

Trouble ID	Site	Status	Trouble Owner	Open Date	Symptom	Actual Issue	Severity	Resolution	Close Date
1020278	PA DOC-SCI Graterford	completed	Jeff Wong	12/27/2013	7 - call quality		P4	RESOLVED	12/30/2013
1019112	PA DOC-SCI Graterford	completed	Tom Fulton	12/19/2013	2 - phone problems	4 various inmate phones repair - Handsets replaced	P3	RESOLVED	12/26/2013
1017845	PA DOC-SCI Graterford	new problem	Tom Fulton	12/12/2013	Calls dropping during peak calling hours - possible T issue		P3		
1016319	PA DOC-SCI Graterford	completed	Sharon Waldo	12/5/2013	configuration or change		P3	RESOLVED	12/9/2013
1016290	PA DOC-SCI Graterford	completed	Heather Graham	12/5/2013	Inmate stuck in transfer		P3	RESOLVED	12/5/2013
1014011	PA DOC-SCI Graterford	completed	Tom Fulton	11/21/2013	2 - phone problems		P3	RESOLVED	12/1/2013
1013499	PA DOC-SCI Graterford	completed	Heather Graham	11/19/2013	Inmate unable to use pin		P3	RESOLVED	11/19/2013
1013024	PA DOC-SCI Graterford	completed	Tom Fulton	11/15/2013	configuration or change		P3	RESOLVED	11/19/2013
1009827	PA DOC-SCI Graterford	completed	Tom Fulton	10/31/2013	Various phones needing repairs		P3	RESOLVED	11/6/2013
1008671	PA DOC-SCI Graterford	completed	Kyle Smallwood	10/25/2013	cust states calls dropped while on the line with inmate on		P4	RESOLVED	10/25/2013
1008663	PA DOC-SCI Graterford	completed	Kyle Smallwood	10/25/2013	cust req credit for the following dropped calls on		P4	RESOLVED	10/28/2013
1007474	PA DOC-SCI Graterford	completed	Nelson High	10/21/2013	E-1 inmate, account; charged twice and needs refund		P3	RESOLVED	10/22/2013
1007304	PA DOC-SCI Graterford	completed	Jamie Wilkening	10/19/2013	Connection to Router lost		P1	Circuits came up by 4pm but LEC did not finish permanent	10/20/2013
1007120	PA DOC-SCI Graterford	assigned	Tom Fulton	10/18/2013	4 - system problems	2 phones in INF Unit repaired - 1 handset replaced	P3		
1006722	PA DOC-SCI Graterford	completed	Heather Graham	10/16/2013	Inmate ID conflict - please clear E54343		P3	RESOLVED	10/17/2013
1004177	PA DOC-SCI Graterford	completed	Cherie Warren	10/3/2013	The customer Laura Rivera says she cannot get calls. Has		P4	RESOLVED	10/7/2013
1002725	PA DOC-SCI Graterford	completed	Tom Fulton	9/26/2013	3 phones in need of repair		P3	RESOLVED	10/2/2013
1002525	PA DOC-SCI Graterford	completed	Tom Fulton	9/25/2013	4 - system problems	Duplicate ticket cancelled - repairs made Tckt 1002725	P3	RESOLVED	9/26/2013
1002436	PA DOC-SCI Graterford	completed	Guillermo Tijerina	9/25/2013	SCI Graterford - PX1 is not process calls. NGDCp has stop		P1	RESOLVED	9/25/2013
1002285	PA DOC-SCI Graterford	completed	Heather Graham	9/24/2013	The customer Cecilia Gonzalez is disputing a call due to		P4	RESOLVED	9/25/2013
1001689	PA DOC-SCI Graterford	completed	Raymond Bruner	9/20/2013	Inmate ID GE1995 is unable to make calls from OSU Unit -		P3	RESOLVED	9/20/2013
1001685	PA DOC-SCI Graterford	completed	Leroy Lovitt	9/20/2013	18 inmate PINs that should be active are coming up inactive		P3	RESOLVED	10/1/2013
1001109	PA DOC-SCI Graterford	completed	Mark Gibson	9/18/2013	5 - on site client		N/A	RESOLVED	10/2/2013
999775	PA DOC-SCI Graterford	completed	John Vaughn	9/11/2013	We need to do the Raid Container expansion ASAP		N/A	new drive space created	9/16/2013
999064	PA DOC-SCI Graterford	completed	Leroy Lovitt	9/9/2013	Still having garbling issues with TTY calls		P3	RESOLVED	10/11/2013
995277	PA DOC-SCI Graterford	completed	Heather Graham	8/20/2013	Inmate ID conflict - stuck pending transfer		P3	RESOLVED	8/20/2013
994643	PA DOC-SCI Graterford	completed	Cherie Warren	8/16/2013	4 - system problems	Phone issue on OSU - phone repaired	P4	RESOLVED	8/21/2013
994365	PA DOC-SCI Graterford	completed	Leroy Lovitt	8/15/2013	FS Server not responding to pings		P1	RESOLVED	8/15/2013
994076	PA DOC-SCI Graterford	completed	Heather Graham	8/14/2013	2 inmate ID conflicts - need to go back to old IDs		P3	RESOLVED	8/14/2013
993347	PA DOC-SCI Graterford	completed	Bea Berry	8/9/2013	PIN admin - We have a PSC/PUC complaint from a inmate who is		P4	RESOLVED	8/28/2013
993140	PA DOC-SCI Graterford	completed	Heather Graham	8/9/2013	Inmate ID conflict - stuck pending transfer		P3	RESOLVED	8/9/2013
992920	PA DOC-SCI Graterford	completed	Tom Fulton	8/8/2013	TTY unit jack damaged - needs to be relocated per site		P3	RESOLVED	8/14/2013
991363	PA DOC-SCI Graterford	completed	Raquel Hayward	7/31/2013	CELL IS METRO PCS - Customer states that every time they		P4	RESOLVED	8/6/2013
991023	PA DOC-SCI Graterford	completed	Tom Fulton	7/30/2013	1 - all phones down	Incorrectly noted in duplicate ticket - ticket cancelled	P3	RESOLVED	8/8/2013
990846	PA DOC-SCI Graterford	completed	Tom Fulton	7/30/2013	PMI requested to check TTY device/line		P3	RESOLVED	8/14/2013
990683	PA DOC-SCI Graterford	completed	Wanda Bass	7/29/2013	The customer Bernice Brown cannot get her calls.		P4	RESOLVED	8/8/2013
990340	PA DOC-SCI Graterford	completed	Michael Whaley	7/26/2013	4 - system problems	Call IQ system issue	P2	RESOLVED	7/26/2013
989694	PA DOC-SCI Graterford	completed	Shawn Campbell	7/24/2013	5 - on site client		P3	RESOLVED	7/24/2013
989583	PA DOC-SCI Graterford	completed	Heather Graham	7/24/2013	ID DU0672 is stuck in pending add		P3	RESOLVED	7/25/2013
989452	PA DOC-SCI Graterford	completed	Tom Fulton	7/23/2013	LEC is BIRCH - Customer states that every time they press		P4	RESOLVED	7/30/2013
987965	PA DOC-SCI Graterford	completed	Jeff Haupt	7/17/2013	OSU Phone LB1 needs to be set up as Default Living Unit		P3	RESOLVED	7/17/2013
986357	PA DOC-SCI Graterford	completed	Shawn Campbell	7/10/2013	E-Facility; Orion Critical Alert; Disk volume greater than		P4	RESOLVED	9/25/2013
986317	PA DOC-SCI Graterford	completed	John Vaughn	7/10/2013	lightning - blew 7 ports - in S/B		P3	replaced SIB	7/15/2013
985893	PA DOC-SCI Graterford	completed	Heather Graham	7/9/2013	4 - system problems	Inmate ID conflict - stuck pending transfer	P4	Inmate transferred to Graterford	7/11/2013
985687	PA DOC-SCI Graterford	completed	Tom Fulton	7/8/2013	Tracking ticket to add wireless phone in infirmary		P3	RESOLVED	7/22/2013
985682	PA DOC-SCI Graterford	completed	Tom Fulton	7/8/2013	4 lines in OSU reporting NDT	OSU phone issues - ports lost from lightning strike	P3	Ports re-assigned	7/12/2013
984287	PA DOC-SCI Graterford	completed	Tom Fulton	7/1/2013	Need CDRs from 2007 to 2010		P3	Info passed to SA	7/9/2013
983569	PA DOC-SCI Graterford	completed	Danielle Maulden	6/27/2013	Cust states call disconnected while on the line with the		P4	NONE	6/27/2013
982982	PA DOC-SCI Graterford	completed	Tom Fulton	6/25/2013	4 roll away phones with various issues		P3	Replaced handset, dialpads, and line cords	6/25/2013
982480	PA DOC-SCI Graterford	completed	Shawn Campbell	6/24/2013	E-Facility; Orion Critical Alert; Disk volume greater than		P2	Turn processing back on - Monitor system.	6/24/2013
982215	PA DOC-SCI Graterford	completed	Tom Fulton	6/22/2013	RMA request		P2	Port a block surge protection replaced.	6/25/2013
982191	PA DOC-SCI Graterford	completed	Jamie Wilkening	6/21/2013	PA DOC - Graterford - Not able to PING ROUTER		P1	rebooted system - UPS Power unit failed and the system lost	6/22/2013
