

## ABC Pty Ltd Monthly Report – November 2002

### Summary:

Flapping/No resolution cases:

Real fault cases (Fault Case Detected):	3
Testing cases (NRC Testing Event):	0
Flapping case (Flapping Devices under 10 Min):	0
<u>Maintenance (Customer Devices Maintenance):</u>	<u>0</u>
Total:	3

### **Closed Cases Description**

ServiceOne Limited monthly case summary report is based on the total number of cases/ticket that CCMS has created.

***I. Consolidated number of cases with different status***

a.	Total number of Case @ Open status	1	Case
b.	Total number of Case @ Closed status	2	Case
c.	Total number of Case created	3	Case

***II. Breakdown on number of Open cases***

a.	Total number of Case on Pending Status	0	Case
b.	Total number of Case on Monitoring Status	1	Case

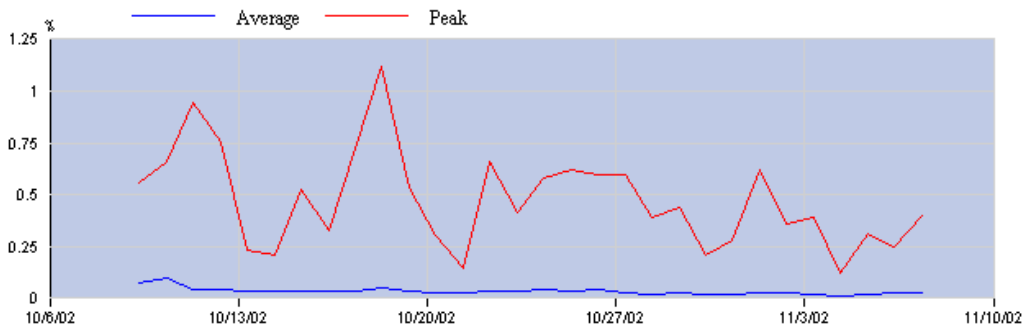
## Case Event Log:-

<b>Date:</b>	<b>Sat Nov 03, 2002 09:42:49</b>
<b>Description:</b>	Cisco2507/Serial_0: Resource Down
<b>Action:</b>	Email to Marco Li regarding for problem on Lease link connection. Contact ISP and they are currently repairing expect to be recover after 10 min.
<b>Uptime:</b>	Sat Nov 03, 2002 09:58:02
<b>Submitted:</b>	Patrick Ng

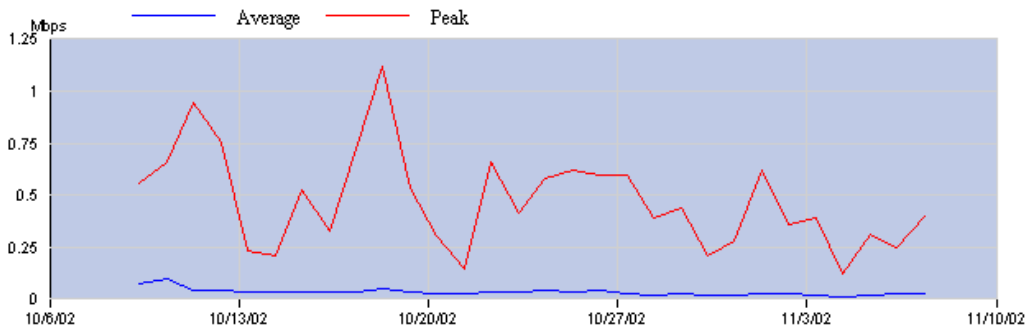
<b>Date:</b>	<b>Sat Nov 03, 2002 10:19:25</b>
<b>Description:</b>	Cisco2507/Serial_0: Threshold Exceed
<b>Action:</b>	Contain Marco Li Serial_0 utilization has reached above 80% over 10 min of threshold setting.
<b>Uptime:</b>	Sat Nov 03, 2002 10:22:27
<b>Submitted:</b>	Patrick Ng

<b>Date:</b>	<b>Sat Nov 03, 2002 10:22:27</b>
<b>Description:</b>	Cisco2507/Serial_0: Resource Down
<b>Action:</b>	Contact Marco Li, confirm with Router need replacement.
<b>Uptime:</b>	Sat Nov 03, 2002 10:25:29
<b>Submitted:</b>	Patrick Ng

### Cisco 2507 Utilization Reports



### Cisco 2507 Throughput Reports



### Cisco 2507 Response Time Reports

