Less Than 30 Days of Installation with Troubles

April 26, 2013

Affected Site	**GT-PARC ROYALE**
Service/Circuit ID	**IC-AIZ-7511**
Activation Date	**04/04/2013**
Circuit Maturity	**1 Days old from first outage**
Project Engr	**DPR**
Status	**NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067376	04/04/2013 23:14:04	Attn: Raymart - Reroute IC-AIZ-7511	04/25/2013 06:50:55	29257	0	Costumer requesting for re-route to near IP 203.28.52.210		1

Affected Site	**GT-MANDALUYONG HOST/SWITCH**
Service/Circuit ID	**IC-AIZ-5949**
Activation Date	**03/25/2013**
Circuit Maturity	**29 Days old from first outage**
Project Engr	**JRB**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1072165	04/23/2013 13:00:32	Glory City - IC-AIZ-5949 - No Connection	04/25/2013 11:22:08	2782	0	No problem in GT side.	Able to ping up to LAN ip. RFO: No problem in GT side.	29

Affected Site   **GT-LOS BANOS**

Service/Circuit ID   **IC-AIZ-7046**

Activation Date   **03/14/2013**

Circuit Maturity   **13 Days old from first outage**

Project Engr   **JRB**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1069200	04/12/2013 21:00:29	Link Down	04/25/2013 14:15:51	18315	454	Monitored with NTU Power off alarm. Possible modem was turned off	RFO: Monitored with NTU Power off alarm.	29