**[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 |
|---|---|---|---|---|---|---|---|
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## 3. Action and update log

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

| Date and time of the update | Issue reference | Update or action taken | Updated by |
|---|---|---|---|
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## 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] |

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| | |
|---|---|
| **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] |
| **Date of sign-off** | [Date of sign-off] |