSH1	Saved: Tue 09 December 2003 10:02
	Call information modified by Tony Law	
MODIFY	Tue 09 December 2003 10:02 by UK951605 / HSH1	Saved: Tue 09 December 2003 10:03
	Call information modified by Tony Law Call Type: from 'H' to 'S' Priority: from '1' to '0' Product ID: from 'PATDEVLKBD' to 'Riposte' Prod. Descr.: from 'Keyboard - Live PO Sites' to 'Riposte' ...etc.	
CLEAR	Tue 09 December 2003 10:03 by UK951605 / HSH1	Saved: Tue 09 December 2003 10:03
	Adv reboot	
CLOSE	Tue 09 December 2003 10:03 by UK951605 / HSH1	Saved: Tue 09 December 2003 10:03
	Call Close by Tony Law: PM adv following powerwrcut, kboard not accepting PMMC. Adv reboot. ref offered	



Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

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Call E-0401200574

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Status:	Closed	Opened:	Tue 20 January 2004 14:05	Affected Site:	213337
Severity:	1 D	Closed:	Tue 27 January 2004 16:37	FAD/Path Code:	PATH104
Customer:	PATHWAY			No. Counters:	2
Priority:	65	Local / Intermediate / Remote:	L	CSR/Team:	uk951588 / HSH6

Caller Details					
Caller:	sarah	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details					
Product Type:	PT01	Call Type:	I	ProbType:	IM02
Problem:					
Problem Text:	Scheduled visit 26/01/04 07:30:00				

Call Closure Details					
Closed:	27/01/04 16:37	Cause:	CB3	Repair:	R66
Resolution:	RS13				
Text:	Call Close by Sarah Hill: adsl and pat test upgrade completed ok SHAUN at sm c did all checks all came back ok Call closure code of completed and repair code 810				

Call Asset Details					
Asset ID:		Description:	PO outlet affected	Serial No:	
Product:	Outlet	Description:	PO outlet affected	Server Name:	
OTI Reference:	WE01230247	Counter Affected:	1	Associated Reference:	

Call Activity Log		
OPEN	Tue 20 January 2004 14:05 by uk951588 / HSH6 New call taken by Sarah Hill: Scheduled visit 26/01/04 07:30:00	Saved: Tue 20 January 2004 14:05
REASSIGN	Tue 20 January 2004 14:06 by uk951588 / HSH6 Call # E-0401200574 was Reassigned from Sarah Hill, Group HSH6 to Group HIT ADSL	Saved: Tue 20 January 2004 14:06
REASSIGN	Tue 20 January 2004 15:22 by uk081216 / HSH6 Call # E-0401200574 was Reassigned from Group HIT ADSL to Group ADSL UKME voiced shirley	Saved: Tue 20 January 2004 15:22
Information	Fri 23 January 2004 10:55 by uk086459 / UKSS2 PLEASE SCHEDULE THIS CALL TO CARL CHAPMAN FOR 26/01 AT 07:30	Saved: Fri 23 January 2004 10:55
Information	Fri 23 January 2004 13:13 by uk086459 / UKSS2 PLEASE SCHEDULE THIS CALL TO CARL CHAPMAN FOR 26/01 AT 07:30	Saved: Fri 23 January 2004 13:13
Open OTI	Fri 23 January 2004 13:14 by SYSADM / ASTEA Automatic Open OTI ***Updated by Micheal Hudson at 23/01/2004 13:14:39	Saved: Fri 23 January 2004 13:14
REASSIGN	Fri 23 January 2004 13:14 by uk086459 / UKSS2 Call # E-0401200574 was Reassigned from Group ADSL UKME to Group UKSS1	Saved: Fri 23 January 2004 13:14
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WE01230247	
REASSIGN	Fri 23 January 2004 16:13 by Dispatch 1 / The projected arrival date for engineer 062667 is 26-01-2004 07:30:00 Engineer 062667 allocated	Saved: Fri 23 January 2004 16:21
UPDATE	Mon 26 January 2004 06:33 by Dispatch 1 / Engineer 062667 despatched to site at 26-01-2004 06:30:00 ** [No Remark entered.]	Saved: Mon 26 January 2004 06:36
Information	Mon 26 January 2004 07:28 by GB082474 / SMC1 Carl Champan UK062667, ADSL, Healthchecked OK, EOD Sun 25 Jan 2004	Saved: Mon 26 January 2004 07:28
OTI Success	An add has been sent to Dispatch 1	
UPDATE	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.]	Saved: Mon 26 January 2004 07:30
Information	Mon 26 January 2004 09:00 by uk082210 / SMC1 Both counters upgraded ADSL and memory upgraded. Healthcheck ok. PAT tested and ithica printers upgraded	Saved: Mon 26 January 2004 09:00
OTI Success	An add has been sent to Dispatch 1	
UPDATE	Mon 26 January 2004 09:20 by Dispatch 1 / ** [No Remark entered.]	Saved: Mon 26 January 2004 09:23
UPDATE	Mon 26 January 2004 09:21 by Dispatch 1 / adsl and pat test upgrade completed ok SHAUN at sm c did all checks all came back ok	Saved: Mon 26 January 2004 09:23
UPDATE	Mon 26 January 2004 09:22 by Dispatch 1 / Work completed	Saved: Mon 26 January 2004 09:23

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ENG VISIT	Mon 26 January 2004 07:25 by 062667 / ENGINEERS	Saved: Mon 26 January 2004 09:15
	adsl and pat test upgrade completed ok SHAUN at sm c did all checks all came back ok Call closure code of completed and repair code 810	
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	
OTI Success	Received call closure from Dispatch 1	
REASSIGN	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 all checks all came back ok Call closure code of completed and repair code 810	
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 ok SHAUN at sm c did all checks all came back ok Call closure code of completed and repair code 810	



Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

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Call E-0401280325

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Status:	Closed	Opened:	Wed 28 January 2004 11:13	Affected Site:	213337
Severity:	2 C	Closed:	Wed 28 January 2004 11:21	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk951563 / HSH2
Caller Details					
Caller:	Liam	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:	Caller states that discrepancies are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.				
Call Closure Details					
Closed:	28/01/04 11:21	Cause:	CM3	Repair:	R59
Resolution:	RS14				
Text:	Call Close by Dane Meah: NBSC issue. Transferred for investigation.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 28 January 2004 11:11 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:13		
	New call taken by Dane Meah: Caller states that discrepancies are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.				
Information	Wed 28 January 2004 11:16 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:16		
	Caller states that these discrepancies have been relevant to the level of stock currently being held.				
Advice	Wed 28 January 2004 11:17 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:17		
	adv caller that this problem will need to be thoroughly investigated by NBSC before the issue can be investigated as a software problem.				
Information	Wed 28 January 2004 11:20 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:20		
	transferred the caller to the NBSC so that the incident could be investigated further.				
CLOSE	Wed 28 January 2004 11:21 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:21		
	Call Close by Dane Meah: NBSC issue. Transferred for investigation.				
MODIFY	Wed 28 January 2004 11:43 by uk059697 / HSH4		Saved: Wed 28 January 2004 11:43		
	Call information modified by Sandra Hawkins Product ID: from 'PATITH94PTR' to 'Non Horizon Business' Prod. Descr.: from " to 'Non Horizon business'				

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Post Office Account NWB01 Archive4.1 on
hshpowermart2

PH4PatNWB01 on
msdc01poadb02

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Call E-0401290358

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Status:	Closed	Opened:	Thu 29 January 2004 10:26	Affected Site:	213337
Severity:	2 C	Closed:	Thu 29 January 2004 10:31	FAD/Path Code:	213337
Customer:	1039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082294 / HSH8
Caller Details					
Caller:	Lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:	pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating				
Call Closure Details					
Closed:	29/01/04 10:31	Cause:	CM2	Repair:	R59
				Resolution:	RS14
Text:	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies *pm transferred to nbsc for further assistance				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 29 January 2004 10:21 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:26	
	New call taken by Mary Rainbow: pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating				
Advice	Thu 29 January 2004 10:30 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:30	
	advised the pm for this to happen he needs to re referred from the nbsc				
information	Thu 29 January 2004 10:30 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:30	
	caller transferred to nbsc				
CLOSE	Thu 29 January 2004 10:31 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:31	
	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance				

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Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

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Call E-0402020111

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Status:	Closed	Opened:	Mon 02 February 2004 08:49	Affected Site:	213337
Severity:	3 B	Closed:	Mon 02 February 2004 16:17	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	80	Local / Intermediate / Remote:	L	CSR/Team:	uk086226 / HSH5

Caller Details					
Caller:	lee castleton	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details					
Product Type:		Call Type:	S	ProbType:	HD15
Problem Text:	cath nbcs) pm states that he has desktop intialisation failed on node 2.				

Call Closure Details					
Closed:	02/02/04 16:17	Cause:	CF1	Repair:	R01
Resolution:	RS13				
Text:	Call Close by Ben Horseman: counter 2 successfully rolled out at release date 2.9				

Call Asset Details					
Asset ID:		Description:	Standard Counter 400 - Live PO Sites	Serial No:	k00123buv8
Product:	PATICLX365/400C	Description:	Standard Counter 400 - Live PO Sites	Server Name:	
OTI Reference:	WE02020075	Counter Affected:	2	Associated Reference:	H-21276409

Call Activity Log		
OPEN	Mon 02 February 2004 08:48 by uk086226 / HSH5	Saved: Mon 02 February 2004 08:49
Information	Mon 02 February 2004 08:50 by uk086226 / HSH5	Saved: Mon 02 February 2004 08:50
Advice	Mon 02 February 2004 08:51 by uk086226 / HSH5	Saved: Mon 02 February 2004 08:51
KEL Ref No.	Mon 02 February 2004 09:05 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:05
Information	Mon 02 February 2004 09:17 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:17
Repeat Call	Mon 02 February 2004 09:18 by GB082685 / HSH1	Saved: Mon 02 February 2004 09:18
Information	Mon 02 February 2004 09:24 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:24
Information	Mon 02 February 2004 09:28 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:28
Information	Mon 02 February 2004 09:31 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:31
Advice	Mon 02 February 2004 09:32 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:32
Access Times	Mon 02 February 2004 09:32 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:32
Node status	Mon 02 February 2004 09:34 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:34
Recommend	Mon 02 February 2004 09:34 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:34
MODIFY	Mon 02 February 2004 09:34 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:35
Open OTI	Mon 02 February 2004 09:36 by SYSADM / ASTEA	Saved: Mon 02 February 2004 09:36
REASSIGN	Mon 02 February 2004 09:35 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:36
MODIFY	Mon 02 February 2004 09:35 by uk086226 / HSH5	Saved: Mon 02 February 2004 09:38
OTI Success	Call information modified by Ben Horseman Action Group: from 'HSH5' to 'UKSS1' CSR ID: from 'uk086226' Last Activity: from '09:35:46' to '00:00:00' Item Descr.: to "	

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	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WE02020075	
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 ** [Engineer 062667 allocated].	
Information	Mon 02 February 2004 13:35 by GB083727 / SMC1	Saved: Mon 02 February 2004 13:35
	Engineer rang in, LAN cleared as requested.	
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 062667 Logged On.]	
UPDATE	Mon 02 February 2004 14:28 by Dispatch 1 /	Saved: Mon 02 February 2004 14:32
	Work completed	
UPDATE	Mon 02 February 2004 14:28 by Dispatch 1 /	Saved: Mon 02 February 2004 14:32
	swap node2 pc due to unable to connect 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
	** [Engineer 062667 finished call.]	
ENG VISIT	Mon 02 February 2004 13:30 by 062667 / ENGINEERS	Saved: Mon 02 February 2004 14:25
	** [No Remark entered.] Call closure code of FAILURE and repair code 821	
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 HSH5 as directed by the OTIReturn activity	
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 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 Horseman, Group HSH5	
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 821 counter 2 successfully rolled out at release 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 release date 2.9	



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PH4PatNWB01 on msdc01poadb02

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Call E-0402130261

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Status:	Closed	Opened:	Fri 13 February 2004 10:41	Affected Site:	213337
Severity:	2 C	Closed:	Fri 13 February 2004 10:44	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952523 / HSH1
Caller Details					
Caller:	lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT01	Call Type:	X	ProbType:	XI17
Problem Text:	pm states that he has a rem issue				
Call Closure Details					
Closed:	13/02/04 10:44	Cause:	CM2	Repair:	R58
Resolution:	RS14				
Text:	Call Close by John Lockyear: pm has a nbsc issue				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Fri 13 February 2004 10:39 by uk952523 / HSH1 New call taken by John Lockyear: pm states that he has a rem issue			Saved: Fri 13 February 2004 10:41	
CLOSE	Fri 13 February 2004 10:44 by uk952523 / HSH1 Call Close by John Lockyear: pm has a nbsc issue			Saved: Fri 13 February 2004 10:44	
MODIFY	Fri 13 February 2004 13:14 by uk059697 / HSH4 Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM2' Problem Type: from 'XI18' to 'XI17'			Saved: Fri 13 February 2004 13:14	

