

Submitted Received via Requester

Duane Rawlinson duane.rawlinson@goughcat.co.nz 13 August 2021 at 11:22 Web Form

CCs

IT Service Desk <servicedesk@terracat.co.nz>

Assignee Status **Type** Priority Group Problem Service Desk Jess Beattie Pending Normal

Category

Phones

Jess Beattie August 13, 2021 at 11:22 AM

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie August 13, 2021 at 11:26 AM

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you :)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie August 17, 2021 at 7:09 AM

Internal note

Thanks guys 😉

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @



From: Dave Potter < Dave.Potter@terracat.co.nz>

Sent: Monday, 16 August 2021 5:20 pm **To:** Scott White <Scott.White@terracat.co.nz> **Cc:** Jess Beattie <Jess.Beattie@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Afternoon,

Approval attached.

Regards,

Dave Potter

Regional Operations Manager Upper North Island - Terra Cat

Kerrs Road, PO Box 98 975, Auckland, 2104

M: +64275580071 |

E: Dave.Potter@terracat.co.nz | W: terracat.co.nz | I @



From: Scott White < Scott.White@terracat.co.nz>

Sent: Monday, 16 August 2021 5:08 PM

To: Dave Potter < <u>Dave.Potter@terracat.co.nz</u>> **Cc:** Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>

Subject: FW: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Hi Dave

Please approve this capex for a replacement phone

Cheers

Scott White Branch Manager - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241 M: +6421969568 |

E: Scott.White@terracat.co.nz | W: terracat.co.nz | II @



From: Mike Goldsbury < Mike.Goldsbury@terracat.co.nz >

Sent: Friday, 13 August 2021 11:31 AM

To: Scott White < Scott. White@terracat.co.nz >

Subject: FW: [IT Service Desk] Re: Damaged phone - vault ID: 14454

FYI

Mike Goldsbury Service Supervisor - Terra Cat

131 Maui St, Pukete, PO Box 20121, Hamilton, 3200

M: +64292986841 | DDI: +64292986841

E: Mike.Goldsbury@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 ÁM

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> **Cc:** Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

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24 Amyes Road, PO Box 16168, Christchurch, 8042

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Attachment(s)

2021-08-13 11-17 2021-08-12 23 21 21.pdf

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[2Q3Z6Z-25XY]

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Jess Beattie August 17, 2021 at 7:30 AM

Internal note

Hey David,

Could you please see attached capex for a new phone for Duane Rawlinson. Could you please sign it off so that I can set it up today and get it sent 😉

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @



From: Nicky Ashton < Nicky. Ashton@terracat.co.nz>

Sent: Tuesday, 17 August 2021 7:19 am

To: Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: Re: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Just get David to sign it off then you can grab our from the lit that arrived yesterday. I will have to order a case and screen protector today for him

Get Outlook for iOS

From: Jess Beattie < Jess.Beattie@terracat.co.nz >

Sent: Tuesday, August 17, 2021 7:09:33 AM

To: Dave Potter < <u>Dave.Potter@terracat.co.nz</u>>; Scott White < <u>Scott.White@terracat.co.nz</u>>; Nicky Ashton < <u>Nicky.Ashton@terracat.co.nz</u>>

Cc: IT Service Desk < Service Desk @terracat.co.nz >

Subject: RE: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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@Nicky Ashton please see attached Capex for a new phone for Duane Rawlinson

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Branch Manager - Terra Cat

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Jess Beattie August 17, 2021 at 7:43 AM

Internal note

Sorry, capex is now attached &

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1



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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Duane Rawlinson August 17, 2021 at 10:43 AM

Hey Jess,

How are you? I had just seen your message on laptop now sorry.

Oh nooo, can I please buy the phone back Jess? I will take to Auckland where will extract the files photos messages and contacts etc? It has all my important work from Rotowaro etc on it. I last backed it up last year unfortunately and would be such a setback to lose this data.

Thanks for any help Jess,

Cheers. Duane

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E: Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | III @





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To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz> Cc: Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

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Jess Beattie August 17, 2021 at 10:48 AM

Internal note



Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | I @







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Sent: Tuesday, 17 August 2021 10:43 am
To: Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (#320265) has been updated. itsdterracat.zendesk.com/agent/tickets/320265

Duane Rawlinson

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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 320265

Status Open

Requester Duane Rawlinson

CCs IT Service Desk

Followers Blair Doherty, Nicky Ashton

Group Service Desk **Assignee** Jess Beattie **Priority** Normal Type Problem Channel Web Form

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[2Q3Z6Z-25XY]Ticket-Id:320265Account-Subdomain:itsdterracat

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Duane Rawlinson August 19, 2021 at 12:13 PM

Hey Jess,

Hope the lockdowns not been too crazy for your work so far! Just following up again, was there any luck on me being able to buy the phone back and sort out the screen? I have most of my recent apprenticeship files on there that I need to retrieve. It's guite important sorry.

Cheers again,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |







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[2Q3Z6Z-25XY]

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Jess Beattie August 19, 2021 at 12:26 PM

Internal note

Hey Duane,

Apologies for not getting back to you sooner. Unfortunately we don't allow employees to purchase devices. I will have to talk to my manager to see what we can do as it does cost between \$250-\$300 (could be more) for a screen replacement.

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz |



From: Duane Rawlinson (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 19 August 2021 12:14 pm To: Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (#320265) has been updated. itsdterracat.zendesk.com/agent/tickets/320265

Duane Rawlinson

19 Aug 2021, 12:13 GMT+12

Hey Jess,

Hope the lockdowns not been too crazy for your work so far! Just following up again, was there any luck on me being able to buy the phone back and sort out the screen? I have most of my recent apprenticeship files on there that I need to retrieve. It's quite important sorry.

Cheers again,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz |







From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> **Cc:** Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

.

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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2021-08-13 11-17 2021-08-12 23 21 21.pdf

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[2Q3Z6Z-25XY]

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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 320265

Status Open

Requester Duane Rawlinson

CCs IT Service Desk

Followers Blair Doherty, Nicky Ashton

Group Service Desk

Assignee Jess Beattie

Priority Normal

Type Problem

Channel Web Form

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[2Q3Z6Z-25XY]Ticket-ld:320265Account-Subdomain:itsdterracat

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Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1







From: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Sent: Thursday, 19 August 2021 1:05 pm

To: Jess Beattie < Jess Beattie@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Hey Jess,

That's no worries thanks for getting in touch. Cool yes please I will transfer the repair cost in advance if needed so we could get that underway.

I had maxed out the SD card so it's Internal memory contains a lot of what I need back for the work evidence and all my written job sheets over past year so whatever the cost is really worth it on getting qualified.

Thanks again Jess

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |







From: Jess Beattie < Jess.Beattie@terracat.co.nz>

Sent: Thursday, 19 August 2021 12:27 pm

To: IT Service Desk <ServiceDesk@terracat.co.nz>

Cc: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Hev Duane.

Apologies for not getting back to you sooner. Unfortunately we don't allow employees to purchase devices. I will have to talk to my manager to see what we can do as it does cost between \$250-\$300 (could be more) for a screen replacement.

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | I I @



From: Duane Rawlinson (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 19 August 2021 12:14 pm To: Jess Beattie < Jess. Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (#320265) has been updated. itsdterracat.zendesk.com/agent/tickets/320265

Duane Rawlinson

19 Aug 2021, 12:13 GMT+12

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Cheers again,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |







From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz> Cc: Mike Goldsbury < Mike.Goldsbury@terracat.co.nz >

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

•

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support

Ticket # 320265

Status Open

Requester Duane Rawlinson

CCs IT Service Desk

Followers Blair Doherty, Nicky Ashton

Group Service Desk

Assignee Jess Beattie

Priority Normal

Type Problem

Channel Web Form

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[2Q3Z6Z-25XY]Ticket-Id:320265Account-Subdomain:itsdterracat

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Jess Beattie September 16, 2021 at 3:07 PM

Internal note

Note:

RE: [IT Service Desk] Re: Damaged phone - vault ID: 14454





Thu 16/09/2021 10:28 am

Hello Duane

Will spend \$250 dollars to replace the screen to see if we then can get the data off and if the phone will function. This will be charged to the branch.

Regards David

David Whitfield

Manager IT and Digital Systems - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8441

M: +64292739343 | DDI: +6439832901

E: David.Whitfield@terracat.co.nz | W: terracat.co.nz | III @

Jess Beattie September 23, 2021 at 8:00 AM

Hey Duane,

How are you getting on with your damaged phone and retrieving all the info off of it? Have you managed to get it sorted?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Duane Rawlinson September 23, 2021 at 2:14 PM

Hey Jess,

How are you? Not bad but I only just got given the phone yesterday. So with work, I am hoping to get it sorted and returned within a week's time.

