

Message Handling Report for Wurzel Ltd

Report for period: 07/12/2024 at 8:00 AM to 08/12/2024 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

07/12/2024 15:16:52	Message Handling Text	KT1KE2	07/12/2024 15:17:03
07/12/2024 15:16:52	Contact Name : CHRIS BRIGGS		
07/12/2024 15:16:52	Contact Addr : . High Furze Farm		
07/12/2024 15:16:52	Contact Adr2 : Tidmington, SHIPSTON-ON-STOUR, CV36 5LR		
07/12/2024 15:16:52	Message Handling Text High Furze Farm		
07/12/2024 15:16:52	Contact Phone : 0160 866 1226		
07/12/2024 15:16:52	Call logged by : OLA, 192.168.10.21		
07/12/2024 15:16:52	INTERNET HAS GONE DOWN.		
07/12/2024 15:16:59	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 15:16:59	Action Started K1 Edward Catling (Mobile)		AUT
07/12/2024 15:16:59	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/12/2024 15:16:59	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/12/2024 15:17:00	Action Started K1 Sam Savin (Mobile)		AUT
07/12/2024 15:17:00	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/12/2024 15:17:00	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/12/2024 15:17:00	Action Started K1 Justin Parker (Mobile)		AUT
07/12/2024 15:17:00	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/12/2024 15:17:00	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/12/2024 15:17:00	Action Started K1 Lewis Jones (Mobile)		AUT
07/12/2024 15:17:00	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
07/12/2024 15:17:00	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
07/12/2024 15:17:00	Action Started K1 Alex Beeston (Mobile)		AUT
07/12/2024 15:17:01	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/12/2024 15:17:01	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
07/12/2024 15:17:01	Action Started K1 Nathan Waistell (Mobile)		AUT
07/12/2024 15:17:01	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
07/12/2024 15:17:01	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
07/12/2024 15:17:01	Action Started K1 Maaliq Okten (Mobile)		AUT
07/12/2024 15:17:01	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
07/12/2024 15:17:01	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
07/12/2024 15:17:01	Released alarm		AUT
07/12/2024 15:17:03	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 15:17:03	Action Started K2		AUT
07/12/2024 15:17:03	Action in progress: Email sent KE2		AUT
07/12/2024 15:17:03	Outcome : Contacted No Response Required KE2		AUT
07/12/2024 15:17:03	Alarm closed (Opr)		AUT
07/12/2024 15:29:22	Message Handling Text	KT1KE2	07/12/2024 15:29:38
07/12/2024 15:29:22	Contact Name : miley		
07/12/2024 15:29:22	Message Handling Text		
07/12/2024 15:29:22	Contact Addr : LAPSTONE BARN .		
07/12/2024 15:29:22	Contact Phone : 07860 245 589		
07/12/2024 15:29:22	Contact Adr2 : ., CHIPPING CAMPDEN, GL55 6FF		
07/12/2024 15:29:22	properties internet is down		
07/12/2024 15:29:22	Call logged by : cw, 192.168.10.45		
07/12/2024 15:29:34	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 15:29:34	Action Started K1 Edward Catling (Mobile)		AUT
07/12/2024 15:29:34	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/12/2024 15:29:34	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT

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

07/12/2024 15:29:34	Action Started K1 Sam Savin (Mobile)	AUT
07/12/2024 15:29:34	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 15:29:34	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 15:29:35	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 15:29:35	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 15:29:35	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 15:29:35	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 15:29:35	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 15:29:35	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 15:29:35	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 15:29:35	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 15:29:35	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 15:29:36	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 15:29:36	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 15:29:36	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 15:29:36	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 15:29:36	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 15:29:36	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 15:29:36	Released alarm	AUT
07/12/2024 15:29:37	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 15:29:37	Action Started K2	AUT
07/12/2024 15:29:38	Action in progress: Email sent KE2	AUT
07/12/2024 15:29:38	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 15:29:38	Alarm closed (Opr)	AUT
07/12/2024 15:54:12	Message Handling Text	KT1KE2 07/12/2024 15:54:25
07/12/2024 15:54:12	Contact Name : David Barton	
07/12/2024 15:54:12	Contact Addr : . 14 Duns Tew	
07/12/2024 15:54:12	Contact Adr2 : ., BICESTER, OX25 6JR	
07/12/2024 15:54:12	Message Handling Text 14 Duns Tew	
07/12/2024 15:54:12	Contact Phone : 01869 349 065	
07/12/2024 15:54:12	Call logged by : LSK, 192.168.10.122	
07/12/2024 15:54:12	Broadband has gone down, no luck after restarting	
07/12/2024 15:54:21	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 15:54:21	Action Started K1 Edward Catling (Mobile)	AUT
07/12/2024 15:54:21	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/12/2024 15:54:21	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/12/2024 15:54:21	Action Started K1 Sam Savin (Mobile)	AUT
07/12/2024 15:54:21	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 15:54:21	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 15:54:21	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 15:54:21	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 15:54:21	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 15:54:22	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 15:54:22	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 15:54:22	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 15:54:22	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 15:54:22	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 15:54:22	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 15:54:22	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 15:54:22	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 15:54:22	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 15:54:23	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 15:54:23	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 15:54:23	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 15:54:23	Released alarm	AUT
07/12/2024 15:54:24	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 15:54:24	Action Started K2	AUT
07/12/2024 15:54:25	Action in progress: Email sent KE2	AUT
07/12/2024 15:54:25	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 15:54:25	Alarm closed (Opr)	AUT
07/12/2024 16:06:10	Message Handling Text	KT1KE2 07/12/2024 16:06:31

