

Message Handling Report for Wurzel Ltd

Report for period: 09/07/2026 at 8:00 AM to 10/07/2026 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

09/07/2026 18:40:00	Message Handling Text	KT1KE2	09/07/2026 18:40:24
09/07/2026 18:40:00	Contact Name: Chris,		
09/07/2026 18:40:00	Contact Addr: , High Furze Farm,		
09/07/2026 18:40:00	Message Handling Text High Furze Farm",		
09/07/2026 18:40:00	Contact Addr2: Tidmington, SHIPSTON-ON-STOUR, CV36 5LR,		
09/07/2026 18:40:00	IP Address: 172.18.0.5		
09/07/2026 18:40:00	Contact Phone: 01608 661 226,		
09/07/2026 18:40:00	Message Content: Internet has gone down needs help.,		
09/07/2026 18:40:00	Initials: LGD,		
09/07/2026 18:40:07	Being Handled Message Handling Text - Site Status Unknown		ON1
09/07/2026 18:40:12	Action Started K1 Sam Savin (Mobile)		ON1
09/07/2026 18:40:13	Action in progress: SMS sent KT1 Sam Savin (Mobile)		ON1
09/07/2026 18:40:13	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		ON1
09/07/2026 18:40:13	Action Started K1 Sam Savin (Mobile)		ON1
09/07/2026 18:40:13	Action in progress: SMS sent KT1 Sam Savin (Mobile)		ON1
09/07/2026 18:40:13	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		ON1
09/07/2026 18:40:14	Action Started K1 Edward Catling (Mobile)		ON1
09/07/2026 18:40:15	Action in progress: SMS sent KT1 Edward Catling (Mobile)		ON1
09/07/2026 18:40:15	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		ON1
09/07/2026 18:40:15	Action Started K1 Sam Crockford (Mobile)		ON1
09/07/2026 18:40:15	Action in progress: SMS sent KT1 Sam Crockford (Mobile)		ON1
09/07/2026 18:40:15	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)		ON1
09/07/2026 18:40:16	Action Started K1 Cristian Enache (Mobile)		ON1
09/07/2026 18:40:17	Action in progress: SMS sent KT1 Cristian Enache (Mobile)		ON1
09/07/2026 18:40:17	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)		ON1
09/07/2026 18:40:17	Action Started K1 Alex Beeston (Mobile)		ON1
09/07/2026 18:40:18	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		ON1
09/07/2026 18:40:18	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		ON1
09/07/2026 18:40:18	Action Started K1 James Thompson (Mobile)		ON1
09/07/2026 18:40:19	Action in progress: SMS sent KT1 James Thompson (Mobile)		ON1
09/07/2026 18:40:19	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)		ON1
09/07/2026 18:40:19	Action Started K1 Justin Parker (Mobile)		ON1
09/07/2026 18:40:20	Action in progress: SMS sent KT1 Justin Parker (Mobile)		ON1
09/07/2026 18:40:20	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		ON1
09/07/2026 18:40:21	Action Started K1 Justin Parker (Mobile)		ON1
09/07/2026 18:40:22	Action in progress: SMS sent KT1 Justin Parker (Mobile)		ON1
09/07/2026 18:40:22	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		ON1
09/07/2026 18:40:22	Action Started K1 Nathan Waistell (Mobile)		ON1
09/07/2026 18:40:23	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		ON1
09/07/2026 18:40:23	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		ON1
09/07/2026 18:40:23	Being Handled Message Handling Text - Site Status Unknown		OD1
09/07/2026 18:40:23	Action Started K2		OD1
09/07/2026 18:40:23	Released alarm		ON1
09/07/2026 18:40:23	Action in progress: Email sent KE2		OD1
09/07/2026 18:40:24	Outcome : Contacted No Response Required KE2		OD1
09/07/2026 18:40:24	Alarm closed (Opr)		OD1
09/07/2026 19:14:46	Message Handling Text	KT1KE2	09/07/2026 19:15:02
09/07/2026 19:14:46	Message Handling Text The Cottage, Ditchford Friary",		

