

Message Handling Report for Wurzel Ltd

Report for period: 15/12/2024 at 8:00 AM to 16/12/2024 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

15/12/2024 15:51:26	Message Handling Text	KT1KE2	15/12/2024 15:51:36
15/12/2024 15:51:26	Contact Name : Linda		
15/12/2024 15:51:26	Contact Addr : Cottenham Farm House		
15/12/2024 15:51:26	Contact Adr2 : Deddington Road, Great Tew, CHIPPING NORTON, OX7 4DF		
15/12/2024 15:51:26	Message Handling Text Cottenham Farm House		
15/12/2024 15:51:26	Contact Phone : 07500924004		
15/12/2024 15:51:26	Call logged by : jt, 192.168.10.11		
15/12/2024 15:51:26	loss all power around the house please call either		
15/12/2024 15:51:26	on the number above or on this number 0160868333		
15/12/2024 15:51:33	Being Handled Message Handling Text - Site Status Unknown		AUT
15/12/2024 15:51:33	Action Started K1 Edward Catling (Mobile)		AUT
15/12/2024 15:51:33	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
15/12/2024 15:51:33	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
15/12/2024 15:51:33	Action Started K1 Sam Savin (Mobile)		AUT
15/12/2024 15:51:33	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
15/12/2024 15:51:33	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
15/12/2024 15:51:34	Action Started K1 Justin Parker (Mobile)		AUT
15/12/2024 15:51:34	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
15/12/2024 15:51:34	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
15/12/2024 15:51:34	Action Started K1 Lewis Jones (Mobile)		AUT
15/12/2024 15:51:34	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
15/12/2024 15:51:34	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
15/12/2024 15:51:34	Action Started K1 Alex Beeston (Mobile)		AUT
15/12/2024 15:51:34	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
15/12/2024 15:51:34	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
15/12/2024 15:51:35	Action Started K1 Nathan Waistell (Mobile)		AUT
15/12/2024 15:51:35	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
15/12/2024 15:51:35	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
15/12/2024 15:51:35	Action Started K1 Maaliq Okten (Mobile)		AUT
15/12/2024 15:51:35	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
15/12/2024 15:51:35	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
15/12/2024 15:51:35	Released alarm		AUT
15/12/2024 15:51:35	Being Handled Message Handling Text - Site Status Unknown		AUT
15/12/2024 15:51:35	Action Started K2		AUT
15/12/2024 15:51:36	Action in progress: Email sent KE2		AUT
15/12/2024 15:51:36	Outcome : Contacted No Response Required KE2		AUT
15/12/2024 15:51:36	Alarm closed (Opr)		AUT
15/12/2024 17:13:39	Message Handling Text	KT1KE2	15/12/2024 17:13:49
15/12/2024 17:13:39	Message Handling Text Cottenham Farm House		
15/12/2024 17:13:39	Contact Addr : . Cottenham Farm House		
15/12/2024 17:13:39	Contact Name : Linda		
15/12/2024 17:13:39	Contact Phone : 01608 68 33 30		
15/12/2024 17:13:39	Loss all power around the house, logged earlier an		
15/12/2024 17:13:39	d resolved but now issue has escalated, please cal		
15/12/2024 17:13:39	Contact Adr2 : Deddington Road, Great Tew, CHIPPING NORTON, OX7 4DF		
15/12/2024 17:13:39	Call logged by : LSK, 192.168.10.45		