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

07/12/2024 16:06:10	Contact Name : stuart		
07/12/2024 16:06:10	Contact Addr : Wood House		
07/12/2024 16:06:10	Contact Adr2 : Fox Hill, Tackley, KIDLINGTON, OX5 3EN		
07/12/2024 16:06:10	Message Handling Text Wood House		
07/12/2024 16:06:10	Contact Phone : 07399401274		
07/12/2024 16:06:10	Call logged by : jt, 192.168.10.11		
07/12/2024 16:06:10	they have no service again please call for some ad		
07/12/2024 16:06:10	vice		
07/12/2024 16:06:17	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 16:06:17	Action Started K1 Edward Catling (Mobile)		AUT
07/12/2024 16:06:17	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/12/2024 16:06:17	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/12/2024 16:06:17	Action Started K1 Sam Savin (Mobile)		AUT
07/12/2024 16:06:17	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/12/2024 16:06:17	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/12/2024 16:06:17	Action Started K1 Justin Parker (Mobile)		AUT
07/12/2024 16:06:18	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/12/2024 16:06:18	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/12/2024 16:06:18	Action Started K1 Lewis Jones (Mobile)		AUT
07/12/2024 16:06:18	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
07/12/2024 16:06:18	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
07/12/2024 16:06:18	Action Started K1 Alex Beeston (Mobile)		AUT
07/12/2024 16:06:18	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/12/2024 16:06:20	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
07/12/2024 16:06:20	Action Started K1 Nathan Waistell (Mobile)		AUT
07/12/2024 16:06:21	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
07/12/2024 16:06:21	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
07/12/2024 16:06:21	Action Started K1 Maaliq Okten (Mobile)		AUT
07/12/2024 16:06:21	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
07/12/2024 16:06:21	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
07/12/2024 16:06:21	Released alarm		AUT
07/12/2024 16:06:22	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 16:06:22	Action Started K2		AUT
07/12/2024 16:06:31	Action in progress: Email sent KE2		AUT
07/12/2024 16:06:31	Outcome : Contacted No Response Required KE2		AUT
07/12/2024 16:06:31	Alarm closed (Opr)		AUT
07/12/2024 16:08:48	Message Handling Text	KT1KE2	07/12/2024 16:09:00
07/12/2024 16:08:48	Contact Name : paul		
07/12/2024 16:08:48	Contact Addr : Bloxham Grove Farm		
07/12/2024 16:08:48	Message Handling Text Bloxham Grove Farm		
07/12/2024 16:08:48	Contact Adr2 : Bloxham Grove Road, Bloxham Grove, BANBURY, OX15 4LL		
07/12/2024 16:08:48	Call logged by : ah , 192.168.10.221		
07/12/2024 16:08:48	Contact Phone : 07831 304 348		
07/12/2024 16:08:48	internet is down , needs eng assistance		
07/12/2024 16:08:56	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 16:08:56	Action Started K1 Edward Catling (Mobile)		AUT
07/12/2024 16:08:56	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/12/2024 16:08:56	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/12/2024 16:08:56	Action Started K1 Sam Savin (Mobile)		AUT
07/12/2024 16:08:56	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/12/2024 16:08:56	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/12/2024 16:08:57	Action Started K1 Justin Parker (Mobile)		AUT
07/12/2024 16:08:57	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/12/2024 16:08:57	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/12/2024 16:08:57	Action Started K1 Lewis Jones (Mobile)		AUT
07/12/2024 16:08:57	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
07/12/2024 16:08:57	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
07/12/2024 16:08:57	Action Started K1 Alex Beeston (Mobile)		AUT
07/12/2024 16:08:57	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/12/2024 16:08:57	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
07/12/2024 16:08:58	Action Started K1 Nathan Waistell (Mobile)		AUT

