Coverage Checker / Network Status Checker

Test Plan

|  |  |
| --- | --- |
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# Management Summary

## Purpose

The purpose of this document is to define a series of functional user test cases to test the single Network Status Checkerfor Coverage checker & Network Status Checker application.

## Project Overview

The primary aim of this project is to develop new features to the Network Status Checker and Coverage Viewer in a single Network Status Checker web application hosted using the Google Maps to enhance user/customer experience. It is designed to run within a normal web browser, and does not require any additional plug-ins. This application will be accessible from Desktop/Laptop, Tablet and Mobile phone.

## Fulfilment of Acceptance Criteria

The various testing stages that are applicable during the application testing, ready for acceptances (RFA) are:

* User-functional Testing
* System Integration Testing
* User Acceptance Testing

## Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Sign Off Date** | **Signature (or email)** |
| Jennifer Austin | Technical Delivery Specialist |  |  |
|  |  |  |  |
|  |  |  |  |

# Test Result Evaluation

## Test Strategy / Approach

The test cases are grouped according to application functionality.

## Test Team

|  |  |  |
| --- | --- | --- |
| **Name** | **Function / Role** | **Department** |
| Sandeep H B | Tester | IT-OSS / GIS Aricent Offshore |
| Swathi B S | Tester | IT-OSS / GIS Aricent Offshore |

## Test Summary

The tests will focus on the functional behaviour of the Network Status Checker and Coverage checker application and the related modules. User scenarios will be executed against the system as well as screen mapping and error message testing. Overall, the system tests should test the integrated system and verify that it meets the requirements.

### Test Environment

This table provides a set of test environment variables.

|  |  |
| --- | --- |
| **Item** | **Description** |
| Browser | * Internet Explorer 11 |
| Connection details | Connect to Network Status Checker application through following URLs:  <http://maps-stage.vodafone.co.uk/coveragechecker/Default.aspx>  **HTTPS (Secured) Services:**  https://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=vod  https://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=partner  https://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=internal  <https://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=mvno>  https://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=touchscreen  **HTTP Services:**  http://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=vod  http://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=partner  http://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=internal  <http://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=mvno>  http://maps.vodafone.co.uk/coveragecheckerS/Web/Default.aspx?configuration=touchscreen |

### Prerequisite Tasks

This table provides a set of prerequisite tasks that must be completed before testing begins.

|  |  |
| --- | --- |
| **Task Area** | **Task** |
| Browser | Clear browser cache |

### Functional Tests

This table provides a summary of the tests within this document

| **Test Section** | **Test/Task** |
| --- | --- |
| Network Status Checkerto test both the Coverage check and Network status checker Functions | Launch Application, Zoom-in, Zoom-out |
| NSC & Coverage checker Application & its variants -Internal/External/VOD/ MVNO/ PARTNER/4G |
| Banner Management |
| Post Code Hotspots |
| User Subscription – Unplanned Outages on NSC |
| User Unsubscription |
| Check 2G, 3G, 4G Live Coverage & Coverage Report |
| Check 2G, 3G, 4G Planned Coverage & Coverage Report |
| Check Wi-Fi Hotspot |
| Check the above for MVNO, Partner & Touchscreen |
| Coverage Viewer NSC Statistics (Visitor Report) |
| Appendix | The below table shows the Mapped service for different service types:   |  |  | | --- | --- | | **Service Type** | **Mapped Service** | | 2G | calls and data | | 3G OR Mobile Data Services | calls and data | | Voice | calls | | Messaging Services | text messaging | | 2G & 3G | calls and data | | 4G & Voice | calls and data | | 3G & Voice | calls and data | | 2G & Voice | calls and data | | 4G & Mobile Data Services | Calls and data | | 3G & Mobile Data Services | calls and data | | 2G & Mobile Data Services | calls and data | | Voice & Mobile Data Services & 2G OR 3G OR 4G | calls and data | | 4G &3G & 2G & Voice | calls and data | | 2G & 3G & 4G Mobile Data Services | calls and data | | 3G & 4G Mobile Data Services | calls and data | | 2G & 3G & 4G Voice & Mobile Data Services | calls and data | |

### Test Scope

All system test plans and conditions have developed from the functional specification and the Business Requirement Specification (BRS). The objective of this test plan is to ensure that each element of the application meets the functional requirements. This stage has also included Validation Testing - which is intensive testing of the screens and appearance and overall consistency with the rest of the application.

### Test Execution Statistics

This test plan has covered all the functionalities of the Coverage Checker and the Network Status Checker application and fulfils the excepted requirements and behaviour, as part of the new Network Status Checkerdevelopment project.

## NSC Application & its variants - VF NSC/ VF Partner NSC / MVNO NSC

The below table defines the icons used in the Network Status Checker view for visual representation of Planned / Un-planned outage and Planned maintenance information’s overlaid on the Google base maps in a Desktop/Laptop.

|  |  |
| --- | --- |
| **Icon** | **Description** |
|  | Instead of showing more icons on the map, only one icon will be displayed on the map when there are more than 10 (it is configurable) known planned maintenance in the map boundaries currently displayed to the user. |
|  | Instead of showing more icons on the map, only one icon will be displayed on the map when there are more than 10 (it is configurable) known planned maintenance or network issues in the map boundaries currently displayed to the user. |
|  | Instead of showing more icons on the map, only one icon will be displayed on the map when there are more than 10 (it is configurable) known network issues in the map boundaries currently displayed to the user. |
|  | Will be displayed when there is a network maintenance planned. |
|  | Will be displayed when there is a network maintenance in progress. |
|  | Will be displayed to show the search location. |
|  | Will be displayed when there is an unplanned network issue in the location |
|  | Will be displayed when there is a solved in the network problems. |
|  | Will be displayed when there is a solved planned network maintenance. |
|  | Will be displayed to show a wi-fi location. |
|  | These coverage bars will be used to represent No Coverage in the Ledger. |
|  | These coverage bars will be used to represent Limited Coverage in the Ledger. |
|  | These coverage bars will be used to represent Good Outdoors Only in the Ledger. |
|  | These coverage bars will be used to represent Good Indoors & Outdoors in the Ledger. |
|  | Will be displayed to indicate unplanned network issues in Search location with respect to 2G/3G/4G Technologies if it is impacted only. |
|  | Will be displayed to indicate planned network maintenance in Search location with respect to 2G/3G/4G Technologies if it is impacted only. |
|  | Will be displayed to indicate Good Coverage in Search location with respect to 2G/3G/4G Technologies. |
|  | Will be displayed to indicate 2G technology in Search location. |
|  | Will be displayed to indicate 2G technology in Search location. |
|  | Will be displayed to indicate 4G technology in Search location. |
|  | Will be displayed to indicate Wi-fi technology in Search location. |
|  | Will be displayed to indicate current location in the search box. |

The below table defines the icons used in the Network Status Checker view for visual representation of Planned / Un-planned outage and Planned maintenance information’s overlaid on the Google base maps in a mobile Application view with an image size of 78% of the image in Desktop.

|  |  |
| --- | --- |
| **Icon** | **Description** |
|  | Instead of showing more icons on the map, only one icon will be displayed on the map when there are more than 10 (it is configurable) known planned maintenance in the map boundaries currently displayed to the user. |
|  | Instead of showing more icons on the map, only one icon will be displayed on the map when there are more than 10 (it is configurable) known planned maintenance or network issues in the map boundaries currently displayed to the user. |
|  | Instead of showing more icons on the map, only one icon will be displayed on the map when there are more than 10 (it is configurable) known network issues in the map boundaries currently displayed to the user. |
|  | Will be displayed when there is a network maintenance planned. |
|  | Will be displayed when there is a network maintenance in progress. |
|  | Will be displayed to show the search location. |
|  | Will be displayed when there is an unplanned network issue in the location |
|  | Will be displayed when there is a solved in the network problems. |
|  | Will be displayed when there is a solved planned network maintenance. |
|  | Will be displayed to show a wi-fi location. |

| **No** | **Actions** | **Expected Results** | **Pass/**  **Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment with new panel of the Responsive User Interface. | The application home page should look like below: | **PASS** |
| 2. | Click the search button after entering the name/post code of the location where you want to check the coverage. | The coverage for the specified area should look like below with the expected data speed details in the searched location: | **PASS** |
| 3. | In the status checker while loading map page, if there are any planned maintenance, there should be a message related to the planned activity: |  | **PASS** |
| 4. | There should be an option to subscribe alerts on the ongoing planned/unplanned outages. |  | **PASS** |
| 5. | The alert subscription should allow the user to subscribe on his mobile/ mobile and mail id and it should do the required validations for both valid mobile number/mail id. |  | **PASS** |
| 6. | Check whether a single user can subscribe for a maximum of 3 postcodes for alerts? | The user should be allowed to subscribe for a maximum 3 postcode locations with his mobile number or mail id. | **PASS** |
| 7. | Check for planned maintenance and unplanned outages information in the search area. |  | **PASS** |
| 8. | Click on the unexpected icon on Unexpected issues tab and check the service impacted statement displayed.  The service impacted statement for different service types should be mapped according to the table shown in **Section 2.3.3 Functional Tests (Appendix)**. | The service impacted statement should be displayed on the left hand side for different service types, mapped according to the table shown in **Section 2.3.3 Functional Tests (Appendix)**.  **For Eg:**  The service impacted statement for **2G** should be displayed as shown below:    The service impacted statement for **Voice** should be displayed as shown below: | **PASS** |
| 28. | Using “MVNO” url and test the Network Status Checker view for planned maintenance and unplanned outages information. |  | **PASS** |
| 29. | Using “partner” url and test the Network Status Checker view for planned maintenance and unplanned outages information. |  | **PASS** |
| 30. | Perform Zoom out operation in the Network Status Checker map screen. |  | **PASS** |
| 31. | Perform Zoom in operation in the Network Status Checker map screen. |  | **PASS** |
| 32. | Check whether Network Status checker will display Big Icon in a searched location where there 10 (configurable) Planned or Unplanned maintenance of network issues. |  | **PASS** |
| 33 | Check whether Network Status checker will display Big Icon in a searched location where there 10 (configurable) Planned maintenance of network issues. |  | **PASS** |

## Banner Management

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Launch test banner URL   (http://maps-stage.vodafone.co.uk/NSCBanner\_Stage/) | “Create banner” page should appear. Submit Button should be disabled until we validate and select a valid location /postcode. | **Pass** |
|  | Enter postcode and click on Validate button | A drop down list should appear. | **Pass** |
|  | Select postcode from drop down list | “Valid location” message will be displayed and submit button should be enabled. | **Pass** |
|  | Click on the ‘Submit’ button, with an invalid radius like alphabet | Validation error message should be displayed for the respective fields. | **Pass** |
|  | Click on the ‘Submit’ button, with an invalid incident number (INC format: ‘INC’ followed by 12 digits) Banner Radius, Banner Status or with a blank banner message field. | Validation error message should be displayed for the respective fields. | **Pass** |
|  | Click on the ‘Submit’ button, with the postcode, a valid Banner Radius, a valid incident number. (‘INC’ followed by 12 digits) and non-blank banner message fields. | The banner should be created and the ‘banner creation successful message’ should be displayed at bottom of the page. | **Pass** |
|  | Click on the ‘Submit’ button, with the postcode, and type 360 characters in banner message fields. | The Banner message field should allow maximum 360 characters. | **Pass** |
|  | Click on the ‘Submit’ button, with the postcode, and type decimal value for Banner Radius. | The Banner Radius field should allow decimal value. | **Pass** |
|  | Click on the ‘Submit’ button, with the postcode, and type integer value for Banner Radius. | The Banner Radius field should allow integer value. | **Pass** |
|  | Enter location and click on Validate button. | A drop down list should appear. | **Pass** |
|  | Select one location from drop down list. | “Valid location” message will be displayed and submit button should be enabled. | **Pass** |
|  | Click on the ‘Submit’ button, with the location, a valid incident number. (‘INC’ followed by 12 digits)a valid Banner Status and non-blank banner message fields. | The banner should be created and the ‘banner creation successful message’ should be displayed at bottom of the page. | **Pass** |
|  | Click on the ‘Submit’ button, with the location, and type 360 characters in banner message fields. | The Banner message field should allow maximum 360 characters. | **Pass** |
|  | Click on Modify tab. | Banner list page containing all existing banners should appear. Edit and delete options should be enabled for each banner record (row), of the HTML table. | **Pass** |
|  | Click on edit link, for a specific banner record on the Modify banner tab. | Update banner page should appear populating the existing information for the selected banner, enabling the user to modify the details. | **Pass** |
|  | Update the postcode and click on the Validate button. | A drop down list should appear for the user to select the appropriate postcode from this drop down list. | **Pass** |
|  | In the Update Banner Message, click on the ‘Submit’ button, with an invalid Radius | Validation error message should be displayed for the respective fields. | **Pass** |
|  | In the Update Banner Message, click on the ‘Submit’ button, with an invalid incident number (INC format: ‘INC’ followed by 12 digits) | Validation error message should be displayed for the respective fields. | **Pass** |
|  | Create the banner by using Site id /cell name  Select the site or cell name option | The site/cell field must accept a valid site or 3 valid cell names separated by commas. | **Pass** |
|  | Select the site or cell name option,  Enter 4 cell names and validate. | It must display an error message, saying only 3 cell names are allowed.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\3-frequencies.jpg | **Pass** |
|  | Select site/ cells option, and enter the valid site or cell names.  Select the frequencies for which the foot prints are to be created. | All the available frequencies at that site/cells must be displayed as checkboxes, and must be selectable/unselectable. | **Pass** |
|  | Once the frequencies are provided, the footprint must be generated at the site/cell location. | Foot print must be generated and the site or cell location must be pinned for reference. | **Pass** |
|  | Select a site / cell and validate.  Don’t select any frequency and submit the banner. | It must display an alert message to select minimum one frequency to submit the banner.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\frequency error.jpg | **Pass** |
|  | In Modify tab, select the banner which has to be edited.  Remove selected frequencies and submit | It must display an alert message to select minimum one frequency to submit the banner.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\modify-frequency.jpg | **Pass** |
|  | In the Update Banner Message, click on the ‘Submit’ button, with the postcode and banner message fields are not blank and a valid incident number. (‘INC’ followed by 12 digits). | Banner should be updated and the banner update message should be displayed at bottom of the banner list page. | **Pass** |
|  | Select a banner message, which is enabled, and click on edit.  Make it disable and click on submit button.  Search for the specific postcode for that particular banner message in Network Status Checker before and after operation. | Select ‘Disable’ from banner status dropdown list, for that particular banner. | **Pass** |
|  | In the Update Banner Message, click on the ‘Submit button’, with the location and banner message fields are not blank and a valid incident number. (‘INC’ followed by 12 digits). | Banner should be updated and the banner update message should be displayed at bottom of the banner list page.  banner6 | **Pass** |
|  | Click on Cancel button, in the Update Banner Message | Banner list page should appear. | **Pass** |
|  | Select any option shown in dropdown list. | For ‘Show all’ option all the existing banner records should be displayed  .   For ‘Enable’ option, only the banner records with Enable status, should be displayed  For ‘Disable’ option, only the banner records with disable status should be displayed. | **Pass** |
|  | Click on delete link. | Confirmation message box should appear. | **Pass** |
|  | Select ‘OK’ in message box for deleting banner. | Banner should be deleted and banner deletion message should be displayed on same page. | **Pass** |
|  | **Validation of Banner Functionality:**  Create the Banner for the following locations and validate if the Banner gets posted in Network Status Checker before and after operation.  Newcastle Hoo Leeds Isle of Wight West Berkshire Swindon Yarmouth Thatcham Isle of Man (Outside UK) | Except for the Isle of Man, which is outside UK, the banner had been successfully added for the locations chosen. | **Pass** |
|  | Create banner for banner postcode ‘Rg14 1DE’ with Radius 1 mile in Banner application. | Banner should be created for ‘RG14 1DE’ with Radius 1 mile.    NSC application should display banner message at postcode ‘RG14 1DE’.    NSC application should display banner message at postcode ‘RG14 7NZ’. Application is showing banner message as ‘RG14 7NZ’ is falling inside of radius 1 mile from banner postcode ‘RG14 1DE’    NSC application should not display banner message at postcode ‘RG14 2LA. Application is not showing banner message as ‘RG14 2LA is falling outside of radius 1 mile from banner postcode ‘RG14 1DE’    NSC application should display banner message at ‘Newbury. Application is showing banner message as ‘Newbury’ is falling inside of radius 1 mile from banner postcode ‘RG14 1DE’ | **Pass** |
| **Pass** |
| **Pass** |
|  | Create banner for location ‘Reading‘ in Banner application. | Banner should be created for Reading.    NSC application should display banner message at ‘Reading’.    NSC Application should display banner message at Reading postcode ‘Rg1 4PX’    NSC Application should not display banner message at ‘Woodley’ as there is no banner available for this location. | **Pass** |
|  | Adding CRQ to CRQ exclusion table | C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled.png  After adding it should display success message and record should be displayed in table  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled5.png | **Pass** |
|  | Enter wrong CRQ Reference (Example:CR9000000123456) | Record shouldn’t be inserted to table and display error message like “Please provide a valid CRQ number”  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled3.png | **Pass** |
|  | Submit without CRQ Reference | Error message “CRQ Reference is mandatory” should display  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled6.png | **Pass** |
|  | Click on delete link. | Confirmation message box should appear.  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled7.png  Afetr that success message “CRQ deleted successfully from CRQ exclusion list” should display | **Pass** |
|  | Enter CRQ Reference which is already present in CRQ exclusion list | Error message “CRQ already exists” should display and record shouldn’t be insert.  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled4.png | **Pass** |
|  | Insert 17 records | Pagination should come and in each page, should contain maximum 10 records.  First Page  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled1.png  Second Page  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled2.png | **Pass** |
|  | Enter more than 200 characters in comments text area | Comments text area shouldn’t allow to enter more than 200 characters. | **Pass** |
|  | Access the banner url who is part of both banner and CRQ admin group | All the 3 tabs (Create Banner, Modify Banner, Exclude CRQ) should display.  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled8.png | **Pass** |
|  | Access the banner url who is part of banner group but not CRQ admin group (APP-UK-NSC\_CRQ\_ADMIN\_TEST-M) | 2 tabs (Create Banner, Modify Banner) should display.  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled10.png | **Pass** |
|  | Access the banner url who is part of CRQ admin group (APP-UK-NSC\_CRQ\_ADMIN\_TEST-M) but not banner group | Only one tab (Exclude CRQ) should display.  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled9.png | **Pass** |
|  | Access the banner url who is not part of both banner and CRQ admin group (APP-UK-NSC\_CRQ\_ADMIN\_TEST-M) | Error message “You are not authorized to view this page” should display  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled11.png | **Pass** |
|  | Enter CRQ which is showing in NSC in NSC\_CRQ\_ADMIN table and run the crq data feed process | Record should not display in CRQ processed table  CRQ processed table: Before adding record in admin table  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled13.png  After inserting record to admin table  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled15.png  CRQ processed table: After adding record in admin table  C:\Users\che44264\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled14.png | **Pass** |
|  | Add INC to INC exclusion list by providing a valid INC reference | After adding it should display success message and record should be displayed in table  cid:07b070e0-4667-4b79-9879-a67b80052395 | **Pass** |
| The details of the excluded INC should be added in NSC\_INC\_ADMIN database table.    Also the site must be deleted from the site footprint if blocked and if Resolution status must be changed to Resolved/Closed based on Remedy. |
|  | Enter wrong INC Reference (Example:INC4400) | Record shouldn’t be inserted to table and display error message like “Please provide a valid INC number”  cid:38e40bb9-8d68-4821-9a43-1932c3ecb0a4 | **Pass** |
|  | Submit without INC Reference | Error message “INC Reference is mandatory” should display  cid:5b8a65e9-833b-49b7-bf9c-70e8554f72ec | **Pass** |
|  | Click on delete link. | Confirmation message should be displayed.    Afetr that success message “INC deleted successfully from INC exclusion list” should display | **Pass** |
|  | Enter INC Reference with the same site details which is already present in INC exclusion list | Error message “INC already exists” should display and record shouldn’t be insert.  cid:99ef652c-4a56-4b8a-a153-7d9afb56bd97 | **Pass** |
|  | Enter INC Reference with invalid site details | Application must display the message “Please provide valid site details”  cid:84da43a8-9806-4d71-81a6-7d3d39993c1a | **Pass** |
|  | Insert 13 records | Pagination must happen and in each page, a maximum of 10 records must be displayed.  First Page  cid:803800e0-cfd7-4cfd-932e-ac0dd852b53e  Second Page  cid:546a0a83-c682-4d72-9d3a-5334f1448944 | **Pass** |
|  | Enter more than 200 characters in comments text area | Comments text area shouldn’t allow to enter more than 200 characters.  cid:9b440bfe-5603-4d6b-8977-9b4770dfb72c | **Pass** |
|  | Enter INC which is showing in NSC in NSC\_INC\_ADMIN table (i.e Add an INC for exclusion as ‘**Resolution’**) and run the unplanned data feed process | Record should not display in INC processed table and must be inserted in the Admin table.  INC must be displayed in the excluded INC, on the Admin page | **Pass** |
|  | Enter INC which is showing in NSC in NSC\_INC\_ADMIN table (i.e Add an INC for exclusion as **‘Block’**) and run the unplanned data feed process | Record should not display in INC processed table and must be inserted in the Admin table.  INC must be displayed in the excluded INC on the Admin page | **Pass** |
|  | Select ‘Block’ type of exclusion without mentioning the site details | On map all the sites associated with the INC must not be displayed. | **Pass** |
|  | Select ‘Block’ type of exclusion along with site details. | On map, those sites associated with the INC and mentioned for exclusion must not be shown;  But other sites under the same INC and not added for exclusion must be displayed in NSC with their status as in the feed. | **Pass** |
|  | Select ‘Resolution’ type of exclusion without mentioning the sites | On map all the sites associated with the INC must have the INC info as resolved and must show the same on NSC | **Pass** |
|  | Select ‘Resolution’ type of exclusion along with some sites | On map, those sites associated with the INC and mentioned for exclusion must be shown as resolved.  But the other sites which were not mentioned, still under the INC must be displayed with the statuses as in the feed. | **Pass** |
|  | Select ‘Block’ type of exclusion.  If the INC gets resolved after blocking, | INC will be removed from exclusion list and the database table 10 days after resolution | **Pass** |
|  | Select ‘Block’ type of exclusion.  If INC is in exclusion list and is not resolved for a long time, | INC will be removed from exclusion list and the database table 180 days after it was added. | **Pass** |

## NSC Feed to OI

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Search postcode ‘RG14 2FN’ on NSC application. | New record should be inserted into location\_Search\_info table in database with Source value as NSC. | **Pass** |
| 2 | Search place name ‘London on NSC application. | New record should be inserted into location\_Search\_info table in database. | **Pass** |
| 3 | Search postcode ‘RG14 2LY’ on CC application. | New record should be inserted into location\_Search\_info table in database with Source value as CC. | **Pass** |
| 4 | Search place name ‘Rg14 1DE’ on NSC application from external. | New record should be inserted into location\_Search\_info table in database with value ‘N’ for IS\_INTERNAL field. | **Pass** |
| 5 | Search place name ‘Rg14 2FN’ on NSC application from internal. | New record should be inserted into location\_Search\_info table in database with value ‘Y’ for IS\_INTERNAL | **Pass** |
| 6 | Run the DB procedure PR\_Refresh\_OI\_Location\_Search in ATLAST DB. | Location search information should be inserted to following below fields into OI T\_NSC\_SEARCHED\_POSTCODE DB table   * LOCATION * LATITUDE * LONGITUDE * SEARCH\_TIMESTAMP * IS\_INTERNAL * SOURCE | **Pass** |
| 7 | Schedule the DB procedure job for PR\_Refresh\_OI\_Location\_Search in ATLAST DB to run every 5 min. | New location search data should be inserted into OI T\_NSC\_SEARCHED\_POSTCODE DB table. | **Pass** |
| 8 | Run the DB procedure PR\_Refresh\_OI\_USER\_SUBSCRIPTION in ATLAST DB. | User Subscription information should be inserted to the following below fields into OI T\_NSC\_USER\_SUBSCRIPTION  DB table.   * INCIDENT\_NUMBER * POSTCODE * INCIDENT\_REPORTED\_DATE * EMAIL\_REG * SMS\_REG * TOTAL\_REG | **Pass** |
| 9 | Schedule the DB procedure job for PR\_Refresh\_OI\_USER\_SUBSCRIPTION in ATLAST DB to run every 15 min. | User Subscription search data should be inserted into OI T\_NSC\_USER\_SUBSCRIPTION DB table. | **Pass** |
| 10 | Run the DB procedure PR\_Refresh\_OI\_USER\_SUBSCRIPTION in ATLAST DB. | User Subscription procedure should update or insert EMAIL\_REG and SMS\_REG  information for subscribed incidents in last 15 minutes. | **Pass** |
| 11 | Run the DB procedure PR\_Refresh\_OI\_USER\_SUBSCRIPTION in ATLAST DB. | User Subscription procedure should update or insert 0 for EMAIL\_REG and 0 for SMS\_REG  information for subscribed incidents if no subscription happened in last 15 minutes. | **Pass** |
| 12 | Run the DB procedure PR\_Refresh\_OI\_USER\_SUBSCRIPTION in ATLAST DB. | User Subscription procedure should update or insert 1 for EMAIL\_REG and 2 for SMS\_REG information for subscribed incidents if 1 email & 2 SMS subscription happened in last 15 minutes for both EMAIL\_REG and SMS\_REG. | **Pass** |

## Remedy - NSC integration

### Incidents

| **No**. | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | The **NSC\_Remedy\_Incident\_Process** must run in UKGISCHW to completion. | The process completion logs must be captured and the last run time for the process must be 30 mins before the current run. | **Pass** |
| The **NSC\_Remedy\_Incident\_Process** must trigger the **NSC\_Correlation.bat** file |
|  | The **NSC\_Correlation.bat** file must contain the SQL queries to fetch all the INC related data from remedy database - **REMPRD.PROD.UK (Remedy DB)** | The queries must be executed successfully and the fetched data must be stored in the remedyData.csv | **Pass** |
|  | The data in remedyData.csv must be loaded into **NSC\_REMEDY\_INC** table in the GIS.PROD.IE database successfully | Check for latest loading status in the process logs and validate the data. | **Pass** |
|  | The **Cellalarmgroup.exe** data feedprocess must run on UKGISCHW GIS server to completion.  The **Split\_work\_item** procedure must run in the GIS.PROD.IE database and the processed information must be exported to Alarm.csv and loaded to **NET\_VIS\_ALARM\_NSC** table**.** | The information must be exported to Alarm.csv and loaded in the **NET\_VIS\_ALARM\_NSC** table successfully. | **Pass** |
|  | SQL loader **Export\_csv\_db.ctl** must load the **NET\_VIS\_ALARM\_NSC** tabledata to VODDB01 through direct DB transfer. | Validate the exported **NET\_VIS\_ALARM\_NSC** tabledata in COVLIVE/COVSTAGE instance of VODDB01 | **Pass** |
|  | The INC details from the remedy database must be made available through the above steps | The INC must be displayed on the NSC application with appropriate messages. | **Pass** |
|  | If INC is resolved, | INC status must be updated as resolved and must be displayed on NSC for 1 day on external/other versions and for 3 days on internal version. |  |
|  | If INC is not resolved, it must be forwarded to the next steps of resolution, | After the INC is resolved, it must be displayed on NSC for 1 day on external/other versions and for 3 days on internal version. |  |

### Changes

| **No**. | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | The **NSC\_Remedy\_Change\_Process** must run in UKGISCHW to completion. | The process completion logs must be captured and the last run time for the process must be 60 mins before the current run. | **Pass** |
| The **NSC\_Remedy\_Change\_Process** must trigger the **NSC\_remedy\_Change.bat** file |
|  | The **NSC\_remedy\_Change.bat** file must contain the SQL queries to fetch all the INC related data from remedy database - **REMPRD.PROD.UK (Remedy DB)** | The queries must be executed successfully and the fetched data must be stored in the remedychangeData.csv | **Pass** |
|  | The data in remedychangeData.csv must be loaded into **NSC\_REMEDY\_CHANGE** table in the GIS.PROD.IE database successfully | Check for latest loading status in the process logs and validate the data. | **Pass** |
|  | The **Planneddatarepresentation.exe** data feedprocess must run on UKGISCHW GIS server to completion.  The **Update\_NSC\_remedy\_change, Planned\_type\_footprint** and **Refresh\_CRQ\_data** procedures must run in the GIS.PROD.IE database and the processed information must be exported to NSCPlanneddata.csv and loaded to **NSC\_PLANNED\_CI\_DETAILS** table**.** | The information must be exported to Alarm.csv and loaded in the **NSC\_PLANNED\_CI\_DETAILS** table successfully. | **Pass** |
|  | SQL loader **Export\_csv\_db.ctl** must load the **NSC\_PLANNED\_CI\_DETAILS** tabledata to VODDB01 through direct DB transfer. | Validate the exported **NSC\_PLANNED\_CI\_DETAILS** tabledata in COVLIVE/COVSTAGE instance of VODDB01 | **Pass** |
|  | The CRQ details from the remedy database must be made available through the above steps | The CRQ details must be displayed on the NSC application with appropriate messages. | **Pass** |
|  | If CRQ is resolved, | The CRQ status must be updated as resolved and must be displayed on NSC for 1 day on external/other versions and for 3 days on internal version. |  |

## OI - NSC Integration

### Data validation

| **No**. | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Check for the connection to OI database through the DB link. | The OBLICORE schema of OI DB must be connected through the DB link OIUKDB.PROD.UK.  The connection must be successful within 3\*3 valid attempts. | **Pass** |
|  | Check the last updated timestamp of the OI tables in **T\_NSC\_Update\_Status** table. | The last updated time for the below tables must not be 2 hours earlier than the system date.   * T\_NSC\_INCIDENTS * T\_NSC\_TICKET\_STATUS * T\_NSC\_SITES (2 times a day – 7AM & 9AM) | **Pass** |
|  | If both (**1**) and (**2**) criterion satisfy, | The INC\_DATA\_SOURCE table must be updated as ‘OI DB’ as the source along with the data fetch timestamp.  Also, the INC data from OI database and CRQ data from REMEDY (**REMPRD.PROD.UK.)** database must be fetched to the NSC database. | **Pass** |
|  | If either (**1**) or (**2**) criterion fails, | The INC\_DATA\_SOURCE table must be updated as ‘REMEDY DB’ as the source along with the data fetch timestamp.  Also, both the INC and CRQ data from REMEDY (**REMPRD.PROD.UK.)** database must be fetched to the NSC database. | **Pass** |
|  | The INC and CRQ processes must run to completion. | The processed INC and CRQ data must be updated in the below tables respectively.  NSC\_INC\_SITE\_DETAILS  NSC\_CRQ\_SITE\_DETAILS | **Pass** |

#### OI data sources

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Actions** | **Expected Results** | **Pass/Fail** | |
| **T\_NSC\_SITES -** Contains all the cells to be displayed around the network along with their location and extra information. | | | | |
|  | Check the ‘UPDATED’ column value for T\_NSC\_SITES in T\_NSC\_UPDATE\_STATUS table | The time stamp must be around 7 AM or 9AM, when checked at any point of time in a day  (i.e. the table data must be refreshed 2 times in a day; 7AM and 9AM are refresh times for – VF and TF cells respectively) | **Pass** | |
|  | Check Cell name, technology and site\_subtype for some cells.  e.g. G54102 | All the three must match with each other  For G54102, technology=2G  and site\_subtype=Macro | **Pass** | |
|  | Check the refresh time for all the records, | Timestamp must be the latest table refresh time – and same for all the records | **Pass** | |
| **T\_NSC\_UPDATE\_STATUS -** Used to track the last updated timestamps of other components within the OI to NSC feed. | | | | |
|  | The table must contain the below entries:   * t\_nsc\_sites * t\_nsc\_incidents * t\_nsc\_resolved * t\_nsc\_rememdy\_queues * Availability - VF Max * Availability - VF Min * Availability - TF Max * Availability - TF Min | The timestamp for first 4 must have the last updated time.  VF Max and TF Max are the time when VF and TF cell availability data is available  VF Min and TF Min are the earliest time when VF and TF availability are tracked. | **Pass** | |
| **T\_NSC\_TICKET\_STATUS -** Contains a list of those incidents tracked by OI along with their key dates, the site number that the incident was raised against, priority and status. | | | | |
|  | Check the below fields in the table:   1. INCIDENT\_NUMBER 2. SUBMIT\_DATE 3. PRIORITY 4. STATUS | INCIDENT\_NUMBER must be a valid number with 15 characters.  SUBMIT\_DATE should not be null for any given incident  An incident must have the priority, the site with which it is associated and a status. | **Pass** | |
|  | Check an INC, that is resolved or closed within last 14 days, | It must have a valid Incident\_last\_resolved date or an Incident closed date.  These must not be null. | **Pass** | |
| **T\_NSC\_INCIDENTS -** Contains all the incidents to be displayed on the Network Status Checker. It uses the latest point at which Cell Availability data is available to then differentiate between data where the impact is known or estimated due to the source of outages. | | | | |
|  | For a given issue, check the **DATA\_SOURCE** column of **T\_NSC\_Incidents** table in **OI** database, to find out the source for the issue related information | If DATA\_SOURCE column has:   * ‘Estimated’ – Information obtained from ‘Early warning’ tool * ‘Actual’ – Information obtained from ‘Command Centre’ tool with real-time data available | | **Pass** |
|  | Check the ‘UPDATED’ column value for T\_NSC\_INCIDENTS in T\_NSC\_UPDATE\_STATUS table | The last updated time stamp must not be more than 15 mins earlier than system date.  The table data must refresh for every 15 mins | | **Pass** |
|  | Check the INCs with ‘ANOC-COOS’ in the description. | For all the incidents with ‘ANOC-COOS’ in the description, the down-time mustn’t be less than 900s i.e. 15 mins | | **Pass** |

#### REMEDY data sources

| **No**. | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| REMEDY\_CI\_PLANNED\_DETAILS - The CRQ data is always obtained from this table from the REMEDY database. | | | |
|  | Check the START-DT and STATUS of a CRQ. | These fields mustn’t be null for a CRQ.  Also, if the status is ‘Closed’, then CRQ must have a END\_DT as well. | **Pass** |
| REMEDY\_OPEN\_INC – The open INCs are obtained from REMEDY database if the INC\_DATA\_SOURCE has REMEDY as data source. | | | |
|  | Check the below fields in the table:   1. INCIDENT\_NUMBER 2. SUBMIT\_DATE 3. PRIORITY 4. STATUS | INCIDENT\_NUMBER must be a valid number with 15 characters.  SUBMIT\_DATE should not be null for any given incident  An incident must have the priority, the site with which it is associated and a status. | **Pass** |
| REMEDY\_CLOSED\_INC - The closed INCs are obtained from REMEDY database if the INC\_DATA\_SOURCE has REMEDY as data source. | | | |
|  | Check an INC, that is resolved or closed. | The status of the INC must be Resolved / Closed  It must have a valid Incident\_last\_resolved date or an Incident closed date.  These must not be null. | **Pass** |

#### Processed data

| **No**. | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| NSC\_INC\_SITE\_DETAILS –The final table holding all the processed INC data from the OI or REMEDY raw data tables. The same data reflects on the NSC application. | | | |
|  | Check the below fields from the table:   1. INC-NUMBER 2. SITE 3. NSC\_STATUS 4. SITE\_TYPE | The fields mustn’t be null.  INC\_NUMBER must be a valid 15-digit number or ‘Dummy’ entry.  The site with which the INC is associated.  The NSC\_STATUS must be Potential, Known and Resolved/ Closed.  The SITE\_TYPE must be ‘Macro’ only. | **Pass** |
|  | Check the below fields, and compare with the NSC application:  Other\_Active\_INC, Other\_Resolved\_INC | Other\_Active\_INC must have the open INCs on that particular site.  Other\_Resolved\_INC must have the list of all the INCs resolved recently on that site. | **Pass** |
| NSC\_CRQ\_SITE\_DETAILS - The final table holding all the processed CRQ data from the REMEDY raw data tables. The same data reflects on the NSC application. | | | |
|  | Check the below fields from the table:   1. CRQ 2. SITE 3. CRQ\_STATUS 4. START\_DT | The fields mustn’t be null.  CRQ must be a valid 15-digit number.  The site with which the CRQ is associated.  The CRQ\_STATUS mustn’t be null.  The SITE\_TYPE must be ‘Macro’ only. | **Pass** |
|  | If the CRQ\_status is CRQ\_Closed | Then END\_DT mustn’t be null. | **Pass** |

### Incidents

| **No**. | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Check the ‘ASSOCIATE\_TO’ column of **T\_NSC\_Incidents** | The column must display the association of the issue at that cell /site as ‘INC’. | **Pass** |
|  | If the issue is associated as ‘INC’ and contains ‘Estimated’ in the DATA\_SOURCE column | INC details must be fetched from the Early warning view and displayed on the NSC application. | **Pass** |
| If INC is resolved/closed,  Check the maximum Cell Availability (CAmax) for 2 hrs from the resolution time.  CAmax – latest point at which cell is available | The cell should be available for continuous 2 hours from the INC resolution time. | **Pass** |
| If INC is resolved and if a CAmax is available within 2 hrs from the resolution time. | The resolved INC must be must be displayed for 3 days on external/other versions and for 7 days on internal version  Later it must be hidden from NSC. | **Pass** |
| If INC is not resolved /open, | INC must be displayed on NSC.  Check the ‘Downtime’ availability in last 24 hrs from INC submission time in the table.  and check the CAmax | **Pass** |
| If ‘Downtime’ is not available but, CAmax is available within the next 24 hrs from INC submission data, | The INC must be closed and must be displayed for 1 day on external/other versions and for 3 days on internal version.  Later it must be hidden from NSC. |  |
|  | If issue is associated as INC, but if there is no downtime available, | Check the ‘Downtime’ but if no downtime available for next 2 hours, the INC must be hidden from NSC. | **Pass** |
|  | If the issue is associated as ‘INC’, | NSC must display INC and check if any most recent INC available for that same site | **Pass** |
| If a recent INC available for the same site, | Migrate all the subscribers’ information of the open INCs of this site to the recent INC. |
|  | If a cell is down and downtime is reported in command centre, but no INC available for the cell,  Check the ‘Dummy’ keyword in the INC\_NUMBER column | A dummy INC with reference ID DINxxxxx will be associated with it.  Also, NSC must allow the subscribers to raise the INC. | **Pass** |
| If a recent INC available for the same site, | Check for the recent DIN (Dummy INC) for the site and migrate subscribers’ information to the open INC. | **Pass** |
| If INC is resolved/closed | The cell should be available for continuous 24 hours from the last down time. |
| If cell is available for next 24 hours after down time, | The INC must be closed and must be displayed for 1 day on external/other versions and for 3 days on internal version.  Later it must be hidden from NSC. |  |
|  | Check the site which has multiple incidents associated with it and are still open.  E.g. postcode LU40DZ | The NSC application must display all the open incidents associated with the postcode/site.  cid:image002.png@01D35A1C.7A190300 | **Pass** |
|  | Check the site which has incidents solved within last 3 days.  E.g. postcode BS65RD | The NSC application must display all the resolved/closed incidents at postcode/site.  cid:image001.png@01D35A1C.7A190300 |  |
|  | Check the incidents with ‘#’ keyword (Perf, Intermittent, NSC) | if not available in the OI feed i.e. if they don’t have any downtime for last 24 hrs., those must not be displayed into NSC. | **Pass** |

#### Incident: NSC User Journeys

| No. | Journey description | Expected outcome | | | | Pass/Fail |
| --- | --- | --- | --- | --- | --- | --- |
| Status of INC | Message Displayed on NSC | SMS | Email |
|  | 1. **Cell not down with incident as displayed on Early Warning** 2. **INC not subscribed** | 1. Raised-Potential issue 2. Open-Potential issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.    **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | If not subscribed,  No SMS sent | If not subscribed,  No Email sent | **Pass** |
| 1. Resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | - | - | **Pass** |
| 1. No downtime for 2 hrs after resolution | **Internal & External Versions**  Hide from NSC – No message to be displayed | - | - | **Pass** |
|  | 1. **Cell not down with incident as displayed on Early Warning** 2. **INC subscribed** | 1. Raised-Potential issue 2. Open-Potential issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **Registration**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **Registration**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Resolved in Remedy | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. No downtime for 2 hrs after resolution- INC closed | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. No downtime for next 24 hrs | **Internal Version**  Hide from NSC – No message to be displayed | - | **-** |
|  | 1. **Cell down with incident,** 2. **INC displayed initially on Early Warning then on Command Centre** | 1. Raised-Potential issue 2. Open-Potential issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Open – Known issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here | - | **-** | **Pass** |
| 1. Resolved, but downtime observed in last 2 hrs, | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team | **Pass** |
| 1. No downtime for 2 hrs from time of resolution. | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  | **Pass** |
| 1. After 3 days of resolution | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | **-** | **-** |
| 1. After 7 days of resolution | **Internal Version**  Hide from NSC – No message to be displayed | **-** | **-** |
|  | 1. **Cell down without incident** 2. **Downtime displayed on Command Centre** | 1. Dummy incident created if downtime observed (open for user subscription) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Monitor for 24 hr after the last downtime | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team. |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | 1. **Cell down initially without incident** 2. **Then an incident raised** | 1. Dummy incident created if downtime observed (open for user subscription) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC1 Raised | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC Resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. Resolved and No downtime for 2 hrs from time of resolution | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | - | - |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | 1. **Cell intermittently down** 2. **Incident in Command centre** | 1. Raised – Potential issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Open – known issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Monitor for 24 hr after the last downtime | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Cell intermittently down without incident** | 1. Dummy incident created if downtime observed (open for user subscription) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Monitor for 24 hr after the last downtime | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | 1. **Cell down with incident being resolved** 2. **And cell is still down** | 1. Raised - Potential Issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Open - Known Issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Resolved**,** but downtime | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. Dummy INC raised- Downtime after the INC resolution (so message changed again to the Known issue) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. No Downtime in last 2 hrs, So closed | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | 1. **Cell down without incident being resolved** 2. **And cell is still down** | 1. Dummy incident created if downtime observed (open for user subscription) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC1 Raised | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Open - Known Issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Resolved**,** but downtime | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. Dummy INC raised- Downtime after the INC resolution (so message changed again to the Known issue) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. No Downtime in last 2 hrs, So closed | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Cell down with resolved INC being re-open within 7 days** | 1. INC1 Raised -Potential issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Open - Known Issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Resolved, but downtime observed | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. Dummy INC raised- Downtime after the INC resolution (so message changed again to the Known issue) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Reopen (INC1) | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. We’re sorry to let you know that there is still a problem with our mobile network in [AREA] – please accept our apologies if you’re having trouble with your service again. Our engineers are now back investigating the case and we’re working hard to fix the problem as quickly as we can. We’ll let you know about our progress as soon as we have an update. Thanks for your patience. | **If Registered**  Hello  We’re sorry to let you know there is still a problem with our mobile network in [AREA] – please accept our apologies if you’re having trouble with your service again.  Our engineers are now back investigating the case and we’re working hard to fix the problem as quickly as we can. We’ll let you know about our progress as soon as we have an update.  Thanks for your patience.  The Customer Care Team |
| 1. Open (INC1) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. No Downtime in last 2 hrs, So closed | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | 1. **Cell down with incident getting resolved** 2. **b. After 2 hours’ cell being available** | 1. Raised - Potential Issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. Open - Known Issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. Resolved | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | 1. **Cell down with multiple incidents (INC1, INC2)** 2. **Latest (INC2) to be considered** | 1. INC1 Raised - Potential Issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC2 Raised - Known Issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. **INC2** resolved (Subscription to be migrated from INC 2 to INC1) | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 Open - No downtime | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 Open – No downtime | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. After 3 days of monitoring   INC1 Open – No downtime | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring   INC1 Open – No downtime | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Multiple cells of same site down with different INC** | 1. INC1 Available | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC1 Open | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC2 Open no down time | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 Open with down time | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. no downtime in last 2 hrs, | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Cells from different sites with same location down with same INC** | 1. INC1 available | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC1 Open | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 Resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. INC resolved and No downtime in last 2 hrs | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Cells from different sites with same location down with different INC** | 1. INC1 available | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC1 Open | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC2 Available | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC2 open with no downtime | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 open with downtime | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 resolved | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. No downtime in last 2 hrs after resolution | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Resend the comms, if cell down again in 3 days with INC associated being resolved** | 1. INC1 Raised - Potential Issue | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. INC1 Raised - Known Issue | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. INC1 resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. No downtime in last 2 hrs after the INC resolution time (4:45) D5 data, so INC resolved, | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. Dummy INC raised - Downtime after the INC resolution | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **If Registered**  Hello. We’re sorry to let you know that there is still a problem with our mobile network in [AREA] – please accept our apologies if you’re having trouble with your service again. Our engineers are now back investigating the case and we’re working hard to fix the problem as quickly as we can. We’ll let you know about our progress as soon as we have an update. Thanks for your patience. | **If Registered**  Hello  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. No Downtime in last 24 hrs, so closing | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |
|  | **Incident with other #NSC, #perf, #intermittent in the title** | 1. **INC1** with **#NSC** raised | **Internal Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more.  **External Version**  It looks like something might be up with our mobile network in this area at the moment – we’re sorry if you’re experiencing any issues when using your service.  Rest assured, we’re on the case and we’ll update this page as soon as we know more. | **If Registered**  Hello. Thanks for registering for updates about a problem with our mobile network in [AREA].  Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. | **If Registered**  Hello  Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress.  Thanks for your patience  The Customer Care Team  This is an automated email, so please don’t reply as your message won’t come through to us. There are lots of ways to get in touch, please visit our Contact us page. | **Pass** |
| 1. **INC1 open** | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. **INC2** with **#perf** raised @**4:45,** but INC1 to be shown as it has #NSC | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. **INC3** with **#intermittent** raised, but INC1 to be shown as it has #NSC | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. **INC**4 with **COOS** raised, but INC1 to be shown as it has #NSC | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. **INC1(#NSC)** closed,   **INC2 (#perf)** to be shown, subscription to be migrated to INC2 | **Internal Version**  We're trying to fix a network issue which might be affecting calls, texts and data coverage.  You might be experiencing the performance issue. We'll update this page as soon as we know more  **External Version**  We're trying to fix a network issue which might be affecting calls, texts and data coverage.  You might be experiencing the performance issue. We'll update this page as soon as we know more | - | - |
| 1. **INC2(#perf)** closed,   **INC3 (#intermittent)** to be shown, subscription to be migrated to INC3 | **Internal Version**  We're trying to fix a network issue which might be affecting calls, texts and data coverage.  You might be experiencing the issue intermittently. We'll update this page as soon as we know more  **External Version**  We're trying to fix a network issue which might be affecting calls, texts and data coverage.  You might be experiencing the issue intermittently. We'll update this page as soon as we know more | - | - |
| 1. **INC3(#intermittent)** closed,   **INC4 (COOS)** to be shown, subscription to be migrated to INC4 | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  **External Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | - | - |
| 1. **INC4** resolved | **Internal Version**  Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted.  **External Version**  “Great news – we’ve fixed the problem with our mobile network in this area. We’re now monitoring our service to make sure it’s performing as it should. We’ll update this page soon once we’ve confirmed everything’s sorted. | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | As soon as the incident is resolved in Remedy, it will be closed in NSC and the comms will be sent  **If Registered**  **Hello,**  Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed.  The Customer Care Team |
| 1. no downtime in last 2 hrs, | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |  |  |
| 1. After 3 days of monitoring | **Internal Version**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time.  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **External Version**  Hide from NSC – No message to be displayed | - | - |
| 1. After 7 days of monitoring | **Internal Version**  Hide from NSC – No message to be displayed | - | - |

#### Incident: Blockers & delay scenarios

| No. | Blocker | Expected outcome (For INC with ‘Known’ status only) | Pass/Fail |
| --- | --- | --- | --- |
| Message Displayed on NSC |
|  | Access, Landlord/Lease, Access - As per Lease, Access - Dispute, Access - Site Provider, Traffic Management, Unable to Climb, Wildlife | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can. However, we’re currently having some trouble reaching our network equipment, which means unfortunately there will be a slight delay in getting things up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\access-pass (002).jpg | Pass |
|  | LOS & Tree-lopping | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  The issue is being caused by something blocking the signal from our network equipment. Rest assured, we’re working hard to fix this as quickly as we can, but unfortunately it will take us some time to resolve.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | Pass |
|  | Aircon/temperature, Power, Transmission, REC | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can, and we’ve asked a specialist engineer to investigate.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | Pass |
|  | Ericsson, Telefonica, 3rd Party, MITIE, Other 3rd Party, Site Provider | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can, and we’ve asked a specialist engineer to investigate.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\erricssion-pass (002).jpg | Pass |
|  | **Health and safety, H&S - Access** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can. However, we’re currently having some trouble reaching our network equipment due to health and safety concerns – unfortunately there will be a slight delay in getting things up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Pass** |
|  | **In-depth investigation** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can, and we’ve asked a specialist engineer to investigate.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\in-depth investigtn-pass.jpg | **Pass** |
|  | **SOR, CTIL** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Unfortunately, our network equipment has been damaged and needs major repairs. Rest assured, we’re working hard to fix this as quickly as we can, but it may be some time before things are up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Pass** |
|  | **Planned work, Planned work/deployment** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Unfortunately, our network equipment needs some major repairs. Rest assured, we’re working hard to fix this as quickly as we can.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Pass** |
|  | **Spares, Obsolete Equipment** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Unfortunately, our network equipment needs a specialist part replacing. Rest assured, we’re working hard to fix this as quickly as we can, but unfortunately there will be a slight delay in getting things up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\spares-passed (002).jpg | **Pass** |
|  | **Road closure** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can. However, we’re currently having some trouble reaching our network equipment due to an issue with road access – unfortunately there will be a slight delay in getting things up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Pass** |
|  | **Budget, Design, Process, Redesign, VF Process** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Unfortunately, our network equipment needs a lot of work to put things right. Rest assured, we’re working hard to fix this as quickly as we can, but unfortunately it will be some time before things up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\design-pass (002).jpg | **Pass** |
|  | **Bad weather** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to fix this as quickly as we can. However, we’re currently having some trouble reaching our network equipment due to bad weather – so unfortunately there will be a slight delay in getting things up and running again.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Pass** |
|  | **Unknown (Not available in the list)** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Rest assured, we’re working hard to get things up and running again as quickly as we can. Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Pass** |
|  | **Incident – Delay text** | There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  Unfortunately, it’s taking us a little longer than we expected to fix this issue – sorry for the delay.  Rest assured, we’ll get things up and running again as soon as we can, and we’ll update this page once we have an update.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\delay-pass (002).jpg | **Pass** |
|  | **INTERNAL ONLY: Incident – Engineer on site text** | **Internal Version**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  There’s an engineer onsite { if [engineer arrived] available, then <"who arrived at [3:10pm 08 Sep 2017]">} working to fix the issue.  Thanks for your patience. As soon as we have any further updates, we’ll let you know here.    **External version**  No message related to Engineer onsite displayed, but message related to “Known” issue is displayed. | **Pass** |