Level 3 has made it a little tricky with the place I use in Ponsonby but will head into Hamilton this weekend and get in touch again Monday 😉

Cheers Jess,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |







From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 23 September 2021 8:01 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

23/09/2021, 8:00 am NZST

Hey Duane,

How are you getting on with your damaged phone and retrieving all the info off of it? Have you managed to get it sorted?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

Hope the lockdowns not been too crazy for your work so far! Just following up again, was there any luck on me being able to buy the phone back and sort out the screen? I have most of my recent apprenticeship files on there that I need to retrieve. It's quite important sorry.

Cheers again,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241 M: +64292200458 |





From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> Cc: Mike Goldsbury < Mike. Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Duane Rawlinson

17/08/2021, 10:43 am NZST

Hey Jess,

How are you? I had just seen your message on laptop now sorry.

Oh nooo, can I please buy the phone back Jess? I will take to Auckland where will extract the files photos messages and contacts etc? It has all my important work from Rotowaro etc on it. I last backed it up last year unfortunately and would be such a setback to lose this data.

Thanks for any help Jess,

Cheers, Duane

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |







From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> **Cc:** Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Kind regards,

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Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

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Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

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Jess Beattie September 23, 2021 at 2:38 PM

Awesome no worries:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie September 29, 2021 at 2:00 PM

Hey Duane,

Just checking in to see how you are getting on with extracting your data from the phone and when you can send the phone back to us?:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Duane Rawlinson September 30, 2021 at 8:32 AM

Good Morning Jess,

Last Weekends plans fell short sorry Jess, Dad went into hospital so didn't get my time with phone. He was vaccinated and yeah well that's something we are waiting on with test results. Will be on the phone mission again after work this weekend now along with last weekends plans.

Will keep in touch once it's done and phones back on it's way down to you guys ©

Cheers.

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Cc: IT Service Desk <is sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

29/09/2021, 2:00 pm NZDT

Hey Duane,

Just checking in to see how you are getting on with extracting your data from the phone and when you can send the phone back to us? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards,

Jess Beattie

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Duane Rawlinson

23/09/2021, 2:14 pm NZST

Hey Jess,

How are you? Not bad but I only just got given the phone yesterday. So with work, I am hoping to get it sorted and returned within a week's time.

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Cheers Jess,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | 6







From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Thursday, 23 September 2021 8:01 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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24 Amyes Road, PO Box 16168, Christchurch, 8042

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Duane Rawlinson

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Cheers again,

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M: +64292200458 |







From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz>

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < Duane. Rawlinson@terracat.co.nz> Cc: Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Attachment(s)

2021-08-13 11-17 2021-08-12 23 21 21.pdf

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Duane Rawlinson

17/08/2021. 10:43 am NZST

Hey Jess,

How are you? I had just seen your message on laptop now sorry.

Oh nooo, can I please buy the phone back Jess? I will take to Auckland where will extract the files photos messages and contacts etc? It has all my important work from Rotowaro etc on it. I last backed it up last year unfortunately and would be such a setback to lose this data.

Thanks for any help Jess,

Cheers, Duane

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |







From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz > Cc: Mike Goldsbury < Mike. Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

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Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you:)

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24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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13/08/2021, 11:22 am NZST

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

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Jess Beattie (ITSD - Terra Cat)

23/09/2021, 8:00 am NZST

Hey Duane,

How are you getting on with your damaged phone and retrieving all the info off of it? Have you managed to get it sorted?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

Hope the lockdowns not been too crazy for your work so far! Just following up again, was there any luck on me being able to buy the phone back and sort out the screen? I have most of my recent apprenticeship files on there that I need to retrieve. It's quite important sorry.

Cheers again,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | 6 0





From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson <>

Cc: Mik...

Jess Beattie September 30, 2021 at 8:44 AM

Hey Duane,

Oh no, sorry to hear that. Hope your Dad is/will be ok.

No worries at all:)

Keep in touch

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie October 14, 2021 at 10:52 AM

Hey Duane,

Hope you and your Dad are doing ok. How are you getting on with the phone? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Duane Rawlinson October 18, 2021 at 8:20 AM

Good Morning Jess,

Thank you for your message, Dad is doing a lot better now thankfully. Sadly though my neighbour upstairs of us passed away Friday. He got his vaccine recently and had a blood clot, they're not sure if it's related yet. He was such an awesome person and only a few days ago having a great catchup with us. So we were quite sad! Live every day to the full always aye Jess, no regrets!

I had picked up the phone yup. \$350 and fixed no issues with 4 month warranty. It is working mint. Took me two weekends though to get everything off it sorry so have just to reset the phone and bring into branch on toolbox when next visiting Hamilton.

I was keen to ask about the cost side of things too, I was happy to wear the sum if it didn't work but since it was a success and phone is operational what do you reckon?