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Post Office Account NWB01 Archive4.1 on
hshpowermart2PH4PatNWB01 on
msdc01poadb02

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Call E-0402130267

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Status:	Closed	Opened:	Fri 13 February 2004 10:48	Affected Site:	213337
Severity:	3 B	Closed:	Fri 13 February 2004 12:02	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	UK951605 / HSH5
Caller Details					
Caller:	Lee Castleton	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD13
Problem Text:	Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day				
Call Closure Details					
Closed:	13/02/04 12:02	Cause:	CQ5	Repair:	RF1
				Resolution:	RS14
Text:	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref gi				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	h-130451200 0
Call Activity Log					
OPEN	Fri 13 February 2004 10:45 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:46
	New call taken by Tony Law: Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day				
Information	Fri 13 February 2004 10:48 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:48
	NBSC adv they have: Checked that he is cutting everything off properly, cash figures are being done properly				
Information	Fri 13 February 2004 10:49 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:49
	PM has insisted on a system check				
MODIFY	Fri 13 February 2004 10:50 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Call information modified by Tony Law Associated Ref: from " to 'h-13045120'				
Information	Fri 13 February 2004 10:51 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Problem has been happenign for 5 weeks				
Information	Fri 13 February 2004 10:51 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Everytime stock has been remmed in they have had a loss that night.				
Information	Fri 13 February 2004 10:51 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Snapshots and txn logs agree with PM's figures				
Information	Fri 13 February 2004 10:52 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:52
	PM adv NBSC have done: txn logs, giro banks logs, reconciliations, Rems in/out, stock holding.				
Information	Fri 13 February 2004 10:53 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:53
	PM adv there is a Sunday decs but no one is on site to do this on a Sunday.				
Information	Fri 13 February 2004 10:54 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:54
	SU: AA Username: LCA001 Manifested: 5 weeks ago PM adv he did not rem in any stock last week and balanced perfectly, every week hat he does rem stock in the balance is wrong				
MODIFY	Fri 13 February 2004 11:34 by UK951605 / HSH5				Saved: Fri 13 February 2004 11:54
	Call information modified by Tony Law Associated Ref: from 'h-13045120' to 'h-130451200 0'				
Escalate	Fri 13 February 2004 11:54 by UK951605 / HSH5				Saved: Fri 13 February 2004 11:54
	escalated to heather dryden				
Information	Fri 13 February 2004 11:54 by UK951605 / HSH5				Saved: Fri 13 February 2004 11:54
	pm states on the cheques listing for the 11th it states all of cheques for the 10th as well. when i got him to go through his checks pm sttaed this has happened more than once but when going through his cheques it had actually happened just the once. pm sittaed he was sure he cut off, so advised i would log all details and to call back if happens again.				
CLOSE	Fri 13 February 2004 12:02 by UK951605 / HSH5				Saved: Fri 13 February 2004 12:02
	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over				

e1

since then. ref given to pm to call back.

MODIFY Mon 16 February 2004 09:51 by 062457 / HSH4

Saved: Mon 16 February 2004 09:53

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.



Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

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Call E-0402160081

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Status:	Closed	Opened:	Mon 16 February 2004 08:32	Affected Site:	213337
Severity:	2 C	Closed:	Mon 16 February 2004 08:34	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk085790 / HSH7
Caller Details					
Caller:	Lee castleton	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	Z	ProbType:	ZS16
Problem Text:	Marie @ NBSC ~PM calling to advise that both counters were @ POLO this morning, but are rebooting OK now				
Call Closure Details					
Closed:	16/02/04 08:34	Cause:	CL9	Repair:	RF1
Resolution:	RS15				
Text:	Call Close by David Lawrence: Pm rebooted OK				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:	Riposte	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	H-21294326
Call Activity Log					
OPEN Mon 16 February 2004 08:30 by uk085790 / HSH7			Saved: Mon 16 February 2004 08:32		
New call taken by David Lawrence: Marie @ NBSC ~PM calling to advise that both counters were @ POLO this morning, but are rebooting OK now					
CLEAR Mon 16 February 2004 08:34 by uk085790 / HSH7			Saved: Mon 16 February 2004 08:34		
Pm rebooted OK					
CLOSE Mon 16 February 2004 08:34 by uk085790 / HSH7			Saved: Mon 16 February 2004 08:34		
Call Close by David Lawrence: Pm rebooted OK					

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PH4PatNWB01 on msdc01poadb02

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Call E-0402160628

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Status:	Closed	Opened:	Mon 16 February 2004 11:12	Affected Site:	213337
Severity:	2 C	Closed:	Mon 16 February 2004 11:14	FAD/Path Code:	213337
Customer:	1039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	UK951605 / HSH5
Caller Details					
Caller:	Lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	Q	ProbType:	QU01
Problem Text:	Pat @ NBSC - PM adv he needs OBSC check				
Call Closure Details					
Closed:	16/02/04 11:14	Cause:	C58	Repair:	R53
Resolution:	RS14				
Text:	Call Close by Tony Law: PM adv he needs OBSC checked. OBSC Checked - result given				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	obcs	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	h-13048468
Call Activity Log					
OPEN	Mon 16 February 2004 11:12 by UK951605 / HSH5			Saved: Mon 16 February 2004 11:12	
	New call taken by Tony Law: Pat @ NBSC - PM adv he needs OBSC check				
Information	Mon 16 February 2004 11:14 by UK951605 / HSH5			Saved: Mon 16 February 2004 11:14	
	obcs checked - Result given				
CLEAR	Mon 16 February 2004 11:14 by UK951605 / HSH5			Saved: Mon 16 February 2004 11:14	
	OBSC Checked - result given				
CLOSE	Mon 16 February 2004 11:14 by UK951605 / HSH5			Saved: Mon 16 February 2004 11:14	
	Call Close by Tony Law: PM adv he needs OBSC checked. OBSC Checked - result given				

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Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

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Call E-0402250454

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Status:	Closed	Opened:	Wed 25 February 2004 11:03	Affected Site:	213337
Severity:	3 B	Closed:	Wed 25 February 2004 11:33	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082294 / HSH8

Caller Details					
Caller:	Christine	Phone:	GRO	Site:	213337
Title:	Clerk	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD13
Problem Text:	clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week				

Call Closure Details					
Closed:	25/02/04 11:33	Cause:	CQ5	Repair:	RF1
				Resolution:	RS14
Text:	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required				

Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log		
OPEN	Wed 25 February 2004 10:44 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:03
	New call taken by Mary Rainbow: clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week	
Information	Wed 25 February 2004 11:22 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:22
	clerk reports that over the past seven weeks they have had losses every week, at one point they had a problem with cash on hand but they was found to be a issue with id numbers and has been resolved	
Information	Wed 25 February 2004 11:24 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:24
	clerk reports that last week when they rolled over they put a loss into suspense account and then took the unit back to trial balance and came out with a zero net discrepancy to start the new cap with	
Information	Wed 25 February 2004 11:25 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:25
	clerk reports that she printed a balance snap shot on monday and all looked okay but since then they have remmed in some stock which appears to have given then a loss	
Advice	Wed 25 February 2004 11:26 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:26
	advised the clerk that she will need to check her stock position for last week and then check her remms in summary, this will give her the stock she should be holding, thjis figure can then be compared with the stock showing in adjust stock and this will highlight any problems with stock on hand	
Advice	Wed 25 February 2004 11:27 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:27
	clerk reports that they were told that checks would be made on the system but she is unsure if this information came from nbsc or hsh as she has no names of ref numbers	
Advice	Wed 25 February 2004 11:28 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:28
	advised the clerk that we need her to take the unit to trial balance this evening and come back before she rolls over so we can take down any details she can give us	
Information	Wed 25 February 2004 11:29 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:29
	clerk reports they usually perform the balance at about 17:30 or maybe before	
Information	Wed 25 February 2004 11:30 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:30
	spoke to Matt Saunders and he suggests call should be passed to someone line Heather Dryden if clerk does call back wanting further assistance	
Information	Wed 25 February 2004 11:31 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:31
	the clerk reports they are working in a shared aa stock unit	
Information	Wed 25 February 2004 11:31 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:31
	clerk to call back tonight if further assistance required	
CLEAR	Wed 25 February 2004 11:32 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:32
	clerk to call back if further assistance required, call ref taken	
CLOSE	Wed 25 February 2004 11:33 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:33
	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk	

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will call back tonight if further assistance required



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PH4PatNWB01 on msdc01poadb02

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Call E-0402250553

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Status:	Closed	Opened:	Wed 25 February 2004 12:03	Affected Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:12	FAD/Path Code:	213337
Customer:	1039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082760 / HSH1

Caller Details

Caller:	Christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI18	Problem:	
Problem Text: NBSC - PM has called the NBSC regarding problems with her balance.							

Call Closure Details

Closed:	25/02/04 12:12	Cause:	CM3	Repair:	R74	Resolution:	RS14
Text: Call Close by Robert Congerton: pmhtcc							

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN	Wed 25 February 2004 11:56 by GB082760 / HSH1	Saved: Wed 25 February 2004 12:03
	New call taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance.	
Information	Wed 25 February 2004 12:09 by GB082760 / HSH1	Saved: Wed 25 February 2004 12:09
	PM called in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call back in tonight when they have a net discrepancy on the cash account.	
CLEAR	Wed 25 February 2004 12:12 by GB082760 / HSH1	Saved: Wed 25 February 2004 12:12
	pmhtcc	
CLOSE	Wed 25 February 2004 12:12 by GB082760 / HSH1	Saved: Wed 25 February 2004 12:12
	Call Close by Robert Congerton: pmhtcc	
MODIFY	Wed 25 February 2004 13:30 by uk059697 / HSH4	Saved: Wed 25 February 2004 13:31
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM3' Product ID: from 'EPOSS-Cash Account' to 'Non Horizon Business' Prod. Descr.: from '' to 'Non Horizon business' Problem Type: from 'XI06' to 'XI18'	
MODIFY	Thu 26 February 2004 08:47 by GB082302 / HSH4	Saved: Thu 26 February 2004 08:47
	Call information modified by Kevin Brewer Repair: from 'R58' to 'R74'	

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PH4PatNWB01 on msdc01poadb02

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Call E-0402250565

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Status:	Closed	Opened:	Wed 25 February 2004 12:12	Affected Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:19	FAD/Path Code:	213337
Customer:	1039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952522 / HSH7
Caller Details					
Caller:	christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT01	Call Type:	X	ProbType:	XI18
Problem Text:	JAnE @NBSC called re closed call.				
Call Closure Details					
Closed:	25/02/04 12:19	Cause:	CM2	Repair:	R58
Resolution:	RS14				
Text:	Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previuos call, ref given call closed				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	0	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 12:05 by uk952522 / HSH7			Saved: Wed 25 February 2004 12:12	
	New call taken by Nicola Goodson: JAnE @NBSC called re closed call.				
CLEAR	Wed 25 February 2004 12:19 by uk952522 / HSH7			Saved: Wed 25 February 2004 12:19	
	nbsc issue				
CLOSE	Wed 25 February 2004 12:19 by uk952522 / HSH7			Saved: Wed 25 February 2004 12:19	
	Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previuos call, ref given call closed				
MODIFY	Wed 25 February 2004 13:31 by uk059697 / HSH4			Saved: Wed 25 February 2004 13:31	
	Call information modified by Sandra Hawkins Problem Type: from 'XI17' to 'XI18'				
MODIFY	Wed 25 February 2004 13:31 by uk059697 / HSH4			Saved: Wed 25 February 2004 13:31	
	Call information modified by Sandra Hawkins Repair: from 'R74' to 'R58'				



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PH4PatNWB01 on msdc01poadb02

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Call E-0402251011

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Status:	Closed	Opened:	Wed 25 February 2004 16:56	Affected Site:	213337
Severity:	3 B	Closed:	Thu 26 February 2004 12:45	FAD/Path Code:	PATH022
Customer:	PATHWAY			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081265 / SMC1

Caller Details

Caller:	Niall Vincent	Phone:	GRO	Site:	213337
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD11	Problem:	
Problem Text:	Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'						

Call Closure Details

Closed:	26/02/04 12:45	Cause:	C21	Repair:	RC8	Resolution:	RS08
Text:	Call Close by David Martin: HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no action taken.						

