



Closed Tickets

123 Industries

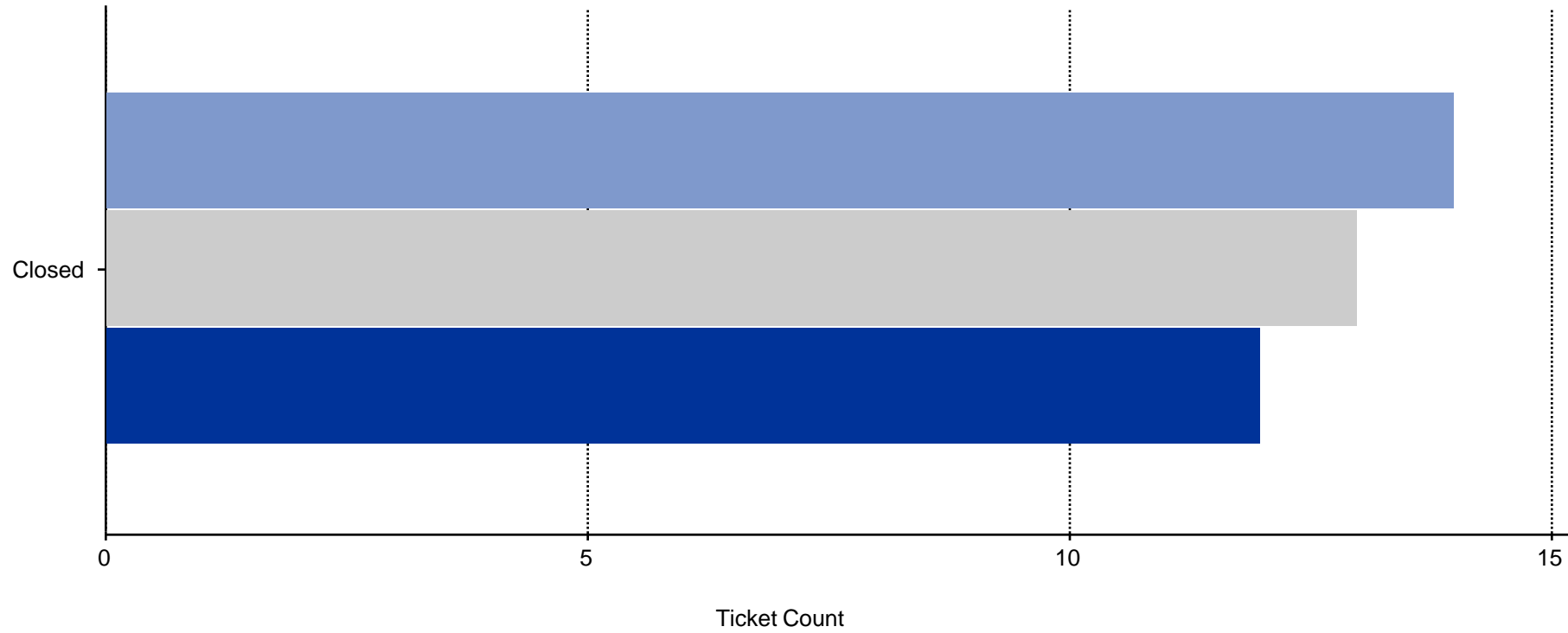
From 3/1/2004 Through 7/30/2004

Reported on Aug 24, 2004

1 Closed Ticket Duration 1
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1 Closed Ticket Duration

Status	Closed In Less Than 1 Day	Closed Within 1-7 Days	Closed After 7 Days
Closed	14	13	12



■ Closed In Less Than 1 Day ■ Closed Within 1-7 Days ■ Closed After 7 Days

Closed Tickets

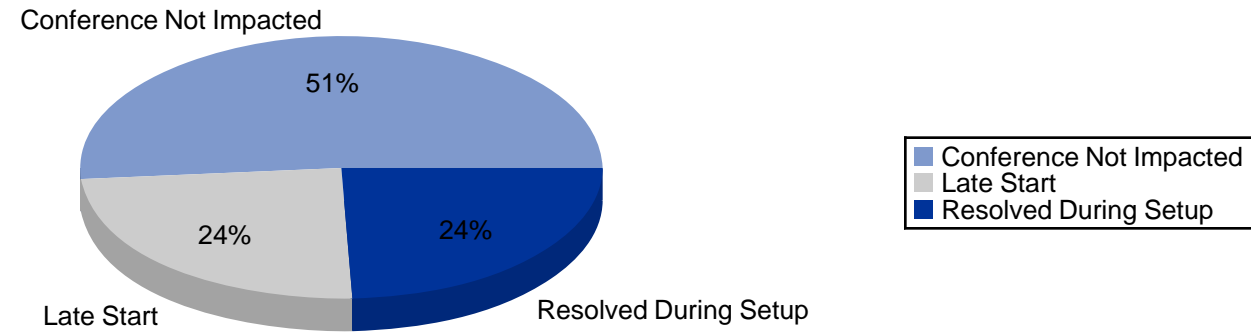
123 Industries

From 3/1/2004 Through 7/30/2004

Reported on Aug 24, 2004

2 Closed Tickets Conference Impact

Closed Ticket Conf. Impact	No. of Tickets
Conference Not Impacted	19
Late Start	9
Resolved During Setup	9
Total Closed Tickets	37





Closed Tickets

Morgan Stanley

From 3/1/2004 Through 7/30/2004

Reported on Aug 24, 2004

Company Name	Ticket ID	Created (UT)	Actual Start (UT)	Actual Finish (UT)	Received Via	Ticket Category	Source	Symptom	Resolution	Conference Number	Conference Impact	Caller
Morgan Stanley	49296	2004-05-11 13:18:29	2004-05-11 13:18:29	2004-05-12 12:56:19	Conference	Conference	Customer Premise Equipment		Changed Transmission Rates	23298825	Conference Not Impacted	
Morgan Stanley	49311	2004-05-11 17:16:29	2004-05-11 17:16:29	2004-05-12 14:37:55	Conference	Conference	Network		Reconnected Site(s)	23877974	Conference Not Impacted	
Morgan Stanley	49218	2004-05-07 17:46:01	2004-05-07 17:46:01	2004-05-12 19:03:01	Conference	Conference	Customer Premise Equipment		Changed Dial Direction	23825983	Late Start	
Morgan Stanley	49339	2004-05-12 13:26:58	2004-05-12 13:26:58	2004-05-12 21:35:32	Conference	Conference	Undetermined (See Cust Memo)		Changed Transmission Rates	23800152	Conference Not Impacted	
Morgan Stanley	49502	2004-05-17 19:09:39	2004-05-17 19:09:39	2004-05-17 19:11:49	Observed by Tech	Customer	Undetermined (See Cust Memo)		Provided Instruction			
Morgan Stanley	49420	2004-05-14 10:41:12	2004-05-14 10:41:12	2004-05-19 14:49:37	Conference	Conference	Network		Changed Transmission Rates	21069498	Late Start	
Morgan Stanley	49581	2004-05-19 13:54:02	2004-05-19 13:54:02	2004-05-19 18:34:15	Conference	Conference	Network		Changed Transmission Rates	23800165	Late Start	
Morgan Stanley	49310	2004-05-11 17:12:22	2004-05-11 17:12:22	2004-05-21 18:07:21	Conference	Conference	Network		Changed Transmission Rates	23877974	Resolved During Setup	
Morgan Stanley	49788	2004-05-25 19:45:44	2004-05-25 19:45:44	2004-05-25 20:53:24	Conference	Conference	Network		Successful Certification			
Morgan Stanley	49958	2004-06-01 11:28:27	2004-06-01 11:28:27	2004-06-08 12:58:50	Conference	Conference	Customer Premise Equipment		Changed Transmission Rates	21344365	Resolved During Setup	
Morgan Stanley	49849	2004-05-26 17:21:43	2004-05-26 17:21:43	2004-06-15 13:44:19	Conference	Conference	Network		Changed Transmission Rates	23800178	Conference Not Impacted	
Morgan Stanley	50217	2004-06-07 21:59:09	2004-06-07 21:59:09	2004-06-15 14:11:06	Conference	Conference	Network		Unresolved	24804568	Conference Not Impacted	
Morgan Stanley	50858	2004-06-24 11:38:32	2004-06-24 11:38:32	2004-06-24 14:47:05	Conference	Conference	Network		Disconnect/Reconnect	21070197	Conference Not Impacted	
Morgan Stanley	51028	2004-06-29 13:06:59	2004-06-29 13:06:59	2004-06-29 18:26:55	Conference	Conference	Network		Disconnect/Reconnect	25010059	Conference Not Impacted	
Morgan Stanley	51029	2004-06-29 13:06:59	2004-06-29 13:06:59	2004-06-29 18:27:22	Conference	Conference	Network		Disconnect/Reconnect	25010059	Conference Not Impacted	
Morgan Stanley	51074	2004-06-30 13:45:22	2004-06-30 13:45:22	2004-06-30 14:25:54	Conference	Conference	Network		Changed Transmission Rates	25308314	Conference Not Impacted	
Morgan Stanley	50473	2004-06-15 11:14:24	2004-06-15 11:14:24	2004-07-01 13:34:14	Conference	Conference	Customer Premise Equipment		Changed Dial Direction	24907646	Resolved During Setup	



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Morgan Stanley

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Company Name	Ticket ID	Created (UT)	Actual Start (UT)	Actual Finish (UT)	Received Via	Ticket Category	Source	Symptom	Resolution	Conference Number	Conference Impact	Caller
Morgan Stanley	50916	2004-06-25 11:31:32	2004-06-25 11:31:32	2004-07-01 14:10:59	Conference	Conference	Customer Premise Equipment		Changed Transmission Rates	25170001	Resolved During Setup	
Morgan Stanley	51243	2004-07-07 12:58:05	2004-07-07 12:58:05	2004-07-08 16:35:16	Conference	Conference	Network		Changed Transmission Rates	21421534	Resolved During Setup	
Morgan Stanley	51540	2004-07-15 00:49:36	2004-07-15 00:49:36	2004-07-16 21:04:57	Conference	Conference	Customer Premise Equipment		Participated via Audio	25470268	Late Start	
Morgan Stanley	51512	2004-07-14 14:25:36	2004-07-14 14:25:36	2004-07-21 21:50:14	Conference	Conference	Network		Changed Transmission Rates	23800269	Conference Not Impacted	
Morgan Stanley	51808	2004-07-23 06:17:26	2004-07-23 06:17:26	2004-07-23 18:27:45	Conference	Conference	Customer Premise Equipment	Video - Unable to Connect Dial-out	Changed Dial Direction	25429063	Late Start	
Morgan Stanley	51759	2004-07-22 04:03:07	2004-07-22 04:03:07	2004-07-24 07:04:01	Conference	Conference	Customer Premise Equipment	Disconnect - Repeated	Changed Transmission Rates	25702057	Resolved During Setup	