

Message Handling Report for Wurzel Ltd

Report for period: 07/02/2025 at 8:00 AM to 08/02/2025 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

07/02/2025 18:04:48	Message Handling Text	KT1KE2	07/02/2025 18:05:02
07/02/2025 18:04:48	Contact Name : matthew		
07/02/2025 18:04:48	Contact Addr : . Westington Hill Farm		
07/02/2025 18:04:48	Message Handling Text Westington Hill Farm		
07/02/2025 18:04:48	Contact Adr2 : ., CHIPPING CAMPDEN, GL55 6BX		
07/02/2025 18:04:48	Call logged by : vda, 192.168.10.38		
07/02/2025 18:04:48	Contact Phone : 07380 799 316		
07/02/2025 18:04:48	needs assistance has no internet to alarm please c		
07/02/2025 18:04:48	all asap		
07/02/2025 18:04:55	Being Handled Message Handling Text - Site Status Unknown		AUT
07/02/2025 18:04:55	Action Started K1 Sam Savin (Mobile)		AUT
07/02/2025 18:04:55	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/02/2025 18:04:55	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/02/2025 18:04:55	Action Started K1 Sam Savin (Mobile)		AUT
07/02/2025 18:04:55	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/02/2025 18:04:55	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/02/2025 18:04:56	Action Started K1 Edward Catling (Mobile)		AUT
07/02/2025 18:04:56	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/02/2025 18:04:56	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/02/2025 18:04:56	Action Started K1 Sam Crockford (Mobile)		AUT
07/02/2025 18:04:56	Action in progress: SMS sent KT1 Sam Crockford (Mobile)		AUT
07/02/2025 18:04:56	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)		AUT
07/02/2025 18:04:57	Action Started K1 Cristian Enache (Mobile)		AUT
07/02/2025 18:04:57	Action in progress: SMS sent KT1 Cristian Enache (Mobile)		AUT
07/02/2025 18:04:57	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)		AUT
07/02/2025 18:04:57	Action Started K1 Alex Beeston (Mobile)		AUT
07/02/2025 18:04:57	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/02/2025 18:04:57	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
07/02/2025 18:04:57	Action Started K1 James Thompson (Mobile)		AUT
07/02/2025 18:04:57	Action in progress: SMS sent KT1 James Thompson (Mobile)		AUT
07/02/2025 18:04:57	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)		AUT
07/02/2025 18:04:58	Action Started K1 Justin Parker (Mobile)		AUT
07/02/2025 18:04:58	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/02/2025 18:04:58	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/02/2025 18:04:58	Action Started K1 Justin Parker (Mobile)		AUT
07/02/2025 18:04:58	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/02/2025 18:04:58	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/02/2025 18:04:58	Action Started K1 Nathan Waistell (Mobile)		AUT
07/02/2025 18:04:58	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
07/02/2025 18:04:58	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
07/02/2025 18:04:59	Released alarm		AUT
07/02/2025 18:05:01	Being Handled Message Handling Text - Site Status Unknown		AUT
07/02/2025 18:05:01	Action Started K2		AUT
07/02/2025 18:05:02	Action in progress: Email sent KE2		AUT
07/02/2025 18:05:02	Outcome : Contacted No Response Required KE2		AUT
07/02/2025 18:05:02	Alarm closed (Opr)		AUT
07/02/2025 19:07:16	Message Handling Text	KT1KE2	07/02/2025 19:07:27
07/02/2025 19:07:16	Message Handling Text Mulbury House		

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

07/02/2025 19:07:16	Contact Name : ian		
07/02/2025 19:07:16	Call logged by : rha, 192.168.10.130		
07/02/2025 19:07:16	Contact Addr : . Mulbury House		
07/02/2025 19:07:16	Contact Adr2 : Wigginton, BANBURY, OX15 4LA		
07/02/2025 19:07:16	Contact Phone : 0771 398 5646		
07/02/2025 19:07:16	internet down for the past hour - please call to advise		
07/02/2025 19:07:21	Being Handled Message Handling Text - Site Status Unknown		AUT
07/02/2025 19:07:21	Action Started K1 Sam Savin (Mobile)		AUT
07/02/2025 19:07:21	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/02/2025 19:07:21	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/02/2025 19:07:22	Action Started K1 Sam Savin (Mobile)		AUT
07/02/2025 19:07:22	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/02/2025 19:07:22	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/02/2025 19:07:22	Action Started K1 Edward Catling (Mobile)		AUT
07/02/2025 19:07:22	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
07/02/2025 19:07:22	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
07/02/2025 19:07:22	Action Started K1 Sam Crockford (Mobile)		AUT
07/02/2025 19:07:22	Action in progress: SMS sent KT1 Sam Crockford (Mobile)		AUT
07/02/2025 19:07:23	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)		AUT
07/02/2025 19:07:23	Action Started K1 Cristian Enache (Mobile)		AUT
07/02/2025 19:07:23	Action in progress: SMS sent KT1 Cristian Enache (Mobile)		AUT
07/02/2025 19:07:23	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)		AUT
07/02/2025 19:07:23	Action Started K1 Alex Beeston (Mobile)		AUT
07/02/2025 19:07:23	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
07/02/2025 19:07:23	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
07/02/2025 19:07:23	Action Started K1 James Thompson (Mobile)		AUT
07/02/2025 19:07:24	Action in progress: SMS sent KT1 James Thompson (Mobile)		AUT
07/02/2025 19:07:24	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)		AUT
07/02/2025 19:07:24	Action Started K1 Justin Parker (Mobile)		AUT
07/02/2025 19:07:24	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/02/2025 19:07:24	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/02/2025 19:07:24	Action Started K1 Justin Parker (Mobile)		AUT
07/02/2025 19:07:24	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
07/02/2025 19:07:24	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
07/02/2025 19:07:25	Action Started K1 Nathan Waistell (Mobile)		AUT
07/02/2025 19:07:25	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
07/02/2025 19:07:25	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
07/02/2025 19:07:25	Released alarm		AUT
07/02/2025 19:07:27	Being Handled Message Handling Text - Site Status Unknown		AUT
07/02/2025 19:07:27	Action Started K2		AUT
07/02/2025 19:07:27	Action in progress: Email sent KE2		AUT
07/02/2025 19:07:27	Outcome : Contacted No Response Required KE2		AUT
07/02/2025 19:07:27	Alarm closed (Opr)		AUT
07/02/2025 19:34:02	Message Handling Text	KT1KE2	07/02/2025 19:34:13
07/02/2025 19:34:02	Contact Name : Mathew Aizen		
07/02/2025 19:34:02	Contact Addr : Residential Westington Hill Farm		
07/02/2025 19:34:02	Contact Adr2 : ., CHIPPING CAMPDEN, GL55 6BX		
07/02/2025 19:34:02	Message Handling Text Westington Hill Farm		
07/02/2025 19:34:02	Contact Phone : 07 380 799 316		
07/02/2025 19:34:02	Call logged by : tkh, 192.168.10.122		
07/02/2025 19:34:02	Job relogged. Problem with the broad band. The equipment has been restarted but the problem has not been resolved. No internet. Please call.		
07/02/2025 19:34:04	User acknowledged this event		TKH
07/02/2025 19:34:08	Being Handled Message Handling Text - Site Status Unknown		AUT
07/02/2025 19:34:08	Action Started K1 Sam Savin (Mobile)		AUT
07/02/2025 19:34:08	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
07/02/2025 19:34:08	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
07/02/2025 19:34:08	Action Started K1 Sam Savin (Mobile)		AUT
07/02/2025 19:34:08	Action in progress: SMS sent KT1 Sam Savin (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

07/02/2025 19:34:08	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/02/2025 19:34:09	Action Started K1 Edward Catling (Mobile)	AUT
07/02/2025 19:34:09	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/02/2025 19:34:09	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/02/2025 19:34:09	Action Started K1 Sam Crockford (Mobile)	AUT
07/02/2025 19:34:09	Action in progress: SMS sent KT1 Sam Crockford (Mobile)	AUT
07/02/2025 19:34:09	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)	AUT
07/02/2025 19:34:09	Action Started K1 Cristian Enache (Mobile)	AUT
07/02/2025 19:34:09	Action in progress: SMS sent KT1 Cristian Enache (Mobile)	AUT
07/02/2025 19:34:09	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)	AUT
07/02/2025 19:34:10	Action Started K1 Alex Beeston (Mobile)	AUT
07/02/2025 19:34:10	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/02/2025 19:34:10	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/02/2025 19:34:10	Action Started K1 James Thompson (Mobile)	AUT
07/02/2025 19:34:10	Action in progress: SMS sent KT1 James Thompson (Mobile)	AUT
07/02/2025 19:34:10	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)	AUT
07/02/2025 19:34:10	Action Started K1 Justin Parker (Mobile)	AUT
07/02/2025 19:34:10	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:34:10	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:34:11	Action Started K1 Justin Parker (Mobile)	AUT
07/02/2025 19:34:11	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:34:11	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:34:11	Action Started K1 Nathan Waistell (Mobile)	AUT
07/02/2025 19:34:11	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/02/2025 19:34:11	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/02/2025 19:34:11	Released alarm	AUT
07/02/2025 19:34:12	Being Handled Message Handling Text - Site Status Unknown	AUT
07/02/2025 19:34:12	Action Started K2	AUT
07/02/2025 19:34:13	Action in progress: Email sent KE2	AUT
07/02/2025 19:34:13	Outcome : Contacted No Response Required KE2	AUT
07/02/2025 19:34:13	Alarm closed (Opr)	AUT
07/02/2025 19:41:05	Message Handling Text	KT1KE2 07/02/2025 19:41:17
07/02/2025 19:41:05	Contact Name : william Birtles	
07/02/2025 19:41:05	Contact Addr : residential High Wood Farm	
07/02/2025 19:41:05	Contact Adr2 : Hook Norton Road, Swerford, CHIPPING NORTON, OX7 4BE	
07/02/2025 19:41:05	Contact Phone : 07496 394 338	
07/02/2025 19:41:05	Message Handling Text High Wood Farm	
07/02/2025 19:41:05	Broadband is not working at all, has tried to rese	
07/02/2025 19:41:05	Call logged by : LMB, 192.168.10.157	
07/02/2025 19:41:05	t but no luck please call to advise Thank you	
07/02/2025 19:41:11	Being Handled Message Handling Text - Site Status Unknown	AUT
07/02/2025 19:41:11	Action Started K1 Sam Savin (Mobile)	AUT
07/02/2025 19:41:12	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/02/2025 19:41:12	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/02/2025 19:41:12	Action Started K1 Sam Savin (Mobile)	AUT
07/02/2025 19:41:12	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
07/02/2025 19:41:12	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
07/02/2025 19:41:12	Action Started K1 Edward Catling (Mobile)	AUT
07/02/2025 19:41:12	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
07/02/2025 19:41:12	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
07/02/2025 19:41:13	Action Started K1 Sam Crockford (Mobile)	AUT
07/02/2025 19:41:13	Action in progress: SMS sent KT1 Sam Crockford (Mobile)	AUT
07/02/2025 19:41:13	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)	AUT
07/02/2025 19:41:13	Action Started K1 Cristian Enache (Mobile)	AUT
07/02/2025 19:41:13	Action in progress: SMS sent KT1 Cristian Enache (Mobile)	AUT
07/02/2025 19:41:13	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)	AUT
07/02/2025 19:41:13	Action Started K1 Alex Beeston (Mobile)	AUT
07/02/2025 19:41:13	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
07/02/2025 19:41:13	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
07/02/2025 19:41:14	Action Started K1 James Thompson (Mobile)	AUT
07/02/2025 19:41:14	Action in progress: SMS sent KT1 James Thompson (Mobile)	AUT

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07/02/2025 19:41:14	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)	AUT
07/02/2025 19:41:14	Action Started K1 Justin Parker (Mobile)	AUT
07/02/2025 19:41:14	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:41:14	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:41:14	Action Started K1 Justin Parker (Mobile)	AUT
07/02/2025 19:41:14	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:41:14	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
07/02/2025 19:41:15	Action Started K1 Nathan Waistell (Mobile)	AUT
07/02/2025 19:41:15	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
07/02/2025 19:41:15	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
07/02/2025 19:41:15	Released alarm	AUT
07/02/2025 19:41:16	Being Handled Message Handling Text - Site Status Unknown	AUT
07/02/2025 19:41:16	Action Started K2	AUT
07/02/2025 19:41:17	Action in progress: Email sent KE2	AUT
07/02/2025 19:41:17	Outcome : Contacted No Response Required KE2	AUT
07/02/2025 19:41:17	Alarm closed (Opr)	AUT

Actions

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

Legend:

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