

Message Handling Report for Wurzel Ltd

Report for period: 29/06/2024 at 8:00 AM to 30/06/2024 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

29/06/2024 14:38:46	Message Handling Text	KT1KE2	29/06/2024 14:38:59
29/06/2024 14:38:46	Contact Name : mrs howarth		
29/06/2024 14:38:46	Contact Addr : residential New Braecroft		
29/06/2024 14:38:46	Contact Adr2 : Upper Oddington, MORETON-IN-MARSH, GL56 0XJ		
29/06/2024 14:38:46	Message Handling Text New Braecroft		
29/06/2024 14:38:46	Contact Phone : 07917 681420		
29/06/2024 14:38:46	Call logged by : cw, 192.168.10.122		
29/06/2024 14:38:46	broadband is down		
29/06/2024 14:38:52	Being Handled Message Handling Text - Site Status Unknown		AUT
29/06/2024 14:38:52	Action Started K1 Edward Catling (Mobile)		AUT
29/06/2024 14:38:53	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
29/06/2024 14:38:53	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
29/06/2024 14:38:53	Action Started K1 Sam Savin (Mobile)		AUT
29/06/2024 14:38:53	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
29/06/2024 14:38:53	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
29/06/2024 14:38:53	Action Started K1 Justin Parker (Mobile)		AUT
29/06/2024 14:38:53	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
29/06/2024 14:38:53	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
29/06/2024 14:38:54	Action Started K1 Lewis Jones (Mobile)		AUT
29/06/2024 14:38:54	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
29/06/2024 14:38:54	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
29/06/2024 14:38:54	Action Started K1 Alex Beeston (Mobile)		AUT
29/06/2024 14:38:54	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
29/06/2024 14:38:54	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
29/06/2024 14:38:54	Action Started K1 Nathan Waistell (Mobile)		AUT
29/06/2024 14:38:54	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
29/06/2024 14:38:54	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
29/06/2024 14:38:54	Action Started K1 Maaliq Okten (Mobile)		AUT
29/06/2024 14:38:54	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
29/06/2024 14:38:54	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
29/06/2024 14:38:55	Released alarm		AUT
29/06/2024 14:38:59	Being Handled Message Handling Text - Site Status Unknown		AUT
29/06/2024 14:38:59	Action Started K2		AUT
29/06/2024 14:38:59	Action in progress: Email sent KE2		AUT
29/06/2024 14:38:59	Outcome : Contacted No Response Required KE2		AUT
29/06/2024 14:38:59	Alarm closed (Opr)		AUT
29/06/2024 17:07:15	Message Handling Text	KT1KE2	29/06/2024 17:07:29
29/06/2024 17:07:15	Contact Name : melanie fall		
29/06/2024 17:07:15	Message Handling Text Cornwell Grove		
29/06/2024 17:07:15	Contact Addr : cornwell grove Cornwell Grove		
29/06/2024 17:07:15	Contact Phone : 07971 609 623		
29/06/2024 17:07:15	Contact Adr2 : Cornwell, CHIPPING NORTON, OX7 6TT		
29/06/2024 17:07:15	internet is down		
29/06/2024 17:07:15	Call logged by : cw, 192.168.10.122		
29/06/2024 17:07:23	Being Handled Message Handling Text - Site Status Unknown		AUT
29/06/2024 17:07:23	Action Started K1 Edward Catling (Mobile)		AUT
29/06/2024 17:07:23	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
29/06/2024 17:07:23	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

29/06/2024 17:07:23	Action Started K1 Sam Savin (Mobile)	AUT
29/06/2024 17:07:24	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
29/06/2024 17:07:24	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
29/06/2024 17:07:24	Action Started K1 Justin Parker (Mobile)	AUT
29/06/2024 17:07:24	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
29/06/2024 17:07:24	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)	AUT
29/06/2024 17:07:24	Action Started K1 Lewis Jones (Mobile)	AUT
29/06/2024 17:07:24	Action in progress: SMS sent KT1 Lewis Jones (Mobile)	AUT
29/06/2024 17:07:24	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)	AUT
29/06/2024 17:07:24	Action Started K1 Alex Beeston (Mobile)	AUT
29/06/2024 17:07:24	Action in progress: SMS sent KT1 Alex Beeston (Mobile)	AUT
29/06/2024 17:07:25	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
29/06/2024 17:07:25	Action Started K1 Nathan Waistell (Mobile)	AUT
29/06/2024 17:07:25	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
29/06/2024 17:07:25	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
29/06/2024 17:07:25	Action Started K1 Maaliq Okten (Mobile)	AUT
29/06/2024 17:07:25	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
29/06/2024 17:07:25	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
29/06/2024 17:07:25	Released alarm	AUT
29/06/2024 17:07:29	Being Handled Message Handling Text - Site Status Unknown	AUT
29/06/2024 17:07:29	Action Started K2	AUT
29/06/2024 17:07:29	Action in progress: Email sent KE2	AUT
29/06/2024 17:07:29	Outcome : Contacted No Response Required KE2	AUT
29/06/2024 17:07:29	Alarm closed (Opr)	AUT
29/06/2024 19:09:27	customer rang back as they has no answer from engineer, spoke to sam he said he will get on call engineer to give site a ring.	RGA
29/06/2024 19:46:31	Message Handling Text	KT1KE2 29/06/2024 19:46:51
29/06/2024 19:46:31	Contact Name : melanie	
29/06/2024 19:46:31	Contact Addr : Cornwell Grove	
29/06/2024 19:46:31	Message Handling Text Cornwell Grove	
29/06/2024 19:46:31	Contact Adr2 : Cornwell, CHIPPING NORTON, OX7 6TT	
29/06/2024 19:46:31	Call logged by : rga, 192.168.10.75	
29/06/2024 19:46:31	Contact Phone : 07971609623	
29/06/2024 19:46:31	internet is down, unable to bring it back up, been	
29/06/2024 19:46:31	waiting for a call since 5pm, please call as soon	
29/06/2024 19:46:31	as possible.	
29/06/2024 19:46:41	Being Handled Message Handling Text - Site Status Unknown	AUT
29/06/2024 19:46:45	Action Started K1 Edward Catling (Mobile)	AUT
29/06/2024 19:46:45	Action in progress: SMS sent KT1 Edward Catling (Mobile)	AUT
29/06/2024 19:46:45	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)	AUT
29/06/2024 19:46:45	Action Started K1 Sam Savin (Mobile)	AUT
29/06/2024 19:46:45	Action in progress: SMS sent KT1 Sam Savin (Mobile)	AUT
29/06/2024 19:46:45	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)	AUT
29/06/2024 19:46:46	Action Started K1 Justin Parker (Mobile)	AUT
29/06/2024 19:46:46	Action in progress: SMS sent KT1 Justin Parker (Mobile)	AUT
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29/06/2024 19:46:46	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)	AUT
29/06/2024 19:46:47	Action Started K1 Nathan Waistell (Mobile)	AUT
29/06/2024 19:46:47	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)	AUT
29/06/2024 19:46:47	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)	AUT
29/06/2024 19:46:47	Action Started K1 Maaliq Okten (Mobile)	AUT
29/06/2024 19:46:47	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)	AUT
29/06/2024 19:46:47	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
29/06/2024 19:46:47	Released alarm	AUT
29/06/2024 19:46:50	Being Handled Message Handling Text - Site Status Unknown	AUT
29/06/2024 19:46:50	Action Started K2	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

29/06/2024	19:46:51	Action in progress: Email sent KE2	AUT
29/06/2024	19:46:51	Outcome : Contacted No Response Required KE2	AUT
29/06/2024	19:46:51	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