981001	PA DOC-SCI Graterford	completed	Shawn Campbell	6/17/2013	The following disk volume is greater than 95% full		P3	Server is processing - free space dropped below threshold	6/17/2013
980261	PA DOC-SCI Graterford	completed	Tom Fulton	6/13/2013	Called party is claiming call isn't accepting w/DTMF 5		P3	Carrier exchange route change	6/17/2013
978992	PA DOC-SCI Graterford	completed	Tom Fulton	6/7/2013	2 phones NDT	Handsets/jacks on cart phones repaired	P3	Handsets and cords replaced	6/14/2013
977953	PA DOC-SCI Graterford	completed	Celso Escobar	6/4/2013	Reported system prompt timing issue		P3	ran configurator wizard	6/6/2013
977776	PA DOC-SCI Graterford	completed	Tom Fulton	6/3/2013	2 phones reporting possible cross talk - interference		P3	DCP2 restarted	6/7/2013
976374	PA DOC-SCI Graterford	completed	John Vaughn	5/28/2013	services stopped on DCP2		P1	Powerbooted server	5/28/2013
975047	PA DOC-SCI Graterford	completed	Tom Fulton	5/21/2013	4 phones reported NDT	Replaced handsets on 4 phones in J Block	P3	Telco cords replaced	6/7/2013
969500	PA DOC-SCI Graterford	completed	Guillermo Tijerina	4/24/2013	General Maintenance		P3	Replicator stopped responding	4/24/2013
969187	PA DOC-SCI Graterford	completed	Tom Fulton	4/23/2013	Tracking ticket for PMI		P3	PMI completed	5/2/2013
967469	PA DOC-SCI Graterford	completed	Leroy Lovitt	4/16/2013	"Calls can't be processed at this time..." auto msg on		P3	other - Restarted NGDCp in DCP-1 & Dialogic per FSM	4/16/2013
966305	PA DOC-SCI Graterford	completed	Tom Fulton	4/10/2013	4 phones on D block in need of various repairs		P3	Handsets replaced	4/23/2013
965284	PA DOC-SCI Graterford	completed	Tom Fulton	4/4/2013	Tracking ticket for add'l Call IQ server install		P3	Call IQ server installed	4/12/2013
965011	PA DOC-SCI Graterford	completed	Heather Graham	4/3/2013	Inmate PIN conflict		P3	Inmate has made 2 attempts today - He recieved phone number	4/3/2013
962080	PA DOC-SCI Graterford	completed	Tom Fulton	3/20/2013	System response slow - circuit bouncing in and out		P3	LEC fixed cable	3/21/2013
961562	PA DOC-SCI Graterford	completed	Heather Graham	3/18/2013	Inmate ID conflict		P3	SA can now change ID back to JE2540	3/18/2013
961522	PA DOC-SCI Graterford	completed	Heather Graham	3/18/2013	Change inmate ID		P3	JE2540 has been removed from RHIST.	3/18/2013
961225	PA DOC-SCI Graterford	completed	Tom Fulton	3/15/2013	4 phones with loose wires, check cart phone wires as well		P3	handsets and line cords replaced	3/19/2013
961223	PA DOC-SCI Graterford	completed	Tom Fulton	3/15/2013	Inmate complaint for calls not processing to 610-631-1449		P3	Called party issue	3/22/2013
960811	PA DOC-SCI Graterford	completed	Leroy Lovitt	3/14/2013	RMA request - The spare archive server built for Graterford		P4	replaced workstation - Spare - Received from UPS station	3/23/2013

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957265	PA	DOC-SCI Graterford	completed	John Vaughn	2/26/2013	replace Archive workstation		P3	workstation replaced	3/27/2013
956544	PA	DOC-SCI Graterford	completed	TS_Mobile	2/21/2013	general maintenance		P4	Restarted SQL Job.	2/21/2013
956438	PA	DOC-SCI Graterford	completed	Heather Graham	2/21/2013	Duplicate ID		P3	FE643 removed from RIDHIST table	2/21/2013
956047	PA	DOC-SCI Graterford	completed	Tom Fulton	2/19/2013	Called party issue, pressing DTMF 5 not recognized		P3	Carrier route change for nra nxx	3/4/2013
955582	PA	DOC-SCI Graterford	completed	Raymond Bruner	2/18/2013	Customer is complaining that her calls are not connecting.		P4	reearched calls, Inmate is not letting calls process all	2/18/2013
955232	PA	DOC-SCI Graterford	completed	Leroy Lovitt	2/15/2013	Cannot ping ARC server		P2	Setting adjusted in system to autostart after power fail	2/15/2013
955090	PA	DOC-SCI Graterford	completed	Tom Fulton	2/14/2013	4 phones with apparent handset issues		P3	Handsets replaced	2/15/2013
954717	PA	DOC-SCI Graterford	completed	Katiba Rodgers	2/13/2013	2 - phone problems--Customer complained calls dropped and		P4	2013-01-27 08:03:54.000 - Call was accepted and then	2/15/2013
953862	PA	DOC-SCI Graterford	completed	Leroy Lovitt	2/8/2013	Cannot ping ARC server		P2	Server was replaced	2/12/2013
950553	PA	DOC-SCI Graterford	completed	Raymond Bruner	1/23/2013	7 - call quality		P4	Researched Inmate account in ITS	1/23/2013
949857	PA	DOC-SCI Graterford	completed	Celso Escobar	1/19/2013	4 - system problems - Host Monitor alarm 'Ping ARC Server'	Archive server off line - restarted remotely	P2	powerbooted arc server	1/19/2013
948820	PA	DOC-SCI Graterford	completed	Tom Fulton	1/15/2013	2 - phone problems		P3	Handsets and dialpads replaced	1/16/2013
948596	PA	DOC-SCI Graterford	completed	Jeff Wong	1/14/2013	LEC IS VERIZON: Customer states that they were not making a		P4	notes	1/14/2013
948367	PA	DOC-SCI Graterford	completed	Leroy Lovitt	1/12/2013	Cannot ping ARC server		P2	i powered cycled the arc server,	1/12/2013
947868	PA	DOC-SCI Graterford	completed	Heather Graham	1/9/2013	inmate ID conflict		P3	KE8295 has been removed from the RIDHIST table	1/10/2013
947866	PA	DOC-SCI Graterford	completed	Heather Graham	1/9/2013	inmate ID conflict - stuck pending transfer		P3	inmate transferred	1/14/2013
946958	PA	DOC-SCI Graterford	completed	Leroy Lovitt	1/5/2013	4 - system problems - Ping Server alarm for DCP-1	DCP 1 (Digital Call Processor) power cycled	P1	rebooted system	1/5/2013
946949	PA	DOC-SCI Graterford	completed	Heather Graham	1/5/2013	Training on Shadow		P4	Walked user through how to pull call records	1/5/2013
946750	PA	DOC-SCI Graterford	completed	Shawn Campbell	1/4/2013	LazerWeb - login issue		P2	ALTER USER scgraterford ACCOUNT UNLOCK;	1/4/2013
945741	PA	DOC-SCI Graterford	completed	Tom Fulton	12/28/2012	5 phones with various issues		P3	Handsets and dialpads	1/4/2013
943935	PA	DOC-SCI Graterford	completed	Celso Escobar	12/18/2012	Cannot ping ARC server		P2	rebooted arc workstation	12/18/2012
943635	PA	DOC-SCI Graterford	completed	Celso Escobar	12/17/2012	cannot ping archive workstation		P2	rebooted ws	12/17/2012
942894	PA	DOC-SCI Graterford	completed	Heather Graham	12/12/2012	inmate ID conflict		P3	JPS496 has been removed from RIDHIST table	12/12/2012
941552	PA	DOC-SCI Graterford	completed	Leroy Lovitt	12/6/2012	WS unable to connect to system		P3	other - system backed up processing data. Changes were made	12/6/2012
940753	PA	DOC-SCI Graterford	completed	Celso Escobar	12/3/2012	Cannot ping ARC server workstation		P2	powerbooted workstation	12/3/2012
940620	PA	DOC-SCI Graterford	completed	Guillermo Tijerina	12/2/2012	PA DOC - Graterford - NOT ABLE TO PING ARC SERVER		P2	Powered cycled the arc server	12/2/2012
938290	PA	DOC-SCI Graterford	completed	Tom Fulton	11/19/2012	3 phones need new handsets		P3	Handsets replaced	11/20/2012
937405	PA	DOC-SCI Graterford	completed	Celso Escobar	11/14/2012	cannot ping arc server		P2	rebooted it via powerboot	11/14/2012
936795	PA	DOC-SCI Graterford	completed	Celso Escobar	11/11/2012	Cannot ping ARC server		P2	powerbooted arc server	11/11/2012
