

Message Handling Report for Wurzel Ltd

Report for period: 08/08/2024 at 8:00 AM to 09/08/2024 at 8:00 AM

Total Messages Handled : 1

3600 Wurzel Message Handling

The Old Coalyard
Gagingwell
Chipping Norton
OX7 4EF

55003600

Phone: 01865655593

Date and Time, Zone and Restore Time

Event, Actions Taken, Completion Time and Operator

09/08/2024 06:08:51	Message Handling Text	KT1KE2	09/08/2024 06:09:03
09/08/2024 06:08:51	Contact Name : chris briggs		
09/08/2024 06:08:51	Contact Addr : . High Furze Farm		
09/08/2024 06:08:51	Contact Adr2 : Tidmington, SHIPSTON-ON-STOUR, CV36 5LR		
09/08/2024 06:08:51	Contact Phone : 07736 691 333		
09/08/2024 06:08:51	internet was really slow and patchy yesterday and		
09/08/2024 06:08:51	now the internet has gone down completely		
09/08/2024 06:08:51	plea		
09/08/2024 06:08:51	se call to advise		
09/08/2024 06:08:51	Message Handling Text High Furze Farm		
09/08/2024 06:08:51	Call logged by : TNI, 192.168.10.45		
09/08/2024 06:08:56	Being Handled Message Handling Text - Site Status Unknown		AUT
09/08/2024 06:08:56	Action Started K1 Edward Catling (Mobile)		AUT
09/08/2024 06:08:56	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
09/08/2024 06:08:56	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
09/08/2024 06:08:57	Action Started K1 Sam Savin (Mobile)		AUT
09/08/2024 06:08:57	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
09/08/2024 06:08:57	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
09/08/2024 06:08:57	Action Started K1 Justin Parker (Mobile)		AUT
09/08/2024 06:08:57	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
09/08/2024 06:08:57	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
09/08/2024 06:08:57	Action Started K1 Lewis Jones (Mobile)		AUT
09/08/2024 06:08:57	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
09/08/2024 06:08:57	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
09/08/2024 06:08:58	Action Started K1 Alex Beeston (Mobile)		AUT
09/08/2024 06:08:58	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
09/08/2024 06:08:58	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
09/08/2024 06:08:58	Action Started K1 Nathan Waistell (Mobile)		AUT
09/08/2024 06:08:58	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
09/08/2024 06:08:58	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
09/08/2024 06:08:58	Action Started K1 Maaliq Okten (Mobile)		AUT
09/08/2024 06:08:58	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
09/08/2024 06:08:58	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
09/08/2024 06:08:59	Released alarm		AUT
09/08/2024 06:09:03	Being Handled Message Handling Text - Site Status Unknown		AUT
09/08/2024 06:09:03	Action Started K2		AUT
09/08/2024 06:09:03	Action in progress: Email sent KE2		AUT
09/08/2024 06:09:03	Outcome : Contacted No Response Required KE2		AUT
09/08/2024 06:09:03	Alarm closed (Opr)		AUT
09/08/2024 07:19:04	Message Handling Text	KT1KE2	09/08/2024 07:19:42
09/08/2024 07:19:04	Message Handling Text Pimlico Farm		
09/08/2024 07:19:04	Contact Name : mike harper		
09/08/2024 07:19:04	Contact Adr2 : Tusmore, BICESTER, OX27 7SL		
09/08/2024 07:19:04	Contact Phone : 07768 128377		
09/08/2024 07:19:04	customer has tried restarting equipment but still		
09/08/2024 07:19:04	Contact Addr : pimlico farm Pimlico Farm		
09/08/2024 07:19:04	has no internet		
09/08/2024 07:19:04	Call logged by : cw, 192.168.10.123		

Actions

P = Police, K = Keyholder Group, S = Site, A = Special Action, N = Information Page, F = Fire, G = Gen Agency

Legend:

I = Installer, M = Medical, C - Command, R = Report, T = Guard Tour, E = Assign Event Cause, L = Link Account

09/08/2024 07:19:12	Being Handled Message Handling Text - Site Status Unknown	AUT
09/08/2024 07:19:12	Action Started K1 Edward Catling (Mobile)	AUT
09/08/2024 07:19:12	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
09/08/2024 07:19:12	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
09/08/2024 07:19:13	Action Started K1 Sam Savin (Mobile)	AUT
09/08/2024 07:19:13	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
09/08/2024 07:19:13	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
09/08/2024 07:19:13	Action Started K1 Justin Parker (Mobile)	AUT
09/08/2024 07:19:36	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
09/08/2024 07:19:36	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
09/08/2024 07:19:36	Action Started K1 Lewis Jones (Mobile)	AUT
09/08/2024 07:19:36	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
09/08/2024 07:19:36	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
09/08/2024 07:19:36	Action Started K1 Alex Beeston (Mobile)	AUT
09/08/2024 07:19:37	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
09/08/2024 07:19:37	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
09/08/2024 07:19:37	Action Started K1 Nathan Waistell (Mobile)	AUT
09/08/2024 07:19:37	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
09/08/2024 07:19:37	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
09/08/2024 07:19:37	Action Started K1 Maaliq Okten (Mobile)	AUT
09/08/2024 07:19:37	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
09/08/2024 07:19:37	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
09/08/2024 07:19:38	Released alarm	AUT
09/08/2024 07:19:42	Being Handled Message Handling Text - Site Status Unknown	AUT
09/08/2024 07:19:42	Action Started K2	AUT
09/08/2024 07:19:42	Action in progress: Email sent KE2	AUT
09/08/2024 07:19:42	Outcome : Contacted No Response Required KE2	AUT
09/08/2024 07:19:42	Alarm closed (Opr)	AUT
09/08/2024 07:19:58	Message Handling Text	KT1KE2
09/08/2024 07:19:58	Message Handling Text Horwell Farmhouse	09/08/2024 07:20:15
09/08/2024 07:19:58	no internet connection	
09/08/2024 07:19:58	Contact Name : mike harper	
09/08/2024 07:19:58	Contact Addr : HORWELL FARMS Horwell Farmhouse	
09/08/2024 07:19:58	Contact Adr2 : Baynards Green, BICESTER, OX27 7SQ	
09/08/2024 07:19:58	Contact Phone : 07768 128377	
09/08/2024 07:19:58	Call logged by : cw, 192.168.10.123	
09/08/2024 07:20:08	Being Handled Message Handling Text - Site Status Unknown	AUT
09/08/2024 07:20:08	Action Started K1 Edward Catling (Mobile)	AUT
09/08/2024 07:20:09	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
09/08/2024 07:20:09	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
09/08/2024 07:20:09	Action Started K1 Sam Savin (Mobile)	AUT
09/08/2024 07:20:09	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
09/08/2024 07:20:09	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
09/08/2024 07:20:09	Action Started K1 Justin Parker (Mobile)	AUT
09/08/2024 07:20:09	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
09/08/2024 07:20:09	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
09/08/2024 07:20:10	Action Started K1 Lewis Jones (Mobile)	AUT
09/08/2024 07:20:10	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
09/08/2024 07:20:10	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
09/08/2024 07:20:10	Action Started K1 Alex Beeston (Mobile)	AUT
09/08/2024 07:20:10	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
09/08/2024 07:20:10	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
09/08/2024 07:20:10	Action Started K1 Nathan Waistell (Mobile)	AUT
09/08/2024 07:20:10	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
09/08/2024 07:20:10	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
09/08/2024 07:20:11	Action Started K1 Maaliq Okten (Mobile)	AUT
09/08/2024 07:20:11	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
09/08/2024 07:20:11	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
09/08/2024 07:20:11	Released alarm	AUT
09/08/2024 07:20:14	Being Handled Message Handling Text - Site Status Unknown	AUT
09/08/2024 07:20:15	Action Started K2	AUT

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09/08/2024 07:20:15	Action in progress: Email sent KE2	AUT
09/08/2024 07:20:15	Outcome : Contacted No Response Required KE2	AUT
09/08/2024 07:20:15	Alarm closed (Opr)	AUT

Actions
Legend:

P = Police, K = Keyholder Group, S = Site, A = Special Action, N = Information Page, F = Fire, G = Gen Agency
I = Installer, M = Medical, C - Command, R = Report, T = Guard Tour, E = Assign Event Cause, L = Link Account