Call Asset Details

Asset ID:		Description:		Serial No.:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN	Wed 25 February 2004 16:53 by uk084204 / SMC1	Saved: Wed 25 February 2004 16:56
	New call taken by Niall Vincent: Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'	
KEL Ref No.	Wed 25 February 2004 16:58 by uk084204 / SMC1	Saved: Wed 25 February 2004 16:58
	KEL Reference: Stephenson5630V	
Information	Wed 25 February 2004 17:00 by uk084204 / SMC1	Saved: Wed 25 February 2004 17:00
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security	
REASSIGN	Wed 25 February 2004 17:11 by uk084204 / SMC1	Saved: Wed 25 February 2004 17:12
	Call # E-0402251011 was Reassigned from Niall Vincent, Group SMC1 to Kuljinder Bhachu, Group HSH6	
OPEN_CALL_TS	Thu 26 February 2004 09:26 by uk081216 / HSH6	Saved: Thu 26 February 2004 09:27
	Open Calls Troubleshoot (Affected Site:213337)	
OPEN_CALL_TS	Thu 26 February 2004 09:28 by uk081216 / HSH6	Saved: Thu 26 February 2004 09:29
	Open Calls Troubleshoot (Affected Site:213337)	
Information	Thu 26 February 2004 09:35 by uk081216 / HSH6	Saved: Thu 26 February 2004 09:35
	SMC, I have raised a FAD FAD call for this site that ha been progressed to EDSC as the P.O had been experiencing large descresencies. you may want to close this call. Spoke to Dave G. Neil Vincent also aware of this call. Cheers.	
REASSIGN	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.	
REASSIGN	Thu 26 February 2004 11:42 by uk084203 / SMC1	Saved: Thu 26 February 2004 11:42
	Call # E-0402251011 was Reassigned from Group SMC1 to David Martin, Group SMC1	
OPEN_CALL_TS	Thu 26 February 2004 12:21 by uk081265 / SMC1	Saved: Thu 26 February 2004 12:22
	Open Calls Troubleshoot (Affected Site:213337)	
OPEN_CALL_TS	Thu 26 February 2004 12:40 by uk081265 / SMC1	Saved: Thu 26 February 2004 12:40
	Open Calls Troubleshoot (Affected Site:213337)	
OPEN_CALL_TS	Thu 26 February 2004 12:44 by uk081265 / SMC1	Saved: Thu 26 February 2004 12:44
	Open Calls Troubleshoot (Affected Site:213337)	
CLEAR	Thu 26 February 2004 12:44 by uk081265 / SMC1	Saved: Thu 26 February 2004 12:44
	HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no action taken.	
CLOSE	Thu 26 February 2004 12:45 by uk081265 / SMC1	Saved: Thu 26 February 2004 12:45
	Call Close by David Martin: HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no action taken.	
MODIFY	Mon 01 March 2004 11:33 by uk059697 / HSH4	Saved: Mon 01 March 2004 11:33

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

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PH4PatNWB01 on msdc01poadb02 dunksa 15/05/06

Call E-0402251077

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Status:	Closed	Opened:	Wed 25 February 2004 17:33	Affected Site:	213337
Severity:	3 B	Closed:	Sat 28 February 2004 11:32	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081216 / HSH6

Caller Details					
Caller:	Kuli	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD13
Problem Text:	pm reporting that they are getting large descencies for the last few weeks.				

Call Closure Details					
Closed:	28/02/04 11:32	Cause:	CE5	Repair:	R74
Resolution:	RS13				
Text:	Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the descencies problem. pmhtcc.				

Call Asset Details			
Asset ID:		Description:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites
OTI Reference:	PC0099954	Counter Affected:	1

Call Activity Log		
OPEN	Wed 25 February 2004 17:30 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:33
	New call taken by Kuljinder Bhachu: pm reporting that they are getting large descencies for the last few weeks.	
Contacted	Wed 25 February 2004 17:36 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:36
	looking at closed calls for this site , there have been a number of calls logged regarding descencies. NBSc have been in contact with the pm and can not find any user error.	
Contacted	Wed 25 February 2004 17:37 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:37
	spoke to Sandra @ NBSC on: GRO regarding this issue. Checked tivoli events and health checked. Site is health checking ok.	
Information	Wed 25 February 2004 17:39 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:39
	Critical event seen @ 13.00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'	
KEL Ref No.	Wed 25 February 2004 17:40 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:40
	KEL Reference: Stephenson5630V	
Information	Wed 25 February 2004 17:40 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:40
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security	
Information	Wed 25 February 2004 18:07 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:07
	Previous history in calls e-0402130267; e-0401290358; e-0401280325; e-0402250553; e-0402250454	
Contacted	Wed 25 February 2004 18:09 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:09
	spoke to pm, who advises that the problem with the CA started ever since the BT engineer came to move the BT box for the preperation for the installation of ADSL.	
Information	Wed 25 February 2004 18:11 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:11
	user name CTR001 and CRT002 Other bal users LCA001 and LCA002 stock unit aa balance on wednesday after 17.30	
Recommend	Wed 25 February 2004 18:14 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:14
	could ssc please investigate why this P.o is experiencing large descencies ever since BT engineer has moved BT box in preperation for ADSL install. Kel ref given as possible problem. NBSC have said there is no user error. Thank you	
Open OTI	Wed 25 February 2004 18:16 by SYSADM / ASTEA	Saved: Wed 25 February 2004 18:16
	Automatic Open OTI ***Updated by Kuljinder Bhachu at 25/02/2004 18:16:44	
REASSIGN	Wed 25 February 2004 18:16 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:16
	Call # E-0402251077 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group EDSC1	
OTI Success	New call sent to PINICL	
OTI Success	Received an Acknowledgement from PINICL PINICL call number is PC0099954	
UPDATE	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 Chambers in EDSC.	
UPDATE	Thu 26 February 2004 14:24 by PINICL /	Saved: Thu 26 February 2004 14:24

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By Anne Chambers at 26-feb-2004 13:12:00 Category 40 - Incident Under Investigation KEL quoted is irrelevant - if the audit log had been checked, it would have shown a different error message. The event was part of a storm which occurred over the estate that night as a result of a faulty software fix, and has nothing to do with the discrepancies.

OTI_CLOSE Thu 26 February 2004 15:48 by PINICL / *Saved: Thu 26 February 2004 15:48*
 NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Advice and guidance given I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.

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

Repeat Call 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 suggest the discrepancies 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 (customer services) had been made aware of FAD and that she will try and get POL to follow it up

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 no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.

