

REPORT 26TH JUNE 2023

The following clients were scheduled for connection;

1. Dorine 0738 168 519 orange apartments beat foothills
2. Lewis +254745943954 - red oak apartment 10am
3. Ben 0725828277 - House no. 2 building behind suswa plaza -11am
4. Michael 0720356043 - near new Olepolos building
5. Vivian 0720898454 - konu house
6. Victor 0726262073 - Dedan close apartment
7. Amos 0715457195 White House 1C Ololua

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

N.O	Name and Telephone no.	Location	Packages
1.	Dorine 0738 168 519	orange apartments beat foothills	5mbps
2.	Ben 0725828277	behind suswa plaza	5mbps
3.	Cecilia 0722959269	Red oak matasia	10mbps
4.	Amos 0715457195	White House 1C Ololua	5mbps
5.	Marion 0725155503	new apt olepolos	5mbps
6.	Vivian 0720898454 -	konu house	10mbps

Maintenance ;

N.O	Name and phone no.	Location	Status
LOS			
1.	Edwett Namema 254746282702	salama close	Sorted LOS
2.	Emmaculate Achieng 254701412476	New apartment at olepolos	Sorted LOS
3.	Ann Mukirae 254724327370	ABC,behind Naivas	Sorted LOS
4.	Adlyn Chebai 254726050910	Hi point punda lane	Sorted LOS
Relocation			
1.	Okeowo Ayodele 254742374234	Ansem house Ngong (same building)	No feedback from tech
2.	Fred Glen 254742653497	Nairat apartment (same building)	To be sorted tomorrow
Optimizations			
1.	Boniface Chege 254740154152	Bedsitters silicon valley	No feedback from tech

Internet Status :

The internet had an average traffic 2.2 Gbps at peak hours.A few complaints were received about slow speeds .

SMART OLT	Temp Morning	Temp Evening
OLT1	25C	37C
OLT2	25C	37C

Power Status :

	Morning: 6:00a.m	Evening: 6:20p.m	Consumption
KPLC	115.89 kWh	113.68 kWh	2.2kWh
Solar	100%	100%	0
UPS	232 kWh	202 kWh	N/A

Blocked accounts

The following Blocked clients were called;

No	Name	ACC	Response
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Calls and messages

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

NO.	CLIENTS DETAILS	REQUESTS /RESPONSES/SOLUTIONS
1	Emmaculate SC0171	sorted signal
2	Joy 12101	Sorted Payment
3	Abdul 12918	sorted signal
4	Paul 0732905277	Not Connection Cable

5	Sony 12500	Sorted Relocation
6	Amos 0715457195	Sorted Connection
7	Kes93833004(11300)	Sorted Payment
8	Rono 12211	Sorted Payment
9	SC0335	Sorted LOS
10	11851	Sorted lagging issue
11	Angati 0782194132	Application for Tech job. No opening
12.	SC0113	Sorted paid 1200, Extension for 2days
13	12612	Sorted Payment
14	SC0664	Sorted had paid and the service was not working #MPESA LOG IN SPLYNGX
15	12183	Sorted had paid and the service was not working#MPESA LOG IN SPLYNGX
16	Emily 0797793485	Sorted inquiry about connection, will inform us when ready
17	Mike Mandara 254721905230	Sorted payment was not successful recorded and automatically activated #MPESA LOG IN SPLYNGX
18	Bernard Macharia 254743663190	Wanted to know how many devices have access to his network sorted .
19	James Luke 254717712702	Confirmation on his subscription's expiry date
20	Nehemiah Kiplangat Ronoh 254721465047	Added the payment manually because of an Ajax error in splynx sorted payment
21	Edith ngunjiri 254711431750	Sorted the payment manually because of an

		AJAX error in splynx
22	Victor Magomere Ambaka 254704685466	Requested to pay a month's full subscription payment on Saturday plus the 4 days from today
23	Jackline Mwitari 254704685466	Sorted extended to tomorrow, will make payment then.
24	Ephraim owuor 254719121625	Slow speeds configurations resynchronized and router rebooted
25	PETER NDIVO 254700355835	Kept losing connectivity configurations resynchronized sorted
26	Elias Maiyo 254724081984	Made a partial payment, but the account was not active sorted
27	Eric Ngongo Mwanzia 254112842108	Requested a 1-day extension, will pay tomorrow sorted
28	Allan Odongo 254792625183	Account activated for 3 weeks, a payment of 500 was made yesterday and another 500 will be paid tomorrow sorted
29	Pamba +254723 554994	Had no internet, configurations resynchronized and router rebooted
30	Ken Kagai 254722528059	paid but was not automatically activated sorted him confirmed and added payment manually #MPESA LOG IN SPLYNGX

Materials

The following materials were taken in the morning;

NO	Materials :	QTY
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1.	Router	8pcs
2.	ATBS	8pcs
3.	Patch Cords	8pcs
4.	Cable Clips 6 mm	4 pcs
6.	Adapters	18pcs
7.	Pigtails	40 pcs
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	1