

Service Ticket Register

Vortex Grid Systems Inc.

Service Ticket Register

Record ID: OPS-001									
Register: Customer Operations / North Region and Calder Mills									
Period: 2026-05-01 through 2026-07-15									
Timezone: Opened and closed times are UTC									
Exported by: Service Desk Operations									
Revision: 1.2; TKT-2621 classification corrected without replacing its original entry, Calder Mills									
metering rows added on export									
Row ID Ticket ID Opened UTC Site / area Class ² Delay noted (min) ¹ Status Agent notes									
TROW-001	TKT-2601	2026-05-02 08:14	East Basin / dashboard	Service request	3	Closed	Refresh	interval explained; no incident opened.	
TROW-002	TKT-2602	2026-05-04 11:30	North Harbor / alert view	Display defect	6	Closed	View filter	corrected under customer account record.	
TROW-003	TKT-2603	2026-05-06 16:05	Ridge Park / gateway 2	Connectivity	11	Closed	Local cable	reseated; field observation only.	
TROW-004	TKT-2604	2026-05-08 07:42	West Canal / report export	Service request	0	Closed	Export	schedule clarified in UTC.	
TROW-005	TKT-2605	2026-05-09 19:18	North Harbor / gateway 7	Connectivity	4	Closed	Automatic	reconnect observed; no configuration change.	
TROW-006	TKT-2606	2026-05-11 14:22	East Basin / sensor A4	Data quality	8	Closed	Calibration record	supplied; source value retained.	
TROW-007	TKT-2607	2026-05-12 09:03	Ridge Park / mobile view	Display defect	2	Closed	Cached view	cleared; customer confirmation recorded.	
TROW-008	TKT-2608	2026-05-13 18:26	North Harbor / alerts	Service request	0	Closed	Notification	recipients updated by account owner.	
TROW-009	TKT-2609	2026-05-15 05:50	West Canal / gateway 1	Connectivity	9	Closed	Carrier		

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interruption documented; no supplier attribution.

TROW-010	TKT-2610	2026-05-16 12:47	East Basin / trend view	Data quality	5	Closed	Unit display	changed from W to kW with source values preserved.	
TROW-011	TKT-2611	2026-05-18 20:01	North Harbor / maintenance	Scheduling	0	Closed	CHG-2026-188 UTC	window confirmed.	
TROW-012	TKT-2612	2026-05-19 16:19	North Harbor / multiple gateways	Incident-linked	227	Closed	Primary service ticket linked to IR-2026-017; local collection continued.		
TROW-013	TKT-2613	2026-05-19 16:28	North Harbor / delayed alerts	Incident-linked	74	Closed	Delayed-alert report; added to IR-2026-017.		
TROW-014	TKT-2614	2026-05-19 16:41	North Harbor / dashboard backfill	Incident-linked	96	Closed	Delayed measurements later backfilled from local buffers.		
TROW-015	TKT-2615	2026-05-19 17:06	North Harbor / gateway 3	Incident-linked	52	Closed	Credential	warning in log; engineering checking.	
TROW-016	TKT-2616	2026-05-19 17:18	North Harbor / gateway 5	Incident-linked	63	Closed	Slow	reconnect after renewal; retry comparison cited.	
TROW-017	TKT-2617	2026-05-20 09:15	North Harbor / status wording	Communication	0	Closed	Corrected	preliminary customer message linked to EM-002.	
TROW-018	TKT-2618	2026-05-22 13:44	Ridge Park / report units	Data quality	0	Closed	Temperature	column clarified as degrees Celsius.	
TROW-019	TKT-2619	2026-05-27 21:30	East Basin / gateway 4	Connectivity	14	Closed	Recovery	completed within declared local threshold.	
TROW-020	TKT-2620	2026-06-01 10:09	West Canal / invoice reference	Administrative	0	Closed	Routed	to Finance Controls; not a technical ticket.	
TROW-021	TKT-2621	2026-06-04 08:55	North Harbor / Aurora reference	Hardware Administrative	0	Closed	Originally labelled hardware; corrected to supplier-name ambiguity under VRM-2026-09.		
TROW-022	TKT-2622	2026-06-08 15:11	North Harbor / retry template	Service request	0	Closed	Design-review information supplied; no deployment approval.		
TROW-023	TKT-2623	2026-06-11 17:25	Repair depot / circuit assembly	Hardware review	0	Closed	Identity/condition triage linked to HT-2026-044; no defect finding.		
TROW-024	TKT-2624	2026-06-16 14:48	North Harbor / follow-up schedule	Scheduling	0	Closed	14:00 UTC	start corrected from mistaken Pacific interpretation.	

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TROW-025 | TKT-2625 | 2026-06-17 14:03 | North Harbor / verification | Change-linked | 3 | Closed | CHG-2026-204 observed normal status; limited to listed gateway group.

TROW-026 | TKT-2626 | 2026-06-18 10:20 | East Basin / alias notice | Administrative | 0 | Closed | MEE-26 rename notice sent; effective 2026-06-15.

TROW-027 | TKT-2627 | 2026-06-25 18:06 | Ridge Park / alert latency | Data quality | 7 | Closed | Delay measured at seven minutes; no recurrence after refresh.

TROW-028 | TKT-2628 | 2026-06-30 16:44 | North Harbor / attendee identity | Administrative | 0 | Closed | Avery Lin distinguished from A. Lin, Product Finance.

TROW-029 | TKT-2631 | 2026-07-06 09:47 | Calder Mills / June consumption export | Metering data | 0 | Closed | Repeated register readings reported by the Calder Mills metering desk; opened as IR-2026-023.

TROW-030 | TKT-2629 | 2026-07-08 22:17 | West Canal / gateway 6 | Connectivity | 18 | Closed | Field reset completed under approved change.

TROW-031 | TKT-2632 | 2026-07-09 11:12 | Calder Mills / export reissue | Metering data | 0 | Closed | Export regenerated from raw registers under CHG-2026-231; billing hold BH-2026-051 handled by Billing Operations.

TROW-032 | TKT-2633 | 2026-07-13 08:25 | Calder Mills / meter firmware query | Metering data | 0 | Open | Register-rollover question referred to VRM-2026-14; no supplier finding recorded.

TROW-033 | TKT-2634 | 2026-07-14 13:40 | Repair depot / label stock | Administrative | 0 | Closed | Warehouse label reorder; no service impact.

TROW-034 | TKT-2630 | 2026-07-15 09:32 | East Basin / report export | Service request | 0 | Open | Customer requested monthly export; next action due 2026-07-17.

¹ 0 means the ticket did not report a service delay, not that the field was left blank. Delay minutes are recorded as observed at the desk; this register does not carry the customer-notification criterion they get compared against.

² A class shown struck through was corrected after the ticket closed. The original label stays visible so the correction can be read, and the ticket keeps its original row.

Desk note: the Calder Mills rows arrived from a second desk queue and were merged into this export by opened time. They belong to a different customer and a different service question; nothing in them was compared against the North Harbor rows.