Cheers Jess,

Have a good start to our new week

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E: Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 14 October 2021 10:52 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Cc: IT Service Desk <is_sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

14/10/2021, 10:52 am NZDT

Hey Duane,

Hope you and your Dad are doing ok. How are you getting on with the phone? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

30/09/2021, 8:44 am NZDT

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No worries at all :) Keep in touch

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Duane Rawlinson

30/09/2021, 8:32 am NZDT

Good Morning Jess,

Last Weekends plans fell short sorry Jess, Dad went into hospital so didn't get my time with phone. He was vaccinated and yeah well that's something we are waiting on with test results. Will be on the phone mission again after work this weekend now along with last weekends plans.

Will keep in touch once it's done and phones back on it's way down to you guys ©

Cheers,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>>

Cc: IT Service Desk < is sd@goughgroup.co.nz >

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

29/09/2021, 2:00 pm NZDT

Hey Duane,

Just checking in to see how you are getting on with extracting your data from the phone and when you can send the phone back to us? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Duane Rawlinson

23/09/2021, 2:14 pm NZST

Hey Jess,

How are you? Not bad but I only just got given the phone yesterday. So with work, I am hoping to get it sorted and returned within a week's time.

Level 3 has made it a little tricky with the place I use in Ponsonby but will head into Hamilton this weekend and get in touch again Monday (5)

Cheers Jess,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz |W: terracat.co.nz | III @





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Sent: Thursday, 23 September 2021 8:01 am

To: Duane Rawlinson < Duane. Rawlinson@terracat.co.nz >

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

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Jess Beattie

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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

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Cheers again,

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131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | 6



From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> **Cc:** Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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13/08/2021, 11:26 am NZST

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Kind regards,

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P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

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Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Thanks for any help Jess,

Cheers, Duane

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Heavy Diesel Resident Field Service Technician - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +64292200458 |





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To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> Cc: Mike Goldsbury < Mike. Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

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Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie October 20, 2021 at 10:06 AM Internal note

Hey Duane,

Glad to hear that your Dad is doing better. Not so good to hear about your neighbour though, sorry to hear. Definitely live every day to the fullest 🔞

We were of understanding that the phone wasn't going to get fixed as you knew a guy who could retrieve the data without it being repaired. You will need to get approval from your manager for the cost of that repair and if the A70 is now all working, you are probably best to keep using that one and return the A72 back to us please (3)

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @



From: Duane Rawlinson (IT Service Desk) <itsd@terracat.co.nz>

Sent: Monday, 18 October 2021 8:20 am

To: Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (#320265) has been updated. itsdterracat.zendesk.com/agent/tickets/320265

Duane Rawlinson

18 Oct 2021, 08:20 GMT+13

Good Morning Jess,

Thank you for your message, Dad is doing a lot better now thankfully. Sadly though my neighbour upstairs of us passed away Friday. He got his vaccine recently and had a blood clot, they're not sure if it's related yet. He was such an awesome person and only a few days ago having a great catchup with us. So we were quite sad! Live every day to the full always aye Jess, no regrets!

I had picked up the phone yup. \$350 and fixed no issues with 4 month warranty. It is working mint. Took me two weekends though to get everything off it sorry so have just to reset the phone and bring into branch on toolbox when next visiting Hamilton.

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Cheers Jess,

Have a good start to our new week

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz |







From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Thursday, 14 October 2021 10:52 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Cc: IT Service Desk <is sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Jess Beattie (ITSD - Terra Cat)

14/10/2021, 10:52 am NZDT

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

30/09/2021, 8:44 am NZDT

Hey Duane,

Oh no, sorry to hear that. Hope your Dad is/will be ok.

No worries at all:)

Keep in touch

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Will keep in touch once it's done and phones back on it's way down to you guys ©

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M: +64292200458 |



From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson < Duane. Rawlinson@terracat.co.nz >

Cc: IT Service Desk <is sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

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Cheers Jess,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat

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M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz |W: terracat.co.nz | 6 @



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To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>>

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Duane Rawlinson

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Cheers again,

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Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < <u>Duane Rawlinson@terracat.co.nz</u>> **Cc:** Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

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13/08/2021, 11:26 am NZST

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

.

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Attachment(s)

2021-08-13 11-17 2021-08-12 23 21 21.pdf

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[2Q3Z6Z-25XY]

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Duane Rawlinson

17/08/2021, 10:43 am NZST

Hey Jess,

How are you? I had just seen your message on laptop now sorry.