### Change Request (CRQ)

|  |  |  |  |
| --- | --- | --- | --- |
| No | **Actions** | **Expected Results** | **Pass/Fail** |
|  | Check the ‘ASSOCIATE\_TO’ column of **T\_NSC\_Incidents** | The column must display the association of the issue at that cell /site as ‘CRQ’. | **Pass** |
|  | If the issue is associated as ‘CRQ’ and any downtime is reported, | The change must be shown into NSC 3 days prior to scheduled start time.  The changes from **Scheduled Start -1h** to **Scheduled End +2h (CAmax)** will be considered as **Change Ongoing**.  The downtime during this change window will be associated to the change. | **Pass** |
| If cell is being down in the last hour of the Scheduled start time and beyond the Scheduled End time, | This is **Change Pre-run and Change Overrun**  Any INC associated with the site during the change window (between Change Pre-run and Change Overrun window) will not be displayed in NSC | **Pass** |
|  | If change is closed,  Check whether the cell/site is not down for continuously 2 hours from the Change Scheduled End time. | The change will be considered as closed, if cell/site is not down for continuously 2 hours from the Change Scheduled End time.  The closed change must be displayed for 3 days on external/other versions and for 7 days on internal version  The change is not shown into NSC further, if there is no downtime during the change window | **Pass** |
|  | If an INC raised during the change window, | It must not be displayed into NSC, if there is no downtime after the change closure. | **Pass** |
|  | The CRQ with an CI unavailability time <=60 mins must not be shown on NSC  CI unavailability time is the difference of outage \_start\_DT and outage\_end\_dt in the **Remedy\_CI\_Planned \_Details** table for     1. Select a CRQ from the remedy data, which has downtime | Here the CRQ000000533731 has downtime,  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\unavailTime_testcase_RemedyData.png | **Pass** |
| 1. Search the impacted cells under the CRQ in the existing database. | The query results in all the cells with CI unavailability both less and more the 60 mins.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\unavailTime_testcase_beforeChange.png | **Pass** |
| 1. Search the impacted cells under the CRQ in the test database. | The query results only cells with CI unavailability more than 60 mins  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\unavailTime_testcase_AfterChange.png | **Pass** |
|  | CRQ with the window between 22:00 and 06:00 to be displayed only at the time (real time not stats time) of the CRQ window and not before or after,  But if the site remains down then normal CRQ overrun logic should cause the site to be displayed against the CRQ again. | The below listed CRQs must display on the NSC application at the CRQ window time,  i.e. CRQ000000535938 between 20:00 to 8:00 and  CRQ000000535593 between 22:00 to 6:00 only.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\22_6_testcase_RemedyData.png | **Pass** |
|  | If we have a long duration (Y days) CRQ and an outage has already been seen in previous X days but has had no further outage, then the CRQ close date must be changed to the Xth day and be removed from NSC.  Now, it is configured as X= 5 Days & Y = 7 Days.  E.g. Consider a CRQ000507130 with start date : 23-sep 2017, end date : 04-Apr-2018,  The last outage was reported on 4-Dec-2017 | C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\X_days_testcase_Remedy_table.png  The CRQ must not be displayed into NSC, as after 5 days of outage reported , the CRQ is removed from the feed  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\X_days_testcase_BeforeChange.png |  |

#### CRQ: NSC User Journeys

| No. | Journey description | Expected outcome | | | Pass/Fail | |
| --- | --- | --- | --- | --- | --- | --- |
| Status of CRQ | Message in the Internal NSC | Message in the External NSC |
|  | **Change request with downtime** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | [Same message]  To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing- CRQ starts | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact (downtime observed) | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring (CRQ completed- downtime not observed & data available) | Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\crq-internal-monitoring.jpg | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\crq-external-monitoring.jpg |
| 1. CRQ1 Closed (No downtime in last 2h after the change window) | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun) |
| 1. After monitoring for 3 days | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No message is displayed |
| 1. After monitoring for 7 days | No message is displayed | - |
|  | **Change request without downtime** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing - starts | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring (CRQ completed- downtime not observed & data available) | Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ1 closed (No downtime during the change window +2h) | No message is displayed | No message is displayed |
|  | **Cell with change followed by incident, downtime due to both INC and change** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Scheduled+ INC1 raised | **Displayed in Planned maintenance**  We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be.  **Displayed in Unexpected issues**  We're looking into the potential issue with the network which might be affecting calls, texts and data coverage.  We'll update this page as soon as we know more. | **Displayed in Planned maintenance**  To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time.  **Displayed in Unexpected issues**  We're looking into the potential issue with the network which might be affecting calls, texts and data coverage.  We'll update this page as soon as we know more. |
| 1. CRQ1 Scheduled+ INC1 open | **Displayed in Planned maintenance**  We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Displayed in Planned maintenance**  To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. |
| 1. CRQ1 Ongoing + INC1 open | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact + INC1 open | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring+ INC1 Open | **Displayed in Planned maintenance**  Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ Monitoring (CRQ completed- downtime not observed & data available) + INC open | **Displayed in Planned maintenance**  Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ Closed (No downtime during the change window +2h) + INC open | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. |
| 1. INC Resolved (No downtime in last 2 hrs, resolved in Remedy) | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| 1. After 3 days of resolution CRQ   After 3 days of resolution of INC | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No CRQ related messages displayed.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No INC related messages displayed. |
| 1. After 7 days of resolution CRQ   After 7 days of resolution of INC | No CRQ related messages displayed.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | - |
| No INC related messages displayed. | - |
|  | **Cell with Change followed by Incident being resolved during change window** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time | **Pass** |
| 1. CRQ1 Scheduled+ INC1 raised | **Displayed in Planned maintenance**  We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be.  **Displayed in Unexpected issues**  We're looking into the potential issue with the network which might be affecting calls, texts and data coverage.  We'll update this page as soon as we know more. | **Displayed in Planned maintenance**  To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time  **Displayed in Unexpected issues**  We're looking into the potential issue with the network which might be affecting calls, texts and data coverage.  We'll update this page as soon as we know more. |
| 1. CRQ1 Scheduled+ INC1 open | **Displayed in Planned maintenance**  We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Displayed in Planned maintenance**  To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. |
| 1. CRQ1 Ongoing + INC1 open | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact + INC1 open | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring+ INC1 Resolved (No downtime in last 2h) | **Displayed in Planned maintenance**  Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ1 Monitoring (CRQ completed- downtime not observed & data available) | **Displayed in Planned maintenance**  Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ Closed (No downtime during the change window +2h) | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| 1. After 3 days of resolution CRQ   After 3 days of resolution of INC | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  No INC related messages displayed. |
| **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No CRQ related messages displayed.  No INC related messages displayed. |
| 1. After 7 days of resolution CRQ   After 7 days of resolution of INC | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  No INC related messages displayed. | - |
| No CRQ related messages displayed.  No INC related messages displayed. | - |
|  | **Change Pre-run- cell down only in the previous hour of the CRQ window** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing- CRQ starts | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact (downtime observed in the previous hour of the CRQ scheduled start time) | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact (downtime observed) | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring (CRQ completed- downtime not observed & data available) | Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ1 Closed (No downtime in last 2h after the change window) | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun) |
| 1. After monitoring for 3 days | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No message is displayed |
| 1. After monitoring for 7 days | No message is displayed | - |
|  | **Change Pre-run- cell down continuously for 2 hours prior to the CRQ window** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Ongoing + Dummy INC raised (cell down 2h prior to CRQ) | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact + INC open | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ Monitoring (CRQ completed- downtime not observed & data available) + INC open | **Displayed in Planned maintenance**  Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ Closed (No downtime in last 2h after the change window) + INC open | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. |
| 1. CRQ Closed + INC Closed (No downtime in last 24 hrs) | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| 1. After 3 days of resolution CRQ   After 3 days of resolution of INC | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No CRQ related messages displayed.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No CRQ related messages displayed.  No INC related messages displayed. |
| 1. After 7 days of resolution CRQ   After 7 days of resolution of INC | No CRQ related messages displayed.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | - |
| No CRQ related messages displayed.  No INC related messages displayed. | - |
|  | **Change Overrun - no downtime prior to CRQ window** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing- CRQ starts | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact (downtime observed) | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring (CRQ completed- downtime not observed & data available) | Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ1 Overrun (Cell down just before CRQ scheduled end time and the downtime associated to CRQ) | Sorry, but unfortunately, it’s taking a little longer than we expected to finish our maintenance work on the mobile network in this area. Rest assured, we’ll get things up and running again as soon as we can, and we’ll update this page once we have more information. | To be shown after the CRQ window, if the cell is down due to the CRQ. Until we have 2 clear hour cell stats available. |
| 1. CRQ1 Closed (No downtime in last 2h) | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun) |
| 1. After monitoring for 3 days | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No message is displayed |
| 1. After monitoring for 7 days | No message is displayed | - |
|  | **Change Overrun - cell down only in the previous hour of the CRQ window** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing- CRQ starts | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact (downtime observed in the previous hour of the CRQ scheduled start time) | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact (downtime observed) | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Monitoring (CRQ completed- downtime not observed & data available) | Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ1 Overrun (Cell down just before CRQ scheduled end time and the downtime associated to CRQ) | Sorry, but unfortunately, it’s taking a little longer than we expected to finish our maintenance work on the mobile network in this area. Rest assured, we’ll get things up and running again as soon as we can, and we’ll update this page once we have more information. | To be shown after the CRQ window, if the cell is down due to the CRQ. Until we have 2 clear hour cell stats available. |
| 1. CRQ1 Closed (No downtime in last 2h) | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun) |
| 1. After monitoring for 3 days | Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No message is displayed |
| 1. After monitoring for 7 days | No message is displayed | - |
|  | **Change Overrun - cell down continuously for 2 hours prior to the CRQ window** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Ongoing + Dummy INC raised (cell down 2h prior to CRQ) | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 Impact + INC open | **Displayed in Planned maintenance**  We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ Monitoring (CRQ completed- downtime not observed & data available) + INC open | **Displayed in Planned maintenance**  Great news – we’re almost done with our maintenance work in this area. We’re now monitoring our mobile network to make sure it’s performing as it should, and we’ll update this page as soon as we’ve confirmed everything’s sorted.  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | To be shown immediately after the scheduled End time until we have cell data stats for the CRQ window + 2h. |
| 1. CRQ Closed (No downtime in last 2h after the change window) + INC open (downtime prior to CRQ window, so associated with INC) | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  There’s a problem with our mobile network in this area at the moment that may be causing issues with your service. We’re sorry if you’re experiencing any disruption – we know how frustrating this can be.  [Blocker text]  Thanks for your patience. As soon as we have any further updates, we’ll let you know here. |
| 1. CRQ Closed + INC Closed (No downtime in last 24 hrs) | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Displayed in Planned maintenance**  To be shown once we have the clear cell stats for continuous 2 hrs after the CRQ window. To be shown for next 3 days in the external and for next 7 days into the internal version of NSC. CRQ window to be updated by taking CRQ overrun (if any) into consideration (End time up to Overrun)  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| 1. After 3 days of resolution CRQ   After 3 days of resolution of INC | **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No CRQ related messages displayed.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE]. Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). |
| **Displayed in Planned maintenance**  Great news – we recently carried out some maintenance in this area to help improve our mobile network, we’re sorry if you experienced any issues with your service between [START\_TIME] on [START\_DATE] and [END\_TIME] on [END\_DATE].  Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | No CRQ related messages displayed.  No INC related messages displayed. |
| 1. After 7 days of resolution CRQ   After 7 days of resolution of INC | No CRQ related messages displayed.  **Displayed in Unexpected issues**  Great news – it’s all fixed. We had an issue with our mobile network in this area – it’s now been up and running again as usual since [TIME] on [DATE].  overrun Sorry if you experienced any disruption to your service around this time. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | - |
| No CRQ related messages displayed.  No INC related messages displayed. | - |
|  | **Change Cancelled** | 1. CRQ1 Scheduled | We’ll soon be carrying out some maintenance in this area to help improve our mobile network. The work’s due to start at [START\_TIME] on [START\_DATE] and should be all done by [END\_TIME] on [END\_DATE].  Sorry in advance if you have any trouble making calls, sending texts or using data during this time – we know how frustrating any disruption to your service can be. | To be shown 3 days in advance from the scheduled start time in both internal/external NSC. Additional 2 hrs to be added and shown for the CRQ scheduled End time. | **Pass** |
| 1. CRQ1 Ongoing | We’re carrying out maintenance in this area at the moment to help improve our mobile network. Sorry if you’re experiencing any issues with your service – we know how frustrating this can be.  The work’s due to be finished by [END\_TIME] on [END\_DATE] and we’ll update this page as soon as it’s all done. | To be shown during the CRQ window, until we have the cell down based on cell availability data. |
| 1. CRQ1 cancelled | No message is displayed | No message is displayed |

## Postcode Hotspots

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Find a postcode, which has a **BSC Alarm** on the ‘**Unexpected issues**’ Tab, in Network Status Checker.  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 2 | Find a postcode, which has a **Planned BSC work**, on the ‘**Planned maintenance**’ Tab, in Network Status Checker.  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 3 | Find a postcode, which has a **RNC Alarm** on the ‘**Unexpected issues**’ Tab, in Network Status Checker.  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 4 | Find a postcode, which has a **Planned RNC work**, on the ‘**Planned maintenance**’ Tab, in Network Status Checker.  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 5 | Find a postcode, which has a **number of** **Site alarms (Big impact)**, on the ‘**Unexpected issues**’ Tab, in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 6. | Find a postcode, which has a **Site alarm**, on the ‘**Unexpected issues**’ Tab, in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 7 | Find a postcode, which has an **Upcoming Planned Work** (Site), on the ‘**Planned maintenance**’ Tab, in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **get** added to the ‘Postcode Searched’ DB table. | **Pass** |
| 8 | Find a postcode, which has a **Completed Planned Work** (Site), on the ‘**Planned maintenance**’ Tab, in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 9 | Find a postcode, which has **no unexpected issues & no planned maintenance** in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **get** added to the ‘Postcode Searched’ DB table. | **Pass** |
| 10 | Find a postcode, where there are **no unexpected issues and an upcoming planned maintenance** in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **get** added to the ‘Postcode Searched’ DB table. | **Pass** |
| 11 | Find a postcode, where there are **no unexpected issues and an ongoing planned maintenance** in Network Status Checker. (BT16 4EA)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 12 | Find a postcode, where there is a **Banner Message** in Network Status Checker. (ME39 AD)  Search for the same postcode, in the Network Status Checker. | The postcode searched should **not** get added to the ‘Postcode Searched’ DB table. | **Pass** |
| 13 | Check if the hotspot process finds the postcodes that crossed the Threshold value, hourly and if sends an email to the email address / distribution list, with the list of postcodes that are qualified as ‘hotspots’ and are inserted into the Hotspot postcode table.(BT16 4EA)  Qualification Criteria: For each postcodes that are searched for in the last one hour window, if the number of hits of the postcodes, for one hour, from the last\_search\_time, exceed the threshold (10 searches in the last 10 minutes), then that postcode will be qualified as a ‘hotspot’ | The hotspot process (scheduled to run every hour) should find the postcodes that qualify for the hotspot, based on the qualification criteria adds these postcodes in the ‘Postcode Hotspot’ DB table and should send the e-mail. | **Pass** |
| 14 | Find the postcodes that are stored in the Hotspot postcode table and search them on the NSC. (BT16 4EA) | The postcodes that are presented in Hotspot postcode table should be **shown** as ‘Hotspots’ by the hotspot icon on the NSC.  1 | **Pass** |
| 15 | Check if the postcodes that are already available in the Hotspot table are not added in the postcode searched table.(BT164EA) | The postcode searched should **not** get added in the postcode searched table, if they are already qualified as ‘hotspots’. | **Pass** |
| 16 | Check if the postcode that is qualified as a Hotspot, also having a **banner** is shown as hotspot. (ME394AD)  Search for the same postcode, in the Network Status Checker. | The hotspot should **not** be shown on the unexpected issue tab, as it already has a banner message. | **Pass** |
| 17 | Find a postcode, which has **no unexpected issues & no planned maintenance** in Network Status Checker. (BT16 4EA)  Search for the same postcode, first in the Coverage Checker tab and then switch to Network Status Checker tab. | The postcode searched should **not** **get** added to the ‘Postcode Searched’ DB table, as the postcodes searched directly for in the NSC (at the default zoom level) will be considered, for postcode hotspots. | **Pass** |
| 18 | Check for the hourly postcode hotspot email notification with the list of qualified hotspots, sent to the designated email address. (BT16 4EA) | The email with the list of qualified hotspots, sent to the designated email address, as below.  **From:** [No-Reply-NSC@vodafone.com](mailto:No-Reply-NSC@vodafone.com) [<mailto:No-Reply-NSC@vodafone.com>]  **Sent:** Tuesday, March 31, 2015 6:46 PM **To:** Anuj2 Kumar **Subject:** Network Status Checker – Postcode activity threshold breached – please investigate for fault on local site  The Network Status Checker has received more than 3 requests for information about below postcode(s) area in the 60 minutes. There is no fault identified at these postcode(s), so please investigate and raise a Remedy ticket to ‘Mobile Services – Service Support’ if there is a site with performance issues. This will then be displayed for the customer’s assistance on the Network Status Checker within half an hour. Please archive this email in the Network Status Checker folder for Mobile Services auditing purposes.   |  | | --- | | **POSTCODE** | | BT16 4EA | | **Pass** |

## Site Information process

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Check the Location\_site\_info table in GIS database with any new location entries (X & Y with no site information)  E.g.: X=0.429678, Y=51.300912 | The new sites must have ‘Last\_modified\_date’ as null. | **Pass** |
|  | Run site information process on the GIS server. | The process must run to completion without errors. | **Pass** |
|  | Consider a new location whose site details are to be updated the site information process.  E.g.: X=0.429678, Y=51.300912  Check the site details from database. | The site details must be updated along with the last modified date. | **Pass** |
|  | Compare the site information for the location with that of the footprint file. | Site information updated for the given location must match with the site details in Atoll footprint.    Site footprint file | **Pass** |

## CC / NSC Internal Version

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Launch the CC / NSC Internal version with the following url  https://maps-stage.vodafone.co.uk/coverageviewers/default.aspx?configuration=**internal** | The ‘Report an issue’ tab should appear along with the Coverage Checker and Network Status tabs. | **Pass** |
|  | In the NSC internal version, click on the Network status tab, select Unexpected issues tab and enter place or postcode  Example: London  Click on a particular icon (site), on the NSC Map, for the Unexpected Issues results for the searched location (London). | The NSC Internal version should provide all unexpected issues in that searched location. It should **not** show big impact symbol (i.e., it should not aggregate the issues, as it happens in the NSC external version).  Details of a particular site, when clicked, should be shown as below.  Int2.PNG  Details of particular site should be shown on clicking that site and the footprint of that particular site should also be shown.  Int3.PNG | **Pass** |
|  | New set of SLA for 'Critical', 'High' , 'Medium' and 'Low' priority incidents should be configurable in number of days in NSC data feed process.  Check the SLA in the 'Expected time to resolve column' of the fault description table in the left side of NSC Internal version and verify the NSC datafeed table for the incident details. | The new set of SLA for 'Critical', 'High' , 'Medium' and 'Low' priorities should be 2days, 3 days, 6 days and 17 days respectively and the same would be displayed in the 'Expected time to resolve' column of the fault description table in the left side of the NSC internal version, based on the priority of the incident .  The below incident 'INC000001523627' is a High priority incident for which 'Expected time to resolve' is '3 Days'.  Int2.PNG | **Pass** |
|  | NSC application should display ‘Notes’ column along with the incident details in tabular format for the faults in the internal version of NSC application, if the Notes is available for “WorkInfoType”=’NSC’ and incident is not 'Resolved'.  Search for postcode **TN147AA.** | Notes only in internal version of NSC with incident details will be displayed as shown below.  Notes.PNG | **Pass** |
|  | NSC application should display ‘Resolution' copy text along with the incident details in tabular format for the faults in the internal version of NSC application, if the incident is ‘Resolved’.  Search for postcode **EN2 6HG.** | Resolution copy text in internal version will be displayed, as shown below.  Resolved.PNG | **Pass** |
|  | Enter a place or postcode on the NSC tab, were recently a work has been completed or an issue has been resolved. Click on the resolved icon and check the information on left hand side | Internal version of NSC application should display the ‘n’ days resolved, where ‘n’ is configurable.  Currently the value of ‘n’ is 7.  Capture18.JPG | **Pass** |
|  | In the NSC internal version, should display the default copy text( same as in external version) along with the incident details in tabular format for the faults, if the notes is not available for “WorkInfoType”='NSC' .  Search for postcode **SW1Y6JF.** | The default copy text with the incident details will be displayed, as shown below  Default.PNG | **Pass** |
|  | In the NSC internal version, click on the Network status tab, select Planned Maintenance and enter place or postcode  Example: London  Click on a particular icon (site), on the NSC Map, for the Planned Maintenance results for the searched location (London). | Details of a particular site, when clicked, should be shown as below.  Int4.PNG  Details of particular site should be shown on clicking that site and the footprint of that particular site should also be shown.  Int5.PNG | **Pass** |
|  | In the NSC internal version, click on the Network status tab, select Planned Maintenance and enter place or postcode, which is having two planned maintenances at the same location.  Example: London | The NSC application should show the details of both the planned maintenances with the link provided to see one by one, on the left panel. i.e., when one icon is selected the other link for the other icon, should be listed on the left panel, for the same location.  planned 3 | **Pass** |
|  | In the NSC internal version, click on the Network status tab, select Planned Maintenance and enter a place or postcode which has planned maintenance on the sites, covered by the region and hence impacted.  Example: London | The details of the impacted sites along with the foot-print should be displayed.  Various site foot-print will have various colours, on the NSC map.  planned 3 | **Pass** |
|  | In the NSC internal version, click on the Network status tab, select Planned Maintenance and enter a place or postcode which has planned maintenance on its BSC or RNC and hence impacted.  Example: Newbury | The details of the impacted BSC / RNC along with the foot-print should be displayed.  The BSC / RNC foot-print will pertain to the associated sites and the various site-foot-prints of the BSC / RNC will be represented in various colours.  planned_rnc | **Pass** |
|  | In the NSC internal version, click on the Network status tab, select Planned Maintenance and enter a place or postcode which has planned maintenance on the sites and click on the planned maintenance information icon. | If the change start date and end date shown in the table lies between the current date, it should display the unexpected issue icon on the unexpected issues tab, for the selected location.  Capture13.JPG  Capture14.JPG | **Pass** |
|  | In the NSC internal version, click the planned maintenance information icon on planned maintenance tab and check the service impacted statement displayed.  The service impacted statement for different service types should be mapped according to the table shown in **Section 2.3.3 Functional Tests (Appendix)**. | The service impacted statement should be displayed on the left hand side for different service types, mapped according to the table shown in **Section 2.3.3 Functional Tests (Appendix)**.  **For Eg:**  The service impacted statement for **2G** should be displayed as shown below in the NSC internal version:  Capture38.JPG  The service impacted statement for **Voice** should be displayed as shown below in the NSC internal version:  Capture39.JPG | **Pass** |
|  | In the NSC internal version, click the unexpected icon on Unexpected issues tab and check the service impacted statement displayed.  The service impacted statement for different service types should be mapped according to the table shown in **Section 2.3.3 Functional Tests (Appendix)**. | The service impacted statement should be displayed on the left hand side for different service types, mapped according to the table shown in **Section 2.3.3 Functional Tests (Appendix)**.  **For Eg:**  The service impacted statement for **2G** should be displayed as shown below in the NSC internal version:  Capture36.JPG  The service impacted statement for **Voice** should be displayed as shown below in the NSC internal version:  Capture37.JPG | **Pass** |
|  | Click on the Report an issue tab. This should navigate the user to feedback form, which contains following fields   * Reason for raising the form (Drop down box with options ‘New network outage’, ‘Network quality issue’, ‘Requesting an update on existing network outage’). * Adviser Name * Adviser Location/Store Code * Date – Issue Started * Postcode affected * Service affected (Check box with options 2G, 3G, 4G) * Impact field ( Intermittent or Constant radio button options ) * Customer phone number * Customer email * Comments | Capture22.JPG | **Pass** |
|  | Check the persistent state between feedback page, Coverage checker and Network status  Go to the Network status page and search for the location **London**  Now from Network Status tab switch to the Report an issue tab and enter some values  Again go back to Network Status tab | Capture28.JPG  Feedback form should appear with the appropriate input fields.  Capture29.JPG  The Network status checker should be in the same search state where it left, before the tab switch.  In this scenario, ‘London’ was searched and hence the Network Status should show ‘London’ when navigated back from Report an issue to Network Status tab  Capture28.JPG | **Pass** |
|  | Similar persistent state should be maintained when we navigate (tab switch) from   * Coverage Checker – Report an issue –Coverage Checker * Network Status – Report an issue – Network Status * Coverage Checker – Network Status – Report an issue – Coverage Checker * Network Status – Report an issue – Coverage Checker – Network Status | Persistent state should be maintained between Coverage checker, Network status and Feedback page | **Pass** |
|  | Feedback page validation while entering new feedback.  Open feedback page and submit without entering any field. | Mandatory field validation should be performed and the validation messages to be highlighted in RED  Capture23.JPG | **Pass** |
|  | Feedback page Date & time field validation.  Date validation: System will allow date of format DD/MM/YYYY. Apart from this pattern, it should show ‘Please provide valid Date’ message  Ex: Give input as 2015/12/11  Time validation: System will allow time pattern HH:MM AM/PM. Apart from this input, system should show time error message  Ex: Give invalid time as 11:63 pm | The application should not allow wrong date string and should show the appropriate validation error message.  Since it is in improper format, the application should not allow the date  Capture24.JPG  The application will allow only AM/PM format, but 11:63 pm is invalid input  Capture25.JPG | **Pass** |
|  | Feedback page Customer phone number validation.  A valid phone number should be entered in this field. If user entered invalid phone number, it should throw the validation error. | If the mobile number does not start with ’07’ or ‘00447’ followed by 9 digits it should show the appropriate error message as shown below.  Capture26.JPGCapture27.JPG | **Pass** |
|  | Feedback success message  After giving the proper inputs, click on the submit button. | The feedback page should be submitted successfully and should display the below message  Capture30.JPG | **Pass** |
|  | Check if after a new feedback is submitted, an automatic email is generated showing the values of the new feedback. | An email should be generated based on the feedback inputs and should be sent to [Service-Support@gb.vodafone.co.uk](mailto:Service-Support@gb.vodafone.co.uk), as below  feed3.JPG | **Pass** |
|  | Feedback is meant only for internal users and it’s an internal usage form. This page (Report an issue tab) should appear only when the url is  [http://maps.vodafone.co.uk/coverageviewer /default.aspx?configuration=internal](http://maps.vodafone.co.uk/coverageviewer%20/default.aspx?configuration=internal) | If user hits any other url like below,  [http://maps.vodafone.co.uk/coverageviewer /default.aspx?configuration=vod](http://maps.vodafone.co.uk/coverageviewer%20/default.aspx?configuration=vod)  [http://maps.vodafone.co.uk/coverageviewer /default.aspx?configuration=mvno](http://maps.vodafone.co.uk/coverageviewer%20/default.aspx?configuration=mvno)  [http://maps.vodafone.co.uk/coverageviewer /default.aspx?configuration=partner](http://maps.vodafone.co.uk/coverageviewer%20/default.aspx?configuration=partner)  <http://maps.vodafone.co.uk/coverageviewer/default.aspx?configuration=touchscreen>  The feedback page (Report an issue tab) should **not** be shown, on the corresponding CC/ NSC version.   And the details of the planned or unexpected sites, pertaining to the internal version, should **not** be displayed. | **Pass** |
|  | Launch the internal version of the CC-NSC **test** application and switch to NSC tab  Search for the Postcode or location where a foot print is available but no icon is present to denote it. (where the incident site is out of its foot print area)  E.g. Location:  Lat = 51.4960179,  Lng = -3.18012723 | At 1 km zoom level, the active incident icon is displayed at the centre of the map window and dynamically zoomed.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\dynamic zoom.jpg  The additional text “**This icon represents the searched area, as the covering site fall outside of the visible map”** must be displayed along with the incident copy test and details.  cid:image001.png@01D3A0CB.82672780 | **Pass** |
|  | Check the new footprint file for any technology, created after the enhancement. | The new footprint file created must have new field ‘site id’.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\gridtable.png | **Pass** |
|  | Check the same footprint file on the ArcCatalog for the inclusion of newly added site\_id field | The site id must reflect on the ‘information window’ along with the existing fields, when clicked on the map | **Pass** |

## User Subscription Feature

### NSC Subscription for Unplanned Outage

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Clicking on any unplanned outage (except big symbol), on the NSC. | The link for user registration should be provided.  nsc1 | **Pass** |
| 2. | Click on the register link. | Registration page should appear and by default email option should be selected.  nsc14 | **Pass** |
| 3. | Click on ‘Back to list of issues’ button. | Unplanned outage page with the link for registration should appear.  nsc1 | **Pass** |
| 4. | Email id validation.  If email id does not contain ‘@’ and ‘.’ Symbol. | Error message should be displayed.  nsc15 | **Pass** |
| 5. | Mobile Number validation.  If mobile number does not start with ’07’ or ‘00447’ followed by 9 digits. | Error message should be displayed.  us4.PNG | **Pass** |
| 6. | **NSC Internal Version:**  If the entered mobile number or email id is valid and register button is clicked.  Skip to Test Case No: 14. | Successful registration message should appear on NSC internal version without any RECAPTCHA Validation.  Capture19.JPG | **Pass** |
| 7. | **NSC External Version**  RECAPTCHA Validation for NSC External version  If entered mobile number or email id is valid and register button is clicked. | The RECAPTCHA validation page should be displayed on NSC External version .  nsc9 | **Pass** |
| 8. | The value entered in text box does not match recaptcha image. | Error message should be displayed.  nsc10 | **Pass** |
| 9. | Click audio mode for RECAPTCHA. | MP3 play option should be provided in image box and audio option should be replaced with Image Captcha option.  nsc11 | **Pass** |
| 10. | Click on Image Captcha when audio mode for RECAPTCHA is open. | Captcha image should appear in image box and Image Captcha option should be replaced with audio option.  nsc9 | **Pass** |
| 11. | Click on refresh button of RECAPTCHA. | Captcha image should be changed.  nsc9 | **Pass** |
| 12. | Click on Help button of RECAPTCHA. | Recaptcha Help window should appear.  nsc13 | **Pass** |
| 13. | RECAPTCHA is valid and Confirm button is clicked. | Successful registration message should appear.  nsc6 | **Pass** |
| 14. | The user performs the search operation on the Network Status Checker (or) switches to another tab [coverage checker tab / planned maintenance] (or) clicks on the other unexpected outage symbols listed, while in the middle of the registration process or the recaptcha page. | The unplanned outage tab with the link for registration should appear, pertaining the to the new unexpected outage icon, based on his operation.  nsc1 | **Pass** |
| 15. | The user attempts to register for the unplanned outage, the user has already registered for, on the same email id. | Error message should be displayed, indicating that the user is already registered, for that unexpected issue.  nsc7 | **Pass** |
| 16. | The user attempts to register for the unplanned outage, the user has already registered for, on the same mobile number. | Error message should be displayed, indicating that the user is already registered, for that unexpected issue.  nsc7 | **Pass** |
| 17. | The user attempts to register for more than 5 incidents (unplanned outages) on the same email address. | Error message should be displayed, indicating the maximum subscription limit reached, for that user.  nsc5 | **Pass** |
| 18. | The user attempts to register for more than 5 incidents (unplanned outages) on the same mobile number. | Error message should be displayed, indicating the maximum subscription limit reached, for that user.  nsc5 | **Pass** |
| 19. | The user registers to an unexpected outage successfully, on NSC, on his email id. | The user should receive an email as shown below for the registered postcode.  ===============================  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\register.jpg | **Pass** |
| 20. | The user registers to an unexpected outage successfully, on NSC, on his mobile number. | The user should receive a text message as shown below for the registered postcode.  ================================ Hello. Thanks for registering for updates about a problem with our mobile network in [AREA]. Sorry for any disruption to your service – we know how frustrating this can be. Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience. ================================ | **Pass** |
| 21. | The user registers to an unexpected outage, on the NSC, for a Non-VF mobile number. | The user should get an error / warning message on the NSC user subscription page, to check if it’s a valid Vodafone mobile number and retry.  nsc16 | **Pass** |
| 22. | The user registers to an unexpected outage, on the NSC, for a MVNO mobile number. | The user should get an error / warning message on the NSC user subscription page, to check if it’s a valid Vodafone mobile number and retry.  nsc16 | **Pass** |
| 23. | The user attempts to register for the unplanned outage, the user had already registered for, on the same mobile number.  However, first time, the user registers for the mobile number starting with 07 followed by 9 digits and the next time as 00447 followed by 9 digits, to appear as two different mobile numbers, though they are the same. | Error message should be displayed, indicating that the user is already registered, for that unexpected issue.  nsc7 | **Pass** |
| 24. | The user attempts to register for more than 5 incidents (unplanned outages) on the same mobile number, in the following way.  First 5 times, the user registers for 5 unexpected issues for the same mobile number, starting with 07 followed by 9 digits. Then the user registers for an unexpected issue with the same mobile number but with the prefix 00447 followed by 9 digits. | Error message should be displayed, indicating the maximum subscription limit reached, for that user.  nsc5 | **Pass** |

### NSC Send Notification Process

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | * The user registers to an unexpected outage on NSC, on his email. Run the NSC Send Notification process and check if the incident is resolved (status changed to ‘resolved’). * Open the NSC user subscription table and Check the record for registered mail id and incident. | * The user should receive an email as shown below for the registered incident & postcode, when the status of the incident is changed to ‘resolved’.   C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\register.jpg | **Pass** |
| 2. | * The user registers to an unexpected outage on the NSC, on his mobile number. Run the NSC Send Notification process and check if the incident is resolved (status changed to ‘resolved’). * Open the NSC user subscription table and Check the record for registered mobile number and incident. | * The user should receive a text message as shown below for the registered incident & postcode.  ============================ Hello. Great news – we’ve fixed the problem with our mobile network in [AREA], which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). ============================ * The record should not be available in the NSC user subscription table, once notification has been sent. | **Pass** |
| 3. | The user registers to an unexpected outage on the NSC, on his mobile number/ email id. Run the NSC Send Notification process and check if registered incident is missing from the NSC data feed. | The process should identify the non-availability of the registered incident in the NSC data feed and store the current timestamp as last present time for the missing incident in the NSC user subscription table. | **Pass** |
| 4. | The user registers to an unexpected outage on the NSC, on his mobile number/ email id. Run the NSC Send Notification process and check if registered missing incident reappears in the NSC data feed. | The process should identify the availability of the missing incident in the NSC data feed and delete the last present time for the missing incident in the NSC user subscription table. | **Pass** |
| 5. | * The user registers to an unexpected outage on the NSC, on his email id. Run the NSC Send Notification process and check if registered incident is missing for continuously 'n' days in the NSC data feed, where 'n' is configurable. * Open the NSC user subscription table and checking the record for registered mail id and incident. | * The process should identify the incident as **'Black-Hole'** incident and the registered user should receive an email as shown below for the registered incident & postcode, when the incident is missing for continuously 'n' days.   C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\blackhole.jpg   * The record should not be available in the NSC user subscription table, once notification has been sent. | **Pass** |
| 6. | * The user registers to an unexpected outage on the NSC, on his mobile number. Run the NSC Send Notification process and check if registered incident is missing for continuously 'n' days in the NSC data feed, where 'n' is configurable. * Open the NSC user subscription table and checking the record for registered mobile number and incident. | * The process should identify the incident as **'Black-Hole'** incident and the registered user should receive a text message as shown below for the registered incident & postcode.   ============================  Hello. Just to let you know, there was a problem with our mobile network in [AREA] recently – but everything should now be up and running again as normal. Sorry if you experienced any disruption to your service. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).  ============================   * The record should not be available in the NSC user subscription table, once notification has been sent. | **Pass** |
| 7. | Open the NSC Black-Hole table and check for the subscribed **‘Black-Hole’** incident, which is missing from the NSC data feed for continuously 'n' days. | The **‘Black-Hole’** incident should be stored in the Black-Hole incidents table along with the number of email and SMS registration, for which the notification has been sent successfully. | **Pass** |
| 8. | Open the NSC Black-Hole table and check for the subscribed **‘Black-Hole’** incident, which is missing from the NSC data feed for continuously 'n' days and the notifications could not be sent for some records.  The same 'Black-Hole' incident is available in NSC Black-Hole table, which is not reported in the weekly report. | The same **'Black-Hole'** incident in the NSC Black-Hole table should be updated with the number of email and SMS registration, for which the notification has been sent (added to the old number of email and SMS registrations). | **Pass** |
| 9. | If blocker is available and there is no change in the blocker for the incident registered by the user, i.e. if the new blocker and the old blocker are same.  **For e.g.** Old blocker - **Access**  New blocker – **Access** | No message should be sent to the user. | **Pass** |
| 10. | If the blocker changes and it is not available i.e. there is no blocker available for the registered incident and satisfies the below criteria:   * **P1 incidents:** C.D < (R.D+1 W.D) * **P2 incidents:** C.D < (R.D+2 W.D) * **P3 incidents:** C.D < (R.D+5 W.D) * **P4 incidents:** C.D < (R.D+16W.D)   **Message 0.1** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated.  **Note (This applies for all the below test cases):**   * C.D – Current Date * R.D – Reported Date * L.D – Last Updated Date * W.D – Weekdays | **Email:**  Hello  Just to update you on the problem with our mobile network in [AREA], we’ve identified the issue and we’re working hard to fix this as quickly as we can.  We’re sorry for the continued disruption to your service.  Thanks for your patience  The Customer Care Team  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], we’ve identified the issue and we’re working hard to fix this as quickly as we can. Sorry for the continued disruption to your service, we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
| 11. | If the blocker changes and it is not available i.e. there is no blocker available for the registered incident and satisfies the below criteria:   * **P1 incidents:**   (R.D+1 W.D) < C.D < (R.D+3 W.D)   * **P2 incidents:**   (R.D+2 W.D) < C.D < (R.D+4 W.D)   * **P3 incidents:**   (R.D+5 W.D) < C.D < (R.D+7 W.D)   * **P4 incidents:**   (R.D+16 W.D) < C.D < (R.D+18 W.D)  **Message 0.2** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  Hello  Just to let you know, unfortunately it’s taking us a little longer than we expected to fix the issue with our mobile network in [AREA] – we’re very sorry for the delay.  Rest assured, we’ll get things up and running again as soon as we can, and we’ll keep you updated with our progress.  Thanks for your patience.  The Customer Care Team  **SMS:**  Hello. We’re very sorry for the delay, but unfortunately, it’s taking us a little longer than we expected to fix the issue with our mobile network in [AREA]. Rest assured, we’ll get things up and running again as soon as we can, and we’ll keep you updated with our progress. Thanks for your patience. | **Pass** |
| 12. | If the blocker changes and it is not available i.e. there is no blocker available for the registered incident and satisfies the below criteria:   * **P1 incidents:**   (R.D+3 W.D) < C.D < (R.D+10 W.D)   * **P2 incidents:**   (R.D+4 W.D) < C.D < (R.D+11 W.D)   * **P3 incidents:**   (R.D+7 W.D) < C.D < (R.D+14 W.D)   * **P4 incidents:**   (R.D+18 W.D) < C.D < (R.D+23 W.D)  **Message 0.3** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  Hello  We’re sorry for the continued delay with fixing our mobile network problem in [AREA]. Unfortunately, our engineers are still working on the issue.  We’re doing our best to get your service back up and running again as quickly as we can, but we know how frustrating this disruption must be. We’ll keep you updated on our progress.  Thanks for your patience.  The Customer Care Team  **SMS:**  Hello. We’re sorry for the continued delay with fixing our mobile network problem in [AREA]. Unfortunately, our engineers are still working on the issue. We’re doing our best to get your service back up and running again as quickly as we can, but we know how frustrating this disruption must be. We’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
| 13. | If the blocker changes and it is not available i.e. there is no blocker available for the registered incident and satisfies the below criteria:   * **P1 incidents:**   (R.D+14 W.D) < C.D < (R.D+28 W.D)   * **P2 incidents:**   (R.D+14 W.D) < C.D < (R.D+28 W.D)   * **P3 incidents:**   (R.D+14 W.D) < C.D < (R.D+28 W.D)   * **P4 incidents:**   (R.D+23 W.D) < C.D < (R.D+28 W.D)  **Message 0.4** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  Hello  We’re sorry to let you know that we’re still working on the problem with our mobile network in [AREA].  Delays like this are extremely rare, but we understand how inconvenient and frustrating such a long disruption to your service must be. If you’re experiencing any issues, please accept our apologies.  Our engineers are still working hard to fix the problem as quickly as we can. We’ll be back in touch again in 28 days with an update on our progress, hopefully sooner if things are sorted before then.  Thanks for your patience.  The Customer Care Team  **SMS:**  Hello. We’re sorry to let you know that we’re still working on the problem with our mobile network in [AREA]. Please accept our apologies if you’re experiencing any issues. Our engineers are working hard to fix the problem as quickly as they can, and we’ll be back in touch again in 28 days with an update on our progress – hopefully sooner if things are sorted before then. Thanks for your patience. Want stop these updates? Head to our network status checker online and choose ‘Unsubscribe from Network Status Updates’. | **Pass** |
| 14. | If the blocker changes and it is not available i.e. there is no blocker available for the registered incident and satisfies the below criteria:   * **P1 incidents:** C.D > (R.D+28 W.D) * **P2 incidents:** C.D > (R.D+28 W.D) * **P3 incidents:** C.D > (R.D+28 W.D) * **P4 incidents:** C.D > (R.D+28 W.D)   **Message 0.5** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  Hello  We’re sorry to let you know that we’re still working on the problem with our mobile network in [AREA].  Delays like this are extremely rare, but we understand how inconvenient and frustrating such a long disruption to your service must be. If you’re experiencing any issues, please accept our apologies.  Our engineers are still working hard to fix the problem as quickly as we can. We’ll be back in touch again in 28 days with an update on our progress, hopefully sooner if things are sorted before then.  Thanks for your patience.  The Customer Care Team  **SMS:**  Hello. We’re sorry to let you know that we’re still working on the problem with our mobile network in [AREA]. Please accept our apologies if you’re experiencing any issues. Our engineers are working hard to fix the problem as quickly as they can, and we’ll be back in touch again in 28 days with an update on our progress – hopefully sooner if things are sorted before then. Thanks for your patience. Want stop these updates? Head to our network status checker online and choose ‘Unsubscribe from Network Status Updates’. | **Pass** |
| 15. | If the blocker changes to **Access, Landlord/Lease, Access - As per Lease, Access - Dispute, Access - Site Provider, Traffic Management, Unable to Climb, Wildlife** blocker for the registered incident.  **Message 1** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**    **SMS:**  Hello. Unfortunately, we’re having some trouble reaching our equipment in [AREA] – which means there will be a slight delay in fixing the problem with our mobile network. Sorry for the continued disruption to your service. We’re working hard to get things back up and running as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **LOS & Tree-lopping** blocker for the registered incident.  **Message 1** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**    **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], the issue is being caused by something blocking the signal from our equipment. Rest assured, we’re working hard to fix this as quickly as we can, but unfortunately it will take us some time to resolve. Sorry for the continued disruption to your service – we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Aircon/temperature, Power, Transmission, REC** blocker for the registered incident.  **Message 2** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], we’ve identified the issue and have asked a specialist engineer to investigate. Sorry for the continued disruption to your service. We’re working hard to get things up and running again as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Ericsson, Telefonica, 3rd Party, MITIE, Other 3rd Party, Site Provider** blocker for the registered incident.  **Message 3** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], we’ve identified the issue and have asked a specialist engineer to investigate. Sorry for the continued disruption to your service. We’re working hard to get things up and running again as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Health and safety, H&S – Access** blocker for the registered incident.  **Message 4** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Unfortunately, we’re having some trouble reaching our equipment in [AREA] due to health and safety concerns – which means there will be a slight delay in fixing the problem with our mobile network. Sorry for the continued disruption to your service. We’re working hard to get things back up and running as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **In Depth Investigation** blocker for the registered incident.  **Message 5** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], we’ve identified the issue and have asked a specialist engineer to investigate. Sorry for the continued disruption to your service. We’re working hard to get things up and running again as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **SOR, CTIL**blocker for the registered incident.  **Message 6** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], unfortunately our equipment has been damaged and needs major repairs. Sorry for the disruption to your service. Rest assured, we’re working hard to fix this as quickly as we can, and we’ll keep you updated on our progress – but it may be some time before things are up and running again. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Planned Work/Deployment** blocker for the registered incident.  **Message 8** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], unfortunately our equipment needs some major repairs. Sorry for the disruption to your service. Rest assured, we’re working hard to fix this as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Spares, Obsolete Equipment** blocker for the registered incident.  **Message 9** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**    **SMS:**  Hello. Just to update you on the problem with our network in [AREA], unfortunately our equipment needs a specialist part replacing – which means there will be a slight delay in getting things up and running again. Sorry for the continued disruption to your service. We’re working hard to fix this issue as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Road Closure** blocker for the registered incident.  **Message 10** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Unfortunately, we’re having some trouble reaching our equipment in [AREA] due to an issue with road access – which means there will be a slight delay in fixing the problem with our mobile network. Sorry for the continued disruption to your service. We’re working hard to get things back up and running as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker changes to **Budget, Design, Process, Redesign, VF Process** blocker for the registered incident.  **Message 11** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Just to update you on the problem with our mobile network in [AREA], unfortunately our equipment needs a lot of work put things right – which means it may be some time before things are back up and running. Sorry for the continued disruption to your service. We’re working hard to get it fixed as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | If the blocker is not available and it has not changed i.e. blocker was not available in the last run and is not available in the current run for the registered incident and satisfies the below criteria:   * **P1 incidents:** C.D < (R.D+1 W.D) * **P2 incidents:** C.D < (R.D+2 W.D) * **P3 incidents:** C.D < (R.D+5 W.D)   **P4 incidents:** C.D < (R.D+16W.D) | No message should be sent. | **Pass** |
|  | If the blocker changes to **Bad Weather** blocker for the registered incident.  **Message 12** from the XML should be sent to the registered users for the incident and **last\_updated\_date** column of the User Subscription should be updated. | **Email:**  **SMS:**  Hello. Unfortunately, we’re having some trouble reaching our equipment in [AREA] due to bad weather – which means there will be a slight delay in fixing the problem with our network. Sorry for the continued disruption to your service. We’re working hard to get things back up and running as quickly as we can, and we’ll keep you updated on our progress. Thanks for your patience. | **Pass** |
|  | Add an INC to exclusion list with type of exclusion as **block** and without mentioning any site details.  E.g.: INC | INC must be added to the exclusion list on the banner application page and in the NSC\_INC\_ADMIN database table.  The added INC must be added in NSC\_INC\_ADMIN\_SUB - No notification must be sent for resolution, blocker update or black hole updates for the INC.  The existing subscription details for the INC must be maintained in the NSC\_ACTIVE\_SUBSCRIPTION table but INC shall not be opened to anymore subscriptions. | **Pass** |
|  | Delete the INC from exclusion list. | Inc must be removed from NSC\_INC\_ADMIN and NSC\_INC\_ADMIN\_SUB tables.  The relevant notifications for blocker update/ resolution or black hole must be sent to the subscribers.  Also, the INC shall be opened to more subscriptions. | **Pass** |
|  | Add an INC to exclusion list with type of exclusion as **block**, mentioning two sites affected by the INC | INC and the mentioned sites must be added to the exclusion list on the banner application page and in the NSC\_INC\_ADMIN database table.  The added INC & site details must be also added in NSC\_INC\_ADMIN\_SUB.  The existing subscription details for the INC must be maintained in the NSC\_ACTIVE\_SUBSCRIPTION table but INC shall not be opened to anymore subscriptions. | **Pass** |
| Sites are mentioned for exclusion: | No notification must be sent for resolution, blocker update or black hole updates of the INC only to the users subscribed for the mentioned sites. |
| Sites are not excluded: | The other sites under same INC must be sent with all the update comms |
|  | Delete or remove the INC from exclusion list. | Inc must be removed from NSC\_INC\_ADMIN and NSC\_INC\_ADMIN\_SUB tables.  The relevant notifications for blocker update/ resolution or black hole shall be continued for the INC  Also, the INC shall be opened to more subscriptions. | **Pass** |
|  | All the subscription details for the **‘blocked’** INCs must be saved in the NSC\_ACTIVE\_SUBSCRIPTION table,  Check if a blocked INC is not resolved after ‘X’ days (where is X is configurable)  E.g.: INC – INC00000006789  Blocked date – 01/03/2018  X = 180 days | The blocked subscriptions from the Subscription table shall be deleted ‘X-1’ days after the Incident was blocked.  After 179 days, the blocked Inc details will be removed from NSC\_ACTIVE\_SUBSCRIPTION table  Removed from Subscription table on:  25/08/2018 | **Pass** |
|  | All the subscription details for the **‘Blocked’** INCs must be saved in the NSC\_ACTIVE\_SUBSCRIPTION table,  Check if a blocked INC is resolved  E.g.: INC – INC00000006789  Blocked date - 01/03/2018  Resolved date –10/03/2018 | The blocked subscriptions from the Subscription table shall be deleted ‘9’ days after the Incident was resolved in Remedy.  Removed from Subscription table on:  19/03/2018 | **Pass** |
|  | Add an INC to exclusion list with type of exclusion as **‘Resolved’** and without mentioning any site details. | INC must be added to the exclusion list on the banner application page and in the NSC\_INC\_ADMIN database table.  The added INC must not be added in NSC\_INC\_ADMIN\_SUB  The INC must be forcefully resolved and NSC\_Status for the INC must be updated to resolved /Closed for all the sites under the INC.  The relevant resolution comms must be sent to the subscribed users. | **Pass** |
|  | Delete the INC from exclusion list. | INC must be removed from NSC\_INC\_ADMIN and NSC\_INC\_ADMIN\_SUB tables.  The relevant notifications for blocker update/ resolution or black hole must be sent for the INC.  Also, the INC shall be opened for further subscriptions. | **Pass** |
|  | Add an INC to exclusion list with type of exclusion as **‘Resolved’**, mentioning only two out of five sites affected by the INC | INC and the mentioned sites must be added to the exclusion list on the banner application page and in the NSC\_INC\_ADMIN database table.  INC status in the NSC table must be changed to **Resolved/closed** andrelevant comms must be sent. | **Pass** |
| Sites are mentioned for exclusion: | No notification must be sent for resolution, blocker update or black hole updates of the INC only to the users subscribed for the mentioned sites. | **Pass** |
| Sites are not excluded, | The other sites under same INC must be sent the resolution comms | **Pass** |
|  | Check an INC added to the exclusion list as ‘Resolution’. | The INC must be removed from the exclusion list after 10 days, if it’s not reopened on the NSC feed. | **Pass** |