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 no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.

CLOSE Sat 28 February 2004 11:31 by uk081216 / HSH6 *Saved: Sat 28 February 2004 11:32*
 Call Close by Kuljinder Bhachu: suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.



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PH4PatNWB01 on msdc01poadb02

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Call E-0403040165

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Status:	Closed	Opened:	Thu 04 March 2004 08:42	Affected Site:	213337
Severity:	2 C	Closed:	Thu 04 March 2004 08:45	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk951652 / HSH2
Caller Details					
Caller:	cath oglesby	Phone:	GRO	Site:	213337
Title:	rlm	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:		rlm reports discrepyncys in the office			
Call Closure Details					
Closed:	04/03/04 08:45	Cause:	CM2	Repair:	R58
Text:	Call Close by Hayley Minnis: nbosc issue				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 04 March 2004 08:40 by uk951652 / HSH2	New call taken by Hayley Minnis: rlm reports discrepyncys in the office		Saved: Thu 04 March 2004 08:42	
Advice	Thu 04 March 2004 08:45 by uk951652 / HSH2	adv nbosc issue		Saved: Thu 04 March 2004 08:45	
CLOSE	Thu 04 March 2004 08:45 by uk951652 / HSH2	Call Close by Hayley Minnis: nbosc issue		Saved: Thu 04 March 2004 08:45	

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PH4PatNWB01 on msdc01poadb02

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Call E-0403040524

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Status:	Closed	Opened:	Thu 04 March 2004 11:28	Affected Site:	213337
Severity:	3 B	Closed:	Thu 04 March 2004 11:41	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952352 / HSH5
Caller Details					
Caller:	Cath O'Gusby	Phone:	GRO	Site:	213337
Title:	Line Manager	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD13
Problem Text:	Line manager states the PM is still getting large discrepancies and wants to know whats going on.				
Call Closure Details					
Closed:	04/03/04 11:41	Cause:	CE5	Repair:	R74
Resolution:	RS14				
Text:	Call Close by Elspeth Neilson: Line manager reporting large discrepancies. Advised that the discrepancies are not caused by software/hardware, as stated in closed call E0402251077.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:	Riposte	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 04 March 2004 11:18 by uk952352 / HSH5			Saved: Thu 04 March 2004 11:28	
	New call taken by Elspeth Neilson: Line manager states the PM is still getting large discrepancies and wants to know whats going on.				
Advice	Thu 04 March 2004 11:36 by uk952352 / HSH5			Saved: Thu 04 March 2004 11:38	
	Advised the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware. This is stated in closed call E0402251077.				
Information	Thu 04 March 2004 11:39 by uk952352 / HSH5			Saved: Thu 04 March 2004 11:39	
	PM happy to continue unassisted. Ref no offered.				
CLEAR	Thu 04 March 2004 11:40 by uk952352 / HSH5			Saved: Thu 04 March 2004 11:40	
	The discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.				
CLOSE	Thu 04 March 2004 11:41 by uk952352 / HSH5			Saved: Thu 04 March 2004 11:41	
	Call Close by Elspeth Neilson: Line manager reporting large discrepancies. Advised that the discrepancies are not caused by software/hardware, as stated in closed call E0402251077.				

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PH4PatNWB01 on msdc01poadb02

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Call E-0403230583

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Status:	Closed	Opened:	Tue 23 March 2004 13:44	Affected Site:	213337
Severity:	3 B	Closed:	Tue 23 March 2004 13:48	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082710 / HSH7
Caller Details					
Caller:	Helen Hoilingworth	Phone:	GRO	Site:	213337
Title:	Auditor	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD13
Problem Text:	Auditor wants to know when BU was swapped at this office.				
Call Closure Details					
Closed:	23/03/04 13:48	Cause:	C21	Repair:	RC8
Resolution:	RS14				
Text:	Call Close by Jacqueline Wilcock: Auditor wanted to know when BU was changed. Advised 2/02/04.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:		Server Name:	
OTI Reference:		Counter Affected:	2	Associated Reference:	
Call Activity Log					
OPEN	Tue 23 March 2004 13:41 by GB082710 / HSH7			Saved: Tue 23 March 2004 13:44	
Information	New call taken by Jacqueline Wilcock: Auditor wants to know when BU was swapped at this office.			Saved: Tue 23 March 2004 13:47	
	Tue 23 March 2004 13:47 by GB082710 / HSH7 advised it was on the 2/2/04.			Saved: Tue 23 March 2004 13:47	
CLEAR	Tue 23 March 2004 13:47 by GB082710 / HSH7 Auditor wanted to know when BU was changed. Advised 2/02/04.			Saved: Tue 23 March 2004 13:47	
CLOSE	Tue 23 March 2004 13:48 by GB082710 / HSH7			Saved: Tue 23 March 2004 13:48	
	Call Close by Jacqueline Wilcock: Auditor wanted to know when BU was changed. Advised 2/02/04.				

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PH4PatNWB01 on msdc01poadb02

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Call E-0403230628

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Status:	Closed	Opened:	Tue 23 March 2004 14:20	Affected Site:	213337
Severity:	2 C	Closed:	Tue 23 March 2004 14:36	FAD/Path Code:	PATH049
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952016 / HSH8
Caller Details					
Caller:	Mr taylor	Phone:	GRO	Site:	213337
Title:	Auditor	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT01	Call Type:	Z	ProbType:	ZS03
Problem Text:	brett @ nbcs wants a osp for the auditor. mobile number is GRO				
Call Closure Details					
Closed:	23/03/04 14:36	Cause:	C53	Repair:	R32
Resolution:	RS14				
Text:	Call Close by David Dawe: osp given to the auditor ref offered				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	admin	Description:	ADMIN	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	13137311
Call Activity Log					
OPEN	Tue 23 March 2004 14:18 by uk952016 / HSH8			Saved: Tue 23 March 2004 14:20	
Information	New call taken by David Dawe: brett @ nbcs wants a osp for the auditor. mobile number is GRO			Saved: Tue 23 March 2004 14:35	
CLEAR	Tue 23 March 2004 14:30 by uk952016 / HSH8			Saved: Tue 23 March 2004 14:30	
CLOSE	Tue 23 March 2004 14:36 by uk952016 / HSH8			Saved: Tue 23 March 2004 14:36	
	osp given to the auditor				
	Call Close by David Dawe: osp given to the auditor ref offered				

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PH4PatNWB01 on msdc01poadb02

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Call E-0404010718

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Status:	Closed	Opened:	Thu 01 April 2004 12:45	Affected Site:	213337
Severity:	3 B	Closed:	Thu 01 April 2004 12:49	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952549 / HSH6
Caller Details					
Caller:	ruth simpson	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD06
Problem Text:	pm states the screen has frozen				
Call Closure Details					
Closed:	01/04/04 12:49	Cause:	C21	Repair:	R70
Resolution:	RS03				
Text:	Call Close by Adam Goldstein: pm states the system has frozen advised pm to reboot ref no given				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:	Riposte	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 01 April 2004 12:43 by uk952549 / HSH6 New call taken by Adam Goldstein: pm states the screen has frozen			Saved: Thu 01 April 2004 12:45	
Information	Thu 01 April 2004 12:46 by uk952549 / HSH6 pm states the screen has frozen			Saved: Thu 01 April 2004 12:46	
KEL Ref No.	Thu 01 April 2004 12:46 by uk952549 / HSH6 DMoulds3243L.htm			Saved: Thu 01 April 2004 12:46	
Information	Thu 01 April 2004 12:48 by uk952549 / HSH6 checked events show normal			Saved: Thu 01 April 2004 12:48	
Advice	Thu 01 April 2004 12:48 by uk952549 / HSH6 advised pm to reboot counter			Saved: Thu 01 April 2004 12:48	
Information	Thu 01 April 2004 12:49 by uk952549 / HSH6 pm happy to do this pm happy to contiue unasisted			Saved: Thu 01 April 2004 12:49	
CLEAR	Thu 01 April 2004 12:49 by uk952549 / HSH6 reboot required			Saved: Thu 01 April 2004 12:49	
CLOSE	Thu 01 April 2004 12:49 by uk952549 / HSH6 Call Close by Adam Goldstein: pm states the system has frozen advised pm to reboot ref no given			Saved: Thu 01 April 2004 12:49	

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PH4PatNWB01 on msdc01poadb02

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Call E-0404190387

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Status:	Closed	Opened:	Mon 19 April 2004 09:57	Affected Site:	213337
Severity:	2 C	Closed:	Mon 19 April 2004 10:13	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952352 / HSH5

Caller Details

Caller:	Kath Oglesby	Phone:	GRO	Site:	213337
Title:	RLM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI17	Problem:	
Problem Text:	RLM states there has been discrepancies on the system since the base unit was wappd in Feb. RLM wants to know why this is. RLM states she thinks there is something wrong with the system and wants the system to be checked form our end.						

Call Closure Details

Closed:	19/04/04 10:13	Cause:	CM2	Repair:	R58	Resolution:	RS14
Text:	Call Close by Elspeth Neilson: RLM wanted the system to be checked as there have been discrepancies. Advised that events are normal and healthcheck passed. Advised to contact NBSC for balancing advice. Ref no given.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN	Mon 19 April 2004 09:51 by uk952352 / HSH5	Saved: Mon 19 April 2004 09:57
	New call taken by Elspeth Neilson: RLM states there has been discrepancies on the system since the base unit was wappd in Feb. RLM wants to know why this is. RLM states she thinks there is something wrong with the system and wants the system to be checked form our end.	
Information	Mon 19 April 2004 10:10 by uk952352 / HSH5	Saved: Mon 19 April 2004 10:10
	Events look normal and healthcheck passed.	
Information	Mon 19 April 2004 10:11 by uk952352 / HSH5	Saved: Mon 19 April 2004 10:11
	PM happy to continue unassisted. Ref no given.	
Information	Mon 19 April 2004 10:11 by uk952352 / HSH5	Saved: Mon 19 April 2004 10:11
	Call will fail SLA because powerhelp froze twice and the RLM kept asking more questions.	
Information	Mon 19 April 2004 10:12 by uk952352 / HSH5	Saved: Mon 19 April 2004 10:12
	RLM states since the new PM has been in the office, there have not been any discrepancies in the balance.	
Advice	Mon 19 April 2004 10:13 by uk952352 / HSH5	Saved: Mon 19 April 2004 10:13
	Advised to contact NBSC for advice on balancing.	
CLOSE	Mon 19 April 2004 10:13 by uk952352 / HSH5	Saved: Mon 19 April 2004 10:13
	Call Close by Elspeth Neilson: RLM wanted the system to be checked as there have been discrepancies. Advised that events are normal and healthcheck passed. Advised to contact NBSC for balancing advice. Ref no given.	

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PH4PatNWB01 on msdc01poadb02

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Call E-0404210187

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Status:	Closed	Opened:	Wed 21 April 2004 09:10	Affected Site:	213337
Severity:	3 B	Closed:	Wed 21 April 2004 09:14	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952016 / HSH8

Caller Details

Caller:	Mrs simpson	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD09	Problem:	
Problem Text: pm states that the gateway was saying to enter the pmmc and is now on a blue screen							

Call Closure Details

Closed:	21/04/04 09:14	Cause:	CE5	Repair:	R74	Resolution:	RS14
Text:	Call Close by David Dawe: pm had a blue screen advised that the screen is normal and the pm will call back if not changed in the next 20 mins ref offered						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	riposte	Description:	Riposte	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN Wed 21 April 2004 09:08 by uk952016 / HSH8 Saved: Wed 21 April 2004 09:10
 New call taken by David Dawe: pm states that the gateway was saying to enter the pmmc and is now on a blue screen

Information Wed 21 April 2004 09:12 by uk952016 / HSH8 Saved: Wed 21 April 2004 09:12
 the screen has been blue for 10 mins advice pm that this is normal and to wait for up to 25 mins

Information Wed 21 April 2004 09:13 by uk952016 / HSH8 Saved: Wed 21 April 2004 09:13
 pm will wait for 20 mins for the screen to clear

CLEAR Wed 21 April 2004 09:13 by uk952016 / HSH8 Saved: Wed 21 April 2004 09:13
 pm had a blue screen advised that the screen is normal and the pm will call back if not changed in the next 20 mins

CLOSE Wed 21 April 2004 09:14 by uk952016 / HSH8 Saved: Wed 21 April 2004 09:14
 Call Close by David Dawe: pm had a blue screen advised that the screen is normal and the pm will call back if not changed in the next 20 mins ref offered

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hshpowermar2PH4PatNWB01 on
msdc01poadb02

