

Customer Call Notes

Vortex Grid Systems Inc.

Customer Call Notes - North Harbor Status and Correction Review

Record ID: NOTE-002

Call reference: CC-2026-119

Date: 2026-05-20

Time: 16:00-16:50 UTC

Note taker: Jules Kim, Customer Operations

Participants: Marta Alvarez; Morgan Iqbal; North Harbor Service Desk representatives

Notes by: Jules Kim

Revision: 1.2, follow-up entered 2026-06-04

Jules's call notes. Cleaned up names right after the call. "NH eng" in my scratchpad meant the service desk, not North Harbor engineering.

Start / context

Customer impact and the correction to the first status note for IR-2026-017. This was not the final technical review. North Harbor representatives joined from Pacific Daylight Time, while the invitation and incident record used UTC. The 16:00 UTC start appeared as 09:00 PDT in their calendars. Participants confirmed that the two displays described the same call and that the UTC time controlled the record.

Marta recap: dashboard readings and alerts were delayed after a scheduled gateway change, local collection continued, and delayed values were later backfilled. North Harbor agreed that matched what its operators saw. They were careful not to agree with a cause yet.

First status + correction

The first status message referred to a credential-renewal warning and used wording that could be read as a single-cause conclusion. Later field and engineering records showed that some gateways renewed credentials but still returned slowly, and that retry-throttling values differed from the control gateway. Customer Operations therefore issued a correction stating that several conditions remained under review.

North Harbor asked if we could remove the first message from the shared folder since the explanation changed. Celeste wasn't on the call; Marta read her reply: leave the first message where it is and put the dated correction beside it. Customer said OK,

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though they would prefer the corrected one appear first. Their forwarded "erase the first status message" line stays in the thread as their request.

Morgan's point: we are changing the explanation, not denying the delay. Avoid wording that sounds like every gateway had the same sequence. Final review will come later with its own approval.

Customer comments / asks

North Harbor service desk: delayed measurements arrived out of order in one dashboard view but reconciled after backfill. Operators did not observe a loss of locally collected readings. One representative said "the certificate outage"; another said "the slow reconnect." I wrote down both. Neither was agreed as final cause wording.

The customer asked for future updates to show the next UTC update time and a local-time translation. Vortex Grid agreed, with UTC retained as controlling. The customer also asked for a named communication owner. Marta remained the Customer Operations owner; Morgan remained the incident coordinator. Marta owns customer wording; Morgan owns the incident coordination. (I had these in one column at first - split now.)

Action checklist

- [x] Marta Alvarez - retain the corrected preliminary status under IR-2026-017.
- [x] Jules Kim - attach the customer's impact acknowledgement.
- [x] Morgan Iqbal - collect the field and engineering updates for the review.
- [] Customer Operations - send the final review summary after formal approval.
- [] Regional Change Windows - add explicit UTC/local-time and named-owner fields to future notices.
- [] North Harbor Service Desk - use the incident reference in later correspondence.

Edits and follow-up

Revision 1.1.1, entered immediately after the call, corrected the attendee label from ~~North Harbor engineering~~ to **North Harbor Service Desk**. The customer attendees were operations representatives, not authors of Vortex Grid's engineering conclusion. The original shorthand is preserved here to explain the edit.

6/4 follow-up: final incident review issued; the earlier single-cause conclusion is superseded. I added this at the bottom rather than changing the 5/20 notes.