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

09/07/2026 19:14:46	Contact Name: Kelly,		
09/07/2026 19:14:46	IP Address: 172.18.0.5		
09/07/2026 19:14:46	Contact Addr: , The Cottage, Ditchford Friary,		
09/07/2026 19:14:46	Contact Addr2: Tidmington, SHIPSTON-ON-STOUR, CV36 5LR,		
09/07/2026 19:14:46	Contact Phone: 07977 568 008,		
09/07/2026 19:14:46	Message Content: Internet has not been working for last few hours - customer tried power cycling the equipment multiple times,		
09/07/2026 19:14:46	Initials: HHU,		
09/07/2026 19:14:52	Being Handled Message Handling Text - Site Status Unknown		AUT
09/07/2026 19:14:52	Action Started K1 Sam Savin (Mobile)		AUT
09/07/2026 19:14:53	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
09/07/2026 19:14:53	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
09/07/2026 19:14:53	Action Started K1 Sam Savin (Mobile)		AUT
09/07/2026 19:14:53	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
09/07/2026 19:14:54	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
09/07/2026 19:14:54	Action Started K1 Edward Catling (Mobile)		AUT
09/07/2026 19:14:54	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
09/07/2026 19:14:54	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
09/07/2026 19:14:55	Action Started K1 Sam Crockford (Mobile)		AUT
09/07/2026 19:14:55	Action in progress: SMS sent KT1 Sam Crockford (Mobile)		AUT
09/07/2026 19:14:55	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)		AUT
09/07/2026 19:14:55	Action Started K1 Cristian Enache (Mobile)		AUT
09/07/2026 19:14:56	Action in progress: SMS sent KT1 Cristian Enache (Mobile)		AUT
09/07/2026 19:14:56	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)		AUT
09/07/2026 19:14:56	Action Started K1 Alex Beeston (Mobile)		AUT
09/07/2026 19:14:56	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
09/07/2026 19:14:56	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
09/07/2026 19:14:57	Action Started K1 James Thompson (Mobile)		AUT
09/07/2026 19:14:57	Action in progress: SMS sent KT1 James Thompson (Mobile)		AUT
09/07/2026 19:14:57	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)		AUT
09/07/2026 19:14:57	Action Started K1 Justin Parker (Mobile)		AUT
09/07/2026 19:14:58	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
09/07/2026 19:14:58	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
09/07/2026 19:14:58	Action Started K1 Justin Parker (Mobile)		AUT
09/07/2026 19:14:59	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
09/07/2026 19:14:59	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
09/07/2026 19:14:59	Action Started K1 Nathan Waistell (Mobile)		AUT
09/07/2026 19:14:59	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
09/07/2026 19:14:59	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
09/07/2026 19:15:00	Released alarm		AUT
09/07/2026 19:15:01	Being Handled Message Handling Text - Site Status Unknown		AUT
09/07/2026 19:15:01	Action Started K2		AUT
09/07/2026 19:15:02	Action in progress: Email sent KE2		AUT
09/07/2026 19:15:02	Outcome : Contacted No Response Required KE2		AUT
09/07/2026 19:15:02	Alarm closed (Opr)		AUT
10/07/2026 07:40:27	Message Handling Text	KT1KE2	10/07/2026 07:40:44
10/07/2026 07:40:27	Contact Name: chris briggs,		
10/07/2026 07:40:27	Contact Addr: High Furze Farm, High Furze Farm,		
10/07/2026 07:40:27	Contact Addr2: Tidmington, SHIPSTON-ON-STOUR, CV36 5LR,		
10/07/2026 07:40:27	Message Handling Text High Furze Farm",		
10/07/2026 07:40:27	Contact Phone: 01608 661 226,		
10/07/2026 07:40:27	IP Address: 172.18.0.5		
10/07/2026 07:40:27	Message Content: No internet connection, unable to reset. Please call ,		
10/07/2026 07:40:27	Initials: KM ,		
10/07/2026 07:40:33	Being Handled Message Handling Text - Site Status Unknown		AUT
10/07/2026 07:40:33	Action Started K1 Sam Savin (Mobile)		AUT
10/07/2026 07:40:34	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
10/07/2026 07:40:34	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
10/07/2026 07:40:34	Action Started K1 Sam Savin (Mobile)		AUT
10/07/2026 07:40:35	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

10/07/2026 07:40:35	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
10/07/2026 07:40:35	Action Started K1 Edward Catling (Mobile)	AUT
10/07/2026 07:40:35	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
10/07/2026 07:40:35	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
10/07/2026 07:40:36	Action Started K1 Sam Crockford (Mobile)	AUT
10/07/2026 07:40:36	Action in progress: SMS sent KT1 Sam Crockford (Mobile)	AUT
10/07/2026 07:40:36	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)	AUT
10/07/2026 07:40:37	Action Started K1 Cristian Enache (Mobile)	AUT
10/07/2026 07:40:37	Action in progress: SMS sent KT1 Cristian Enache (Mobile)	AUT
10/07/2026 07:40:37	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)	AUT
10/07/2026 07:40:37	Action Started K1 Alex Beeston (Mobile)	AUT
10/07/2026 07:40:38	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
10/07/2026 07:40:38	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
10/07/2026 07:40:38	Action Started K1 James Thompson (Mobile)	AUT
10/07/2026 07:40:38	Action in progress: SMS sent KT1 James Thompson (Mobile)	AUT
10/07/2026 07:40:38	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)	AUT
10/07/2026 07:40:39	Action Started K1 Justin Parker (Mobile)	AUT
10/07/2026 07:40:39	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
10/07/2026 07:40:39	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
10/07/2026 07:40:40	Action Started K1 Justin Parker (Mobile)	AUT
10/07/2026 07:40:40	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
10/07/2026 07:40:40	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
10/07/2026 07:40:40	Action Started K1 Nathan Waistell (Mobile)	AUT
10/07/2026 07:40:41	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
10/07/2026 07:40:41	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
10/07/2026 07:40:41	Released alarm	AUT
10/07/2026 07:40:43	Being Handled Message Handling Text - Site Status Unknown	AUT
10/07/2026 07:40:43	Action Started K2	AUT
10/07/2026 07:40:43	Action in progress: Email sent KE2	AUT
10/07/2026 07:40:44	Outcome : Contacted No Response Required KE2	AUT
10/07/2026 07:40:44	Alarm closed (Opr)	AUT

Actions

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Legend:

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