Oh nooo, can I please buy the phone back Jess? I will take to Auckland where will extract the files photos messages and contacts etc? It has all my important work from Rotowaro etc on it. I last backed it up last year unfortunately and would be such a setback to lose this data.

Thanks for any help Jess,

Cheers, Duane **Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat**

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz |W: terracat.co.nz | 6



From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson < <u>Duane.Rawlinson@terracat.co.nz</u>> **Cc:** Mike Goldsbury < Mike.Goldsbury@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you:)

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Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie October 27, 2021 at 12:27 PM

Hey Duane Rawlinson,

We're wondering if you have had a chance to review our latest update regarding this issue as we haven't had a response yet.

Here is a reminder of the recent update:

Jess Beattie, 20 Oct 2021, 10:06 (private)

Hey Duane,

Glad to hear that your Dad is doing better. Not so good to hear about your neighbour though, sorry to hear. Definitely live every day to the fullest 🐯

We were of understanding that the phone wasn't going to get fixed as you knew a guy who could retrieve the data without it being repaired. You will need to get approval from your manager for the cost of that repair and if the A70 is now all working, you are probably best to keep using that one and return the A72 back to us please (3)

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI:0800 95 95 98

E:Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @



From: Duane Rawlinson (IT Service Desk) itsd@terracat.co.nz

Sent: Monday, 18 October 2021 8:20 am **To:** Jess Beattie <u>Jess Beattie@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (<u>#320265</u>) has been updated. itsdterracat.zendesk.com/agent/tickets/320265



Duane Rawlinson

18 Oct 2021, 08:20 GMT+13

Good Morning Jess,

Thank you for your message, Dad is doing a lot better now thankfully. Sadly though my neighbour upstairs of us passed away Friday. He got his vaccine recently and had a blood clot, they're not sure if it's related yet. He was such an awesome person and only a few days ago having a great catchup with us. So we were quite sad! Live every day to the full always aye Jess, no regrets!

I had picked up the phone yup. \$350 and fixed no issues with 4 month warranty. It is working mint. Took me two weekends though to get everything off it sorry so have just to reset the phone and bring into branch on toolbox when next visiting Hamilton.

I was keen to ask about the cost side of things too, I was happy to wear the sum if it didn't work but since it was a success and phone is operational what do you reckon?

Cheers Jess,

Have a good start to our new week

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Thursday, 14 October 2021 10:52 am

To: Duane Rawlinson Duane.Rawlinson@terracat.co.nz

Cc: IT Service Desk <is sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

14/10/2021, 10:52 am NZDT

Hey Duane,

Hope you and your Dad are doing ok. How are you getting on with the phone? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

30/09/2021, 8:44 am NZDT

Hey Duane,

Oh no, sorry to hear that. Hope your Dad is/will be ok.

No worries at all :) Keep in touch

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Duane Rawlinson

30/09/2021, 8:32 am NZDT

Good Morning Jess,

Last Weekends plans fell short sorry Jess, Dad went into hospital so didn't get my time with phone. He was vaccinated and yeah well that's something we are waiting on with test results. Will be on the phone mission again after work this weekend now along with last weekends plans.

Will keep in touch once it's done and phones back on it's way down to you guys

Cheers,

Duane Rawlinson
Heavy Diesel Resident Field Service Technician - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz |



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson Duane.Rawlinson@terracat.co.nz

Cc: IT Service Desk <is sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

29/09/2021, 2:00 pm NZDT

Hey Duane,

Just checking in to see how you are getting on with extracting your data from the phone and when you can send the phone back to us? :)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Duane Rawlinson

23/09/2021, 2:14 pm NZST

Hey Jess,

How are you? Not bad but I only just got given the phone yesterday. So with work, I am hoping to get it sorted and returned within a week's time.

Level 3 has made it a little tricky with the place I use in Ponsonby but will head into Hamilton this weekend and get in touch again Monday (3)

Cheers Jess,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



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Sent: Thursday, 23 September 2021 8:01 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk <u>ServiceDesk@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

23/09/2021, 8:00 am NZST

Hey Duane,

How are you getting on with your damaged phone and retrieving all the info off of it? Have you managed to get it sorted?

Kind regards, Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

Hope the lockdowns not been too crazy for your work so far! Just following up again, was there any luck on me being able to buy the phone back and sort out the screen? I have most of my recent apprenticeship files on there that I need to retrieve. It's quite important sorry.

Cheers again,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

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M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u> **Cc:** Mike Goldsbury Mike.Goldsbury@terracat.co.nz

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Duane Rawlinson

17/08/2021, 10:43 am NZST

Hey Jess,

How are you? I had just seen your message on laptop now sorry.

