

Lodge Fault Form

Customer Particulars

Name: (Mr. / Miss / Mrs. / Madam): _____

Gender: (M / F)

Residential Status: Non Resident Resident (PR/Citizen)

Address: _____

_____ Postal Code: (_____)

Contact Numbers (Home): _____ (Office): _____ (Mobile): _____

Lodge Fault Information:

A/C Number: _____

Origination Country: _____ Origination Number: _____

Destination Country: _____ Destination Number: _____

(Phone Used: Mobile/ Public/ Office/ Home)

Date: _____

Time: _____

Problem Occurs after entering – (Access Number / Overseas Number / During Conversation)

Problems Encounter: Receive Busy Tone

Cut Off

Echo

Silence

One Way Audio

No Connection but credit deducted

Others: _____

Official Reply:

Name: _____

Date: _____

Time: _____