### NSC Pro Active Alert Monitoring

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Run the NSC pro active alert monitoring process and check if the report generated has the user registration details.  For e.g.: Run the NSC pro active alert monitoring process at 00:00:00 AM and check the report sent to configured email id’s. | The report in the below format should be sent to the configured email id’s for all the user registrations on the previous day from 00:00:00 AM to 23:59:59 PM    =============================== | **Pass** |
| 2. | Run the NSC pro active alert monitoring process and check if the process sends the reports to the all configured email id. | The following report should be been sent to all of the configured email ids.    =============================== | **Pass** |
| 3. | Run the NSC pro active alert monitoring process and check if there are no user registrations available for a particular day for which the report has been sent. | The below email should be sent to the configured email ids, if there are no user registrations available for a particular day.  ===============================  =============================== | **Pass** |
| 4. | Run the NSC pro active alert monitoring process and compare the incidents shown in the report with the incidents in the NSC subscription table. | The NSC subscription table should contain the same Incident ID, Postcode, No. of Email registrations and No. of SMS registrations for the incidents registered on the previous day from 00:00:00 AM to 23:59:59 PM. | **Pass** |
| 5. | Run the NSC pro active alert monitoring process and compare the incidents shown in the report with the incidents in the remedy table. | The **Incident Reported Date** shown in the report for the registered incidents should be same for the incidents present in the NSC remedy table. | **Pass** |
| 6. | Run the NSC pro active alert monitoring process, if a particular incident is missing from the NSC remedy table then the Incident Reported Date for that particular incident should be mentioned as **“Not Available”**. | The following report shows the Incident Reported Date for incident ID ‘INC000001676936’ as **“Not Available”** as it is missing from the NSC remedy table.    =============================== | **Pass** |
| 7. | Run the NSC pro active alert monitoring process and check if the Incidents shown in the report are registered on the same date as shown in the mail. | The incident shown in the report should be registered on the date shown in the mail. Incidents registered on other days should not be considered. | **Pass** |

### NSC Tactical Proactive Alerting

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Add subscription for proactive alerting by providing test email/mobile number and test postcode.  E.g.: Registered Postcode: SO402RZ | If an INC is present in any of the sites under the registered postcode, the subscriber gets a “Welcome” email/ SMS:  If a subscriber has registered for the given postcode, the following Welcome notifications are sent to him after checking whether this is the first notification in last 24 hrs.:   * Email:      * SMS:   “*Hello. It looks like there’s a problem with our mobile network in* ***SO402RZ****. Sorry for any disruption to your service – we know how frustrating this can be. Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. Thanks for your patience”* | **Pass** |
|  | If the registered INC has any blocker updates/fulfilling age of incident criteria, all those notifications are sent as per existing logic.  If in last 15 days, 5 such notifications are sent and if the INC has anymore updates (like blocker/resolution),  E.g.: Registered Postcode: SO402RZ | Then, instead of a resolution comms, the below pause notifications are sent and all the further update notifications are paused/stopped.  The SUBSCRIPTION LOG table is checked before sending the comms and the paused date will be updated in the subscription table.  pause notifications:   * Email:      * SMS:   *“Hello. We’re sorry to let you know that there is still a problem with one of our sites in* **SO402RZ** *– please accept our apologies if you’re having trouble with your service. We’re working hard to fix the problem as quickly as we can. We will update you once the issue is completely resolved. Thanks for your patience”* | **Pass** |
|  | After triggering the pause notifications, if there is no active incident on the impacted site for 10 days,  E.g.: Registered Postcode: SO402RZ | Then closure notifications shall be triggered after checking the last\_present\_date of the INC in subscription table.  It will clear the pause date and changes the NSC status of the INC to ‘Closed’  The subscription details are stored for **10**+6, i.e. 16 days and removed if there no active INC/ INC doesn’t reappears.  Sample Closure notification:   * Email:      * SMS:   “*Hello. Great news – we’ve fixed the problem with our mobile network in* ***SO402RZ****, which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).”* | **Pass** |
|  | If the closed/resolved Incident re-appears on the any of the serving sites within 6 days after sending Resolution comms, | Then re-open notifications are triggered.   * Email:      * SMS:   **“*Hello. We’re sorry to let you know that there is still a problem with our mobile network in [AREA] – please accept our apologies if you’re having trouble with your service again. Our engineers are now back investigating the case and we’re working hard to fix the problem as quickly as we can. We’ll let you know about our progress as soon as we have an update. Thanks for your patience”*** | **Pass** |
|  | If the INC goes missing for 7 Days, and   * If no other sites are available in NSC table | It checks if no other active INC available on the serving sites, then Blackhole notifications are triggered:   * Email:      * SMS:   *“****Hello. Just to let you know, there was a problem with our mobile network in [AREA] recently – but everything should now be up and running again as normal. Sorry if you experienced any disruption to your service. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply).”*** | **Pass** |
| * If any site with same latitude and longitude as impacted site is available in NSC table, | Then no Blackhole comms are sent, instead the subscription is migrated to the other site. | **Pass** |

## User Unsubscription Feature

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the NSC application and click on NSC tab. | The link for user Unsubscription should be provided on the Unexpected issues tab.  Capture1.JPG | **Pass** |
| 2. | Click on the Planned maintenance tab. | The link for user Unsubscription should not be provided on the Planned maintenance tab.  Capture31.JPG | **Pass** |
| 2. | Click on the Unsubscription link on the Unexpected issues tab. | Unsubscription page should appear and by default email option should be selected.  Capture2.JPG | **Pass** |
| 3. | Email id validation.  If email id does not contain ‘@’ and ‘.’ Symbol. | Error message should be displayed.  Capture3.JPG | **Pass** |
| 5. | Mobile Number validation.  If mobile number does not start with ’07’ or ‘00447’ followed by 9 digits. | Error message should be displayed.  Capture4.JPG | **Pass** |
| 6. | **NSC Internal Version:**  If the entered mobile number or email id is valid and Unsubscribe button is clicked.  Skip to Test Case No: 14. | Successful Unsubscription message should appear on NSC internal version, if the entered email id or mobile number exists in the NSC subscription table, without any RECAPTCHA Validation as shown below:  Capture20.JPG  If the entered email id or mobile number does not exist in the NSC subscription table, error message should appear as shown below:  Capture21.JPG | **Pass** |
| 7. | **NSC External Version**  RECAPTCHA Validation for NSC External version  If entered mobile number or email id is valid and register button is clicked. | The RECAPTCHA validation page should be displayed on NSC External version.  Capture6.JPG | **Pass** |
| 8. | The value entered in text box does not match recaptcha image. | Error message should be displayed.  Capture7.JPG | **Pass** |
| 9. | Click audio mode for RECAPTCHA. | MP3 play option should be provided in image box and audio option should be replaced with Image Captcha option.  Capture8.JPG | **Pass** |
| 10. | Click on Image Captcha when audio mode for RECAPTCHA is open. | Captcha image should appear in image box and Image Captcha option should be replaced with audio option.  Capture9.JPG | **Pass** |
| 11. | Click on refresh button of RECAPTCHA. | Captcha image should be changed.  Capture10.JPG | **Pass** |
| 12. | Click on Help button of RECAPTCHA. | Recaptcha Help window should appear.  Capture11.JPG | **Pass** |
| 13. | RECAPTCHA is valid and Confirm button is clicked. | Successful Unsubscription message should appear on NSC internal version, if the entered email id or mobile number exists in the NSC subscription table, as shown below:  Capture12.JPG  If the entered email id or mobile number does not exist in the NSC subscription table, error message should appear as shown below:  Capture5.JPG | **Pass** |
| 14. | Check for the entered email id or mobile number in NSC subscription table. | The record should not exist for the email id or mobile number in NSC subscription table. | **Pass** |

## Coverage Viewer / NSC – Unique Visitor Report

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the test URL (http://maps-stage.vodafone.co.uk/cvnscstats/default.aspx) for CC / NSC Visitor report. | The page should show the number of unique visitors on coverage checker and status checker for internal (Vodafone network) and external (outside Vodafone network) for the last day.  stats1 | **Pass** |
| 2. | Click on Calendar icon on the CC / NSC Visitor report. | Any future date including current date should be disabled in the calendar, such that the user can’t select these dates, for the report generation.  stats2 | **Pass** |
| 3. | Select the ‘From Date’ and ‘To Date’ such that the ‘To date’ is lesser than ‘From date’, to check for the Date validation. | Validation error message should be displayed.  stats3 | **Pass** |
| 4. | Select the ‘From Date’ and ‘To Date’ such that the difference between ‘To Date’ and ‘From Date’ is more than 30 days, to check for the maximum date range for the reports. | Maximum date range validation error message should be displayed.  stats4 | **Pass** |
| 5. | If data is not available for the selected period (date range). | ‘No data available’ message should be displayed  stats5 | **Pass** |
| 6 | Check for the pagination, if data worth **less** than 10 days is available for the selected period (date range). | Page indexing should not appear.  stats6 | **Pass** |
| 7. | Check for the pagination, if data worth **more** than 10 days data is available for the selected period (date range). | Page indexing should appear and we can view next set of data by clicking on page index.  stats7 | **Pass** |
| 8. | Select the ‘From Date’ and ‘To Date’ such that the difference between ‘To Date’ and ‘From Date’ is less than 30 days and data is available for that period. Click on the ‘Submit’ button. | The data should be displayed in grid view format (HTML table) for the selected period along with ‘Export to excel’ button option.  stats8 | **Pass** |
| 9. | Select the ‘From Date’ and ‘To Date’ such that the difference between ‘To Date’ and ‘From Date’ is less than 30 days and data is available for that period. Click on the ‘Submit’ button   Click ‘Export to excel’ button, when the data is displayed in HTML table format for the selected period. | File download window should appear to view or save the excel report.  stats9 | **Pass** |
| 10. | Select the ‘From Date’ and ‘To Date’ such that the difference between ‘To Date’ and ‘From Date’ is less than 30 days and data is available for that period. Click on the ‘Submit’ button   Click ‘Export to excel’ button, when the data is displayed in HTML table format for the selected period.  Click on ‘Open’ excel file. | Excel report should contain data for the selected period.  stats10 | **Pass** |

## NSC Dashboard

### Home Page

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Launch the NSC Dashboard staging application through the below URL:  <http://maps-stage.vodafone.co.uk/NSCDashboard> | The stage application must be launched successfully without any errors and the following Home page must be displayed:  cid:image003.png@01D44F58.1ECA2E70 | **Pass** |
|  | Open the navigation panel on the left side of the home page | It must have The Vodafone logo and links to other pages of the application - Home, Incident (Summary, Details and Blackhole pages)  cid:image010.png@01D44F58.1ECA2E70 | **Pass** |
|  | Total number of Incidents and the total sites impacted by them must be obtained from the NSC\_INC\_SITE\_DETAILS table | The Image icon displays the total number of INCs in NSC and it must match with the NSC table data.    When hovered on the image, it displays the tooltip with related information.  cid:image018.jpg@01D44F52.3D49B420 | **Pass** |
|  | Total number of CRQs(changes) and the total sites impacted by them must be obtained from the NSC\_INC\_CRQ\_DETAILS table | The Image icon displays the total number of CRQs – in NSC and it must match with the NSC table data.    When hovered on the image, it displays the tooltip with related information.  cid:image034.jpg@01D44F52.3D49B420 | **Pass** |
|  | Total number of subscriptions and the registered incidents in NSC is obtained from NSC\_ACTIVE\_SUBSCRIPTION table | The Image icon displays the total subscription:    When hovered on the image, it displays the tooltip with related information.  cid:image035.jpg@01D44F52.3D49B420 | **Pass** |
|  | Total number of visitors in CC/NSC is obtained from LOCATION\_SEARCH\_INFO table | The Image icon displays the total number of visitors in both CC & NSC for the previous day and that day.    When hovered on the image, it displays the tooltip with related information.  cid:image036.jpg@01D44F52.3D49B420 | **Pass** |
|  | The ‘Top 5 charts’ are displayed on the home page: | The below charts must be displayed on the home page in the same order: | **Pass** |
|  | The top 5 incidents with most CI are displayed from the T\_NSC\_INC\_CELL\_AVAILABILITY table. | The Image icon displays the 5 INCs impacting most number of sites | **Pass** |
|  | The top 5 CRQs with most CI are displayed from the T\_NSC\_CRQ\_CELL\_AVAILABILITY table. | The Image icon displays the 5 CRQs impacting most number of sites | **Pass** |
|  | The top 5 most subscribed incidents in the last 24 Hrs are displayed from the NSC\_ACTIVE\_SUBSCRIPTION table. | The Image icon displays list of Incidents that were subcribed the most in last 24 Hrs. | **Pass** |
|  | The top 5 most subscribed incidents are displayed from the NSC\_ACTIVE\_SUBSCRIPTION table. | The Image icon displays list of Incidents that were subcribed overall. | **Pass** |
|  | The top 5 most searched Locations (Postcodes) from CC & NSC are displayed from Location\_search\_info table | The element must display the most searched locations in last 24 hrs from both CC & NSC applications. | **Pass** |
|  | The top 5 oldest incidents and the date they were started are obtained from the NSC\_INC\_SITE\_DETAILS table | The Image icon displays list of oldest Incidents and the date they started. | **Pass** |
|  | The top 5 oldest CRQs and the date they were started are obtained from the NSC\_CRQ\_SITE\_DETAILS table | The Image icon displays list of oldest CRQs and the date they started. | **Pass** |
|  | The top 5 sites with oldest dummy incidents in them are obtained from NSC\_INC\_SITE\_DETAILS table | The Image icon displays list of top 5 sites with oldest dummy incidents | **Pass** |

### Incident

#### Summary page

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Navigate to the Incident tracker page through the left panel. | The tracker page must be loaded successfully without any errors and display the relevant elements:  cid:image011.png@01D44F58.1ECA2E70 | **Pass** |
|  | The Remedy ticket count must be taken from the T\_NSC\_INC\_CELL\_AVAILABILITY  Hover on the image icon.  Click on the image icon. | The Image icon displays count of remedy incidents and subscriptions related to them  The numbers must match with the GIS database table.    When hovered on the image, it displays the tooltip with related information.  cid:image002.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\remedy.jpg | **Pass** |
|  | The Dummy incident count must be taken from the T\_NSC\_INC\_CELL\_AVAILABILITY & NSC\_INC\_SITE\_DETAILS  Hover on the image icon.  Click on the image icon. | The Image icon displays count of dummy incidents and the subscriptions related to them  The numbers must match with the GIS database table.    When hovered on the image, it displays the tooltip with related information.  cid:image004.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\dummy.jpg | **Pass** |
|  | The COOS incident (with downtime on OI) count must be taken from the NSC\_INC\_SITE\_DETAILS  Hover on the image icon.  Click on the image icon. | The Image icon displays count of COOS incidents and the subscriptions related to them  The numbers must match with the GIS database table.    When hovered on the image, it displays the tooltip with related information.  cid:image006.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\coos.jpg | **Pass** |
|  | The COOS incident (with no downtime on OI) count must be taken from the NSC\_INC\_SITE\_DETAILS  Hover on the image icon.  Click on the image icon. | The Image icon displays count of Non-COOS incidents and the subscriptions related to them  The numbers must match with the GIS database table.    When hovered on the image, it displays the tooltip with related information.  cid:image008.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\non-coos.jpg | **Pass** |
|  | The count of subscribed and unsubscribed incidents is taken from the NSC\_SUBSCRIPTION & NSC\_ACTIVE\_SUBSCRIPTION tables.  Click on the ‘subscribed’ image icon.  Click on the ‘Unsubscribed’ image icon. | These 2 different colored Image icons display count of subscribed and unsubscribed incidents incidents.  The numbers must match with the GIS database table.    When hovered on the image, it displays the tooltip with related information.  cid:image010.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\subscribed.jpg  When hovered on the image, it displays the tooltip with related information.  cid:image016.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\INetCache\Content.Word\non-subscrbd.jpg | **Pass** |
|  | The count of all the blackhole incidents must be obtained from NSC\_INC\_SITE\_DETAILS & T\_NSC\_INC\_CELL\_AVAILABILITY tables. | The image icon displays count of all the blackhole incidents    When hovered on the image, it displays the tooltip with related information.  cid:image014.jpg@01D44F52.3D49B420 | **Pass** |
|  | The count of Incidents which are older than 90 days must be obtained from NSC\_INC\_SITE\_DETAILS & T\_NSC\_INC\_CELL\_AVAILABILITY  Click on the image icon. | The submit date of these indidents must be 90 days older than current date  The numbers must match with the GIS database table.  When hovered on the image, it displays the tooltip with related information.  cid:image012.jpg@01D44F52.3D49B420  When clicked on the icon, it navigates to the ‘Incident – Detail page’ with relevant filters selected.  It must navigate to the Incident current page with only ‘Age’ filter with value 90 auto populated. | **Pass** |
|  | The type of incidents available in NSC is taken from the T\_NSC\_INC\_CELL\_AVAILABILITY table | The count of each type of incident is taken from the description column. The bar graph displays the count of open and closed incidents that are categorised into COOS, PERF, INTERMITTENT, NSC & TEF type. | **Pass** |
|  | The comparative line graph must show the total actual and estimated tickets. | The graph shows the count of COOS(Remedy & Dummy) and Non-COOS tickets for the last 7 days.  cid:image001.jpg@01D44F58.1ECA2E70 | **Pass** |

#### Details page

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Navigate to the Incident current page through the left panel. | The current page must be loaded successfully without any errors and display the relevant elements:  The”All’ filter must be selected by default. Other filters must be checkable.  cid:image015.png@01D44F58.1ECA2E70 | **Pass** |
|  | Select multiple filters, and then select ‘All’ filter | User must be able to select all the filters.    Also, all the other filters must be unchecked if ‘All’ filter is selected  cid:image016.png@01D44F58.1ECA2E70 | **Pass** |
|  | Select the number of entries per page. | User must be able to select the value from the dropdown | **Pass** |
|  | Pagination changes: | Depending on the number of entries selected per page, pagination must change    User must be able to navigate to any page without errors. | **Pass** |
|  | Download the filtered data and open in an Excel sheet. | User must be able to dowload the displayed result data through the below button:    The XLSX file downloaded must be proper and open without errors. | **Pass** |
|  | Order the filtered data in ascending /descending order. | User must be able to arrange the data in ascending or descending order of any column values. | **Pass** |
|  | Search location or INC number or sites in the filtered results. | User must be able to search button to search within the diplayed results. | **Pass** |

#### Blackhole page

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
|  | Click on the ‘Blackhole’ image icon or select the Blackhole under Incident in the navigation panel. | When clicked on the icon/navigated through the panel, it navigates to the ‘Incident – Blackhole page’ with list of all the blackhole incidents.    User must be able to select the value from the dropdown  cid:image017.png@01D44F58.1ECA2E70 | **Pass** |
|  | Pagination changes: | Depending on the number of entries selected per page, pagination must change    User must be able to navigate to any page without errors. | **Pass** |
|  | Download the filtered data and open in an Excel sheet. | User must be able to dowload the displayed result data through the below button:    The XLSX file downloaded must be proper and open without errors. | **Pass** |
|  | Order the filtered data in ascending /descending order. | User must be able to arrange the data in ascending or descending order of any column values. | **Pass** |
|  | Search location or INC number or sites in the filtered results. | User must be able to search button to search within the diplayed results. | **Pass** |

## NSC Proactive Journeys

### General Scenarios (Initial Comms, present at the same time)

| **No** | **Actions** | **Expected Results** | **Actual Results** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| **1** | As CRQ appearance in to NSC at 1/4/2019 13:00:00 before 24 hours of CRQ start date CRQ Schedule comms should be sent  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  (Users should be notified 24 hrs in advance of any Scheduled CRQ) | CRQ schedule comms should be sent Notification at 2/4/2019 22:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 3/4/2019 and 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 2 | As CRQ appearance in to NSC at 1/4/2019 13:00:00 before 24 hours of CRQ start date CRQ Schedule comms should be sent  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  (Users should be notified 24 hrs in advance of any Scheduled CRQ) | CRQ schedule comms should be sent Notification at 2/4/2019 22:00 and the commination window | Email Message :  We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 3/4/2019 and 5/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here. | **Pass** |
| 3 | As CRQ appearance in to NSC at 1/4/2019 13:00:00 before 24 hours of CRQ start date CRQ Schedule comms should be sent  CRQ Start Date: 3/4/2019 22:00:00  CRQ End Date : 5/4/2019 22:00:00  (Users should be notified 24 hrs in advance of any Scheduled CRQ) | CRQ schedule comms should be sent Notification at 2/4/2019 08:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 3/4/2019 and 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 4 | As CRQ appearance in to NSC at 1/4/2019 13:00:00 before 24 hours of CRQ start date CRQ Schedule comms should be sent  CRQ Start Date: 3/4/2019 22:00:00  CRQ End Date : 5/4/2019 22:00:00  (Users should be notified 24 hrs in advance of any Scheduled CRQ) | CRQ schedule comms should be sent Notification at 2/4/2019 08:00 and the commination window | Email Message :  We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 3/4/2019 and 5/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here. | **Pass** |
| 5 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:00:00  CRQ End Date : 3/4/2019 at 10:00:00  (If a CRQ is raised < 24 hrs but > 1 hr before the scheduled start time, we should wait an hour before sending alerts.) | CRQ schedule comms should be sent Notification at 2/4/2019 09:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience | **Pass** |
| 6 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:00:00  CRQ End Date : 3/4/2019 at 10:00:00  (If a CRQ is raised < 24 hrs but > 1 hr before the scheduled start time, we should wait an hour before sending alerts.) | CRQ schedule comms should be sent Notification at 2/4/2019 09:00 and the commination window | Email Message :  We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here | **Pass** |
| 7 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 1/4/2019 at 10:30:00  CRQ End Date : 2/4/2019 at 10:30:00  (If a CRQ is raised < 1 hr before scheduled start time, we should communicate immediately on next run.) | CRQ schedule comms should be sent Notification immediately at 1/4/2019 10:30 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 1/4/2019 and 2/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience | **Pass** |
| 8 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 1/4/2019 at 10:30:00  CRQ End Date : 2/4/2019 at 10:30:00  (If a CRQ is raised < 1 hr before scheduled start time, we should communicate immediately on next run.) | CRQ schedule comms should be sent Notification immediately at 1/4/2019 10:30 and the commination window | Email Message :  We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN between 1/4/2019 and 1/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here. | **Pass** |
| 9 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 1/4/2019 at 10:30:00  CRQ End Date : 1/4/2019 at 11:30:00  (If a CRQ is in Same day ) | CRQ schedule comms should be sent Notification immediately at 1/4/2019 10:30 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN on 1/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience | **Pass** |
| 10 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 1/4/2019 at 10:30:00  CRQ End Date : 1/4/2019 at 11:30:00  (If a CRQ is in Same day ) | CRQ schedule comms should be sent Notification immediately at 1/4/2019 10:30 and the commination window | Email Message :  We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN on 1/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here | **Pass** |
| 11 | As on Going CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 1/4/2019 at 10:30:00  CRQ End Date : 2/4/2019 at 11:30:00 | CRQ schedule comms should be sent Notification immediately at 1/4/2019 10:30 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is maintenance going on with our mobile network in RG142FN which is due to finish by 2/4/2019 - please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 12 | As on Going CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 1/4/2019 at 10:30:00  CRQ End Date : 2/4/2019 at 11:30:00 | CRQ schedule comms should be sent Notification immediately at 1/4/2019 10:30 and the commination window | Email Message :  We're sorry to let you know that there is maintenance scheduled with our mobile network in RG142FN which is due to finish by 2/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here. | **Pass** |
| 13 | As scheduled CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And  CRQ Start Date : 1/4/2019 at 10:00:00  CRQ End Date : 1/4/2019 at 11:00:00  Because of Same day CRQ Rescheduled  Rescheduled CRQ Start Date : 1/4/2019 at 10:30:00  Rescheduled CRQ End Date : 1/4/2019 at 11:30:00 | No comms should be sent | No Message | **Pass** |
| 14 | As scheduled CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And  CRQ Start Date : 1/4/2019 at 10:00:00  CRQ End Date : 1/4/2019 at 11:00:00  As Rescheduled CRQ appearance in to NSC at 2/4/2019 at 10:00:00  Rescheduled CRQ Start Date : 2/4/2019 at 10:30:00  Rescheduled CRQ End Date : 3/4/2019 at 11:30:00 | CRQ reschedule comms should be sent Notification immediately at 2/4/2019 10:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that the maintenance scheduled with our mobile network in RG142FN on 1/4/2019 has been rescheduled between 2/4/2019 and 3/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 15 | As scheduled CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And  CRQ Start Date : 1/4/2019 at 10:00:00  CRQ End Date : 1/4/2019 at 11:00:00  As Rescheduled CRQ appearance in to NSC at 2/4/2019 at 10:00:00  Rescheduled CRQ Start Date : 2/4/2019 at 10:30:00  Rescheduled CRQ End Date : 3/4/2019 at 11:30:00 | CRQ reschedule comms chould be sent Notification immediately at 2/4/2019 10:00 and the commination window | Email Message :  We're sorry to let you know that scheduled with our mobile network in RG142FN on 1/4/2019 has been rescheduled between 2/4/2019 and 3/4/2019  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here. | **Pass** |
| 16 | As scheduled CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And  CRQ 1Start Date : 1/4/2019 at 10:00:00  CRQ 1End Date : 1/4/2019 at 11:00:00  CRQ 2 Start Date : 2/4/2019 at 10:00:00  CRQ 2 End Date : 3/4/2019 at 11:00:00  As Rescheduled CRQ 2 appearance in to NSC at 2/4/2019 at 10:00:00  Rescheduled CRQ Start Date : 2/4/2019 at 10:30:00  Rescheduled CRQ End Date : 3/4/2019 at 11:30:00 | No comms should be sent | No Message | **Pass** |
| 17 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 10:30:00  As Cancelled CRQ appearance in to NSC at 2/4/2019 at 08:00 | Cancelled CRQ comms chould be sent Notification immediately at 2/4/2019 08:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that the maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019 has been cancelled. We will update you in case if it is rescheduled. Thanks for your patience. | **Pass** |
| 18 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 10:30:00  As Cancelled CRQ appearance in to NSC at 2/4/2019 at 08:00 | Cancelled CRQ comms should be sent Notification immediately at 2/4/2019 08:00 and the commination window | Email Message :  We're sorry to let you know that the maintenance scheduled with our mobile network in { RG142FN between 2/4/2019 and 3/4/2019 has been cancelled.  We will update you in case if it is rescheduled. | **Pass** |
| 19 | As scheduled CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And  CRQ 1Start Date : 1/4/2019 at 10:00:00  CRQ 1End Date : 1/4/2019 at 11:00:00  CRQ 2 Start Date : 2/4/2019 at 10:00:00  CRQ 2 End Date : 3/4/2019 at 11:00:00  As Canceled CRQ 2 appearance in to NSC at 2/4/2019 at 08:00:00  CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 11:30:00 | No comms should be sent | No Message | **Pass** |
| 20 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  Closed CRQ End Date : 3/4/2019 at 10:30:00 | Closed CRQ comms should be sent Notification at 3/4/2019 10:30 and the commination window | Mobile Message :  Hello. Great news - we've completed the maintenance with our mobile network in RG142FN, which means everything should now be up and running again as normal. Sorry again if you experienced any disruption to your service, and thanks for your patience while we were upgrading the network. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Pass** |
| 21 | As CRQ appearance in to NSC at 1/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  Closed CRQ End Date : 3/4/2019 at 10:30:00 | Closed CRQ comms should be sent Notification at 3/4/2019 10:30 and the commination window | Email Message :  Great news – we've completed the maintenance with our mobile network in RG142FN ,which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were upgrading the network. | **Pass** |
| 22 | As Open INC appearance in to NSC at 1/4/2019 at 10:00:00  And INC raised Date : 1/4/2019 at 10:00:00 | Open INC comms should be send the Notification at 1/4/2019 10:00 and the commination window | Mobile Message :  Hello. It looks like there's a problem with our mobile network in RG142FN .Sorry for any disruption to your service - we know how frustrating this can be. Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. Thanks for your patience. | **Pass** |
| 23 | As Open INC appearance in to NSC at 1/4/2019 at 10:00:00  And INC raised Date : 1/4/2019 at 10:00:00 | Open INC comms should be send the Notification at 1/4/2019 10:00 and the commination window | Email Message :  It looks like there might be a problem with our mobile network in RG142FN.  Our engineers are now investigating the case and we're working hard to fix the problem as quickly as we can. We'll let you know about our progress as soon as we have an update.  In the meantime, we're sorry if you're having trouble with your signal - we know how frustrating this can be.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here. | **Pass** |
| 24 | As Closed INC appearance in to NSC at 1/4/2019 at 11:00:00  And INC Closed Date : 1/4/2019 at 11:00:00 | Closed INC comms should be send the Notification at 1/4/2019 11:00 and the commination window | Mobile Message :  Hello. Great news - we've fixed the problem with our mobile network in RG142FN , which means everything should now be up and running again as normal. Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Pass** |
| 25 | As Closed INC appearance in to NSC at 1/4/2019 at 11:00:00  And INC Closed Date : 1/4/2019 at 11:00:00 | Closed INC comms should be send the Notification at 1/4/2019 11:00 and the commination window | Email Message :  Great news – we've fixed the problem with our mobile network in RG142FN ,which means everything should now be up and running again as normal.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help.  Sorry again for the disruption to your service, and thanks for your patience while we were getting things fixed. | **Pass** |
| 26 | As Open INC appearance in to NSC at 1/4/2019 at 10:00:00  And INC Missed(Blackhole) Date : 2/4/2019 at 10:00:00 | Blackhole INC comms should be send the Notification at 9/4/2019 10:00 and the commination window | Mobile Message :  Hello. Just to let you know, there was a problem with our mobile network in RG142FN recently - but everything should now be up and running again as normal. Sorry if you experienced any disruption to your service. Still having trouble? Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). | **Pass** |
| 27 | As Open INC appearance in to NSC at 1/4/2019 at 10:00:00  And INC Missed(Blackhole) Date : 2/4/2019 at 10:00:00 | Blackhole INC comms should be send the Notification at 9/4/2019 10:00 and the commination window | Email Message :  Just to let you know, there was a problem with our mobile network in RG142FN recently – but everything should now be up and running again as normal.  Sorry if you experienced any disruption to your service.  Still having trouble?  Please get in touch with us free on 191 from a Vodafone mobile or 03333 040 191 from any other UK mobile or landline (standard call charges apply). A member of our customer service team will be happy to help. | **Pass** |
| 28 | As Open INC appearance in to NSC at 1/4/2019 at 10:00:00  More than 5 Blocker messages in 15 days So comms will Pause | Pause INC comms should be send More than 5 Blocker messages this will trigger the Notification at for the commination window | Mobile Message :  Hello. We're sorry to let you know that there is still a problem with our mobile network in RG142FN - please accept our apologies if you're having trouble with your service. We're working hard to fix the problem as quickly as we can. We will now update you about this issue once it is completely resolved. Thanks for your patience. | **Pass** |
| 29 | As Open INC appearance in to NSC at 1/4/2019 at 10:00:00  More than 5 Blocker messages in 15 days So comms will Pause | Pause INC comms should be send More than 5 Blocker messages this will trigger the Notification at for the commination window | Email Message :  We're sorry to let you know there is still a problem with one of our sites in RG142FN.  Please accept our apologies if you're having trouble with your service.  We're working hard to fix the problem as quickly as we can. We will now update you about this issue once it is completely resolved. | **Pass** |

### Migration/ Extension to other INC/CRQ on closure of old INC/CRQ

| **No** | **Actions** | **Expected Results** | **Actual Results** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| **1** | As CRQ on the same site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 22:00 | Early INC Migration comms should be sent Notification at 2/4/2019 22:00 and the commination window | Mobile Message :  Hello. It looks like there's another issue with our mobile network in RG142FN.Sorry for any disruption to your service - we know how frustrating this can be. Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. Thanks for your patience.. | **Pass** |
| 2 | As CRQ on the same site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 22:00 | Early INC Migration comms should be sent Notification at 2/4/2019 22:00 and the commination window | Email Message :  It looks like there's another issue with our mobile network in RG142FN.  Sorry for any disruption to your service - we know how frustrating this can be.  Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. | **Pass** |
| 3 | As CRQ on the same site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 10:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 10:00 | Open INC comms should be send the Notification at 2/4/2019 10:00 and the commination window | Mobile Message :  Hello. It looks like there's a problem with our mobile network in RG142FN .Sorry for any disruption to your service - we know how frustrating this can be. Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. Thanks for your patience. | **Pass** |
| 4 | As CRQ on the same site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 10:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 10:00 | Open INC comms should be send the Notification at 2/4/2019 10:00 and the commination window | Email Message :  It looks like there might be a problem with our mobile network in RG142FN.  Our engineers are now investigating the case and we're working hard to fix the problem as quickly as we can. We'll let you know about our progress as soon as we have an update.  In the meantime, we're sorry if you're having trouble with your signal - we know how frustrating this can be.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here | **Pass** |
| 5 | As CRQ on the same site and another CRQ appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Early CRQ Migration comms should be sent Notification immediately at 2/4/2019 22:00 and the commination window | Mobile Message :  Hello. Additional earlier maintenance is scheduled with our mobile network in RG142FN which is due to finish by 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 6 | As CRQ and another CRQ appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Early CRQ Migration comms should be sent Notification immediately at 2/4/2019 22:00 and the commination window | Email Message:  Additional earlier maintenance is scheduled with our mobile network in RG142FN which is due to finish by 5/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 7 | As INC closed on the same site and another CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 20:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Migration (INC - CRQ Scheduled) Scheduled CRQ Comms Should be sent when INC Closed on the same site and Notification immediately at 2/4/2019 20:00 and the commination window | Mobile Message :  Hello. We've recently resolved a issue with our mobile network in RG142FN ,however there is maintenance scheduled on 2/4/2019 - please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 8 | As INC closed on the same site and another CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 20:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Migration (INC - CRQ Scheduled) Scheduled CRQ Comms Should be sent when INC Closed on the same site. Notification immediately at 2/4/2019 20:00 and the commination window | Email Message:  We've recently resolved a issue with our mobile network in RG142FN,  however there is maintenance on 2/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 9 | As INC closed on the same site and ongoing CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 22:30  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Migration (INC - CRQ Ongoing) Ongoing CRQ Comms Should be sent when INC Closed on the same site. Notification immediately at 2/4/2019 22:30 and the commination window | Mobile Message :  Hello. We've recently resolved a issue with our mobile network in RG142FN there is maintenance on going which is due to finish by 2/4/2019 - please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 10 | As INC closed on the same site and ongoing CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 22:30  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Migration (INC - CRQ Ongoing) Ongoing CRQ Comms Should be sent when INC Closed on the same site. Notification immediately at 2/4/2019 22:30 and the commination window | Email Message:  We've recently resolved a issue with our mobile network in RG142FN there is maintenance on going which is due to finish by 2/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 11 | As CRQ1 closed on the same site and another Ongoing/Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Closed CRQ1 Start Date : 2/4/2019 22:00  Closed CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 Closed on the same site. Notification immediately at : 3/4/2019 20:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that maintenance scheduled with our mobile network in RG142FN has been extended and now scheduled to finish by 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 12 | As CRQ1 closed on the same site and another Ongoing/Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Closed CRQ1 Start Date : 2/4/2019 22:00  Closed CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 Closed on the same site. Notification immediately at : 3/4/2019 20:00 and the commination window | Email Message:  We're sorry to let you know that maintenance scheduled with our mobile network in RG142FN has been extended and now scheduled to finish by 5/4/2019 .  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 13 | As CRQ Cancelled and INC on the same site appearance in to NSC at 2/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 10:30:00  INC Raised date : 2/4/2019 at 10:00:00  As Cancelled CRQ appearance in to NSC at 2/4/2019 at 10:00 | Cancelled CRQ Comms Should be sent, but an active incident is available on the same site. Notification immediately at 2/4/2019 10:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that the maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019 has been cancelled but there is still an issue and we're working hard to fix it - please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. Thanks for your patience. | **Pass** |
| 14 | As CRQ Cancelled and INC on the same site appearance in to NSC at 2/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 10:30:00  INC Raised date : 2/4/2019 at 10:00:00  As Cancelled CRQ appearance in to NSC at 2/4/2019 at 10:00 | Cancelled CRQ Comms Should be sent, but an active incident is available on the same site. Notification immediately at 2/4/2019 10:00 and the commination window | Email Message:  We're sorry to let you know that the maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019 has been cancelled but there is still an issue and we're working hard to fix it.  Please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. | **Pass** |
| 15 | As CRQ1 cancelled on the same site and another Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the same site. Notification immediately at : 3/4/2019 20:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that the maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019 has been cancelled additional maintenance is between 3/4/2019 and 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 16 | As CRQ1 cancelled on the same site and another Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the same site. Notification immediately at : 3/4/2019 20:00 and the commination window | Email Message:  We're sorry to let you know that the maintenance scheduled with our mobile network in RG142FN between 2/4/2019 and 3/4/2019 has been cancelled additional maintenance is 3/4/2019 and 5/4/2019 .  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 17 | As CRQ1 cancelled on the same site and another Ongoing CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 2/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the same site and another Ongoing CRQ is ongoing on the same site Notification immediately at : 3/4/2019 20:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that the maintenance scheduled with our mobile network in  RG142FN between 2/4/2019 and 3/4/2019 has been cancelled but there is additional maintenance ongoing which is due to finish by 5/4/2019  please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 18 | As CRQ1 cancelled on the same site and another Ongoing CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 2/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the same site and another Ongoing CRQ is ongoing on the same site Notification immediately at : 3/4/2019 20:00 and the commination window | Email Message:  We're sorry to let you know that the maintenance scheduled with our mobile network in  RG142FN  between 2/4/2019 and 3/4/2019has been cancelled but there is additional maintenance ongoing which is due to finish by 5/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |

### Reopen Scenarios if impact reappears in Z hours after sending Closure comms for INC/CRQ

| **No** | **Actions** | **Expected Results** | **Actual Results** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| **1** | INC Reopen within 3 days in same site and appearance in to NSC at 4/4/2019 13:00  Closed INC Raised Date : 2/4/2019 13:00  ReOpen INC date : 4/4/2019 13.00 | CRQ Comms Should be sent when INC Reopened and Notification immediately at : 4/4/2019 13.00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that there is still a problem with our mobile network in RG142FN  please accept our apologies if you're having trouble with your service again. Our engineers are now back investigating and we're working hard to fix the problem as quickly as we can. We'll let you know about our progress as soon as we have an update. Thanks for your patience. | **Pass** |
| 2 | INC Reopen within 3 days in same site and appearance in to NSC at 4/4/2019 13:00  Closed INC Raised Date : 2/4/2019 13:00  ReOpen INC date : 4/4/2019 13.00 | CRQ Comms Should be sent when INC Reopened and Notification immediately at : 4/4/2019 13.00 and the commination window | Email Message:  We’re sorry to let you know there is still a problem with our mobile network in RG142FN.  Please accept our apologies if you’re having trouble with your service again.  Our engineers are now back investigating and we’re working hard to fix the problem as quickly as we can. We’ll let you know about our progress as soon as we have an update. | **Pass** |
| 3 | CRQ Reopen within 3 days in same site and appearance in to NSC at 4/4/2019 13:00:00  Closed CRQ End Date : 2/4/2019 13:00  Reopen CRQ Start date : 4/4/2019 20.00  Reopen CRQ End date : 4/4/2019 22.00 | CRQ Comms Should be sent when CRQ Reopened and Notification immediately at : 4/4/2019 20.00 and the commination window | Mobile Message :  Hello. Just to let you know that additional maintenance is scheduled with our mobile network in RG142FN on 4/4/2019  please accept our apologies if you're having trouble with your service again. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 4 | CRQ Reopen within 3 days in same site and appearance in to NSC at 4/4/2019 13:00:00  Closed CRQ End Date : 2/4/2019 13:00  Reopen CRQ Start date : 4/4/2019 20.00  Reopen CRQ End date : 4/4/2019 22.00 | CRQ Comms Should be sent when CRQ Reopened and Notification immediately at : 4/4/2019 20.00 and the commination window | Email Message:  Just to let you know that additional maintenance is scheduled with our mobile network in RG142FN on 4/4/2019  Please accept our apologies if you're having trouble with your service again. We will update you once the maintenance is completed. | **Pass** |
| 5 | CRQ Reopen within 3 days in same site and Other Ongoing CRQ appearance in to NSC at 1/4/2019 23:00:00  Closed CRQ End Date : 1/4/2019 at 08:00  OnGoing CRQ Start Date: 2/4/2019 at 6:00  OnGoing CRQ End Date : 3/4/2019 at 17:00 | CRQ Comms Should be sent when CRQ Reopened and Notification at : 2/4/2019 at 8:00 and the commination window  We won't sent Late night Notification at 23:00 to 08:00 | Mobile Message :  Hello. Just to let you know additional maintenance is ongoing with our mobile network in RG142FN which is due to finish by 3/4/2019  please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 6 | CRQ Reopen within 3 days in same site and Other Ongoing CRQ appearance in to NSC at 1/4/2019 23:00:00  Closed CRQ End Date : 1/4/2019 at 08:00  OnGoing CRQ Start Date: 2/4/2019 at 6:00  OnGoing CRQ End Date : 3/4/2019 at 17:00 | CRQ Comms Should be sent when CRQ Reopened and Notification at : 2/4/2019 at 8:00 and the commination window  We won't sent Late night Notification at 23:00 to 08:00 | Email Message:  Just to let you know additional maintenance is ongoing with our mobile network in RG142FN which is due to finish by 3/4/2019.  Please accept our apologies if you're having trouble with your service again. We will update you once the maintenance is completed. | **Pass** |

### Handover comms if the issue appears on other site on closure of the issue on the existing site

| **No** | **Actions** | **Expected Results** | **Actual Results** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| **1** | As CRQ on the different site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 22:00 | Early INC Handover Comms Should be sent Notification at 2/4/2019 22:00 and the commination window | Mobile Message :  Hello. It looks like there's a issue with another mast in W1F8WE  Sorry for any disruption to your service - we know how frustrating this can be. Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. Thanks for your patience. | **Pass** |
| 2 | As CRQ on the different site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 22:00 | Early INC Handover Comms Should be sent Notification at 2/4/2019 22:00 and the commination window | Email Message :  It looks like there's a issue with another mast in W1F8WE.  Sorry for any disruption to your service - we know how frustrating this can be.  Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. | **Pass** |
| 3 | As CRQ on the different site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 10:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 10:00 | Open INC Comms Should be send the Notification at 2/4/2019 10:00 and the commination window | Mobile Message :  Hello. It looks like there's a problem with our mobile network in W1F8WE .Sorry for any disruption to your service - we know how frustrating this can be. Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. Thanks for your patience. | **Pass** |
| 4 | As CRQ on the different site and INC appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 10:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  INC Raised Date : 2/4/2019 10:00 | Open INC Comms Should be send the Notification at 2/4/2019 10:00 and the commination window | Email Message :  It looks like there might be a problem with our mobile network in W1F8WE  Our engineers are now investigating the case and we're working hard to fix the problem as quickly as we can. We'll let you know about our progress as soon as we have an update.  In the meantime, we're sorry if you're having trouble with your signal - we know how frustrating this can be.  You are receiving this email because you have previously registered for updates in this area. To unsubscribe, please click here | **Pass** |
| 5 | As CRQ on the different site and another CRQ appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Early CRQ Handover Comms Should be sent Notification immediately at 2/4/2019 22:00 and the commination window | Mobile Message :  Hello. Additional earlier maintenance is scheduled with another mast in W1F8WE    which is due to finish by 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 6 | As CRQ and another CRQ appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 22:00  CRQ Start Date: 3/4/2019 21:00:00  CRQ End Date : 5/4/2019 21:00:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Early CRQ Handover Comms Should be sent Notification immediately at 2/4/2019 22:00 and the commination window | Email Message:  Additional earlier maintenance is scheduled with with another mast in W1F8WE which is due to finish by 5/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 7 | As INC closed on the different site and another CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 20:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Handover (INC - CRQ Scheduled) Scheduled CRQ Comms Should be sent when INC Closed on the different site and Notification immediately at 2/4/2019 20:00 and the commination window | Mobile Message :  Hello. We've recently resolved a issue with a mast in W1F8WE there is however maintenance on 2/4/2019 - with another mast - please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 8 | As INC closed on the different site and another CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 20:00  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Handover (INC - CRQ Scheduled) Scheduled CRQ Comms Should be sent when INC Closed on the different site. Notification immediately at 2/4/2019 20:00 and the commination window | Email Message:  We've recently resolved a issue with a mast in W1F8WE there is however maintenance on 2/4/2019.with another mast.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 9 | As INC closed on the different site and ongoing CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 22:30  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Handover (INC - CRQ Ongoing) Ongoing CRQ Comms Should be sent when INC Closed on the different site. Notification immediately at 2/4/2019 22:30 and the commination window | Mobile Message :  Hello. We've recently resolved a issue with a mast in W1F8WE there is however maintenance ongoing with another mast. This is due to finish by 2/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 10 | As INC closed on the different site and ongoing CRQ appearance in to NSC at 2/4/2019 22:00  INC Closed Date: 2/4/2019 22:30  CRQ Start Date : 2/4/2019 22:00  CRQ End Date : 2/4/2019 23:00 | Handover (INC - CRQ Ongoing) Ongoing CRQ Comms Should be sent when INC Closed on the different site. Notification immediately at 2/4/2019 22:30 and the commination window | Email Message:  We've recently resolved a issue with a mast in W1F8WE there is however maintenance ongoing with another mast. This is due to finish by 2/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 11 | As CRQ1 closed on the different site and another Ongoing/Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Closed CRQ1 Start Date : 2/4/2019 22:00  Closed CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | Handover (CRQ - CRQ) CRQ Comms Should be sent when CRQ1 Closed on the different site. Notification immediately at : 3/4/2019 20:00 and the commination window | Mobile Message :  Hello. We've recently completed maintenance with one of our masts in W1F8WE there is however maintenance ongoing with another which is due to finish by 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 12 | As CRQ1 closed on the different site and another Ongoing/Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Closed CRQ1 Start Date : 2/4/2019 22:00  Closed CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | Handover (CRQ - CRQ)CRQ Comms Should be sent when CRQ1 Closed on the different site. Notification immediately at : 3/4/2019 20:00 and the commination window | Email Message:  We've recently completed maintenance with one of our masts in W1F8WE there is however maintenance ongoing with another which is due to finish by 5/4/2019 .  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 13 | As CRQ Cancelled and INC on the different site appearance in to NSC at 2/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 10:30:00  INC Raised date : 2/4/2019 at 10:00:00  As Cancelled CRQ appearance in to NSC at 2/4/2019 at 10:00 | Cancelled CRQ Comms Should be sent, but an active incident is available on the different site. Notification immediately at 2/4/2019 10:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that maintenance scheduled with mast in W1F8WE between 2/4/2019 and 3/4/2019 has been cancelled. There is still an issue with another mast and we're working hard to fix it - please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. Thanks for your patience. | **Pass** |
| 14 | As CRQ Cancelled and INC on the different site appearance in to NSC at 2/4/2019 at 10:00:00  And CRQ Start Date : 2/4/2019 at 10:30:00  CRQ End Date : 3/4/2019 at 10:30:00  INC Raised date : 2/4/2019 at 10:00:00  As Cancelled CRQ appearance in to NSC at 2/4/2019 at 10:00 | Cancelled CRQ Comms Should be sent, but an active incident is available on the different site. Notification immediately at 2/4/2019 10:00 and the commination window | Email Message:  Hello. Sorry to let you know that maintenance scheduled with mast in W1F8WE between 2/4/2019 and 3/4/2019 has been cancelled. There is still an issue with another mast and we're working hard to fix it.  Please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. | **Pass** |
| 15 | As CRQ1 cancelled on the different site and another Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the different site. Notification immediately at : 3/4/2019 20:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that maintenance scheduled with mast in W1F8WE between 2/4/2019 and 3/4/2019 has been cancelled. There is a additional maintenance scheduled between 3/4/2019 and 5/4/2019 with another mast - please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 16 | As CRQ1 cancelled on the different site and another Scheduled CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 3/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the different site. Notification immediately at : 3/4/2019 20:00 and the commination window | Email Message:  We're sorry to let you know that maintenance scheduled with mast in W1F8WE between 2/4/2019 and 3/4/2019 has been cancelled. There is a additional maintenance 3/4/2019 and 5/4/2019 .with another mast.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |
| 17 | As CRQ1 cancelled on the different site and another Ongoing CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 2/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the different site and another Ongoing CRQ is ongoing on the different site Notification immediately at : 3/4/2019 20:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that the maintenance scheduled with one of our masts in W1F8WE between 2/4/2019 and 3/4/2019 has been cancelled but there is a maintenance ongoing with another mast which is due to finish by 5/4/2019 please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. Thanks for your patience. | **Pass** |
| 18 | As CRQ1 cancelled on the different site and another Ongoing CRQ2 appearance in to NSC at 1/4/2019 13:00:00 and 2/4/2019 9:00  Cancelled CRQ1 Start Date : 2/4/2019 22:00  Cancelled CRQ1 End Date : 3/4/2019 20:00  CRQ2 Start Date: 2/4/2019 21:00:00  CRQ2 End Date : 5/4/2019 21:00:00 | CRQ Comms Should be sent when CRQ1 cancelled on the different site and another Ongoing CRQ is ongoing on the different site Notification immediately at : 3/4/2019 20:00 and the commination window | Email Message:  We're sorry to let you know that the maintenance scheduled with one of our masts in W1F8WE between 2/4/2019 and 3/4/2019 has been cancelled but there is a maintenance ongoing with another mast which is due to finish by 5/4/2019.  Please accept our apologies if you experience any trouble with your service. We will update you once the maintenance is completed. | **Pass** |

### Overrun comms if there is an active INC at the end of CRQ on the same/different site or the CRQ overruns

| **No** | **Actions** | **Expected Results** | **Actual Results** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| **1** | As ongoing overrun CRQ appearance in to NSC at 2/4/2019 22:00  CRQ Start Date: 2/4/2019 22:00  CRQ End Date: 3/4/2019 23:00  Overrun Date: 4/4/2019 8:00 | CRQ Comms Should be sent Next day of when Overrun CRQ Closed. So Notification at : 4/4/2019 08:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that it’s taking a little longer than we expected to finish our maintenance work with our mobile network in RG142FN please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. Thanks for your patience. | **Pass** |
| **2** | As ongoing overrun CRQ appearance in to NSC at 2/4/2019 22:00  CRQ Start Date: 2/4/2019 22:00  CRQ End Date: 3/4/2019 23:00  Overrun Date: 4/4/2019 8:00 | CRQ Comms Should be sent Next day of when Overrun CRQ Closed. So Notification at : 4/4/2019 08:00 and the commination window | Email Message:  We're sorry to let you know that it’s taking a little longer than we expected to finish our maintenance work with our mobile network in RG142FN  Please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. | **Pass** |
| 3 | As ongoing overrun Extension CRQ appearance in to NSC at 2/4/2019 22:00  CRQ Start Date: 2/4/2019 22:00  CRQ End Date: 3/4/2019 23:00  Overrun Date: 4/4/2019 8:00  Extension Overrun Date: 5/4/2019 8:00 | CRQ Comms Should be sent Next day of when Extension Overrun CRQ Closed. So Notification at : 5/4/2019 08:00 and the commination window | Mobile Message :  Hello. We're sorry to let you know that we’re still working to finish the maintenance work with our mobile network in RG142FN please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. Thanks for your patience. | **Pass** |
| 4 | As ongoing overrun Extension CRQ appearance in to NSC at 2/4/2019 22:00  CRQ Start Date: 2/4/2019 22:00  CRQ End Date: 3/4/2019 23:00  Overrun Date: 4/4/2019 8:00  Extension Overrun Date: 5/4/2019 8:00 | CRQ Comms Should be sent Next day of when Extension Overrun CRQ Closed. So Notification at : 5/4/2019 08:00 and the commination window | Email Message:  We're sorry to let you know that we’re still working to finish the maintenance work with our mobile network in RG142FN  Please accept our apologies if you experience any trouble with your service. We'll let you know about our progress as soon as we have an update. | **Pass** |

### Registration comms

| **No** | **Actions** | **Expected Results** | **Actual Results** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| **1** | As Reactive - INC's request came into NSC | Reactive INC Comms Should be sent immediately when the request came in to NSC, Notification and the commination window | Mobile Message :  Hello. Thanks for registering for updates about a problem with our mobile network in RG142FN Sorry for any disruption to your service - we know how frustrating this can be. Rest assured, we're working hard to get things back up and running as quickly as we can, and we'll keep you in the loop on our progress. Thanks for your patience. | **Pass** |
| 2 | As Reactive - INC's request came into NSC | Reactive INC Comms Should be sent immediately when the request came in to NSC, Notification and the commination window | Email Message:  Thanks for registering for updates about a problem with our mobile network in RG142FN Sorry for any disruption to your service – we know how frustrating this can be.  Rest assured, we’re working hard to get things back up and running as quickly as we can, and we’ll keep you in the loop on our progress. | **Pass** |
| 3 | As Proactive - Single postcode request came into NSC | Proactive - Single postcode Comms Should be sent immediately when the request came in to NSC Notification and the commination window | Mobile Message :  Hello. Thanks for registering to receive updates about our network status in RG142FN We'll get in touch to let you know of faults or planned work that might affect the signal your area. To unsubscribe from these updates, head to our Network Status Checker or MyVodafone app & select 'My alerts' | **Pass** |
| 4 | As Proactive - Single postcode request came into NSC | Proactive - Single postcode Comms Should be sent immediately when the request came in to NSC. Notification and the commination window | Email Message:  Thanks for registering to receive updates about our network status in RG142FN  Just to confirm, we'll get in touch to let you know of faults or planned work that might affect the signal your area. If you'd like to unsubscribe from these updates, head to our Network Status Checker or MyVodafone app & select 'My alerts' | **Pass** |
| 5 | As Proactive – Multiple postcodes request came into NSC and Max three postcode | Proactive - Multiple postcode Comms Should be sent immediately when the request came in to NSC Notification and the commination window | Mobile Message :  Hello. Thanks for registering to receive updates about our network status in RG142FN , BB12PH & ME172AJ. We'll get in touch to let you know of faults or planned work that might affect the signal your areas. To unsubscribe from these updates, head to Network Status Checker or MyVodafone app & select 'My alerts' | **Pass** |
| 6 | As Proactive – Multiple postcodes request came into NSC and Max three postcode | Proactive - Multiple postcode Comms Should be sent immediately when the request came in to NSC Notification and the commination window | Email Message:  Thanks for registering to receive updates about our network status in RG142FN , BB12PH & ME172AJ.  Just to confirm, we'll get in touch to let you know of faults or planned work that might affect the signal your areas. If you'd like to unsubscribe from these updates, head to our Network Status Checker or MyVodafone app & select 'My alerts' | **Pass** |

## Device Testing

### Device Tests – Apple iPad

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Verify that Network Status Checkerview loads correctly. Check 2G, 3G and 4G displays. Check for zoom in and zoom out operation. |  |  |
| 2. | Verify that Network Status Checkerview displays correct search results for a postcode or town name.   Check that “View our planned coverage”/”View our current coverage” button is displayed correctly. |  |  |

### Device Tests – Microsoft Surface

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Verify that Network Status Checker view loads correctly. Check 2G, 3G and 4G displays. Check for zoom in and zoom out operation. |  |  |
| 2. | Verify that Network Status Checker view displays correct search results for a postcode or town name. |  |  |

### Device Tests – Android (Samsung Galaxy Tab2)

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Verify that Network Status Checker view loads correctly. Check 2G, 3G and 4G displays. Check for zoom in and zoom out operation. |  |  |
| 2. | Verify that Coverage Checker view displays correct search results for a postcode or town name. |  |  |

The device testing has been performed on the following devices and the corresponding mobile OS platform and they were found to be supporting the CC/NSC application, as normal.

* Apple iPhone (iOS 8.2)
* Apple iPad (iOS 7)
* Apple iPhone (iOS 6.0.1)
* Windows Surface
* Nokia Lumia 1520 – Windows Phone 8.10.14219.341
* Samsung Galaxy S5 (Android Version 4.4.2)
* Samsung Tab Pro (Android Version 4.4.2)
* Samsung Tab (Android Version 4.2.2)
* Samsung x-cover Mobile (Android Version 4.1.2)

## Network Status Checker Application & its variants - VF CC

### Search location validation

This section tests the functionality on how to provide proper location for accessing the ‘2G’, ‘3G’, ‘4G’ live and planned coverage, Wi-Fi hotspots information and Coverage report.

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Launch the Network Status Checker application from the test URL appropriate to the current testing environment, as outlined in section (2.3.1). | Network Status Checker application will be launched and application panel looks like below: |  |
| ‘Location’ text should be displayed in the Location search text box. |  |
|  | Click in the location search text box. | Location search text box should become empty |  |
|  | Click the ‘Search’ button without providing the Location name. | Error message should be displayed as below: |  |
| 4. | Click ‘Search’ button by providing the Location Name which is outside the UK boundary. | Error message should be displayed as below: |  |

### GB / NI Location Search Operation

The location that’s chosen for the GB is Newbury and that for NI is Belfast.

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Click the ‘Search’ button by providing the GB location (**Newbury**) and selecting the ‘See coverage for’ option as ‘2G’ to see 2G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘2G’ Live coverage. |  |
| ‘2G’ button will be enabled in the Network Status Checker application and looks like below:. |  |
| ‘2G’ legend will be displayed in the Network Status Checker application map section. |  |
| 2. | Click on ‘View our planned coverage’ button to see the 2G planned coverage for the selected location. | Network Status Checker application displays the ‘2G’ planned coverage for the selected location. |  |
| 3. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the ‘See coverage for’ option as ‘3G’ to see 3G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘3G’ Live coverage. |  |
| ‘3G’ button will be enabled in the Network Status Checker application and looks like below: |  |
| ‘3G’ legend will be displayed in the Coverage Checker application map section. |  |
| 4. | Click on ‘View our planned coverage’ button to see the 3G planned coverage for the selected location. | Network Status Checker application displays the ‘3G’ planned coverage for the selected location. |  |
| 5. | Click the ‘Search’ button by providing the GB location (Sheepscombe) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage. |  |
| ‘4G’ button will be enabled in the Network Status Checker application and looks like below: |  |
| ‘4G’ legend will be displayed in the Network Status Checker application map section. |  |
| 6. | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location. | Network Status Checker application displays the ‘4G’ planned coverage for the selected location. |  |
| 7 | Click the ‘Search’ button by providing the GB location (Postcode – RG14 7NQ, where 4G1800 coverage can be observed) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage |  |
| 8 | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location (RG14 7NQ). | Network Status Checker application displays the ‘4G’ planned coverage for the selected location. |  |
| 9 | Click the ‘Search’ button by providing the GB location (postcode – RG14 7NQ where 4G2100 coverage can be observed) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage. |  |
| 10 | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location. | Network Status Checker application displays the ‘4G’ planned coverage for the selected location. |  |
| 11 | Click the ‘Search’ button by providing the NI location (**Belfast**) and selecting the ‘See coverage for’ option as ‘2G’ to see 2G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘2G’ Live coverage. |  |
| ‘2G’ button will be enabled in the Network Status Checker application and looks like below: |  |
| ‘2G’ legend will be displayed in the Network Status Checker application map section. |  |
| 12 | Click on ‘View our planned coverage’ button to see the 2G planned coverage for the selected location. | Network Status Checker application displays the ‘2G’ planned coverage for the selected location. |  |
| 13 | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘3G’ to see 3G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘3G’ Live coverage. |  |
| ‘3G’ button will be enabled in the Network Status Checker application and looks like below: |  |
| ‘3G’ legend will be displayed in the Network Status Checker application map section. |  |
| 14 | Click on ‘View our planned coverage’ button to see the 3G planned coverage for the selected location. | Network Status Checker application displays the ‘3G’ planned coverage for the selected location. |  |
| 15 | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Network Status Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage. |  |
| ‘4G’ button will be enabled in the Network Status Checker application and looks like below: |  |
| ‘4G’ legend will be displayed in the Network Status Checker application map section. |  |
| 16 | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location. | Network Status Checker application displays the ‘4G’ planned coverage for the selected location. |  |

### Display of Wi-Fi hotspots on Coverage map

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the Network Status Checker application from the test URL appropriate to the current testing environment. | Network Status Checker application will be launched and application left panel looks like below: | PASS |

### Zoom In / Zoom Out Operation

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the Network Status Checker application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Network Status Checker application will be launched and the landing map page will display the coverage for the UK boundary level |  |
| . The zoom panel should be displayed in the Network Status Checker Application Map Page as like below |  |
| 2. | Click on the icon on the zoom panel | The user is zoomed one level out of the map |  |
| 3. | Click on the  icon on the zoom panel | The user is zoomed one level in of the map |  |

### Google Pointer Movement

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the Network Status Checker application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Network Status Checker application will be launched and the landing map page will display the coverage for the UK boundary level |  |
| Google Pointer pin z10 should not be displayed in the Coverage checker landing Map Page. |  |
| The Google Pointer pin z10should point to the specified location. |  |
| 3. | Drag the Google Pointer pin z10 to a different location in the Network Status Checker Application Map Page | Network Status Checker report should be updated based on the coverage available on the new location where the Google Pointer Pin is dragged. The Coverage Report displayed on the right panel of the application should look like below:  Screen shot need to be added |  |
| The Network Status Checker Application should display the Alarm Warning message above the map page as like below:  Screen shot need to be added |  |
| The Network Status Checker Application should not display the Alarm Warning message and the map page looks like as below:  Screen shot need to be added |  |
| 4. | Click the Search button by providing the location (SW1X 8HQ) where the Alarm is present. | The Network Status Checker Application should display the Alarm Warning message and the map page looks like as below:  Screen shot need to be added |  |

### Network Status Checker PixelShift

This section compares the existing Coverage Checker map data with new Network Status Checker application, from the pixel shift issue.

The pixel shift issue is essentially a software bug with ESRI ArcGIS 9.3.1 software, which shifts the overlay of the coverage layer on Google Base Maps by a pixel or two. However, this issue has been addressed in the new ESRI ArcGIS 10.2.2 platform and the CC/NSC application displays the coverage at the appropriate location without any shift.

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
|  | Enter the postcode “**RG20 8JP”** in both Existing and New Coverage Checker applications and compare the Pixel of both. | The existing Coverage Checker application running on ArcGIS 9.3.1 had a pixel shift in the overlaying of the coverage layer on the Google BaseMaps, which is now resolved with the new ESRI ArcGIS 10.2.2.  Hence the pixel shift in the existing Coverage Checker application is now resolved with the new Network Status Checker application as shown below:  Existing CC application  Capture30  New Network Status Checker application |  |
|  | Enter the location “**Enborne”** in both Existing and New Coverage Checker applications and compare the Pixel of both. | The existing Coverage Checker application running on ArcGIS 9.3.1 had a pixel shift in the overlaying of the coverage layer on the Google BaseMaps, which is now resolved with the new ESRI ArcGIS 10.2.2.  Hence the pixel shift in the existing Coverage Checker application is now resolved with the new Network Status Checker application as shown below:  Existing CC application  Capture31  New CC application |  |

## Coverage Checker Application & its variants- VF Partner CC

### Search location validation

This section tests the functionality on how to provide proper location for accessing the ‘2G’, ‘3G’, ‘4G’ live and planned coverage, Wi-Fi hotspots information and Coverage report.

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the Coverage Checker application from the test URL appropriate to the current testing environment, as outlined in section (2.3.1). | Coverage Checker application will be launched and application panel looks like below:  Capture1 | **Pass** |
| ‘Location’ text should be displayed in the Location search text box. | **Pass** |
| ‘2G’ button should be selected as the default value for the ‘See coverage for’ option. | **Pass** |
| The Coverage Checker application map section should display the ‘2G’ coverage for the UK boundary level. | **Pass** |
| 2. | Click in the location search text box. | Location search text box should become empty  Capture4 | **Pass** |
| 3. | Click the ‘Search’ button without providing the Location name. | Error message should be displayed as below:  Capture2 | **Pass** |
| 4. | Click ‘Search’ button by providing the Location Name which is outside the UK boundary. | Error message should be displayed as below:  Capture3 | **Pass** |

### GB / NI Location Search Operation

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the ‘See coverage for’ option as ‘2G’ to see 2G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘2G’ Live coverage.  Capture5 | **Pass** |
| ‘2G’ button will be enabled in the Coverage Checker application and looks like below:  Capture7 | **Pass** |
| ‘2G’ legend will be displayed in the Coverage Checker application map section.  Capture6 | **Pass** |
| 2. | Click on ‘View our planned coverage’ button to see the 2G planned coverage for the selected location. | Coverage Checker application displays the ‘2G’ planned coverage for the selected location.  Capture8 | **Pass** |
| 3. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the ‘See coverage for’ option as ‘3G’ to see 3G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘3G’ Live coverage.  Capture9 | **Pass** |
| ‘3G’ button will be enabled in the Coverage Checker application and looks like below:  Capture10 | **Pass** |
| ‘3G’ legend will be displayed in the Coverage Checker application map section.  Capture11 | **Pass** |
| 4. | Click on ‘View our planned coverage’ button to see the 3G planned coverage for the selected location. | Coverage Checker application displays the ‘3G’ planned coverage for the selected location.  Capture12 | **Pass** |
| 5. | Click the ‘Search’ button by providing the GB location (Clattercum Lane) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage. | **Pass** |
| ‘4G’ button will be enabled in the Coverage Checker application and looks like below:  Capture14 | **Pass** |
| ‘4G’ legend will be displayed in the Coverage Checker application map section.  Capture15 | **Pass** |
| 6. | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location. | Coverage Checker application displays the ‘4G’ planned coverage for the selected location. | **Pass** |
| 7 | Click the ‘Search’ button by providing the GB location (Sheepscombe, where 4G1800 coverage can be observed) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\partrner_1800.jpg | **Pass** |
| 8 | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location (Sheepscombe). | Coverage Checker application displays the ‘4G’ planned coverage for the selected location.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\partrner_1800_plan.jpg | **Pass** |
| 9 | Click the ‘Search’ button by providing the GB location (Clattercum Lane, where 4G2100 coverage can be observed) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\partrner_2100.jpg | **Pass** |
| 10 | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location(Clattercum Lane). | Coverage Checker application displays the ‘4G’ planned coverage for the selected location.  C:\Users\bgh39391\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\partrner_2100_plan.jpg | **Pass** |
| 11 | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘2G’ to see 2G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘2G’ Live coverage.  Capture17 | **Pass** |
| ‘2G’ button will be enabled in the Coverage Checker application and looks like below:  Capture18 | **Pass** |
| ‘2G’ legend will be displayed in the Coverage Checker application map section.  Capture19 | **Pass** |
| 12 | Click on ‘View our planned coverage’ button to see the 2G planned coverage for the selected location. | Coverage Checker application displays the ‘2G’ planned coverage for the selected location.  Capture20 | **Pass** |
| 13 | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘3G’ to see 3G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘3G’ Live coverage.  Capture21 | **Pass** |
| ‘3G’ button will be enabled in the Coverage Checker application and looks like below:  Capture22 | **Pass** |
| ‘3G’ legend will be displayed in the Coverage Checker application map section.  Capture23 | **Pass** |
| 14 | Click on ‘View our planned coverage’ button to see the 3G planned coverage for the selected location. | Coverage Checker application displays the ‘3G’ planned coverage for the selected location.  Capture24 | **Pass** |
| 15 | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘4G’ to see 4G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘4G’ Live coverage.  Capture25 | **Pass** |
| ‘4G’ button will be enabled in the Coverage Checker application and looks like below:  Capture26 | **Pass** |
| ‘4G’ legend will be displayed in the Coverage Checker application map section.  Capture15 | **Pass** |
| 16 | Click on ‘View our planned coverage’ button to see the 4G planned coverage for the selected location. | Coverage Checker application displays the ‘4G’ planned coverage for the selected location.  Capture28 | **Pass** |

### Display of Wi-Fi hotspots on Coverage map

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Coverage checker application will be launched and application left panel looks like below:  Capture1 | **Pass** |
| 2. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the coverage option as ‘2G’. | Coverage Checker application Map page zooms to the specified GB location and displays the ‘2G’ coverage and ‘Show Wi-Fi Hotspots’ should be check-off by default:  Capture | **Pass** |
| Check on the Show Wi-Fi location check box  3 | **Pass** |
| Wi-Fi hotspot locations() should be shown on the map page | **Pass** |
| Provide a new location in the search box and click on the Show coverage button, Wi-Fi hotspot locations() should be shown on the map page | **Pass** |
| Check off the Show Wi-Fi location check box  Capture1 | **Pass** |
| Provide a new location in the search box and click on the Show coverage button, Wi-Fi hotspot locations() should not be shown on the map page | **Pass** |
| Wi-Fi hotspot location address should be displayed like below when clicked on a Wi-Fi hotspot location symbol:  12 | **Pass** |
| Wi-Fi hotspot location symbols should be displayed when user pans the map to the left / right / up / down. |
| 3. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the coverage option as ‘3G’. | Coverage Checker application Map page zooms to the specified GB location and displays the ‘3G’ coverage and ‘Show Wi-Fi Hotspots’ should be check-off by default:  5 | **Pass** |
| Check on the Show Wi-Fi location check box  6 | **Pass** |
| Wi-Fi hotspot locations(111) should be shown on the map page | **Pass** |
| Wi-Fi hotspot location address should be displayed like below when clicked on a Wi-Fi hotspot location symbol:  8 | **Pass** |
| Wi-Fi hotspot location symbols should be displayed when user pans the map to the left / right / up / down. | **Pass** |
| 4. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the coverage option as ‘4G’. | Coverage Checker application Map page zooms to the specified GB location and displays the ‘4G’ coverage and ‘Show Wi-Fi Hotspots’ should be check-off by default:  9 | **Pass** |
| Check on the Show Wi-Fi location check box  6 | **Pass** |
| Wi-Fi hotspot locations(111) should be shown on the map page | **Pass** |
| Wi-Fi hotspot location address should be displayed like below when clicked on a Wi-Fi hotspot location symbol:  10 | **Pass** |
| Wi-Fi hotspot location symbols should be displayed when user pans the map to the left / right / up / down. | **Pass** |

### Zoom In / Zoom Out Operation

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Coverage checker application will be launched and the landing map page will display the coverage for the UK boundary level | **Pass** |
| . The zoom panel should be displayed in the Coverage checker Application Map Page as like below | **Pass** |
| 2. | Click on the icon on the zoom panel | The user is zoomed one level out of the map | **Pass** |
| 3. | Click on the  icon on the zoom panel | The user is zoomed one level in of the map | **Pass** |

### Google Pointer Movement

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Coverage checker application will be launched and the landing map page will display the coverage for the UK boundary level | **Pass** |
| Google Pointer pin z10 should not be displayed in the Coverage checker landing Map Page. | **Pass** |
| The Google Pointer pin z10should point to the specified location. | **Pass** |
| 3. | Drag the Google Pointer pin z10 to a different location in the Coverage checker Application Map Page | Coverage checker report should be updated based on the coverage available on the new location where the Google Pointer Pin is dragged. The Coverage Report displayed on the right panel of the application should look like below:  z11 | **Pass** |
| The Coverage checker Application should display the Alarm Warning message above the map page as like below:  z12 | **Pass** |
| The Coverage Checker Application should not display the Alarm Warning message and the map page looks like as below:  z13 | **Pass** |
| 4. | Click the Search button by providing the location (SW1X 8HQ) where the Alarm is present. | The Coverage Checker Application should display the Alarm Warning message and the map page looks like as below:  z14 | **Pass** |

## Coverage Checker Application Variant - VF MVNO CC

### Search location validation

This section tests the functionality on how to provide proper location for accessing the ‘2G’, ‘3G’, live and planned coverage, Wi-Fi hotspots information and Coverage report.

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the Coverage Checker application from the test URL appropriate to the current testing environment, as outlined in section (2.3.1). | Coverage Checker application will be launched and application panel looks like below:  cc1 | **Pass** |
| ‘Location’ text should be displayed in the Location search text box. | **Pass** |
| ‘2G’ button should be selected as the default value for the ‘See coverage for’ option. | **Pass** |
| The Coverage Checker application map section should display the ‘2G’ coverage for the UK boundary level. | **Pass** |
| 2. | Click in the location search text box. | Location search text box should become empty  cc2 | **Pass** |
| 3. | Click the ‘Search’ button without providing the Location name. | Error message should be displayed as below:  cc3 | **Pass** |
| 4. | Click ‘Search’ button by providing the Location Name which is outside the UK boundary. | Error message should be displayed as below:  cc4 | **Pass** |

### GB / NI Location Search Operation

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the ‘See coverage for’ option as ‘2G’ to see 2G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘2G’ Live coverage.  cc5 | **Pass** |
| ‘2G’ button will be enabled in the Coverage Checker application and looks like below:  cc6 | **Pass** |
| ‘2G’ legend will be displayed in the Coverage Checker application map section.  cc7 | **Pass** |
| 2. | Click on ‘View our planned coverage’ button to see the 2G planned coverage for the selected location. | Coverage Checker application displays the ‘2G’ planned coverage for the selected location.  cc8 | **Pass** |
| 3. | Click the ‘Search’ button by providing the GB location (Newbury) and selecting the ‘See coverage for’ option as ‘3G’ to see 3G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘3G’ Live coverage.  cc9 | **Pass** |
| ‘3G’ button will be enabled in the Coverage Checker application and looks like below:  cc10 | **Pass** |
| ‘3G’ legend will be displayed in the Coverage Checker application map section.  cc11 | **Pass** |
| 4. | Click on ‘View our planned coverage’ button to see the 3G planned coverage for the selected location. | Coverage Checker application displays the ‘3G’ planned coverage for the selected location.  cc12 | **Pass** |
| 7. | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘2G’ to see 2G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘2G’ Live coverage.  c13 | **Pass** |
| ‘2G’ button will be enabled in the Coverage Checker application and looks like below:  cc6 | **Pass** |
| ‘2G’ legend will be displayed in the Coverage Checker application map section.  Capture19 | **Pass** |
| 8. | Click on ‘View our planned coverage’ button to see the 2G planned coverage for the selected location. | Coverage Checker application displays the ‘2G’ planned coverage for the selected location.  cc13 | **Pass** |
| 9. | Click the ‘Search’ button by providing the NI location (Belfast) and selecting the ‘See coverage for’ option as ‘3G’ to see 3G live coverage. | Coverage Checker application map section zooms to the specified GB location and displays the ‘3G’ Live coverage.  cc14 | **Pass** |
| ‘3G’ button will be enabled in the Coverage Checker application and looks like below:  cc10 | **Pass** |
| ‘3G’ legend will be displayed in the Coverage Checker application map section.  Capture23 | **Pass** |
| 10. | Click on ‘View our planned coverage’ button to see the 3G planned coverage for the selected location. | Coverage Checker application displays the ‘3G’ planned coverage for the selected location.  cc15 | **Pass** |

### Zoom In / Zoom Out Operation

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Coverage checker application will be launched and the landing map page will display the coverage for the UK boundary level | **Pass** |
| . The zoom panel should be displayed in the Coverage checker Application Map Page as like below | **Pass** |
| 2. | Click on the icon on the zoom panel | The user is zoomed one level out of the map | **Pass** |
| 3. | Click on the  icon on the zoom panel | The user is zoomed one level in of the map | **Pass** |

### Google Pointer Movement

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1 | Coverage checker application will be launched and the landing map page will display the coverage for the UK boundary level | **Pass** |
| Google Pointer pin z10 should not be displayed in the Coverage checker landing Map Page. | **Pass** |
| The Google Pointer pin z10should point to the specified location. | **Pass** |
| 3. | Drag the Google Pointer pin z10 to a different location in the Coverage checker Application Map Page | Coverage checker report should be updated based on the coverage available on the new location where the Google Pointer Pin is dragged. The Coverage Report displayed on the right panel of the application should look like below:  cc16 | **Pass** |
| The Coverage checker Application should display the Alarm Warning message above the map page as like below:  z12 | **Pass** |
| The Coverage Checker Application should not display the Alarm Warning message and the map page looks like as below:  z13 | **Pass** |
| 4. | Click the Search button by providing the location (SW1X 8HQ) where the Alarm is present. | The Coverage Checker Application should display the Alarm Warning message and the map page looks like as below:  z14 | **Pass** |

## Coverage Checker – VoLTE

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Launch the application from the test URL appropriate to the current testing environment, as outlined in section 2.3.1**.** Select the 4G tab.  Open 4G and VoLTE coverage files in ArcMap and search for a location where 4G **Indoors & outdoors** coverage is available along with VoLTE coverage.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== **Indoors and outdoors**, you can expect to have a reliable connection for v[oice call](http://www.vodafone.co.uk/explore/network/network-improvements/wi-fi-calling/)s, email and the internet using a 4G-compatible phone, laptop or tablet. You can also expect good 4G browsing and download speeds.  **Live in a basement flat?** You probably already know that your signal is not as good when underground. | **Pass** |
| 2. | Open 4G and VoLTE coverage files in ArcMap and search for a location where 4G **Indoors & outdoors** coverage is available, but there is no VoLTE coverage available.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== **Indoors and outdoors**, you can expect to have a reliable connection for email and the internet using a 4G-compatible phone, laptop or tablet. You can also expect good 4G browsing and download speeds.  **Live in a basement flat?** You probably already know that your signal is not as good when underground. | **Pass** |
| 3. | Open 4G and VoLTE coverage files in ArcMap and search for a location where 4G **Outdoors, variable indoors** coverage is available along with VoLTE coverage.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== **Outdoors** you can expect to have a reliable connection for v[oice call](http://www.vodafone.co.uk/explore/network/network-improvements/wi-fi-calling/)s, email and the internet using a 4G-compatible phone, laptop or tablet. You can also expect good 4G browsing and download speeds.  **Inside most modern homes**, you’ll be able to v[oice call](http://www.vodafone.co.uk/explore/network/network-improvements/wi-fi-calling/), email and browse the internet on your phone on 4G. Downloading files and watching videos online may be slower than when outside.(I live in a solid stone wall house). | **Pass** |
| 4. | Open 4G and VoLTE coverage files in ArcMap and search for a location where 4G **Outdoors, variable indoors** coverage is available, but there is no VoLTE coverage available.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== **Outdoors** you can expect to have a reliable connection for email and the internet using a 4G-compatible phone, laptop or tablet. You can also expect good 4G browsing and download speeds.  **Inside most modern homes**, you’ll be able to email and browse the internet on your phone on 4G. Downloading files and watching videos online may be slower than when outside.(I live in a solid stone wall house). | **Pass** |
| 5. | Open 4G and VoLTE coverage files in ArcMap and search for a location where 4G **Outdoors only** coverage is available along with VoLTE coverage.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== **Outdoors** you can expect to have a reliable connection for voice calls, emailing and browsing the internet, using a 4G-compatible phone, laptop or tablet. However, speeds for downloading files and watching videos online will be slower depending on location.  **Indoors**, you’re unlikely to get a 4G signal. Click on ‘View our planned coverage’ to see if our 4G will be reaching your area soon. Remember all our 4G devices will automatically work on our 3G and 2G networks.  Zoom out or enter another location to check elsewhere. | **Pass** |
| 6. | Open 4G and VoLTE coverage files in ArcMap and search for a location where 4G **Outdoors only** coverage is available, but there is no VoLTE coverage available.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== **Outdoors** you can expect to have a reliable connection for emailing and browsing the internet, using a 4G-compatible phone, laptop or tablet. However, speeds for downloading files and watching videos online will be slower depending on location.  **Indoors**, you’re unlikely to get a 4G signal. Click on ‘View our planned coverage’ to see if our 4G will be reaching your area soon. Remember all our 4G devices will automatically work on our 3G and 2G networks.  Zoom out or enter another location to check elsewhere. | **Pass** |
| 7. | Open 4G and VoLTE coverage files in ArcMap and search for a location where no 4G and VoLTE coverages are available.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== Sorry - there are no upgrades planned in the next 3 months to improve the coverage here. Remember all our 4G devices will automatically work on our 3G and 2G networks.  You can try another location that may be of interest to you. | **Pass** |
| 8. | Open 4G and VoLTE coverage files in ArcMap and search for a location where no 4G coverage is available, but there is VoLTE coverage available.  Search the above found location in coverage checker. | The following copy-text will be displayed for coverage report.  =============================== Sorry - there are no upgrades planned in the next 3 months to improve the coverage here. Remember all our 4G devices will automatically work on our 3G and 2G networks.  You can try another location that may be of interest to you. | **Pass** |

## Coverage Checker / Network Status Checker – Manual Functional Test Scenarios

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | **CC - Launch:**   1. Launch the Coverage Checker application hosted on the **(Existing Environment)** Rackspace staging infrastructure on three Windows server, all running **‘Windows 2003 SP2 Enterprise Server’** and **‘ESRI ArcGIS 9.3.1 software version’.** 2. Also launch the Coverage Checker application hosted on the **(New Environment)** Rackspace pre-prod infrastructure on three Windows server, all running **‘Windows 2008 R2 Enterprise Server’** and **‘ESRI ArcGIS 10.2.2 software version’.** | * The Coverage Checker application should be launched, with the ‘Coverage checker’ & ‘Network status’ tabs on both the environments. * Also the Coverage Checker application launched on the **New Environment** should have same or better load time than the application launched on the **Existing Environment**. | **Pass** |
| 2. | **CC - 2G Live Coverage:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, enter a location in the textbox and click search. Click on ‘2G’ to see the live coverage. 2. On the Coverage Checker application hosted on the **(New Environment)**, Enter a location in the textbox and click search. Click on ‘2G’ to see the live coverage. | * The 2G live coverage should be shown in Coverage Checker for the selected location on both the environments. * Also the 2G live coverage shown for the selected location launched on the **New Environment** should have same or better response time when compared to the 2G live coverage shown for the same location on the **Existing Environment**. | **Pass** |
| 3. | **CC - 2G Planned Coverage:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Enter a location in the textbox and click search. Click on ‘2G’ and Click on ‘View our planned coverage’ button to see the planned coverage. 2. On the Coverage Checker application hosted on the **(New Environment)**, Enter a location in the textbox and click search. Click on ‘2G’ and Click on ‘View our planned coverage’ button to see the planned coverage. | * The 2G planned coverage should be shown in Coverage Checker for the selected location on both the environments. * Also the 2G planned coverage shown for the selected location launched on the **New Environment** should have same or better response time when compared to the 2G planned coverage shown for the same location on the **Existing Environment**. | **Pass** |
| 4. | **CC - 3G Live Coverage:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Enter a location in the textbox and click search. Click on ‘3G’ to see the live coverage. 2. On the Coverage Checker application hosted on the **(New Environment)**, Enter a location in the textbox and click search. Click on ‘3G’ to see the live coverage. | * The 3G live coverage should be shown in Coverage Checker for the selected location on both the environments. * Also the 3G live coverage shown for the selected location launched on the **New Environment** should have same or better response time when compared to the 3G live coverage shown for the same location on the **Existing Environment**. | **Pass** |
| 5. | **CC - 3G Planned Coverage:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Enter a location in the textbox and click search. Click on ‘3G’ and Click on ‘View our planned coverage’ button to see the planned coverage. 2. On the Coverage Checker application hosted on the **(New Environment)**, Enter a location in the textbox and click search. Click on ‘3G’ and Click on ‘View our planned coverage’ button to see the planned coverage. | * The 3G planned coverage should be shown in Coverage Checker for the selected location on both the environments. * Also the 3G planned coverage shown for the selected location launched on the **New Environment** should have same or better response time when compared to the 3G planned coverage shown for the same location on the **Existing Environment**. | **Pass** |
| 6. | **CC - 4G Live Coverage:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Enter a location in the textbox and click search. Click on ‘4G’ to see the live coverage. 2. On the Coverage Checker application hosted on the **(New Environment)**, Enter a location in the textbox and click search. Click on ‘4G’ to see the live coverage. | * The 4G live coverage should be shown in Coverage Checker for the selected location on both the environments. * Also the 4G live coverage shown for the selected location launched on the **New Environment** should have same or better response time when compared to the 4G live coverage shown for the same location on the **Existing Environment**. | **Pass** |
| 7. | **CC - 4G Planned Coverage:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Enter a location in the textbox and click search. Click on ‘4G’ and Click on ‘View our planned coverage’ button to see the planned coverage. 2. On the Coverage Checker application hosted on the **(New Environment)**, Enter a location in the textbox and click search. Click on ‘4G’ and Click on ‘View our planned coverage’ button to see the planned coverage. | * The 4G planned coverage should be shown in Coverage Checker for the selected location on both the environments. * Also the 4G planned coverage shown for the selected location launched on the **New Environment** should have same or better response time when compared to the 4G planned coverage shown for the same location on the **Existing Environment**. | **Pass** |
| 8. | **NSC - Launch:**   1. Launch the Coverage Checker application hosted on **(Existing Environment)** Rackspace staging infrastructure on three Windows server, all running **‘Windows 2003 SP2 Enterprise Server’** and **‘ESRI ArcGIS 9.3.1 software version’.** Click on the ‘Network status’ tab. 2. Also launch the Coverage Checker application hosted on the  **(New Environment)** Rackspace pre-prod infrastructure on three Windows server, all running **‘Windows 2008 R2 Enterprise Server’** and **‘ESRI ArcGIS 10.2.2 software version’.** Click on the ‘Network status’ tab. | * Network Status Checker application should be launched on both the environments. * Also the Network Status Checker application launched on the **New Environment** should have same or better load time than the application launched on the **Existing Environment**. | **Pass** |
| 9. | **NSC - Unexpected Issues:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Click on the ‘Network status’ tab and Enter a location in the textbox and click search. Click on ‘Unexpected issues’ button to see the network issues in the selected location. Also Click on ‘[**Register for an update on this issue**](javascript:registerPanel();)’ link, provide the Email or Mobile number and Click on ‘Register’ to get an update on the network issue. 2. On the Coverage Checker application hosted on the **(New Environment)**, Click on the ‘Network status’ tab and Enter a location in the textbox and click search. Click on ‘Unexpected issues’ button to see the network issues in the selected location. Also Click on ‘[**Register for an update on this issue**](javascript:registerPanel();)’ link, provide the Email or Mobile number and Click on ‘Register’ to get an update on the network issue. | * Network issues should be shown for the selected location on both the environments. * Also the network issues shown for the selected location launched on the **New Environment** should have same or better response time when compared to the network issues shown for the same location on the **Existing Environment**. * Update should be sent to the registered users if the network issue is resolved, on both the environments. Also the update sent by the application hosted on **New Environment** should reach the user without any delay when compared to update sent by the application hosted on **Existing Environment**. | **Pass** |
| 10. | **NSC - Planned Maintenance:**   1. On the Coverage Checker application hosted on the **(Existing Environment)**, Click on the ‘Network status’ tab and Enter a location in the textbox and click search. Click on ‘Planned maintenance’ button to see the network upgrades in the selected location. 2. On the Coverage Checker application hosted on the **(New Environment)**, Click on the ‘Network status’ tab and Enter a location in the textbox and click search. Click on ‘Planned maintenance’ button to see the network upgrades in the selected location. | * Network upgrades should be shown for the selected location in both the environments. * Also the network upgrades shown for the selected location launched on the **New Environment** should have same or better response time when compared to the network upgrades shown for the same location on the **Existing Environment**. | **Pass** |

## Coverage Checker / Network Status Checker – Automated Performance Test Scenarios

### Web Performance Test

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Open Microsoft Visual Studio 2010 Ultimate and Click ‘Test’.  Select New test and Choose ‘Web performance test’ and provide an apt name (WebPerfTest1).  Using the WebTestRecorder navigate to the Coverage Checker application URL hosted on the **‘New Environment’** to record the web tests. | * The web performance test should generate http requests and responses, also should test for correctness of the responses, measure response time and throughput of the coverage checker application hosted on the **‘New Environment’.** * The WebTestRecorder should record the web tests of the coverage checker application on the **New Environment**. | **Pass** |
| 2. | Click on the Coverage Checker tab, Enter a location in the textbox and Click search.  Click on ‘2G’, ‘3G’ and ‘4G’ buttons to see the live coverage in the selected location | * The WebTestRecorder should record the web test to show 2G, 3G and 4G live coverage in the selected location, on the **New Environment**. Also the coverage should be generated with a quick response time. | **Pass** |
| 3. | Click on ‘View our planned coverage’ button to see the 2G, 3G and 4G planned coverage in the selected location. | * The WebTestRecorder should record the web test to show 2G, 3G and 4G planned coverage in the selected location, on the **New Environment**. Also the coverage should be generated with a quick response time. | **Pass** |
| 5. | Click on the ‘Network Status’ tab, Enter a location in the textbox and Click search.  Click on ‘Unexpected issues’ tab to see the network issues in the selected location. | * The WebTestRecorder should record the web test to show the network issues in the selected location, on the **New Environment**. Also the network issues should be shown without any delay. | **Pass** |
| 7. | Click on ‘Planned maintenance’ tab to see the network upgrades in the selected location. | * The WebTestRecorder should record the web test to show the network upgrades in the selected location, on the **New Environment**. Also the network upgrades should be shown without any delay. | **Pass** |
| 8. | Stop the recording after it is completed. | * The visual studio window with the recorded web test tab with all recorded URLs should be opened once the recording is stopped. * Also should automatically re-run the web test to identify and promote dynamic parameters so subsequent requests are parameterized and handled correctly. | **Pass** |

### Load Test

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Open Microsoft Visual Studio 2010 Ultimate and Click ‘Test’.  Select New test and Choose ‘Load test’ to test the Coverage Checker application hosted on the **‘New Environment’** | * The load test for Coverage Checker application hosted on the **‘New Environment’** should bring up the load test analyzer which shows running load tests and performance metrics. | **Pass** |
| 2. | Set up load scenario that scales up the load using the load test wizard.  Define the load pattern for the Coverage Checker application by selecting the number of users (Load) and Check if the application runs smoothly when the load number is increased. | * The application should respond to many users without any delay and the response time of the Coverage Checker application hosted on the **New Environment** should be less. | **Pass** |
| 3. | Continue to choose defaults on the test mix model screen. Following that, select “Add” and choose the web performance test Add the above Web Performance Test (WebPerfTest1) added for the Coverage Checker application hosted on the **New Environment**.  Set the duration. Run to generate load and performance analysis. | * The load and performance analysis for the Coverage Checker application hosted on the **New Environment** should be generated. * The application should have positive results when tested with maximum load and also the performance of the application should not decrease. | **Pass** |
| 4. | Run the Load Test for 25 Users for 10 minutes | 25 Users for 10 minutes | **Pass** |
| 5. | Run the Load Test for 50 Users for 10 minutes | 50 Users for 10 minutes | **Pass** |
| 6. | Run the Load Test for 100 Users for 10 minutes | 100 Users for 10 minutes | **Pass** |

## Google Maps API Changes

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1 | Launch the Coverage Checker application from the test URL appropriate to the current testing environment, as outlined in section (2.3.1). | Coverage Checker application will be launched and application looks like below: | **Pass** |
| 2. | Launch the NSC application from the test URL appropriate to the current testing environment, as outlined in section (2.3.1). | Network Coverage Checker application will be launched and application panel looks like below | **Pass** |
| 3. | Coverage Checker application with default Zoom Control Location | Coverage Checker application with new zoom control location looks like below  Default Zoom Level= 200km | **Pass** |
| 4. | Launch Network Coverage Checker application and select any location in search tab  Ex: London | Network Coverage Checker application with new zoom control location looks like below  Default Zoom Level=200km | **Pass** |
| 5. | Launch Coverage Checker application and select 2G | Default zoom control position for 2G looks like below  Default Zoom Level=200km | **Pass** |
| 6. | Launch Coverage Checker application and select 3G | Default zoom control position for 3G looks like below  Default Zoom Level=1km | **Pass** |
| 7. | Launch Coverage Checker application and select 4G | Default zoom control position for 4G looks like below  Default Zoom Level=1km | **Pass** |
| 8. | Launch Network Coverage Checker application | Maximum Zoom Level=50m | **Pass** |
| 9. | Launch Network Coverage Checker application | Minimum Zoom Level=1km | **Pass** |
| 10. | Maximum zoom level in Coverage Checker application | Maximum Zoom Level=50m | **Pass** |
| 11. | Minimum zoom level in Coverage Checker application | Minimum Zoom Level=200km | **Pass** |

## NSC Black-Hole Weekly Report

| **No** | **Actions** | **Expected Results** | **Pass/Fail** |
| --- | --- | --- | --- |
| 1. | Run the Blackhole weekly report process and check if the process run time is stored in the default file. | The default file should contain the process run time. | **Pass** |
| 2. | Run the Blackhole weekly report process and check if the report generated has the **‘Black-Hole’** incident details. | The report in the below format should be sent to the configured email id for all the unreported **‘Black-Hole’** incidents up to the last day from the last run time stored in the default file.    =============================== | **Pass** |
| 3. | Run the Blackhole weekly report process and check if the process sends the reports to the all configured email id. | The following report should be been sent to all of the configured email ids.  ==============================  =============================== | **Pass** |
| 4. | Run the Blackhole weekly report process and check if there are no **‘Black-Hole’** incidents available for duration the report has been sent. | The below email should be sent to the configured email ids, if there are no **‘Black-Hole’** incidents reported for particular duration.  ===============================  **From:** No-Reply-NSC@vodafone.com [mailto:No-Reply-NSC@vodafone.com]  **Sent:** Tuesday, April 21, 2015 5:23 PM **To:** Rakesh B; Piyush Jain  **Subject:** NSC Blackhole Incidents Weekly Report  No Blackhole incident reported between 15/04/2015 and 20/04/2015  \*Please note that this a system generated email and not to be responded to.  =============================== | **Pass** |
| 5. | Run the Blackhole weekly report process. Open the NSC Black-Hole table and check if the ‘Reported’ column for all the **‘Black-Hole’** incidents sent in the report is updated. | The ‘Reported’ Column in the Black-Hole table should be updated to ‘YES’ for all the **‘Black-Hole’** incidents, which has been sent in the report. | **Pass** |
| 6. | Run the Blackhole weekly report process and compare the **‘Black-Hole’** Incidents in the Black-Hole report with the incidents in the NSC Black-Hole table. | The NSC Black-Hole table should contain the same **‘Black-Hole’** Incident ID, Incident Missing Date, Blackhole Notification Date, No. of Email registrations and No. of SMS registrations up to the last day of process run from the last run time stored in the default file. | **Pass** |
| 7. | Run the Blackhole weekly report process and compare the **‘Black-Hole’** Incidents in the Black-Hole report with the incidents in the NSC Black-Hole table, which are already reported. | The Blackhole report should not contain the **'Black-Hole'** incidents, for which 'Reported' column has value 'YES' in the Black-Hole table | **Pass** |
| 8. | Run the Blackhole weekly report process and check if the **‘Black-Hole’** Incidents shown in the report are between the dates mentioned in the mail. | The Blackhole Notification Date of all the **‘Black-Hole’** incidents in the Black-Hole report should lie between the dates mentioned in the mail. | **Pass** |

## Test Duration

For the execution of the test it’s recommended that there be a minimum 15 days effort to complete the functional testing. This test has been successful on the above mentioned duration.

## Defect Statistics

None

# Test Phase Conclusion

## Risk Assessment

The test plan and test schedule are based on the current Business Requirements of the NSC Evolution project.

Any changes to the requirements could affect the test schedule and will need to be approved again and it is very important to have experienced testers on this project, unexpected turnovers can impact the schedule.

Vodafone requested that NCC Group to perform a web application assessment (penetration testing) for the Network Status Checker to discover the security issues, if any. The observations of the PEN testing had been discussed and agreed with the Security Consultant for the closure or appropriate waiver, as applicable.

## Testing Issues

None

## Outstanding Defects

None

## Lessons Learned Remarks

Not Applicable

## Conclusion

Overall, the CC / NSC application meets the functional requirements as listed in the Business Requirement Specification (BRS) and the application has found to be secure, post the GIS upgrade and on the Penetration (PEN Testing) & Hardware Build Review testing perspective.

# Appendices

## Defect Lists, Severity/Category Definitions, Acceptance Criteria

Defects will be tracked as a part of the project, during the User Acceptance Testing and the defects need to be fixed, for the Go-Live acceptance (or) with any approved exception for the defects to be fixed and deployed in the subsequent phases.

## Document Reference

|  |  |  |
| --- | --- | --- |
| **Doc Title** | **Version** | **Location Link** |
| NSC\_Phase3\_HLD\_v2.0 | Version 2.0 | [Click the Sharepoint url](https://sharepoint.vodafone.com/vfuk/NPO/NSC-ph2/Projectu20Documents/Forms/AllItems.aspx?RootFolder=%2fvfuk%2fNPO%2fNSC-ph2%2fProjectu20Documents%2fTechnical%20Products%2fHLD&FolderCTID=&View=%7bF42095C7-F6A3-44FA-A388-D1563F364948%7d) |
| Network Status Checker\_Phase2 –Test-Strategy-v1.0 | Version 1.0 | [Click the sharepoint url](https://sharepoint.vodafone.com/vfuk/NPO/NSC-ph2/Projectu20Documents/Forms/AllItems.aspx?RootFolder=%2fvfuk%2fNPO%2fNSC%2dph2%2fProjectu20Documents%2fTechnical%20Products%2fTest%20Strategy&FolderCTID=&View=%7bF42095C7%2dF6A3%2d44FA%2dA388%2dD1563F364948%7d) |
| CC\_NSC\_HLD\_V4.0.doc | Version 4.0 |  |
| GIS\_Upgrade\_Phase #1\_Test\_Strategy\_v1.0.doc | Version 1.0 |  |

## Glossary

|  |  |
| --- | --- |
| **Term** | **Description** |
| VF | Vodafone |
| GIS | Geographic Information System |
| NMS | [Network Management System](http://en.wikipedia.org/wiki/Network_management_system) |
| CC | Coverage Checker |
| NSC | Network Status Checker |
| CAPTCHA | Completely Automated Public Turing test to tell Computers and Humans Apart |
| MVNO | Mobile Virtual Network Operator |
| RIG | Regional Integration Gateway |
| HTTP | Hypertext Transfer Protocol |
| HTTPS | Hypertext Transfer Protocol Secure |
| SMS | Short Message Service |
| GB | Great Britain |
| NI | Northern Ireland |

# Document Control information

## Report Version History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Summary of Change** |
| 0.1 Draft | 26/11/2013 | Aricent | Initial Draft |
| 1.0 | 28/11/2013 | Aricent | Updated test cases for the NSC Phase#2 Drop#2 delivery |
| 2.0 | 16/01/2014 | Aricent | Updated test cases for the NSC Phase#2 Drop#3 delivery |
| 3.0 | 20/02/2014 | Aricent | Updated test cases for the NSC Phase#3 delivery |
| 4.0 | 27/03/2014 | Aricent | Updated test cases for the NSC Phase#3 delivery |
| 4.1 | 16/04/2014 | Aricent | Updated test cases for User Subscription for the NSC Phase#3 delivery |
| 5.0 | 01/04/2015 | Aricent | Updated test cases for the GIS Upgrade Phase #1 |
| 6.0 | 01/06/2015 | Aricent | Updated test cases for the NSC Evolution project |
| 6.1 | 31/07/2015 | Aricent | Updated test cases for the NSC Evolution Drop 2 project |
| 6.2 | 08/03/2016 | Aricent | Updated test cases for the CC- NSC Google Maps API Changes |
| 6.3 | 16/05/2016 | Aricent | Updated test cases for AWStats & Google Maps API Monitoring |
| 6.4 | 27/06/2016 | Aricent | Updated the Coverage Checker test cases for addition of 4G2100 and 4G1800 technologies. |
| 6.5 | 20/07/2017 | Aricent | Updated test cases for supporting Banner at postcode level in NSC Banner & Application as part of Project Combat (NSC 2.0) |
| 7.1 | 14/09/2017 | Aricent | Updated test cases for OI to NSC database integration to fetch incidents and change information. |
| 7.2 | 18/10/2017 | Aricent | Updated test cases for the NSC Incident and CRQ user journeys |
| 7.3 | 21/11/2017 | Aricent | Updated test cases for Banner application changes, User subscription process. |
| 7.4 | 08/02/2018 | Aricent | Updated test cases for CRQ & INC feed changes, mapping and location handling in NSC application and User subscription process changes. |
| 7.5 | 23/04/2018 | Aricent | Updated test plan for including Google maps terms & conditions and privacy policy hyperlinks in application copytext. |
| 7.6 | 17/05/2018 | Aricent | Updated test plan for including CRQ admin page in banner application. |
| 7.7 | 09/07/2018 | Aricent | Updated test plan for including INC admin page in banner application and tactical Proactive alerting. |
| 7.8 | 09/08/2018 | Aricent | Updated test plan for NSC Dashboard application. |
| 7.9 | 19/09/2018 | Aricent | Updated test plan for Revised NSC Dashboard application. |
| 8.0 | 26/11/2018 | Aricent | Updated test plan for Network Status Checker Application |
| 8.1 | 2/4/2019 | Aricent | Updated test plan for NSC Proactive Journeys |