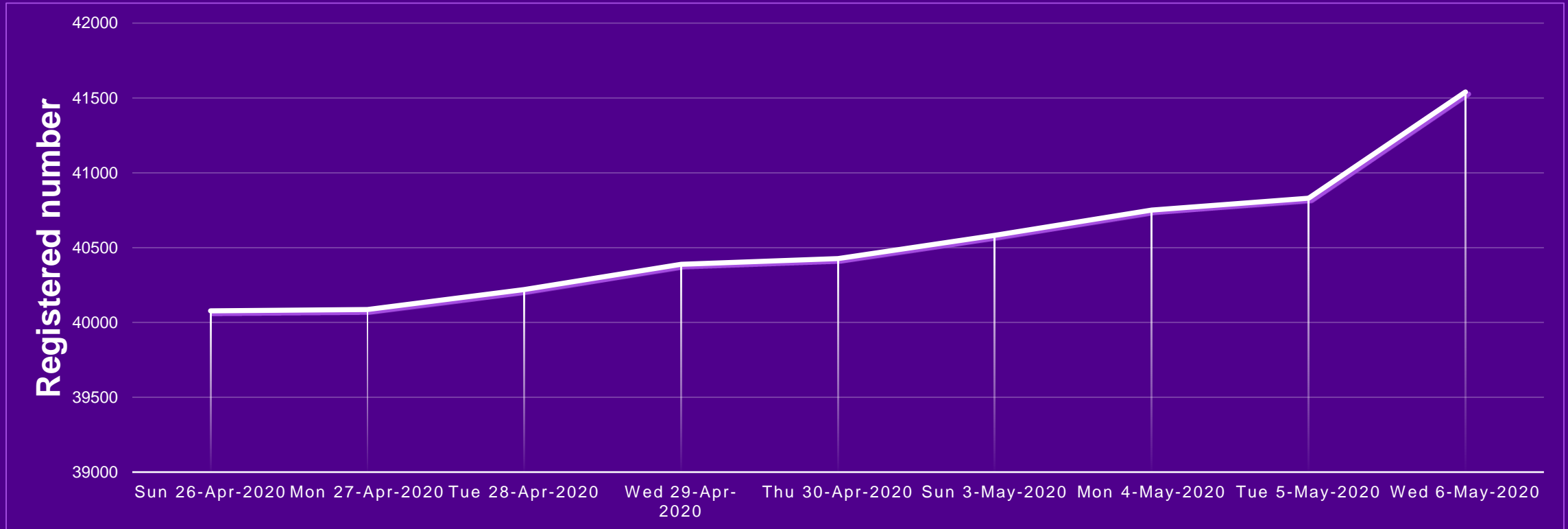


# forun فوراً



6-May-2020

# Registered Users



Today	41541 user
Yesterday	40830 user
Last week	40427 user



❖ Registered Users: is the whole number of registered users up to date.

# Servers Health Check



Below table Shows the number of services (ports) in each FORUN server's IP address and the status of each services (port) either up or down.

Number of services	60
Services <b>up</b>	60
Services <b>down</b>	0

# Major issues (Resolved)

Description	Assigned Group	Status	Affected customer
FURON SIM's doesn't registered to 4G mode.	MVNO Team	Resolved	
FORUN login failed   Disk was full in server.	Wireless technology	Resolved	
When try to open the attachment, the application close it automatically.	Wireless technology	Resolved	
The APN (Access Point Name ) does not work automatically with customers.	Marketing Team	Resolved	
CRM (BUCKET ID : null)	BSS Team	Resolved	
Cannot received cellular calls from Mobily	MVNO	Resolved	National Feed Factory (8 lines)
High server CPU Utilization	Wireless technology	Resolved	
IMSI Failure from HSS	BSS & MVNO Team	Resolved	
Some User ID receiving fail to access to the Group   Talk Group Orders Failure	Wireless technology	Resolved	
FORUN - Groups interference issue	Wireless technology	Resolved	

# Major issues (Resolved)

Description	Assigned Group	Status	Affected customer
FORUN add-on internet issue (lines have Internet Key 1GB , but the customer cannot browse the internet)	BSS Team	Resolved	CIT Limited Co.(13 lines)
FORUN-incoming SMS and calls issue - one line. (having problem with, all incoming calls and SMS's ,the error message is "the number that you have dialed is OFF ")	BSS & MVNO Team	Resolved	Luxury Hotel International ( one line)
The map imagery is not showing in the App	Wireless technology	Resolved	Al salem Yourk (10 lines)
Internet Key 5, but the customer cannot browse the internet	BSS Team	Resolved	King Abdullah Medical (410 lines), New Lines activations
Provisioning failure in network	BSS Team	Resolved	Eastern-AIDhran - ARAMCO

# Major issues (Still not resolved)

Description	Assigned Group	Status	Affected customer
PTT data issue, Users complain their bundle of data being consumed early.	Wireless technology	Still not resolved	
FORUN - Voice delay   Messages are received late.	Wireless technology	Still not resolved	Island Guard Company (2 lines)
			Medhal Security Est Company (148 lines)
			Special Units for Security Guard Co. (536 lines)
			Abdullah Al Othaim Investment Co. (142 lines)
			Ministry of Interior Department of Special Investigation (301 lines)
			Saudi Binladin Group (263 line)
			Saudi Electricity Company
			Arrab contracting company- construction (100 line)
FORUN- Weak Coverage - Indoor	Network Team	Still not resolved	Dawoud abdulgader- Palace of Prince Khalid bin Abdullah bin Abdulaziz (10 lines )

# Shukran!

# شُكْرًا

## Thank You