934092	PA	DOC-SCI Graterford	completed	Cherie Warren	10/28/2012	5 - on site client -		N/A	rebooted system	10/29/2012
932636	PA	DOC-SCI Graterford	completed	Guillermo Tijerina	10/21/2012	Graterford - NOT ABLE TO PING ARC SERVER		P2	Powered cycled the arc server	10/21/2012
931806	PA	DOC-SCI Graterford	completed	Tom Fulton	10/17/2012	2 - phone problems		P3	Handsets and dialpads replaced	10/19/2012
926762	PA	DOC-SCI Graterford	completed	Celso Escobar	9/25/2012	cannot ping arc server		P2	powerbooted arc server	9/25/2012
925808	PA	DOC-SCI Graterford	completed	Cherie Warren	9/20/2012	6 - partial phones down		P1	rebooted system	9/21/2012
925700	PA	DOC-SCI Graterford	completed	Tom Fulton	9/19/2012	Collect call drops, complaints from inmates		P3	Credits issued for dropped calls	9/24/2012
924637	PA	DOC-SCI Graterford	completed	Heather Graham	9/14/2012	inmate ID conflict - stuck in LIMBO pending xfer to GRA		P3	inmate account has been fixed	9/14/2012
924487	PA	DOC-SCI Graterford	completed	Tom Fulton	9/14/2012	4 phones in need of repair		P3	handsets and hookswitch	9/14/2012
923942	PA	DOC-SCI Graterford	completed	Tom Fulton	9/12/2012	E. 1 user; accounting: question on released inmate phone		P3	NTF	9/13/2012
922612	PA	DOC-SCI Graterford	completed	Sharon Waldo	9/6/2012	4 - system problems	Debit account transfer error corrected	P4	corrected parameters	9/7/2012
922394	PA	DOC-SCI Graterford	completed	Heather Graham	9/5/2012	7 - call quality--Ms. Smith called denying calls and		P4	NO credits	9/7/2012
921558	PA	DOC-SCI Graterford	completed	Shawn Campbell	9/4/2012	Site needs to know Call IQ log in credentials and verify		P3	Patch & icon loaded	9/14/2012
919406	PA	DOC-SCI Graterford	completed	Cherie Warren	8/23/2012	2 - phone problems		P2	repaired broken connection	8/31/2012
919326	PA	DOC-SCI Graterford	completed	Heather Graham	8/23/2012	4 - system problems	Inmate ID conflict - multiple IDs merged	P4	All accounts are merged and in one account for each inmate	8/28/2012
918891	PA	DOC-SCI Graterford	completed	Guillermo Tijerina	8/21/2012	4 - system problems	Carrier circuit temporary out of service	P2	BW repaired the issue. I called BW and they could not tell	8/21/2012
918136	PA	DOC-SCI Graterford	completed	Guillermo Tijerina	8/17/2012	LEC IS VERIZON: Customer states that call on 8/15/2012		P3	8/15/2012 10:09:56 AM> (Inmate was clear: it was the called	8/17/2012
917557	PA	DOC-SCI Graterford	completed	Cherie Warren	8/15/2012	Complaints across facility about calls chopping, static,		P3	circuit issue	9/7/2012
912684	PA	DOC-SCI Graterford	completed	TS_Mobile	7/29/2012	4 - system problems	Archive server off line - restarted remotely	P2		7/29/2012
910732	PA	DOC-SCI Graterford	completed	Robert Solis	7/20/2012	customer states that answering machine picked these calls		P4	other - please describe	7/20/2012
908962	PA	DOC-SCI Graterford	completed	Robert Solis	7/13/2012	Shadow will not launch - Page can't be found		P2	restored contents to d:\shadow_web\site from another site -	7/13/2012
908689	PA	DOC-SCI Graterford	completed	Tom Fulton	7/12/2012	Several units complaining that phones have NDT		P3		7/12/2012
906701	PA	DOC-SCI Graterford	completed	Tom Fulton	7/3/2012	Investigators' printer has failed		P3	Printer delivered	7/9/2012
906043	PA	DOC-SCI Graterford	completed	Tom Fulton	6/29/2012	inmate ID conflict		P3	Conflict resolved	7/2/2012
904956	PA	DOC-SCI Graterford	completed	Tom Fulton	6/26/2012	1 phone NDT		P3	Handsets and dialpad replaced	6/26/2012
902457	PA	DOC-SCI Graterford	completed	Celso Escobar	6/14/2012	Cannot ping ARC Server		P2	powerbooted ARC server	6/14/2012
902258	PA	DOC-SCI Graterford	completed	Tom Fulton	6/14/2012	inmate can't call 829-725-9451		P3	calls processing	6/18/2012
901062	PA	DOC-SCI Graterford	completed	Celso Escobar	6/9/2012	Cannot ping arc server.		P2	powerbooted arc server	6/11/2012
899996	PA	DOC-SCI Graterford	completed	Tom Fulton	6/5/2012	Several phones in J block need repair		P3	Phone cords and wall jacks	6/12/2012
897165	PA	DOC-SCI Graterford	completed	Tom Fulton	5/23/2012	Tracking ticket for Call IQ servers (2) install		P3	Server installed	5/30/2012
896676	PA	DOC-SCI Graterford	completed	Heather Graham	5/22/2012	inmate ID stuck in pending transfer mode		P3		5/22/2012
890676	PA	DOC-SCI Graterford	completed	Heather Graham	4/26/2012	inmate ID Conflict - stuck in transfer pending mode		P3		4/27/2012
890418	PA	DOC-SCI Graterford	completed	Leroy Lovitt	4/25/2012	workstation problems - Trouble exporting calls to CD		P4	no trouble found - Have been unable to contact Dennis.	5/3/2012
888273	PA	DOC-SCI Graterford	completed	Tom Fulton	4/17/2012	New pair needed to A Block - cross talk		P3	Cable pull completed	4/20/2012
886070	PA	DOC-SCI Graterford	completed	Guillermo Tijerina	4/7/2012	Site server has high exaction count		P1	/	4/7/2012
884664	PA	DOC-SCI Graterford	completed	Tom Fulton	4/2/2012	Tracking ticket for scheduled PMI		P3	PMI complete	4/9/2012
877936	PA	DOC-SCI Graterford	completed	Heather Graham	3/7/2012	inmate ID conflict		P3		3/7/2012
876876	PA	DOC-SCI Graterford	completed	Tom Fulton	3/2/2012	Several phones in need of repair		P3	hardware	3/8/2012
870030	PA	DOC-SCI Graterford	completed	TS_Mobile	2/6/2012	3 - telco problems		P2	IAD replaced	2/7/2012
868755	PA	DOC-SCI Graterford	completed	Tom Fulton	1/31/2012	4 phones in need of repair		P3	Hardware	2/7/2012
863083	PA	DOC-SCI Graterford	completed	John Vaughn	1/9/2012	Maintenance scheduled for site SIB card replacement		P3	daughter board replaced	1/13/2012
862065	PA	DOC-SCI Graterford	completed	Tom Fulton	1/4/2012	Several phones in need of repair		P3	Phones repaired	1/9/2012
859049	PA	DOC-SCI Graterford	completed	Tom Fulton	12/19/2011	6 phones in need of various repairs		P3	Replaced handset	12/21/2011
854479	PA	DOC-SCI Graterford	completed	Erica Johns	11/29/2011	2 - phone problems		P2		11/30/2011

848440	PA DOC-SCI Graterford	completed	Tom Fulton	11/1/2011	6 phones reported NDT		P3	New ports assigned	11/3/2011
848430	PA DOC-SCI Graterford	completed	Tom Fulton	11/1/2011	inmate call disputes		P3	No credit authorized	11/1/2011
845368	PA DOC-SCI Graterford	completed	Leroy Lovitt	10/19/2011	Cannot ping server		P3	Restarted server - OS restart reloaded TCP-IP stack	10/19/2011
844456	PA DOC-SCI Graterford	completed	John Vaughn	10/16/2011	2 - phone problems - Multiple phones not working following		P2	ANI in script did not match site	10/17/2011
841721	PA DOC-SCI Graterford	completed	Tom Fulton	10/4/2011	inmate call dispute		P3	Dollar limit block on phone	10/5/2011
838305	PA DOC-SCI Graterford	completed	Cherie Warren	9/20/2011	field service PM		P4	repaired broken part/assembly	9/20/2011
837964	PA DOC-SCI Graterford	completed	Cherie Warren	9/19/2011	6 - partial phones down		P3	repaired broken connection	9/20/2011
837017	PA DOC-SCI Graterford	completed	TS Mobile	9/14/2011	4 - system problems - Unable to export recordings to CD	Call recording export error resolved	P4	other - please describe - Deleted files from CDexport	9/14/2011
835017	PA DOC-SCI Graterford	completed	Jason Baldwin	9/6/2011	2 - phone problems Customer states Her home phone is broken		P3	NTF	9/8/2011