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Call E-0404210701

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Status:	Closed	Opened:	Wed 21 April 2004 13:32	Affected Site:	213337
Severity:	3 B	Closed:	Sat 01 May 2004 15:56	FAD/Path Code:	PATH022
Customer:	PATHWAY			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081618 / SMC7-Distrib
Caller Details					
Caller:	Bernie Michael	Phone:	GRO	Site:	213337
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD11
Problem Text:	S52_SWITCH Upgrade with error MIG_WAIT_EVENT Event_Missing failed Please investigate.				
Call Closure Details					
Closed:	01/05/04 15:56	Cause:	C21	Repair:	R80
				Resolution:	RS08
Text:	Call Close by Matt Young: Closing call after confirming this FAD has been successfully switched over to ADSL.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Post Office ISDN	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN Wed 21 April 2004 13:32 by uk082304 / SMC7-Distrib Saved: Wed 21 April 2004 13:32
New call taken by Bernard Michael: S52_SWITCH Upgrade with error MIG_WAIT_EVENT Event_Missing failed Please investigate.

Information Wed 21 April 2004 13:32 by uk082304 / SMC7-Distrib Saved: Wed 21 April 2004 13:32
Error: MIG_WAIT_EVENT Event_Missing Events received late until polo completed. Events generated 20:59 - 21:31 all received at 08:50 ADSL card check successful ISDN & RIPOST state ok Events on archives shows (101) S52_SWITCH 21_2 KMpostUAR failed with error 87 - suggestion KMA issue.

Information Fri 23 April 2004 12:29 by uk082304 / SMC7-Distrib Saved: Fri 23 April 2004 12:29
Error 651 also present

Information Fri 23 April 2004 12:31 by uk082304 / SMC7-Distrib Saved: Fri 23 April 2004 12:31
PM states that he is unable to plug the ADSL line in at the moment because it is not in a convenient position. Will reposition when he has time.

Information Fri 23 April 2004 15:47 by uk082304 / SMC7-Distrib Saved: Fri 23 April 2004 15:47
PM states that he is unable to plug the ADSL line in at the moment because it is not in a convenient position. Will reposition when he has time.

Information Mon 26 April 2004 14:07 by uk081606 / SMC1 Saved: Mon 26 April 2004 14:07
Unable to ascertain if teh ADSL line is connected. Sending engineer to site

REASSIGN Mon 26 April 2004 14:15 by uk081606 / SMC1 Saved: Mon 26 April 2004 14:15
Call # E-0404210701 was Reassigned from Bernard Michael, Group SMC7-Distrib to Group SMC-MSS-SUPP Event missing - please spoof event

Information Mon 26 April 2004 16:43 by uk081291 / SMC-MSS-SUPP Saved: Mon 26 April 2004 16:43
Fail event has been inserted after checking counter event log, attempt to migrate should take place again tonight - Neil

REASSIGN Mon 26 April 2004 16:45 by uk081291 / SMC-MSS-SUPP Saved: Mon 26 April 2004 16:45
Call # E-0404210701 was Reassigned from Group SMC-MSS-SUPP to Group SMC7-DISTRIB

REASSIGN Mon 26 April 2004 16:53 by uk085518 / SMC7-Distrib Saved: Mon 26 April 2004 16:53
Call # E-0404210701 was Reassigned from Group SMC7-DISTRIB to Matt Young, Group SMC7-Distrib

Information Tue 27 April 2004 15:19 by uk081618 / SMC7-Distrib Saved: Tue 27 April 2004 15:19
S52_SWITCH over failed on 26/04/07 with the following error: (101) S52_SWITCH 21_2 KMPostUAR failed with error 87.

SUSPEND Tue 27 April 2004 15:19 by uk081618 / SMC7-Distrib Saved: Tue 27 April 2004 15:19
Due for Release on 28/04/2004 at 08:00:00 Call suspended by Matt Young Pending outcome of master call which relates to numerous (101) errors which occurred overnight. E-0404270528

RELEASE Tue 27 April 2004 15:34 by uk082304 / SMC7-Distrib Saved: Tue 27 April 2004 15:34
Call released by Bernard Michael:

Information Tue 27 April 2004 15:34 by uk082304 / SMC7-Distrib Saved: Tue 27 April 2004 15:34
Engineer on sight dealing with anoth open call has called in to also confirm that the ADSL line in definitely plugged into the socket.

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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 Bernard 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 2004 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 communications 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 switched 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 has been successfully switched over to ADSL.	



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PH4PatNWB01 on msdc01poadb02

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Call E-0404230660

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Status:	Closed	Opened:	Fri 23 April 2004 15:00	Affected Site:	213337
Severity:	2 C	Closed:	Fri 23 April 2004 15:07	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952523 / HSH7
Caller Details					
Caller:	lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT01	Call Type:	X	ProbType:	XI17
Problem Text:	pm states that he wondered if he can get a listof his calls - and of software?				
Call Closure Details					
Closed:	23/04/04 15:07	Cause:	CM2	Repair:	R58
Resolution:	RS04				
Text:	Call Close by John Lockyear: pm would like a list of calls and software updates referred to nbsc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	2	Associated Reference:	
Call Activity Log					
OPEN	Fri 23 April 2004 14:54 by uk952523 / HSH7 New call taken by John Lockyear: pm states that he wondered if he can get a listof his calls - and of software?			Saved: Fri 23 April 2004 15:00	
Advice	Fri 23 April 2004 15:06 by uk952523 / HSH7 advised to contact nbsc for full list			Saved: Fri 23 April 2004 15:06	
Information	Fri 23 April 2004 15:06 by uk952523 / HSH7 spoke to pse to double check situation			Saved: Fri 23 April 2004 15:06	
MODIFY	Fri 23 April 2004 15:06 by uk952523 / HSH7 Call information modified by John Lockyear Call Type: from 'S' to 'X' Product ID: from 'Riposte' to 'Non Horizon Business' Severity: from '3' to '2' Prod. Descr.: from 'Riposte' to 'Non Horizon business' ...etc.			Saved: Fri 23 April 2004 15:07	
CLOSE	Fri 23 April 2004 15:07 by uk952523 / HSH7 Call Close by John Lockyear: pm would like a list of calls and software updates referred to nbsc			Saved: Fri 23 April 2004 15:07	
MODIFY	Mon 26 April 2004 10:03 by 062457 / HSH4 Call information modified by Elizabeth Smith Resolution Method: from 'RS14' to 'RS04'			Saved: Mon 26 April 2004 10:03	

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