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

15/12/2024 17:13:44	Being Handled Message Handling Text - Site Status Unknown	AUT
15/12/2024 17:13:44	Action Started K1 Edward Catling (Mobile)	AUT
15/12/2024 17:13:44	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
15/12/2024 17:13:44	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
15/12/2024 17:13:44	Action Started K1 Sam Savin (Mobile)	AUT
15/12/2024 17:13:44	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
15/12/2024 17:13:44	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
15/12/2024 17:13:45	Action Started K1 Justin Parker (Mobile)	AUT
15/12/2024 17:13:45	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
15/12/2024 17:13:45	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
15/12/2024 17:13:45	Action Started K1 Lewis Jones (Mobile)	AUT
15/12/2024 17:13:45	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
15/12/2024 17:13:45	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
15/12/2024 17:13:45	Action Started K1 Alex Beeston (Mobile)	AUT
15/12/2024 17:13:45	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
15/12/2024 17:13:45	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
15/12/2024 17:13:46	Action Started K1 Nathan Waistell (Mobile)	AUT
15/12/2024 17:13:46	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
15/12/2024 17:13:46	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
15/12/2024 17:13:46	Action Started K1 Maaliq Okten (Mobile)	AUT
15/12/2024 17:13:46	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
15/12/2024 17:13:46	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
15/12/2024 17:13:46	Released alarm	AUT
15/12/2024 17:13:48	Being Handled Message Handling Text - Site Status Unknown	AUT
15/12/2024 17:13:48	Action Started K2	AUT
15/12/2024 17:13:49	Action in progress: Email sent KE2	AUT
15/12/2024 17:13:49	Outcome : Contacted No Response Required KE2	AUT
15/12/2024 17:13:49	Alarm closed (Opr)	AUT
15/12/2024 18:49:55	Message Handling Text	KT1KE2 15/12/2024 18:50:06
15/12/2024 18:49:55	Message Handling Text Buttermilk Cottage	
15/12/2024 18:49:55	Internet has been down for 3 hours	
15/12/2024 18:49:55	Contact Name : Christopher Murray	
15/12/2024 18:49:55	Contact Addr : , Buttermilk Cottage	
15/12/2024 18:49:55	Contact Adr2 : Barford St. Michael, BANBURY, OX15 0PL	
15/12/2024 18:49:55	Contact Phone : 07778 664 067	
15/12/2024 18:49:55	Call logged by : dbo, 192.168.10.45	
15/12/2024 18:50:01	Being Handled Message Handling Text - Site Status Unknown	AUT
15/12/2024 18:50:01	Action Started K1 Edward Catling (Mobile)	AUT
15/12/2024 18:50:01	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
15/12/2024 18:50:01	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
15/12/2024 18:50:01	Action Started K1 Sam Savin (Mobile)	AUT
15/12/2024 18:50:01	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
15/12/2024 18:50:01	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
15/12/2024 18:50:02	Action Started K1 Justin Parker (Mobile)	AUT
15/12/2024 18:50:02	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
15/12/2024 18:50:02	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
15/12/2024 18:50:02	Action Started K1 Lewis Jones (Mobile)	AUT
15/12/2024 18:50:02	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
15/12/2024 18:50:02	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
15/12/2024 18:50:02	Action Started K1 Alex Beeston (Mobile)	AUT
15/12/2024 18:50:03	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
15/12/2024 18:50:03	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
15/12/2024 18:50:03	Action Started K1 Nathan Waistell (Mobile)	AUT
15/12/2024 18:50:03	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
15/12/2024 18:50:03	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
15/12/2024 18:50:03	Action Started K1 Maaliq Okten (Mobile)	AUT
15/12/2024 18:50:03	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
15/12/2024 18:50:03	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
15/12/2024 18:50:04	Released alarm	AUT
15/12/2024 18:50:06	Being Handled Message Handling Text - Site Status Unknown	AUT
15/12/2024 18:50:06	Action Started K2	AUT

Actions P = Police, K = Keyholder Group, S = Site, A = Special Action, N = Information Page, F = Fire, G = Gen Agency
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15/12/2024 18:50:06	Action in progress: Email sent KE2	AUT
15/12/2024 18:50:06	Outcome : Contacted No Response Required KE2	AUT
15/12/2024 18:50:06	Alarm closed (Opr)	AUT
15/12/2024 19:08:45	Message Handling Text	KT1KE2 15/12/2024 19:08:57
15/12/2024 19:08:45	Message Handling Text Holliers House	
15/12/2024 19:08:45	Call logged by : ASP, 192.168.10.99	
15/12/2024 19:08:45	Contact Name : elliot	
15/12/2024 19:08:45	Contact Addr : residential Holliers House	
15/12/2024 19:08:45	Contact Addr2 : Worton Road, Middle Barton, CHIPPING NORTON, OX7 7DU	
15/12/2024 19:08:45	Contact Phone : 07850394088	
15/12/2024 19:08:45	he's restarted the internet twice and it goes from	
15/12/2024 19:08:45	green to flashing red	
15/12/2024 19:08:51	Being Handled Message Handling Text - Site Status Unknown	AUT
15/12/2024 19:08:52	Action Started K1 Edward Catling (Mobile)	AUT
15/12/2024 19:08:52	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
15/12/2024 19:08:52	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
15/12/2024 19:08:53	Action Started K1 Sam Savin (Mobile)	AUT
15/12/2024 19:08:53	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
15/12/2024 19:08:53	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
15/12/2024 19:08:53	Action Started K1 Justin Parker (Mobile)	AUT
15/12/2024 19:08:53	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
15/12/2024 19:08:53	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
15/12/2024 19:08:54	Action Started K1 Lewis Jones (Mobile)	AUT
15/12/2024 19:08:54	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
15/12/2024 19:08:54	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
15/12/2024 19:08:54	Action Started K1 Alex Beeston (Mobile)	AUT
15/12/2024 19:08:54	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
15/12/2024 19:08:54	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
15/12/2024 19:08:54	Action Started K1 Nathan Waistell (Mobile)	AUT
15/12/2024 19:08:54	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
15/12/2024 19:08:54	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
15/12/2024 19:08:55	Action Started K1 Maaliq Okten (Mobile)	AUT
15/12/2024 19:08:55	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
15/12/2024 19:08:55	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
15/12/2024 19:08:55	Released alarm	AUT
15/12/2024 19:08:57	Being Handled Message Handling Text - Site Status Unknown	AUT
15/12/2024 19:08:57	Action Started K2	AUT
15/12/2024 19:08:57	Action in progress: Email sent KE2	AUT
15/12/2024 19:08:57	Outcome : Contacted No Response Required KE2	AUT
15/12/2024 19:08:57	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