833157	PA DOC-SCI Graterford	completed	Tom Fulton	8/29/2011	inmate ID conflict		P3	ID released from pending an made active	8/29/2011
830547	PA DOC-SCI Graterford	completed	Tom Fulton	8/18/2011	2 phones in OSU NDT		P3	Ports re-assigned	8/19/2011
828968	PA DOC-SCI Graterford	completed	Tom Fulton	8/15/2011	Officers' workstation log in issue		P3	Proper password issued to staff	8/16/2011
826608	PA DOC-SCI Graterford	completed	TS Plano	8/4/2011	3 - telco problems	Carrier circuit bouncing	P2	n/a	8/5/2011
824959	PA DOC-SCI Graterford	completed	Tom Fulton	7/29/2011	Call quality issues		P3	Not defined	8/15/2011
824244	PA DOC-SCI Graterford	completed	Jason Baldwin	7/27/2011	SA workstation printer has failed		P3	Replacement printer delivered	8/1/2011
820834	PA DOC-SCI Graterford	completed	Tom Fulton	7/13/2011	4 phones in need of repair		P3	Replaced handsets and re-assigned 2 ports	7/20/2011
816466	PA DOC-SCI Graterford	completed	Tom Fulton	6/24/2011	inmate call dispute		P3	Credit issued for false 3way disconnect	6/24/2011
814544	PA DOC-SCI Graterford	completed	Jason Baldwin	6/16/2011	TROUBLE: 06-16-11 01:51 PM (EST) Per email from Wendy		P3	na	6/22/2011
814045	PA DOC-SCI Graterford	completed	Jason Baldwin	6/15/2011	TROUBLE: 06-15-11 05:24 AM (EST) Per email from Mark		P3	Tech made repairs	6/17/2011
810106	PA DOC-SCI Graterford	completed	Tom Fulton	5/28/2011	4 - system problems	Monitoring office system workstation replaced	P3	Workstation replaced	6/15/2011
809615	PA DOC-SCI Graterford	completed	Tom Fulton	5/26/2011	3 phones need repair		P3	Tech made onsite repairs	6/1/2011
803208	PA DOC-SCI Graterford	completed	Tom Fulton	4/28/2011	Complaint of echo on inmate calls		P3	System restart	5/2/2011
798452	PA DOC-SCI Graterford	completed	Roger Cascaden	4/7/2011	2 - phone problems-Ms Bond is denying accepting calls		P4	NTF	4/8/2011
798420	PA DOC-SCI Graterford	completed	Tom Fulton	4/7/2011	PMI		P4	handsets replaced	4/15/2011
797276	PA DOC-SCI Graterford	completed	Tom Fulton	4/1/2011	Several units complaining calls are not processing		P3	NTF	4/5/2011
795998	PA DOC-SCI Graterford	completed	Tom Fulton	3/28/2011	2 - phone problems		P3	Handset replaced, wires secured	3/31/2011
785285	PA DOC-SCI Graterford	completed	Tom Fulton	2/9/2011	Multiple phone repairs needed		P3	Phone repairs	2/14/2011
777590	PA DOC-SCI Graterford	completed	Tom Fulton	1/4/2011	Site is showing huge volume of Trunk Busy - Code 37s		P3	System restart	1/7/2011
775619	PA DOC-SCI Graterford	completed	Tom Fulton	12/23/2010	inmate complaints about disconnected calls	Trunk blocks during busy period caused disconnects	P3	Credits issued for system restart caused by trunk blocks	12/28/2010
775150	PA DOC-SCI Graterford	completed	Tom Fulton	12/21/2010	3 phones reporting problems		P3	Replaced bad handsets	12/27/2010
772630	PA DOC-SCI Graterford	completed	Tom Fulton	12/9/2010	Telco room 66 block maintenance/labeling		P3	Labeling completed	12/10/2010
768623	PA DOC-SCI Graterford	completed	Tom Fulton	11/30/2010	TROUBLE: 11-30-10 07:40 AM (EST) Per email from Kelly		P2	Re-assigned ports in the system	12/7/2010
766817	PA DOC-SCI Graterford	completed	Tom Fulton	11/19/2010	Per email from Kelly Mack - OSU Sexual Assault Line not		P3	Dummy PIN with COS added for OSU	11/27/2010
766476	PA DOC-SCI Graterford	completed	Tom Fulton	11/18/2010	TROUBLE: 11-18-10 09:13 AM (EST) Per email from Kelly		P3	Per TAG customer requested casual block since 2002	11/23/2010
766189	PA DOC-SCI Graterford	completed	Tom Fulton	11/17/2010	Per email from Kelly Mack - Per Donna Roberts, inmate		P3	VAC made requested change	11/23/2010