Oh nooo, can I please buy the phone back Jess? I will take to Auckland where will extract the files photos messages and contacts etc? It has all my important work from Rotowaro etc on it. I last backed it up last year unfortunately and would be such a setback to lose this data.

Thanks for any help Jess,

Cheers,

Duane

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



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Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

2: 08000 95 95 98 E: <u>J</u>

C.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie November 9, 2021 at 7:49 AM

Hey Duane Rawlinson,

We're wondering if you have had a chance to review our latest update regarding this issue as we haven't had a response yet.

Here is a reminder of the recent update:

Jess Beattie, 20 Oct 2021, 10:06 (private)

Hey Duane,

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We were of understanding that the phone wasn't going to get fixed as you knew a guy who could retrieve the data without it being repaired. You will need to get approval from your manager for the cost of that repair and if the A70 is now all working, you are probably best to keep using that one and return the A72 back to us please ©

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI:0800 95 95 98

E:Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @



From: Duane Rawlinson (IT Service Desk) itsd@terracat.co.nz

Sent: Monday, 18 October 2021 8:20 am
To: Jess Beattie Jess.Beattie@terracat.co.nz

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (<u>#320265</u>) has been updated. itsdterracat.zendesk.com/agent/tickets/320265



Duane Rawlinson

18 Oct 2021, 08:20 GMT+13

Good Morning Jess,

Thank you for your message, Dad is doing a lot better now thankfully. Sadly though my neighbour upstairs of us passed away Friday. He got his vaccine recently and had a blood clot, they're not sure if it's related yet. He was such an awesome person and only a few days ago having a great catchup with us. So we were quite sad! Live every day to the full always aye Jess, no regrets!

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Cheers Jess,

Have a good start to our new week

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Thursday, 14 October 2021 10:52 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk <is_sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Jess Beattie (ITSD - Terra Cat)

14/10/2021, 10:52 am NZDT

Hey Duane,

Hope you and your Dad are doing ok. How are you getting on with the phone?:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

30/09/2021, 8:44 am NZDT

Hey Duane,

Oh no, sorry to hear that. Hope your Dad is/will be ok.

No worries at all :) Keep in touch

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Duane Rawlinson

30/09/2021, 8:32 am NZDT

Good Morning Jess,

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Will keep in touch once it's done and phones back on it's way down to you guys is

Cheers,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson Duane.Rawlinson@terracat.co.nz

Cc: IT Service Desk <is_sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Duane Rawlinson

23/09/2021, 2:14 pm NZST

Hey Jess,

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Level 3 has made it a little tricky with the place I use in Ponsonby but will head into Hamilton this weekend and get in touch again Monday 3

Cheers Jess,

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | III @



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To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk ServiceDesk@terracat.co.nz

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23/09/2021, 8:00 am NZST

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Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

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Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

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M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u> **Cc:** Mike Goldsbury Mike.Goldsbury@terracat.co.nz

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[2Q3Z6Z-25XY]

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17/08/2021, 10:43 am NZST

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Thanks for any help Jess,

Cheers,

Duane

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

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Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Good Morning Jess,

Duane Rawlinson November 10, 2021 at 11:07 AM

Sending my apologies, I will have to find my email as had sent through a response from site I think a fortnight ago. The phone was dropped back to workshop with a note for return via courier. I caught up with Mike and Scott and plan was when back in Hamilton one weekend I'd drop it off and they'd fire it down on a T&T.

I will chase up today and get back to you soon as!

Cheers Jess.

Duane Rawlinson Heavy Diesel Resident Field Service Technician - Terra Cat 131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E: Duane.Rawlinson@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Tuesday, 9 November 2021 7:49 am

To: Duane Rawlinson < Duane.Rawlinson@terracat.co.nz>

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

9/11/2021, 7:49 NZDT

Hey Duane Rawlinson,

We're wondering if you have had a chance to review our latest update regarding this issue as we haven't had a response yet.

