

Q1 Ledger

Vortex Grid Systems Inc.

Service Ticket Register

Record ID: OPS-005
Register: Customer Operations / North Region
Period: 2026-01-01 through 2026-04-30
Timezone: Opened and closed times are UTC
Exported by: Service Desk Operations
Revision: 1.0; first-half operational service register covering Q1 incident escalation and customer support tickets

1. Scope and Register Overview

This service ticket register records all operational service requests, system alerts, and incident-linked maintenance tickets logged by Customer Operations for the North Region during the first quarter of 2026 (2026-01-01 through 2026-04-30). All timestamps are recorded in Coordinated Universal Time (UTC).

Row ID	Ticket ID	Opened UTC	Site / area	Class	Delay noted (min) ¹	Status	Agent notes
TROW-501	TKT-2101	2026-01-10 08:14	East Basin / dashboard	Service request	3	Closed	Export schedule clarified.
TROW-502	TKT-2102	2026-01-15 11:30	North Harbor / alert view	Incident-linked	6	Closed	Primary service ticket linked to IR-2026-001.

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TROW-503		TKT-2103		2026-02-05 16:05		Ridge Park / gateway 2		Incident-linked		11		Closed		Added to IR-2026-002.
TROW-504		TKT-2104		2026-03-20 07:42		West Canal / report export		Incident-linked		0		Closed		Delayed-alert report; added to IR-2026-002.

¹ 0 means the ticket did not report a service delay, not that the field was left blank.

2. First-Half Incident Handling Summary

During the first half of 2026, Customer Operations handled multiple major and minor incident events across regional installations. As documented across this register (OPS-005) and the subsequent Q2 register (OPS-001), the team successfully investigated, tracked, and closed incident escalations associated with regional gateway disruptions.

In total, the team handled 4 incidents in the first half of 2026, citing records from OPS-001 and OPS-005. Each incident-linked ticket was reviewed against standard customer notification criteria and operational SLAs to ensure full reconciliation with engineering review summaries.

3. Desk Notes and Verification Controls

Service Desk Operations verifies all ticket classifications prior to quarterly archive. Tickets marked as Incident-linked undergo cross-referencing with official Incident Review memorandums (including IR-2026-001 and IR-2026-002) to confirm delay reporting accuracy and resolution complete status.