765795	PA DOC-SCI Graterford	completed	Jason Baldwin	11/16/2010	Zero usage project per approval of Tom Fulton and Ed Yatta.		P3	Tech made onsite repairs	11/18/2010
762823	PA DOC-SCI Graterford	completed	Tom Fulton	11/2/2010	inmate dispute on call connection		P3	Block removed from database	11/3/2010
761483	PA DOC-SCI Graterford	completed	Tom Fulton	10/26/2010	Security WS issue with copying recordings to CD		P3	CD burn software reloaded	10/27/2010
759870	PA DOC-SCI Graterford	completed	Tom Fulton	10/19/2010	2 - phone problems		P3	Replaced bad handset, new port assigned to 169	10/21/2010
758031	PA DOC-SCI Graterford	completed	Tom Fulton	10/8/2010	Tom,		P4	NTF, balances provided to site	10/11/2010
757400	PA DOC-SCI Graterford	completed	Tom Fulton	10/6/2010	3 phones in need of repair		P3	3 handsets replaced	10/8/2010
755178	PA DOC-SCI Graterford	completed	Tom Fulton	9/24/2010	1 phone NDT		P3	Site maintenance to provide new pair	9/29/2010
750766	PA DOC-SCI Graterford	completed	Tom Fulton	9/3/2010	IAD RMA to be replaced		P2	IAD installed	9/27/2010
749368	PA DOC-SCI Graterford	completed	Erica Johns	8/27/2010	2 - phone problems		P2	VAC restarted equipment	9/1/2010
749216	PA DOC-SCI Graterford	completed	Tom Fulton	8/27/2010	Comp Code 19s appearing in CDRs		P3	Database pruned	9/15/2010
745299	PA DOC-SCI Graterford	completed	Tom Fulton	8/11/2010	inmate complaints about call quality - noise on lines		P3	Restarted VAC systems	8/17/2010
743778	PA DOC-SCI Graterford	completed	Tom Fulton	8/4/2010	6 - partial phones down		P2	Replaced handsets	8/11/2010
737479	PA DOC-SCI Graterford	completed	Jason Baldwin	7/7/2010	3 - telco problems		P2	Replaced IAD	8/23/2010
731248	PA DOC-SCI Graterford	completed	Cherie Warren	6/8/2010	5 - on site client		P1	network restored (voice)	6/8/2010
730976	PA DOC-SCI Graterford	completed	Tom Fulton	6/7/2010	inmate ID conflict		P3	id removed from RiDhist database	6/10/2010
730893	PA DOC-SCI Graterford	completed	Tom Fulton	6/7/2010	Workstations can't pull recordings		P3	VAC re-loaded scripts from another site	6/10/2010
730175	PA DOC-SCI Graterford	completed	Tom Fulton	6/3/2010	Site security WS can't access recordings		P3	VAC re-loaded	6/4/2010
729539	PA DOC-SCI Graterford	completed	Tom Fulton	6/1/2010	inmate ID will not transfer to active site		P3	ID transferred to proper site	6/3/2010
727000	PA DOC-SCI Graterford	completed	Roger Cascaden	5/18/2010	2 - phone problems		P3	All calls were accepted	5/18/2010
726736	PA DOC-SCI Graterford	completed	Tom Fulton	5/17/2010	Security is reporting issues with pulling up a recording		P3	NTF - Workstation working normally again	5/17/2010
726427	PA DOC-SCI Graterford	completed	Tom Fulton	5/14/2010	VAC Plano can't ping site router - calls not validating		P1	Connectivity restored	5/14/2010
724951	PA DOC-SCI Graterford	completed	Tom Fulton	5/6/2010	2 - phone problems		P2	System restarted	5/7/2010
723210	PA DOC-SCI Graterford	completed	Tom Fulton	4/27/2010	5 phones in need of repair		P3	Replaced 21 handsets	5/3/2010
721354	PA DOC-SCI Graterford	completed	Tom Fulton	4/16/2010	inmate ID conflict		P3	None - per VAC ID has old CDR and can't be deleted	4/19/2010
720670	PA DOC-SCI Graterford	completed	Tom Fulton	4/13/2010	inmate ID conflict		P3	VAC deleted ID from database	4/19/2010
718539	PA DOC-SCI Graterford	completed	Tom Fulton	4/1/2010	inmate ID conflict		P3	ID deleted from database	4/2/2010
707944	PA DOC-SCI Graterford	completed	Erica Johns	1/29/2010	2 - phone problems		P1	turned kill switches off	1/29/2010