--------------------------------------------------------------------

1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: Tigo Bolivia

Contac Name: Carlos Mercado

Call id:

Date & Time: 09/07/20

**Cliente ID: 232323**

**Descripcion:**

--------------------------------------------------------------------

2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause:

Incident description:

Evidencias:

--------------------------------------------------------------------

3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA