



SYMPHONY

...harmony in IT

Customer Support Call Report

NOTE: One to be filled for each call/work done

40128

Call Details	Service Branch NBI	Coupon No	Workshop/Site Site	Call Number	Time Recvd 1200HRS	Date Recvd 26/04/2023
Customer Details	Client Name EDICSON		P.O. Box	Telephone	Town/City NBI	Attention
Equipment Details	Model	Description	OS & Version	Serial No.	Category	Eqp. Location PARKSIDE TOWER
Fault Reported Power Supply unit					Fault type UNSTABLE POWER DISTRIBUTION UNIT	
					Status: DONE	

Action Taken (in brief) & Parts Used

Travel time

Kilometers

Tick if closed

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Date	Start time	End time	Action taken	Part Number	Serial Number	Qty
26/4/23	12:00HRS	1:30PM	Power cables were loose Reconnection to a stable power distribution unit	N/A		

Company Rubber Stamp

Signature:

[Signature]

Date

26/4/2023

Time

0131

Name

Pine Tengi

Title

Services Engineer

Service Representative

STEPHEN KAGWA

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Original: To Symphony 1st Copy - To Customer, 2nd Copy - For CE Use