

REPORT 4TH JULY 2023

The following clients were scheduled for connection;

1. Fiona kaikai 0714164534 - Najeya apartments -9am
2. Emmaculate 0792688227 - New apartment Olepolos B3- 9am
3. Peace 0745305672 - new apartment Olepolos
4. Soila +254708079080 - new apartment Olepolos
5. Samuel +254739113678 - Winkem mall matasia
6. Meshark0750776038 Dedan close near booster
7. 0714218202 Rechina next to stage inn Plaza, ngong town
8. Agnes Mulolongo 0700479886 - NCBA building house no.414 - from 12pm
9. Godfrey 0723038626 - home near St. John's School matasia
10. 0714222927 apartment near naisenya

Out of the scheduled clients, we managed to connect the following; 6 clients

N.O	Name and Telephone no.	Location	Packages
1.	Mondesta Mecha 721224038	opposite foothill apartment	10mbps
2.	Paul Chisenga 748270868	Decyline	5mbps
3.	Emmaculate 0792688227	New apartment Olepolos	5mbps
4.	Collette Sidandi 718187392	elpaso	5mbps

5.	+254726929046 Asiimwe George	Legacy apartment	5mbps
6.	Benson 710916303	Samburu kibiko	5mbps

Maintenance ;

N.O	Name and phone no.	Location	Status
Optimization			
1.	Sam Mbugua 0700319100	Elicate	Sorted
LOS			
1.	Caroline Wanjiru 0719250200	Elicates	Sorted
2.	Wanjiku Ng'ang'a 254728592813	Gazelle	Sorted
Relocation			
1.	maiko 254707710796	from ngong to Ololua PRI APARTMENT	Sorted

Internet Status :

The internet had an average traffic 2.0 Gbps at peak hours. A few complaints were received about slow speeds .

SMART OLT	Temp Morning	Temp Evening
OLT1	25C	34C
OLT2	25C	34C

Power Status :

	Morning: 6:00a.m	Evening: 6:20p.m	Consumption
KPLC	28.60 kWh	26.40 kWh	2.20 kWh
Solar	100%	100%	0
UPS	202kWh	233kWh	N/A

Blocked accounts

The following Blocked clients were called;

No	Name	ACC	Response
1.	Beth	11993	No Response
2.	Dennis	11994	Relocating but probably someone coming to live in that house will come and use the service
3.	Harryson	11994	Will call back
4.	Florence	12004	No Response
5.	Jayne	12014	Will renew it once she gets the money
6.	Chic Chick	12023	No Response
7.	Jackie	12037	No Response

8.	Felisco	12040	No Response
9	Mbure's	12042	Not sure when to renew but once she gets the money will renew it
10.	Samuel	12043	Will renew it next week after sorting rent
11.	Juma	12044	Traveled, will renew it when he is back
12	Caroline	12050	(inactive 5 months) Will pay once she gets the money
13	Julia	12051	Will renew it once she gets the money
14	Noel	12060	(inactive 6 months) No. Response
15	Alvin	12061	Will pay before Thursday
16	Charan	12067	Not Reachable
17	Jacktone	12075	Will renew it today
18	Mashinani	12079	No Response
19	Rose	12089	(inactive 5 months) Not Reachable
20	Patricia	12095	No Response
21	Jane	12097	Will renew it on date 7 this month
22	Kariuki	12102	No Response
23	David	12106	Will renew it when he is back
24	Rahab	12112	Will pay today
25	Harveys	12115	Will renew it once he is back from Mombasa
26	Steven	12124	Not Reachable
27	Caroline	12146	No Response
28	Stella	12148	No Response

29	David	12161	The router was removed for the house to be painted, will communicate when he will be available so that our technical will have to go and fix it
30	Clinton	12173	Will renew it today evening or tommorow
31	Hesbon	12178	Will confirm from someone in the house concerning renewal cause he is not around
32	Talam	12224	No Response
33	Beatrice	12227	Will Pay this week
34	Abraham	12233	No Response
35	Stephen	12236	No Response
36	Jackson	12237	(inactive 3 months) Will call back
37	Purity	12243	(inactive 4 months)No Response
38	Dancun	12245	Not Reachable
39	Lydia	12257	Not using the service at the moment till holiday when kids will be back, will renew it
40	Teresa	12259	No Response
41	Felix	12272	Will renew it before friday
42	John	12273	No Response
43	Janet	12278	(Inactive 4 months) Will communicate regarding the renewal of service
44	Lenkins	12282	No Response
45	Mburu	12286	Has no idea when to renew it due to delayed payment in his work place
46	Erick	12296	Will renew it in a week time

47	Joel	12303	Not Reachable
48	Kelvin	12305	Relocated to Matasia from Ngong. Nivah will do a survey on the area if it will be connectable
49	Felix	12306	Not Reachable
50	Phyllis	12313	Not Around will call next week when she will be back
51	Teresia	12316	Relocated from Ngong to Naivasha and one of our team picked the router before she relocated
52	Moses	12320	No Response
53	Janet	12323	Will renew it any day from today
54	Jane	12339	Will renew it not sooner
55	Stellah	12352	Was in environment where background noise was high
56	Benjamin	12354	Not Reachable
57			

Calls and messages

The following calls and messages were received through (SMS,WHATSAPP,FB);

Serious issue to be sorted :

1.Messaging platforms has issues,some clients receive alerts,some do not receive any msgs at all,(emails,portals,SMS) also take too long to reach client approximately 4hrs before they are delivered (this is quite frustrating to our clients communication is key,and in the event of crisis or downtimes or offers we fail to communicate to them effectively) ,on 27th June I sent msgs for 28th public holiday unfortunately the msgs took too long ,none was delivered until today around 10AM when some clients received the msgs.I would recommend if (API Integration

of whatsapp or Telegram)can become our secondary communication media I have noted most of our clients use whatsapp for communication and calls too.This will also help in communicating to our clients effectively and promptly regarding any issue and some/most have also requested to share alert or payment details through same platforms.EMAILS are also very very critical in terms of communication unfortunately, most msgs we send to clients do not reach them so this also needs to be looked into.Mostly the time it takes to deliver or send msg should be very short or prompt or quick or very fast this will also help calm down our clients in times of crisis and also ease the burden of handling clients who might not be aware of what is going on.

2.Splygnx has been having issues with mpesa logs,not crediting some clients,when it credits,it does not activate acc automatically,all payment currently are added manually,after confirmation which entails a lot of work and some clients are frustrated because some have to reshare the msgs since they are not in Mpesa Logs to confirm.

NO.	CLIENTS DETAILS	REQUESTS /RESPONSES/SOLUTIONS
1	Wanjiku Gazelle	Sorted LOS
2	12902	Sorted Password change
3	11373	Requested for an offer we had shared msg on 29th last month I reached her back no response
4	SC0032	Relocated out of Ngong town and router was recovered
5	12971	Sorted payment she made to the wrong acc
6	11792	Sorted payment details and renewed subscription
7	Caroline Wanjiru 12099	Sorted requested for 2days extension to recover on hours she lost due to LOS

8	David 11424	Paid 1250 requested for 3days extension and will pay the remaining balance on Friday
9	Bernard 11250	No internet due to unrenewal of service will plan to renew
10	Caroline Wanjiru 12099	Sorted requested for 2days extension to recover on hours she lost due to LOS
11	Regina 0714218202	Sorted Connection
12	Bension 0710916303	Requested for connection sorted
13	0742725241	Requested for connection but not connectable

Materials

The following materials were taken in the morning;

NO	Materials :	QTY
1.	Router	8pcs
2.	ATBS	8pcs
3.	Patch Cords	8pcs
4.	Cable Clips 6 mm	4pcs
6.	Adapters	20pcs
7.	Pigtails	40pcs
8.	JBS 96	1pc
9.	JBS 48	1pc
10.	Cable ties 3. By 100	1pc
11.	Insulation Tape	3pcs

12.	Splitters 1:16	2pc
13.	Splitters 1:2	2pc
14.	Splitters 1:8	none
15.	Cable ties 8. By 400	none