[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Add or remove table rows to fit your needs. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

Network Issue Log

One register for every network issue, its updates, and a summary of what is still open.

1. Log details

Log period covered	[Log period covered by this log]
Person responsible for this log	[Full name of the person responsible for this log]
Team responsible for network issues	[Name of the team responsible for network issues]

2. Network issue register

One row per issue, in the order issues were reported. Add or remove rows as needed.

Issue reference	Date and time reported	Site or location affected	Issue description	Severity	Assigned to	Status	Date and time resolved

3. Action and update log

Record every meaningful update: diagnosis, escalation, provider update, and closure check. Add or remove rows as needed.

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Date and time of the update	Issue reference	Update or action taken	Updated by

4. Escalation notes

[Escalation route used when an issue is not resolved within the agreed time, including who is contacted at each level.]

[Outside provider or carrier escalation process, including the ticket reference format they require.]

5. Summary

Total issues recorded in this period	[Total number of issues recorded in this period]
Issues still open at the end of this period	[Number of issues still open at the end of this period]
Issues resolved in this period	[Number of issues resolved in this period]
Issues escalated in this period	[Number of issues escalated in this period]
Most common type of issue in this period	[Most common type of issue in this period]
Recurring issue needing a permanent fix	[Description of any recurring issue needing a permanent fix, or confirmation that there is none]

6. Review and sign-off

[Review notes on this period, including any issue that stayed open too long and why.]

Log owner name	[Full name of the log owner]
Reviewer name	[Full name of the reviewer]
Log owner signature	[Signature of the log owner]
Reviewer signature	[Signature of the reviewer]

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Date of sign-off	[Date of sign-off]