Here is a reminder of the recent update:

Jess Beattie, 20 Oct 2021, 10:06 (private)

Hey Duane,

Glad to hear that your Dad is doing better. Not so good to hear about your neighbour though, sorry to hear. Definitely live every day to the fullest 😥



We were of understanding that the phone wasn't going to get fixed as you knew a guy who could retrieve the data without it being repaired. You will need to get approval from your manager for the cost of that repair and if the A70 is now all working, you are probably best to keep using that one and return the A72 back to us please ©

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI:0800 95 95 98

E:Jess.Beattie@terracat.co.nz |W: terracat.co.nz | III @



From: Duane Rawlinson (IT Service Desk) itsd@terracat.co.nz

Sent: Monday, 18 October 2021 8:20 am

To: Jess Beattie <u>Jess.Beattie@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (#320265) has been updated.

itsdterracat.zendesk.com/agent/tickets/320265



Duane Rawlinson

18 Oct 2021, 08:20 GMT+13

Good Morning Jess,

Thank you for your message, Dad is doing a lot better now thankfully. Sadly though my neighbour upstairs of us passed away Friday. He got his vaccine recently and had a blood clot, they're not sure if it's related yet. He was such an awesome person and only a few days ago having a great catchup with us. So we were quite sad! Live every

day to the full always aye Jess, no regrets!

I had picked up the phone yup. \$350 and fixed no issues with 4 month warranty. It is working mint. Took me two weekends though to get everything off it sorry so have just to reset the phone and bring into branch on toolbox when next visiting Hamilton.

I was keen to ask about the cost side of things too, I was happy to wear the sum if it didn't work but since it was a success and phone is operational what do you reckon?

Cheers Jess,

Have a good start to our new week

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Thursday, 14 October 2021 10:52 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk < is_sd@goughgroup.co.nz >

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

14/10/2021, 10:52 am NZDT

Hey Duane,

Hope you and your Dad are doing ok. How are you getting on with the phone? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

30/09/2021, 8:44 am NZDT

Hey Duane,

Oh no, sorry to hear that. Hope your Dad is/will be ok.

No worries at all:)

Keep in touch

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Duane Rawlinson

30/09/2021, 8:32 am NZDT

Good Morning Jess,

Last Weekends plans fell short sorry Jess, Dad went into hospital so didn't get my time with phone. He was vaccinated and yeah well that's something we are waiting on with test results. Will be on the phone mission again after work this weekend now along with last weekends plans.

Will keep in touch once it's done and phones back on it's way down to you guys is

Cheers,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson Duane.Rawlinson@terracat.co.nz

Cc: IT Service Desk < is_sd@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

29/09/2021, 2:00 pm NZDT

Hey Duane,

Just checking in to see how you are getting on with extracting your data from the phone and when you can send the phone back to us? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Duane Rawlinson

23/09/2021, 2:14 pm NZST

Hey Jess,

How are you? Not bad but I only just got given the phone yesterday. So with work, I am hoping to get it sorted and returned within a week's time.

Level 3 has made it a little tricky with the place I use in Ponsonby but will head into Hamilton this weekend and get in touch again Monday (5)

Cheers Jess,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz |W: terracat.co.nz | III @



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Sent: Thursday, 23 September 2021 8:01 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk <u>ServiceDesk@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

23/09/2021, 8:00 am NZST

Hey Duane,

How are you getting on with your damaged phone and retrieving all the info off of it? Have you managed to get it sorted?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

Hope the lockdowns not been too crazy for your work so far! Just following up again, was there any luck on me being able to buy the phone back and sort out the screen? I have most of my recent apprenticeship files on there that I need to retrieve. It's quite important sorry.

Cheers again,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u> **Cc:** Mike Goldsbury Mike.Goldsbury@terracat.co.nz

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

Your request (320265) has been updated. To add additional comments, reply to this email.



Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:26 am NZST

Hey Duane,

We have received your damaged phone this morning. We won't bother about trying to get it fixed as it appears to be an internal crack and could potentially have more damage which will cost between \$250-\$300, maybe more. We are also finding that the A70 phones are bending so the replacement screen wouldn't stay on for long, it would start to peel off after a couple of days. The best thing to do here is, could you please get your manager to put through a capex for a new phone. As soon as we see that capex, we can get the ball rolling to set up a new phone for you:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Attachment(s) 2021-08-13 11-17 2021-08-12 23_21_21.pdf

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[2Q3Z6Z-25XY]

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Duane Rawlinson

17/08/2021, 10:43 am NZST

Hey Jess,

How are you? I had just seen your message on laptop now sorry.

Oh nooo, can I please buy the phone back Jess? I will take to Auckland where will extract the files photos messages and contacts etc? It has all my important work from Rotowaro etc on it. I last backed it up last year unfortunately and would be such a setback to lose this data.

Thanks for any help Jess,

Cheers,

Duane

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:Duane.Rawlinson@terracat.co.nz |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u> **Cc:** Mike Goldsbury <u>Mike.Goldsbury@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Kind regards, Jess Beattie

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24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Kind regards, Jess Beattie

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24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: <u>terracat.co.nz</u>

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

27/10/2021, 12:27 NZDT

Hey Duane Rawlinson,

We're wondering if you have had a chance to review our latest update regarding this issue as we haven't had a response yet.

Here is a reminder of the recent update:

Jess Beattie, 20 Oct 2021, 10:06 (private)

Hey Duane,

Glad to hear that your Dad is doing better. Not so good to hear about your neighbour though, sorry to hear. Definitely live every day to the fullest ©

We were of understanding that the phone wasn't going to get fixed as you knew a guy who could retrieve the data without it being repaired. You will need to get approval from your manager for the cost of that repair and if the A70 is now all working, you are probably best to keep using that one and return the A72 back to us please (3)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI:0800 95 95 98

E:Jess.Beattie@terracat.co.nz |W: terracat.co.nz | III @



From: Duane Rawlinson (IT Service Desk) itsd@terracat.co.nz

Sent: Monday, 18 October 2021 8:20 am

To: Jess Beattie <u>Jess.Beattie@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

This ticket (#320265) has been updated.

itsdterracat.zendesk.com/agent/tickets/320265



Duane Rawlinson

18 Oct 2021, 08:20 GMT+13

Good Morning Jess,

Thank you for your message, Dad is doing a lot better now thankfully. Sadly though my neighbour upstairs of us passed away Friday. He got his vaccine recently and had a blood clot, they're not sure if it's related yet. He was such an awesome person and only a few days ago having a great catchup with us. So we were quite sad! Live every day to the full always aye Jess, no regrets!

I had picked up the phone yup. \$350 and fixed no issues with 4 month warranty. It is working mint. Took me two weekends though to get everything off it sorry so have just to reset the phone and bring into branch on toolbox when next visiting Hamilton.

I was keen to ask about the cost side of things too, I was happy to wear the sum if it didn't work but since it was a success and phone is operational what do you reckon?

Cheers Jess,

Have a good start to our new week

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Thursday, 14 October 2021 10:52 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk < is sd@goughgroup.co.nz >

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Jess Beattie (ITSD - Terra Cat)

14/10/2021, 10:52 am NZDT

Hey Duane,

Hope you and your Dad are doing ok. How are you getting on with the phone? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

30/09/2021, 8:44 am NZDT

Hey Duane,

Oh no, sorry to hear that. Hope your Dad is/will be ok.

No worries at all:)

Keep in touch

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Duane Rawlinson

30/09/2021, 8:32 am NZDT

Good Morning Jess,

Last Weekends plans fell short sorry Jess, Dad went into hospital so didn't get my time with phone. He was vaccinated and yeah well that's something we are waiting on with test results. Will be on the phone mission again after work this weekend now along with last weekends plans.

Will keep in touch once it's done and phones back on it's way down to you guys (3)

Cheers,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Wednesday, 29 September 2021 2:01 pm

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk < is sd@goughgroup.co.nz >

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Jess Beattie (ITSD - Terra Cat)

29/09/2021, 2:00 pm NZDT

Hey Duane,

Just checking in to see how you are getting on with extracting your data from the phone and when you can send the phone back to us? :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

23/09/2021, 2:38 pm NZST

Awesome no worries:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Duane Rawlinson

23/09/2021, 2:14 pm NZST

Hey Jess,

How are you? Not bad but I only just got given the phone yesterday. So with work, I am hoping to get it sorted and returned within a week's time.

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Cheers Jess,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |

E:<u>Duane.Rawlinson@terracat.co.nz</u> |W: terracat.co.nz | III @



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Sent: Thursday, 23 September 2021 8:01 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u>

Cc: IT Service Desk ServiceDesk@terracat.co.nz

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Jess Beattie (ITSD - Terra Cat)

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz



Duane Rawlinson

19/08/2021, 12:13 pm NZST

Hey Jess,

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Cheers again,

Duane Rawlinson

Heavy Diesel Resident Field Service Technician - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64292200458 |



From: Jess Beattie (IT Service Desk) itsd@terracat.co.nz

Sent: Friday, 13 August 2021 11:27 am

To: Duane Rawlinson <u>Duane.Rawlinson@terracat.co.nz</u> **Cc:** Mike Goldsbury <u>Mike.Goldsbury@terracat.co.nz</u>

Subject: [IT Service Desk] Re: Damaged phone - vault ID: 14454

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Jess Beattie (ITSD - Terra Cat)

13/08/2021, 11:22 am NZST

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Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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Duane Rawlinson

17/08/2021, 10:43 am NZST

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Thanks for any help Jess,

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Duane

Duane Rawlinson

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