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| ID | Descripcion | Evaluacion de soporte |
| 49249 | TIGOBO\_M\_029\_Equipetrol Norte\_LTE\_Santa Cruz |  |
| 42139 | TIGOBO\_M\_008\_Av. Pedro Marban\_3G\_Beni |  |

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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: TigoBo

Contac Name: Carlos Mercado

Call id:

Date & Time: 22-12-2020

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**Cliente ID: 49249**

**Descripcion: TIGOBO\_M\_029\_Equipetrol Norte\_LTE\_Santa Cruz**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: No se obtiene respuesta de la red.

Incident description: La sonda intenta varias veces establecer conexión a la red sin embargo no lo logra pues no recibe respuesta.

Evidencias:

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3. RESOLUTION

Incident Analysis: La sonda no logra establecer conexión a la red.

Workaround: Validar internamente con el área de redes.

Recommendation: Revisar si hubieron problemas de red en el periodo de fallo.

Additional comments: NA

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**Cliente ID: 42139**

**Descripcion: TIGOBO\_M\_008\_Av. Pedro Marban\_3G\_Beni**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA