Imagen que contiene dibujo, plato

El contenido generado por IA puede ser incorrecto.Un dibujo de una persona

El contenido generado por IA puede ser incorrecto.A black and white logo

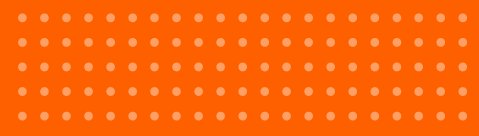
Description automatically generated with low confidence

**CASES REPORT**

Report from: **{{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}}.**  
Until: **{{ end\_day\_num }}** of **{{end\_month\_name}} {{end\_year\_str}}.**

Client: **{{ cust }}**

CUSTOMER SERVICE CENTER



**LIBERTYNETWORKS.COM**

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This report presents a detailed analysis of incident management, service requests, and changes from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}} for client **{{cust}}.**

It includes a summary of closed cases, cases currently open, the availability of contracted services, and the distribution of incidents by attribution.

Additionally, it highlights the services with the highest number of incidents, helping identify critical areas that require priority attention.

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# MANAGEMENT REPORT

{% if total\_incidentes > 0 %}

This report compiles information about reported cases, including **Incident-type cases (INC), Service Request-type cases (SR), and Change Request-type cases (CHG).** These cases may have been reported reactively by **{{cust}}** or proactively by the Liberty Networks team.

Below is a summary of the cases closed during the period from {{start\_day\_num}} of {{start\_month\_name}} {{start\_year\_str}} to {{end\_day\_num}} of {{end\_month\_name}} {{end\_year\_str}}:

|  |  |  |
| --- | --- | --- |
| Summary of closed cases from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}. | | |
| Incidents | **Service Requests** | **Change Requests** |
| {{total\_incidentes}} | {{total\_service\_request}} | {{total\_cambios}} |

**{{ grafica\_proactividad }}  
Chart 1:** Summary of the cases.

The **Liberty Networks** team works continuously to provide a proactive service, with the goal of improving your customer experience.  
In **Chart 1,** a total summary of the cases opened during the period from {{start\_day\_num}} of {{start\_month\_name}} {{start\_year\_str}} to {{end\_day\_num}} of {{end\_month\_name}} {{end\_year\_str}} is presented. However, the main focus of this report is on closed cases.  
While you will find a table with cases still under management by the CSC, **these will be analyzed in detail in the report corresponding to the month in which they are closed.**

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, no closed incident-type cases were recorded, as no cases within this category were closed.  
If you have an open case with **Liberty Networks** that is not shown in this section, you can find it in the **Open Cases Summary.**  
Once it is closed, it will be included in the report corresponding to the month it is finalized, allowing you to analyze its resolution and attribution.{% endif %}

# TOP 3 SERVICES WITH THE HIGHEST NUMBER OF INCIDENTS AND THEIR ATTRIBUTION

{% if total\_incidentes > 0 %}

**Chart 2** presents an analysis of the three services with the highest number of incident-type cases during the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}. This chart helps identify critical points that require priority attention or an in-depth review.

**{{ grafica\_top\_sedes }}  
Chart 2:** Sites / links with the highest number of incidents.

Likewise, **Chart 3** shows the distribution of attributions for these incident-type cases during the mentioned time period to ensure a more accurate analysis.

**{{ grafica\_atribuciones }}  
Chart 3:** Incident attributions.

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, no closed incident-type cases were recorded, as no cases within this category were closed.  
  
Once it is closed, it will be included in the report corresponding to the month it is finalized, allowing you to analyze its resolution and attribution.{% endif %}

# SUMMARY OF CLOSED INCIDENT-TYPE CASES

{% if total\_incidentes > 0 %} Below is a detailed summary of incident-type cases for client **{{cust}}** during the period from {{start\_day\_num}} of {{start\_month\_name}} {{start\_year\_str}} to {{end\_day\_num}} of {{end\_month\_name}} {{end\_year\_str}}.

It is important to note that this summary includes only the cases closed by **Liberty Networks.** Any incident still open will appear in the Open Cases Report but will not have this level of detail until it is resolved.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CASE NUMBER | SERVICE ID | CREATION DATE | CLOSURE DATE | CASE TYPE | REQUEST | SOLUTION | FAILURE TYPE | ATTRIBUTION | AVAILABILITY MINUTES |
| {%tr for i in incident\_table %} | | | | | | | | | |
| {{ i.incident\_number }} | {{ i.cid }} | {{ i.created\_at }} | {{ i.resolution\_at }} | {{ i.type\_incident }} | {{ i.symptom }} | {{ i.resolution\_summary }} | {{ i.reason }} | {{ i.attributed\_to }} | {{ i.downtime }} |
| {%tr endfor %} | | | | | | | | | |

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, no closed incident-type cases were recorded, as no cases within this category were closed.

If you have an open case with **Liberty Networks** that is not shown in this section, you can find it in the **Open Cases Summary.**

Once it is closed, it will be included in the report corresponding to the month it is finalized, allowing you to analyze its resolution and attribution.{% endif %}

# SUMMARY OF CLOSED SERVICE REQUEST-TYPE CASES

{% if total\_service\_request > 0 %} Below is a detailed summary of closed **service request-type cases** for client **{{cust}}** during the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}.

Any service request that remains open will appear in the Open Cases Report but will not have this level of detail until it is resolved.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| CASE NUMBER | SERVICE ID | CREATION DATE | CLOSURE DATE | CASE TYPE | REQUEST | SOLUTION | |
| {%tr for sr in service\_request\_table %} | | | | | | |
| SR-{{ sr.sr\_number }} | {{ sr.cid }} | {{ sr.resolved\_at }} | {{ sr.created\_at }} | {{ sr.sr\_type }} | {{ sr.symptom }} | {{ sr.solution }} | |
| {%tr endfor %} | | | | | | |

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, no closed service request-type cases were recorded, as no cases within this category were closed.

If you have an open case with **Liberty Networks** that is not shown in this section, you can find it in the **Open Cases Summary.**

Once it is closed, it will be included in the report corresponding to the month it is finalized, allowing you to analyze its resolution and attribution.{% endif %}

# SUMMARY OF CLOSED CHANGE REQUEST-TYPE CASES

{% if total\_cambios > 0 %}Below is a detailed summary of closed **change request-type cases** for client **{{cust}}** during the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}.  
Any change request that remains open will appear in the Open Cases Report but will not have this level of detail until it is resolved.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| CASE NUMBER | SERVICE ID | CREATION DATE | CLOSURE DATE | CASE TYPE | REQUEST | RESULTS |
| {%tr for chg in cambios\_table %} | | | | | | |
| {{ chg.change\_number }} | {{ chg.cid }} | {{ chg.created\_at }} | {{ chg.updated\_at }} | {{ chg. type\_of\_action}} | {{ chg.description }} | {{ chg.result }} |
| {%tr endfor %} | | | | | | |

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, no closed changes-type cases were recorded, as no cases within this category were closed.

If you have an open case with **Liberty Networks** that is not shown in this section, you can find it in the **Open Cases Summary.**

Once it is closed, it will be included in the report corresponding to the month it is finalized, allowing you to analyze its resolution and attribution.{% endif %}

# SUMMARY OF OPEN CASES

{% if open\_tickets\_table|length > 0 %} Below is a detailed summary of all open cases to date for client **{{cust}}** during the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, including Incident-type cases (INC), Service Request-type cases (SR), and Change Request-type cases (CHG).  
Please note that these cases will include details on resolution and attribution once they are closed by the **Liberty Networks** team.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CASE TYPE | CASE NUMBER | STATUS | CREATION DATE | DESCRIPTION |
| {%tr for o in open\_tickets\_table %} | | | | |
| {{ o.case\_type }} | **{{ o.case\_number }}** | {{ o.status }} | {{ o.created\_at }} | {{ o.description }} |
| {%tr endfor %} | | | | |

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, no Incident-type cases (INC), Service Requests (SR), or Change Requests (CHG) were recorded.{% endif %}

# SERVICE AVAILABILITY

{% if total\_incidentes > 0 %} Below is a detailed overview of the availability of services contracted by **{{cust}}** during the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}.

Please note that incidents attributed to force majeure or those associated with the client are not considered in the service availability calculation.{% for monthblock in downtime\_tables %}

**Availability for: {{ monthblock.periodo }}**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| SERVICE ID | SERVICE TYPE | ADDRESS | RELATED CASES | DOWNTIME (MIN) | AVAILABILITY | SLA |
| {%tr for row in monthblock.rows %} | | | | | | |
| {{ row.cid }} | {{ row.service\_type }} | {{ row.address }} | {{ row.case\_related }} | {{ row.downtime }} | {{ row.disponibilidad }} | {{ row.disponibility }} |
| {%tr endfor %} | | | | | | |

{% endfor %}

{% else %}During the period from {{ start\_day\_num }} of {{start\_month\_name}} {{start\_year\_str}} to {{ end\_day\_num }} of {{end\_month\_name}} {{end\_year\_str}}, the service availability was 100%.{% endif %}

# FINAL CONSIDERATIONS

The following points are considered in the construction of this report. They are taken as key factors in determining service availability, so it is recommended to read the information carefully.

## GENERAL INFORMATION AND EXCLUDED EVENTS:

* These reports are standard and not customizable; if you have any suggestions, please let us know by replying to this email, and it will be evaluated for future versions of this report.
* This report shows the availability of services based exclusively on the incidents generated during the month.
* The values reflected are those recorded in our ticket management tool; however, if you believe any value should be reviewed and/or if SLA compensation applies, you must request it in writing to the Customer Service department at **ciclodevidadelcliente@libertynet.com**, within no more than thirty (30) days from the end of the period when the failure occurred.

## THE FOLLOWING EVENTS WILL BE EXCLUDED FROM SERVICE AVAILABILITY CALCULATIONS:

* Force majeure circumstances such as, but not limited to, war, insurrection, sabotage, embargo, fire, natural disasters, or vandalism.
* Scheduled maintenance, emergency maintenance, and service platform upgrade events, properly coordinated between the parties.
* Scheduled suspensions and emergency or planned maintenance on the network, force majeure or unforeseen events, and service suspensions caused by client-related failures are excluded from availability calculations.
* Actions or omissions by the client or third parties contracted or authorized by the client, including but not limited to negligence or sabotage.
* Restricted or denied access to the client’s premises for fault resolution by Liberty Networks.
* When problem resolution time is extended due to the client’s action or omission.
* When the client does not follow Liberty Networks’ procedures or makes unauthorized changes to Liberty Networks’ equipment.
* Issues caused by environmental conditions on the client’s side (such as power supply, weather, or housing conditions).
* Any review and/or modification can be made upon prior agreement and verification between both parties.