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

07/12/2024 16:08:58	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 16:08:58	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 16:08:58	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 16:08:58	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 16:08:58	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 16:08:58	Released alarm	AUT
07/12/2024 16:09:00	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 16:09:00	Action Started K2	AUT
07/12/2024 16:09:00	Action in progress: Email sent KE2	AUT
07/12/2024 16:09:00	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 16:09:00	Alarm closed (Opr)	AUT
07/12/2024 16:17:15	Message Handling Text KT1KE2 07/12/2024 16:17:28	
07/12/2024 16:17:15	Contact Name : paul	
07/12/2024 16:17:15	Contact Addr : Bloxham Grove Farm	
07/12/2024 16:17:15	Message Handling Text Bloxham Grove Farm	
07/12/2024 16:17:15	Contact Adr2 : Bloxham Grove Road, Bloxham Grove, BANBURY, OX15 4LL	
07/12/2024 16:17:15	Call logged by : ah , 192.168.10.221	
07/12/2024 16:17:15	Contact Phone : 07831 304 348	
07/12/2024 16:17:15	internet is down , needs eng assistance	
07/12/2024 16:17:22	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 16:17:22	Action Started K1 Edward Catling (Mobile)	AUT
07/12/2024 16:17:22	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/12/2024 16:17:22	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/12/2024 16:17:22	Action Started K1 Sam Savin (Mobile)	AUT
07/12/2024 16:17:22	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 16:17:22	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 16:17:23	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 16:17:23	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 16:17:23	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 16:17:23	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 16:17:23	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 16:17:23	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 16:17:23	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 16:17:23	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 16:17:23	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 16:17:24	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 16:17:24	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 16:17:24	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 16:17:24	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 16:17:24	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 16:17:24	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 16:17:24	Released alarm	AUT
07/12/2024 16:17:27	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 16:17:27	Action Started K2	AUT
07/12/2024 16:17:27	Action in progress: Email sent KE2	AUT
07/12/2024 16:17:27	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 16:17:28	Alarm closed (Opr)	AUT
07/12/2024 17:16:45	Message Handling Text KT1KE2 07/12/2024 17:16:57	
07/12/2024 17:16:45	Contact Name : harry McGowan	
07/12/2024 17:16:45	Contact Addr : , Astrop Hill Farmhouse	
07/12/2024 17:16:45	Contact Adr2 : Warkworth Road, Kings Sutton, BANBURY, OX17 3DU	
07/12/2024 17:16:45	Contact Phone : 07801 227 366	
07/12/2024 17:16:45	WIFI is out in area at the moment customer would l	
07/12/2024 17:16:45	ike to know if there's anymore information on when	
07/12/2024 17:16:45	it might restore	
07/12/2024 17:16:45	Message Handling Text Astrop Hill Farmhouse	
07/12/2024 17:16:45	Call logged by : dbo, 192.168.10.39	
07/12/2024 17:16:53	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 17:16:53	Action Started K1 Edward Catling (Mobile)	AUT
07/12/2024 17:16:53	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/12/2024 17:16:53	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT

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

07/12/2024 17:16:54	Action Started K1 Sam Savin (Mobile)	AUT
07/12/2024 17:16:54	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 17:16:54	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 17:16:54	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 17:16:54	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 17:16:54	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 17:16:54	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 17:16:54	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 17:16:54	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 17:16:55	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 17:16:55	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 17:16:55	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 17:16:55	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:16:55	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:16:55	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:16:55	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:16:55	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:16:55	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:16:56	Released alarm	AUT
07/12/2024 17:16:57	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 17:16:57	Action Started K2	AUT
07/12/2024 17:16:57	Action in progress: Email sent KE2	AUT
07/12/2024 17:16:57	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 17:16:57	Alarm closed (Opr)	AUT
07/12/2024 17:25:23	Message Handling Text	KT1KE2
07/12/2024 17:25:23	07/12/2024 17:25:34	
07/12/2024 17:25:23	Message Handling Text High Furze Farm	
07/12/2024 17:25:23	Contact Name : chris briggs	
07/12/2024 17:25:23	Call logged by : dbo, 192.168.10.39	
07/12/2024 17:25:23	Contact Addr : , High Furze Farm	
07/12/2024 17:25:23	Contact Adr2 : Tidmington, SHIPSTON-ON-STOUR, CV36 5LR	
07/12/2024 17:25:23	Contact Phone : 01608 661 226	
07/12/2024 17:25:23	broadband is not working, customer would like some	
07/12/2024 17:25:23	advise	
07/12/2024 17:25:29	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 17:25:29	Action Started K1 Edward Catling (Mobile)	AUT
07/12/2024 17:25:30	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/12/2024 17:25:30	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/12/2024 17:25:30	Action Started K1 Sam Savin (Mobile)	AUT
07/12/2024 17:25:30	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 17:25:30	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 17:25:30	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 17:25:30	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 17:25:30	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 17:25:30	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 17:25:31	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 17:25:31	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 17:25:31	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 17:25:31	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 17:25:31	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 17:25:31	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:25:31	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:25:31	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:25:32	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:25:32	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:25:32	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:25:32	Released alarm	AUT
07/12/2024 17:25:33	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 17:25:33	Action Started K2	AUT
07/12/2024 17:25:34	Action in progress: Email sent KE2	AUT
07/12/2024 17:25:34	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 17:25:34	Alarm closed (Opr)	AUT

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

07/12/2024 17:40:01	Message Handling Text	KT1KE2	07/12/2024 17:40:14
07/12/2024 17:40:01	Contact Name : peter piddock		
07/12/2024 17:40:01	Contact Addr : . The Laundry, Bloxham Grove Farm		
07/12/2024 17:40:01	Contact Adr2 : Bloxham Grove Road, Bloxham Grove, BANBURY, OX15 4LL		
07/12/2024 17:40:01	Contact Phone : 0779 332 2745		
07/12/2024 17:40:01	Message Handling Text The Laundry, Bloxham Grove Farm		
07/12/2024 17:40:01	WIFI has gone down in the house.		
07/12/2024 17:40:01	Call logged by : ola, 192.168.10.21		
07/12/2024 17:40:09	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 17:40:10	Action Started K1 Edward Catling (Mobile)		AUT
07/12/2024 17:40:10	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/12/2024 17:40:10	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/12/2024 17:40:10	Action Started K1 Sam Savin (Mobile)		AUT
07/12/2024 17:40:10	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/12/2024 17:40:10	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/12/2024 17:40:10	Action Started K1 Justin Parker (Mobile)		AUT
07/12/2024 17:40:10	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/12/2024 17:40:10	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/12/2024 17:40:11	Action Started K1 Lewis Jones (Mobile)		AUT
07/12/2024 17:40:11	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
07/12/2024 17:40:11	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
07/12/2024 17:40:11	Action Started K1 Alex Beeston (Mobile)		AUT
07/12/2024 17:40:11	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/12/2024 17:40:11	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
07/12/2024 17:40:11	Action Started K1 Nathan Waistell (Mobile)		AUT
07/12/2024 17:40:11	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
07/12/2024 17:40:11	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
07/12/2024 17:40:12	Action Started K1 Maaliq Okten (Mobile)		AUT
07/12/2024 17:40:12	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
07/12/2024 17:40:12	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
07/12/2024 17:40:12	Released alarm		AUT
07/12/2024 17:40:13	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 17:40:13	Action Started K2		AUT
07/12/2024 17:40:14	Action in progress: Email sent KE2		AUT
07/12/2024 17:40:14	Outcome : Contacted No Response Required KE2		AUT
07/12/2024 17:40:14	Alarm closed (Opr)		AUT
07/12/2024 17:40:53	Message Handling Text	KT1KE2	07/12/2024 17:41:09
07/12/2024 17:40:53	Message Handling Text Aynho Fields		
07/12/2024 17:40:53	Contact Addr : Aynho Fields		
07/12/2024 17:40:53	Contact Adr2 : Croughton Road, Aynho, BANBURY, OX17 3AU		
07/12/2024 17:40:53	Contact Phone : 07709929602		
07/12/2024 17:40:53	Contact Name : mr brown		
07/12/2024 17:40:53	the wireless internet is down and they would like		
07/12/2024 17:40:53	Call logged by : jt, 192.168.10.11		
07/12/2024 17:40:53	a phone call for some advice		
07/12/2024 17:41:02	Being Handled Message Handling Text - Site Status Unknown		AUT
07/12/2024 17:41:02	Action Started K1 Edward Catling (Mobile)		AUT
07/12/2024 17:41:02	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/12/2024 17:41:02	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/12/2024 17:41:02	Action Started K1 Sam Savin (Mobile)		AUT
07/12/2024 17:41:02	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/12/2024 17:41:02	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/12/2024 17:41:02	Action Started K1 Justin Parker (Mobile)		AUT
07/12/2024 17:41:02	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/12/2024 17:41:02	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/12/2024 17:41:03	Action Started K1 Lewis Jones (Mobile)		AUT
07/12/2024 17:41:03	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
07/12/2024 17:41:03	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
07/12/2024 17:41:03	Action Started K1 Alex Beeston (Mobile)		AUT
07/12/2024 17:41:03	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/12/2024 17:41:03	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT

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

07/12/2024 17:41:03	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:41:03	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:41:03	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 17:41:04	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:41:04	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:41:04	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 17:41:04	Released alarm	AUT
07/12/2024 17:41:08	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 17:41:08	Action Started K2	AUT
07/12/2024 17:41:09	Action in progress: Email sent KE2	AUT
07/12/2024 17:41:09	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 17:41:09	Alarm closed (Opr)	AUT
07/12/2024 18:54:05	Message Handling Text	KT1KE2 07/12/2024 18:54:17
07/12/2024 18:54:05	Contact Name : marcus chambers	
07/12/2024 18:54:05	Message Handling Text Hinchwick Hill	
07/12/2024 18:54:05	Contact Addr : . Hinchwick Hill	
07/12/2024 18:54:05	Contact Phone : 07738490619	
07/12/2024 18:54:05	Contact Adr2 : Old Hinchwick, Condicote, CHELTENHAM, GL54 1EX	
07/12/2024 18:54:05	having broadband issues cant connect to anything.	
07/12/2024 18:54:05	Call logged by : BIA, 192.168.10.67	
07/12/2024 18:54:12	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 18:54:12	Action Started K1 Edward Catling (Mobile)	AUT
07/12/2024 18:54:12	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/12/2024 18:54:12	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/12/2024 18:54:12	Action Started K1 Sam Savin (Mobile)	AUT
07/12/2024 18:54:12	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 18:54:12	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 18:54:13	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 18:54:13	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 18:54:13	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 18:54:13	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 18:54:13	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 18:54:13	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 18:54:13	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 18:54:13	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 18:54:13	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 18:54:14	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 18:54:14	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 18:54:14	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 18:54:14	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 18:54:14	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 18:54:14	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 18:54:14	Released alarm	AUT
07/12/2024 18:54:17	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 18:54:17	Action Started K2	AUT
07/12/2024 18:54:17	Action in progress: Email sent KE2	AUT
07/12/2024 18:54:17	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 18:54:17	Alarm closed (Opr)	AUT
07/12/2024 19:54:49	Message Handling Text	KT1KE2 07/12/2024 19:55:01
07/12/2024 19:54:49	Contact Name : james	
07/12/2024 19:54:49	Contact Addr : Merriscourt House	
07/12/2024 19:54:49	Contact Adr2 : Merriscourt, Churchill, CHIPPING NORTON, OX7 6QX	
07/12/2024 19:54:49	Message Handling Text Merriscourt House	
07/12/2024 19:54:49	Contact Phone : 07921505136	
07/12/2024 19:54:49	Call logged by : sbr, 192.168.10.111	
07/12/2024 19:54:49	no internet please call for assistance	
07/12/2024 19:54:55	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 19:54:55	Action Started K1 Edward Catling (Mobile)	AUT
07/12/2024 19:54:56	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/12/2024 19:54:56	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/12/2024 19:54:56	Action Started K1 Sam Savin (Mobile)	AUT

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

07/12/2024 19:54:56	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/12/2024 19:54:56	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/12/2024 19:54:56	Action Started K1 Justin Parker (Mobile)	AUT
07/12/2024 19:54:56	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/12/2024 19:54:56	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/12/2024 19:54:57	Action Started K1 Lewis Jones (Mobile)	AUT
07/12/2024 19:54:57	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
07/12/2024 19:54:57	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
07/12/2024 19:54:57	Action Started K1 Alex Beeston (Mobile)	AUT
07/12/2024 19:54:57	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/12/2024 19:54:57	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/12/2024 19:54:57	Action Started K1 Nathan Waistell (Mobile)	AUT
07/12/2024 19:54:57	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 19:54:57	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/12/2024 19:54:57	Action Started K1 Maaliq Okten (Mobile)	AUT
07/12/2024 19:54:58	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 19:54:58	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
07/12/2024 19:54:58	Released alarm	AUT
07/12/2024 19:55:00	Being Handled Message Handling Text - Site Status Unknown	AUT
07/12/2024 19:55:00	Action Started K2	AUT
07/12/2024 19:55:01	Action in progress: Email sent KE2	AUT
07/12/2024 19:55:01	Outcome : Contacted No Response Required KE2	AUT
07/12/2024 19:55:01	Alarm closed (Opr)	AUT

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